

Addressing COVID-19

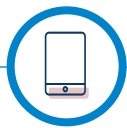
ScribeAmerica Inpatient Services During the Response to COVID-19



Remote Inpatient Workflow with **speke**

(iPhone or iPad Required)

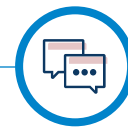
- Continuity of scribe coverage is maintained; remote scribes are U.S. based, hired specifically for your team and receive customized provider specific training.
- Scribe begins prepping notes remotely when the provider's shift begins.
- Provider notifies the scribe of potential discharges for the day.



Option 1

ROUNDING UPDATES

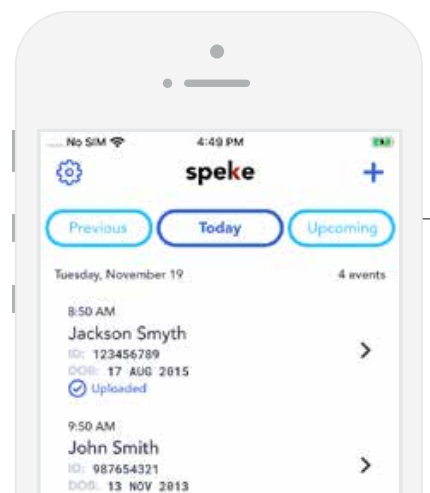
- Provider rounds on patients as usual.
- Before moving on to a new unit or when sitting down to place orders the provider can access the speke application and communicate pertinent findings and plan updates to the scribe.
- Recommend keeping Speke recordings conversational (like talking to a live scribe), no need to dictate word-for-word like dictation programs, unless you would prefer to.
- You are able to upload multiple audio clips for a single patient if the plan of care changes later in the shift.



Option 2

BEDSIDE SUPPORT

- Save time by taking your scribe with you during rounds.
- Before entering the patient's room, simply open Speke and click record.
- Make sure the patient is aware that your assistant will be listening in through an application on your phone/tablet to help with your documentation.
- Speke will capture your conversation with the patient and the scribe will be able to update the note as if they were at the bedside. Be sure to verbalize your physical exam.
- After you leave the patient's room you can end the recording or add additional information that was not discussed at the bedside. You can also add multiple audio clips for a single patient if the plan of care changes later in the shift.



Tip: Keep the application open in the background to allow audio clips to upload to your scribe. Speke requires a strong cellular or WiFi signal to upload recordings and may que the audio file upload until you are in an area of the hospital with a stronger signal.

Flag: Your scribe can flag a recording if they have a question, need clarification or need additional information to complete the note.

Inpatient Capacity ROI

ADMISSIONS: Increased daily admissions capacity by more than 35%

PROVIDER A:

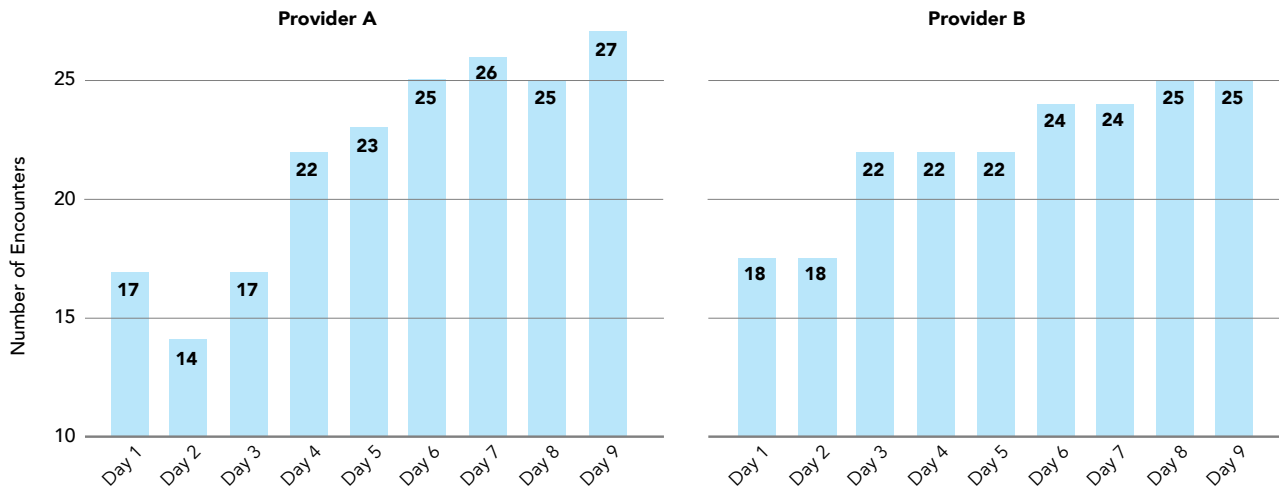
Indicated that the percent of time spent on documentation and non-clinical tasks decreased from **30% to 10%** with a scribe

PROVIDER B:

Noted a drop in non-clinical workload from **50% to 10%** when paired with a scribe

Despite seeing an average of 3.35 additional admissions per shift, provider A described feeling *more energized with improved quality of life* on his first day off work. He noted that typically (without a scribe) he would have to use one of his days off to “recover” after working 5 swing shifts in a row.

ROUNDING: Increased daily rounding capacity by more than 35%



ICU: Increased intensivist capacity by more than 25%

EXISTING PARTNER: 30 bed open ICU unit with intensivists only seeing 70-80% of patients admitted to the unit. Scribes were able to off-set non-clinical workload and increase capacity so that the intensivist team could close the unit without adding additional provider labor.

“Scribes are a true asset to our workflow”