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## **ScribeAmerica Introduces Patient Champion Service with Revolutionary Technology to Help Improve Hospital and Emergency Department Patient Experience**

*ScribeAmerica, with the help of a revolutionary technology platform, introduces the Patient Champion, a new service that combines a performance improvement tool, patient call backs and intra health system patient follow up and scheduling.*

AVENTURA, Florida – May 1, 2014 –

ScribeAmerica, the nation's largest and most frequently used medical scribe company, has introduced the Patient Champion, a new service that aims to improve the patient experience and advocate on behalf of the physician and hospital they are representing.

The Patient Champion performs three general tasks. First, they will regularly communicate with patients and family members, providing updates about their care and answering questions. Second, they will provide real time performance improvement metrics to the hospital and be able to flag and administer patient callbacks. Finally, the Patient Champion ensures scheduling and patient follow-ups occur throughout the health system and not with a competitor.

“The ScribeAmerica Patient Champion provides the hospital's and ED staff with much needed relief and performance feedback from their patients, especially in the day and age of value based purchasing where quality matters. Typically an ED will rely on costly physicians for call backs and outpatient scheduling, which interrupts flow and patient care,” said Dr. Michael Murphy, CEO for ScribeAmerica.

Dr. Murphy notes, “Not only will the patient champion provide a greater experience for patients and their families and ease the work of physicians and their staff, but they will also introduce significant efficiencies with real time performance improvement metrics that will save hospitals money and increase revenue.”

### **About ScribeAmerica**

ScribeAmerica employs thousands of medical scribes across 41 states and is the nation's most widely recognized professional medical scribe education, training, and management company. ScribeAmerica is the preferred vendor for over 430 practice locations and documented on over 13 million patient visits in 2013 alone.

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