

A photograph of a smiling female doctor in a white lab coat with a stethoscope. The image is overlaid with a yellow and blue gradient. The text 'THE BENEFITS OF' is in a small, white, sans-serif font, and 'Real-Time Scribe Documentation' is in a large, white, sans-serif font.

THE BENEFITS OF

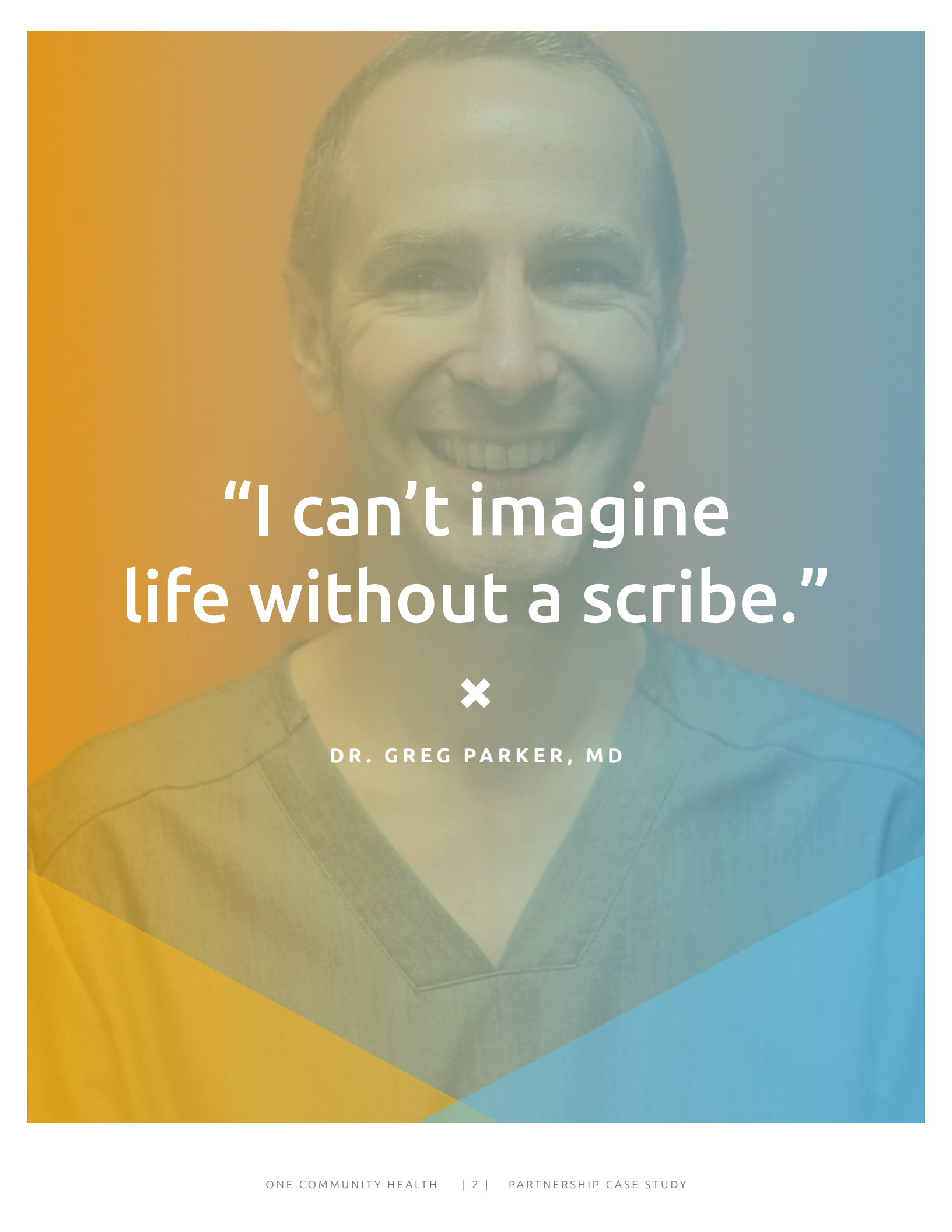
Real-Time Scribe Documentation



One Community Health

A CASE STUDY IN
PARTNERSHIP WITH SCRIBE-X



A portrait of Dr. Greg Parker, MD, a middle-aged man with short hair, smiling warmly. He is wearing a light blue V-neck shirt. The background is a gradient of orange and blue, with a diagonal split. The quote is overlaid in white text.

“I can’t imagine
life without a scribe.”



DR. GREG PARKER, MD



How Scribe-X medical scribes helped a physician reduce after-hours charting and rediscover his calling.

Partnership Background

Federally Qualified Health Center, One Community Health, partnered with Scribe-X to launch their first medical scribe services program in the Winter of 2020. These highly trained medical scribe professionals work alongside providers to document patient encounters in the EMR in real-time, allowing providers to focus on patient care.

About One Community Health

- Founded in 1986 as a non-profit, federally qualified, community and migrant health center
- The center provides integrated medical, dental, and behavioral health services
- One Community Health serves nearly 12,000 patients in Oregon and Washington

About Greg Parker, MD

- A board-certified family physician who joined One Community Health in 2010
- Attended medical school at the University of Iowa Carver College of Medicine
- Completed his family medicine residency at Swedish First Hill in Seattle, Washington

Why OCH Started a Scribe Program

One Community Health implemented its medical scribe program to help its five providers improve documentation, patient care, and work-life balance. After a year of using scribes in the clinic, Dr. Greg Parker has experienced the benefits of this program first-hand.



“

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The Challenge

[BEFORE] WORKING WITH SCRIBE-X MEDICAL SCRIBE SERVICES

During healthcare visits, most providers constantly struggle to focus on the patient while documenting the encounter in the EMR. Dr. Parker was no different.

He knew every moment spent with a patient face-to-face meant he would need to spend more time catching up on required documentation after hours. As a result, Dr. Parker would come home from work, have dinner with his family, and then spend countless hours catching up on charts.

“Our EMR data showed that I was logging in and out during the four-hour window between 10 PM and 2 AM to finish my charting,” said Dr. Parker. “Most nights, I’d climb into bed, work for two or three hours, and fall asleep with the laptop still open.”

He shared that most providers don’t realize they will have to navigate a dedicated system with computers, billing, and documentation separate from patient care until they start seeing their own patients.

The Solution

[AFTER] WORKING WITH SCRIBE-X MEDICAL SCRIBE SERVICES

After spending a few months working with Scribe-X medical scribe services, that all changed.

IMPROVED QUALITY OF LIFE

The EMR documentation provided by Dr. Parker’s medical scribe is so thorough and accurate that he now only spends a few moments in each chart before completing it. “I’ll go in and spend less than a minute reviewing a chart — it’s quick,” Dr. Parker commented.

FREEDOM FROM CHARTING

Medical scribes have freed Dr. Parker from a never-ending charting workload. As a result, he now enjoys more time relaxing with his family. “Before I worked with a medical scribe service, there was a weight I’d carry on my back every night that wouldn’t go away until my charts were finished. Then they would immediately start piling up again.” Dr. Parker continued, “Now, I don’t have that weight on my shoulders. My headspace is at home, and I’m not stressed. I can’t imagine life without a scribe now.”

A BETTER DOCTOR FOR EVERYONE

Most providers choose the medical field because they are passionate about helping those in need. For Dr. Parker, medical scribe services have allowed him to fuel that calling once again and find more satisfaction in his daily work. “I don’t need to position myself at the computer,” Dr. Parker said. “I can be as close to my patients as I need to be, eye-to-eye, without worrying about how I’m going to document what they’re telling me at the same time.”

Scribe-X Medical Scribe Services Are Making a Real Impact

The medical scribe services program from Scribe-X has enabled Dr. Parker to restore meaningful connections with his wife, kids, and patients. Free from the demand of constant documentation, Dr. Parker's patient interactions are now more meaningful and aligned with what he always hoped a physician's role would be.

"Working with a medical scribe has made dramatic and positive improvements in my time and mental health," said Dr. Parker. "Medical scribes remove the areas of our job that we really don't like and didn't sign up for, letting us have that relationship with our patients that we all envisioned."

PROVIDERS ARE HAPPIER

Dr. Parker's experience isn't unique. Other providers at One Community Health report that medical scribes help them stay on time and truly engage and care for their patients while also reducing stress at home. In a Likert scale-based survey asking about medical scribe effectiveness:

- 100% of providers strongly agreed that "a medical scribe decreased the amount of time I spend working after hours on chart documentation."
- 80% of providers strongly agreed that "a medical scribe helps me connect with my patient."
- 80% of providers strongly agreed that "a medical scribe contributes to higher quality patient care."
- 80% of providers strongly agreed that "utilizing a medical scribe has decreased my level of stress at home."

PATIENTS ARE HEALTHIER

More attentive and focused providers also deliver improved care, as revealed in One Community Health's patient data. Since implementing a medical scribe program:



Based on this strong impact data, One Community Health more than doubled the medical scribe program to include a majority of providers at the clinic.

After three years of partnering with Scribe-X, One Community Health Medical Director Dr. Connie Serra is confident that the medical scribe program's benefit to the organization far exceeds the costs. "There is so much value in allowing our providers to practice medicine in a more sustainable and thoughtful way," she said. "We had initially planned on adding more patients, but with our medical scribe program in place, we no longer feel that need."



100% agreed THAT A medical scribe decreased the amount of time

SPENT WORKING AFTER HOURS
ON CHART DOCUMENTATION





About Scribe-X

Scribe-X is the nation's premier medical scribe services company. Headquartered in Portland, Oregon, our best-in-class scribe services, proven quick-start process, and telehealth integration support help small and enterprise clinics eliminate clinician burnout, increase productivity and patient encounters, and drive fiscal health. Unlike AI or transcription services, the Scribe-X Experience™ pairs providers with a real person through remote or in-clinic support. These highly-trained scribes can think critically while performing real-time documentation so that providers don't waste time dictating and correcting the work of a computer. We accomplish this through the industry's #1 medical scribe training program that custom-trains each scribe on your clinic's specialties, workflows, and EHR document and requirements. Visit Scribe-X.com for more information.



A CASE STUDY IN THE BENEFITS OF REAL-TIME, SCRIBE DOCUMENTATION SUPPORT

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