Over these last few months, ScribeAmerica employees have accomplished tremendous feats through teamwork. Whether it’s covering someone’s shift or seamlessly integrating Medical Scribe Systems into the SA family, teamwork plays an invaluable role in the lives of your colleagues, your providers, and their patients!

In this issue of the Scribe Quarterly, we encourage all of you to join forces and combine your unique talents for our upcoming summer contests and activities. Demonstrate your teamwork skills and creativity with our annual video contest, or show us what group activities you’re doing this summer! Let’s see what WE can accomplish together!

Michael Murphy, MD
CEO, ScribeAmerica
It’s time for the 2nd Annual ScribeAmerica Video Contest! We’re awarding a $5,000 grand prize to the video that best demonstrates how their site embodies the Scribe Creed.

New this year – we’re also giving several additional prizes based on various categories, including Spoken Word, Production Quality and Creativity.

Your 1-3 minute video should communicate how your local scribe program embodies the Scribe Creed. You may focus on the entire creed or one aspect. You can act out a scene, record a speech or poem, or use clay animation. The video should be entertaining and informative.

ELIGIBILITY
The contest is open to current ScribeAmerica employees, including Scribes, Chief Scribes, Project Leaders and other team members. Participants can work together as a team but only one prize will be awarded for the entry. The team will be responsible for dividing the prize.

PRIZES
• Grand Prize: The Grand Prize winner will receive a $5,000 cash prize!
• Category Prizes: In addition to the Grand Prize, there will be $1,500 in additional category prizes!
• Early Bird Entries: The first 10 entries will receive a prize pack!

Submit your video by Wednesday, September 2nd at 12pm Noon EDT for your chance to win $5,000!

TO LEARN MORE AND SUBMIT YOUR ENTRY, VISIT WWW.SCRIBEAMERICA.COM/VIDEOCONTEST
TIPS & TRICKS:
COMMUNICATING WITH YOUR PROVIDER

BE SPECIFIC WHEN ASKING QUESTIONS
Clarify the doctor’s expectations at the start of the shift regarding documentation.

"Would you like me to ask you for differential diagnoses for our patients today?"

ASK QUESTIONS AT APPROPRIATE TIMES
If you are asking about PE/ROS/information about a procedure, it’s usually best to ask immediately after leaving the room.

If you are requesting an interpretation of something (e.g. EKG interpretation) or MDM, you should ask while the doctor is talking about the patient in question.

Doctor: “I am thinking about discharging Bed 5.”
Scribe: “Speaking of Bed 5, I have the EKG for Bed 5 right here and we do not have an interpretation for the chart yet. Do you want to interpret it now?”

WHEN GIVEN A LIST OF ITEMS, PARROT BACK KEY POINTS
This ensures you understand what was said and lets the doctor know how quickly you can adapt and capture information.

ALWAYS KEEP AN UPDATED LIST OF PENDING ITEMS FOR EACH PATIENT
You should know the plan for all of your patients at all times throughout your shift. Never assume that you know the provider’s plan before they place their orders as this may be perceived as arrogance. Use the knowledge you acquire to supplement your awareness, but don’t overstep your boundaries.

ALWAYS ASK FOR FEEDBACK ON HOW TO IMPROVE
When finishing your shift, always ask if there is anything that you can work on to improve your charts.
Kyle is a Marine and currently scribes at Mayo Clinic in Eau Claire, Wisconsin. Here he shares how being a Marine and a scribe has given him a unique advantage in preparing him for his future medical career.

**Can you tell us a little about yourself and your experience in the Marines?**

I joined the Marines in 2005 and left for boot camp the day after my high school graduation in June 2006. After boot camp, I completed infantry training at Camp Pendleton, California and became an infantry machine gunner.

Following my training, I began school at University of Wisconsin - Eau Claire; however, I only completed one semester before I was called to active duty in 2007. We trained for about five months, and in January of 2008, we deployed to Habbaniyah, Iraq, with operations in Fallujah and surrounding areas.

After completing this deployment, I came back to school for two more semesters and again deployed to Southeast Asia for about seven months to train foreign military forces. I spent a total of about three and a half years training and deployed (which is all time I was away from school).

After graduation, I plan on attending medical school. I have been married for two years and bought my own home five years ago. I enjoy outdoor activities and working on my home.

I have wanted to be a doctor since I was a child. The passion and drive to help people, as well as talking with family members in medicine, sealed the deal for me in pursuing this career.

**How did you hear about the scribe program?**

I heard about the scribe program when a recruiting email was sent out to our campus. I was extremely excited to see behind the scenes in an emergency department and get to work closely with the physicians.

I had a great training team that motivated us to be better scribes. I also had a pretty good grasp on medical terminology and procedures before becoming a scribe, which helped greatly.

**What motivates you as a scribe?**

I would have physicians tell me that I was grasping chart essentials that took them years to perfect, which was a great feeling. Being complemented on chart quality is a testament to the program and drives me to work harder, learn as much as possible, and share the knowledge with other scribes.

I enjoy the fact that I get to see something different each shift. I also feel that we are very fortunate to be scribes, as we have a different working relationship with the physicians and gain insight into why they make the choices they do. This job requires attention to detail, focus, multitasking skills and a good working knowledge of medical terminology, and other aspects of anatomy. These skills correlate very closely to the basic skills that will be learned early on in medical school, so I feel that sets us up ahead of the curve.

Honestly, I would do this job for free just to get the experience of working with doctors.

Mayo has been very accommodating to our program and I feel that I am working with some excellent scribes and future professionals. I have also felt very welcome, as I am a little more nontraditional, not only in my past but my age.
This summer, we're Celebrating Teamwork!

Teamwork is a fundamental part of any successful medical team. It's also one of ScribeAmerica's core values and a key component of the Scribe Creed. Not only does a great rapport with your fellow co-workers help you successfully complete the job at hand, it also makes the work enjoyable!

We regularly hear about the great group activities local SA sites enjoy. We want to celebrate that camaraderie and support your team activities. We are introducing two new campaigns to celebrate teamwork—a quarterly drawing that will reward one site a team party for sharing a team activity (see below) and our new Celebrating Teamwork Program that will support local functions (see next page).

Enter Our TeamScribeAmerica #SUMMER Contest!

We’re introducing a new social media contest that celebrates teamwork! Each season we’ll select a contest theme. Let us know how your team is celebrating that theme by snapping a photo and sharing it with the SA community. At the end of the season one team will win a prize!

We know many of you will already be outdoors enjoying the summer heat so this season’s theme is #wellness! Whether your team is participating in a 5K, relaxing at the beach or grilling up some healthy food at a BBQ, let us know!

Here’s How it Works:

1. Upload your photo to Facebook, Twitter, or Instagram.
2. Tag @ScribeAmerica with the hashtag #TeamScribeAmerica.
3. Photos must have three or more scribe members in the photo.
4. The deadline for submission is September 30.
5. The winning photo will receive a catered Subway party for the whole scribe team, including a party sub, chips (or veggies) and beverages!
Are you participating in any team activities this year? If so, we’d love to be a part of it! If you would like to have ScribeAmerica sponsor your event with entry fees or team t-shirts, visit the webpage below for more information and to submit your application.*


If you are unsure whether your activity qualifies for sponsorship, simply email us at community@scribeamerica.com.

* Please view application page for full details.

DEADLINE FOR SUBMISSION

Please submit your application at least 6 weeks before your activity.
Introducing LiveCode Point of Service Coding

LiveCode Point of Service Coding is revolutionizing the healthcare industry by eliminating the communication gap between patient care and reimbursement, ultimately improving continuity of care and revenue cycle efficiency.

LiveCode utilizes state-of-the-art technology that links all critical stakeholders together in a real-time, collaborative environment. By connecting the clinical layer and back-office coding personnel, LiveCode ensures all documentation is accurate and complete on time, the first time.

This new system reduces DSO, deficient documentation and other missed revenue cycle opportunities.

If you know a provider that you think would benefit from LiveCode, please tell them to visit scribeamerica.com/livecode.

ScribeAmerica Receives South Florida “Good to Great” Award for Enterprise Excellence

ScribeAmerica, has been named a recipient of the South Florida “Good to Great” Award by the Greater Miami Chamber of Commerce. This regional award recognizes for-profit companies that demonstrated solid growth and performance over a four-year period.

ScribeAmerica was selected as a finalist in April, along with Walgreens Boots Alliance, Inc. in the “1,000+ Employees” category.

The award is based off Jim Collins’s best-selling book Good to Great, which explains how some companies transform into leaders and visionaries in their industry. To learn more about ScribeAmerica and the “Good to Great” Award, visit www.scribeamerica.com.

This quarter, the team members below were recognized for receiving outstanding feedback:

KARI KRAUSE, TeleScribe, Fort Lauderdale, FL

STEPHANIE FAZENBAKER, Scribe, Cumberland, MD

If you hear from someone who wants to provide feedback about a scribe, chief scribe, project leader or other team member, tell them they can reach out to us at star@scribeamerica.com!
We are rolling out ScribeAmerica.Training, our new online training website, to all of our facilities. We will be using this site for our ICD-10 training and Continual Scribe Education.

Every scribe should have received a login to the new website and should save the information in a safe place for later use.

**ScribeAmerica.Training FAQ**

**Q:** I did not receive the ScribeAmerica’s Training email with my username or password  
**A:** You need to have your email in ADP under “Career” section. Once completed, 24 hours later your password will be emailed to you. At which point you will access scribe.scribeamerica.training. This email will often be in your spam or trash folder so make sure to check those!

If your email has been in ADP’s “Career” section for over 24 hours without receiving an email, you could attempt entering your email into the “Lost Password” link to have a new password sent to you.

**Q:** I forgot my password.  
**A:** You can reset your password by clicking on “Lost Password?” below the Log In icon.

**Q:** When I enter my email into the “Lost Password” section, it tells me there is no user registered with that email address.  
**A:** This means that your email doesn’t exist on the training website. Make sure your email is correct in your ADP Career profile. Once updated on ADP, it will take 24 hours for your account to be created on ScribeAmerica.Training.

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**WE WANT TO HEAR FROM YOU!**

This is your newsletter. Have an idea for a topic or want to write a brief article? Have some photos from a recent scribe activity? Your feedback and contributions are welcomed and encouraged! Send your comments or questions to community@scribeamerica.com.