

# Addressing COVID-19

## ScribeAmerica Services During the Response to COVID-19

DOCTORS SAVE LIVES.  
SCRIBES SAVE DOCTORS.

AS HEALTHCARE PROVIDERS, YOU STAND AT THE FRONT LINE OF TODAY'S COVID-19 PANDEMIC. In such fluid times of uncertainty and increasing risk, your well-being, safety and the success of your care team and staff are high on our priority list. We understand our scribes provide an invaluable service to ease your administrative load and allow you to practice at the top of your license. In today's ever evolving response to the outbreak, the support that a scribe provides can really make a difference.

We at ScribeAmerica appreciate your concern for the risk COVID-19 poses to scribes. Increased student travel restrictions, self-quarantine measures and other factors could impact daily routines. In anticipation for further escalation of COVID-19 safety measures, if it is no longer ideal to have a scribe on-site we've developed several contingencies to minimize risk to our scribes while continuing to provide top-end documentation and care team assistance to you and your team.

The following are options available to you should in-person scribes not be feasible:

### STEP 1:

#### SELECT HARDWARE OPTION:



**OPTION 1:** Your facility provides a laptop to your scribe that they can take home for remote documentation.

**OPTION 2:** A scribe may use his or her personal computer at home after our IT data security team has confirmed that the connectivity is HIPAA compliant

ScribeAmerica will provide a release document for the scribe to complete, and will collaborate with your facility's IT department, as appropriate, to ensure a seamless transition.

### STEP 2:

#### SELECT REMOTE OPTION:

## telescribes AUDIO

**OPTION 1:** Provide workstations on-site at your facility in a "safe zone", and connect in real-time via our TeleScribe Audio platform

**OPTION 2:** Connect to your scribe off-site via TeleScribe Audio – a real-time audio solution over a HIPAA secure land-line

**OPTION 3:** Download an easy to use, secure mobile app that seamlessly captures your patient encounters, which are processed by your scribe and entered into the medical record within 24 hours

Contact your local manager or the Client Solutions Team to discuss your ideal solution.