

Open Door Family Medical Centers

Making Quality Healthcare Accessible to All

The Challenge

As the COVID-19 pandemic eased, Open Door Family Medical Center faced a choice: Pay ever-increasing costs to bring back human scribes to their clinics or switch to an AI-enabled solution that could expand scribing support to their clinicians in a more cost-effective way without compromising accuracy and ease of use.

The Solution

Open Door looked at several AI-enabled scribing services and found that eClinicalWorks offered a solution that met their needs. With eClinicalWorks Scribe®, providers can use their iPhone or Android smartphone and complete documentation quickly and accurately. There's no need to correct spelling errors or laboriously review the finished Progress Notes.

The Results

Open Door calculates that rather than each provider having to see two additional patients each day to cover the costs of a human scribe, they can see just two additional patients per month to cover the costs of eClinicalWorks Scribe — for an estimated savings of \$45,000 per clinician per year.



How AI-Enabled eClinicalWorks Scribe Drives Quality and Savings

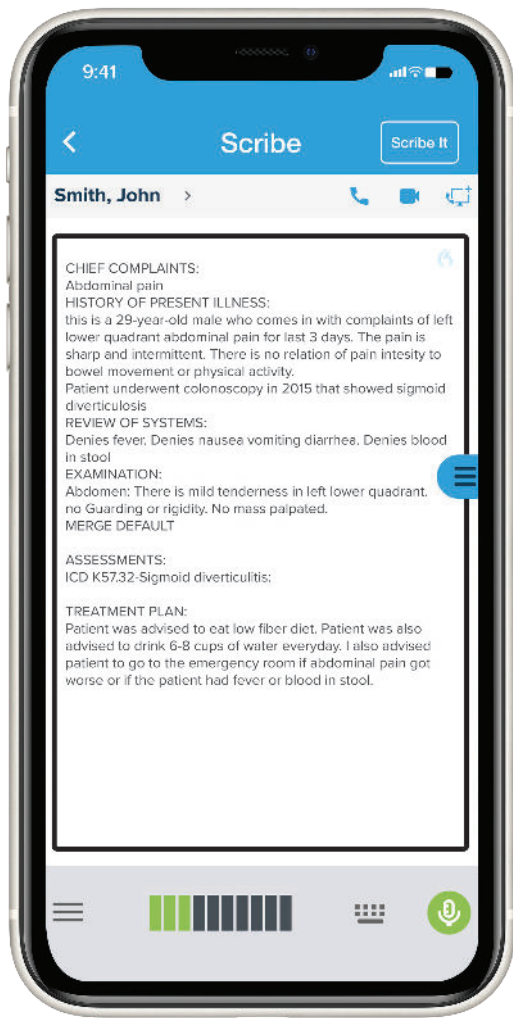
In 2014, Open Door Family Medical Center engaged a company that provides human scribes for medical practices. Providers were pleased with the new service. In addition to gaining the assistance they needed to ensure accurate and timely Progress Notes they were better able to focus on direct patient care.



Dr. Daren Wu
Chief Medical Officer

But the COVID-19 pandemic, which upended so much, also had a direct impact on the practice's use of scribes.

"The scribe company had to pull all of their scribes out of our health centers," said Dr. Daren Wu, Chief Medical Officer for Open Door. "All the benefits of having a human scribe on-site were lost."



A Reassessment Restores Service And Saves Money

As the pandemic began to lift, Open Door recognized that the costs for human scribes had continued to climb, even as scribing services powered by artificial intelligence were becoming more prevalent and accurate.

“That’s when we started really thinking, is there a more cost-effective way? Is there a more scalable way?” Dr. Wu said.

After examining several options, Open Door chose eClinicalWorks Scribe.

The clinicians at Open Door have been impressed by the accuracy and ease of use they have enjoyed with eClinicalWorks Scribe. But the bottom line has been equally impressive.

Based on patient caseloads at Open Door, Dr. Wu calculates that his practice has realized a savings of nearly \$45,000 per provider per year thanks to having AI-enabled eClinicalWorks Scribe rather than human scribes.

“That is a great return on investment!” he said.



Besides being cost-effective, affordable, accurate, easy to use, eCW Scribe allows us to finish our Notes on time by the end of the day and lock them. eCW Scribe has been a fantastic product for us.

Dr. Daren Wu, Chief Medical Officer, Open Door Family Medical Center