Virtual Medical Scribes Explained

Our Virtual Medical Scribes work seamlessly with a medical office’s existing IT and personnel. Our medical scribes – whom we call “Angels” – are located offsite in our HIPAA-compliant data management center and are linked to exam rooms via the Internet and secure, VoIP communications.

Among the core tasks our Virtual Medical Scribes perform during and after patient exams:

- Chart patient visits for doctors
- Enter CPT/ICD codes for billing purposes
- Process e-prescriptions and orders
- Generate referral letters

Virtual Medical Scribe Workflow

**Before Exam:**
- Nurse or Medical Assistant brings patient to exam room, enters medical history and vitals into clinic’s EMR system.
- Virtual Medical Scribe, connected to exam room remotely through secure, HIPAA-compliant VoIP and VPN connections, reviews patient’s file.
- Physician enters exam room.

**During Exam:**
- Virtual Scribe listens and transcribes doctor-patient encounter, entering notes, CPT/ICD codes and other relevant data into patient’s file through secure VPN connection.
- Doctor does not perform data entry during exam.

**End of Day:**
- Doctor reviews day’s charts with Virtual Scribe via VOIP connection, makes any edits, signs off.
- Virtual Scribe generates referral letters and performs other tasks, as directed.
Who We Are

Physicians Angels provides high-quality EMR data management services to healthcare providers through our one-of-a-kind Virtual Medical Scribe service.

No other company offers Virtual Medical Scribe services. We designed our scribe service to enable clinicians to become productive at managing their EMR software. Just as CT scanners and other medical technologies require trained technicians, EMRs now require highly-trained and qualified medical scribes to ensure productive use.

Business Proposition for Healthcare Providers

A growing body of research shows that a doctor's productivity decreases dramatically with an EMR. Studies conducted by a leading practice management consultancy, KarenZupko Associates, show that in a pre-EMR environment, physicians who wrote notes on paper spent an average of 2 minutes to complete one patient’s documentation. However, per-patient EMR documentation requires at least 5-10 minutes to complete for a single, simple patient chart. Added up over a 30-40 patient workday, these extra minutes translate into several additional hours of documentation work for providers each and every clinic day.

While seeing patients, an average physician’s productivity is greater than $200 per hour. However, with physicians who use EMRs now spending an average 2-3 hours per work day typing and entering data into patient charts, they see significantly fewer patients than before – and they see a corresponding drop in revenue.

An Example Medical Practice Using Medical Scribes

Let’s use as an example a busy primary care physician who sees a high volume of Medicare and Medicaid patients. Using a conservative average reimbursement of $86 per visit, this doctor would see 20 fewer patients every week with an EMR – a revenue loss of $75,000-80,000 per year. Clinics that see a large number of Medicaid and Medicare patients simply cannot afford this drop in productivity.

With Physicians Angels' Virtual Medical Scribes, the same doctor could see more patients per day than he or she did before adopting an EMR. The following chart shows the cost benefits for a physician who sees an additional eight (8) Medicare/Medicaid patients per day, with support from two (2) Virtual Medical Scribes.
Benefits of Using Virtual Medical Scribes

<table>
<thead>
<tr>
<th></th>
<th>Per 8-hr day (Avg 9-10 scribe hours)</th>
<th>Per week @ 4 days/wk</th>
<th>Per month</th>
<th>Per year @ 11 mos/yr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue generated by seeing 8 add’l Medicare/Medicaid patients per day</td>
<td>$688</td>
<td>$2,752</td>
<td>$11,008</td>
<td>$121,088</td>
</tr>
<tr>
<td>Avg cost of 2 scribes @ $14/hour – full-time plan</td>
<td>($252)</td>
<td>($1,008)</td>
<td>($4,032)</td>
<td>($44,352)</td>
</tr>
<tr>
<td>Total Net Benefit</td>
<td>$436</td>
<td>$1,744</td>
<td>$6,976</td>
<td>$76,736</td>
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**Gains in Physician Productivity with Virtual Medical Scribes**

Providers who use Virtual Medical Scribes see a significant net effect on their economic bottom line, and just from office visit fees alone.

Providers who use our Virtual Medical Scribes see their net revenue increase by at least $50,000 per year – and without an increase in overhead costs and time spent training new staff. For busy specialists – e.g., ENTs, orthopedists, dermatologists, and urologists – who can see an extra 10-15 patients per week using a scribe, the revenue boost is significant, given the ancillary revenue additional patient visits generate.

**Contact us now for a trial of our Virtual Scribe service today!**

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