Use of Medical Scribes

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Signing into computer system

- 12 secs
- 7000 patient visits
- 23.3 hrs spent on log-in itself / year
Use of Medical Scribes

Additional charting time to meet requirements for QTIP, Meaningful Use, PCMH

• Conservative estimate approximately 1 minute per chart
• 7000 patient visits
• 116.7 hrs additional documentation / year !!!
Use of Medical Scribes

Definition of a Medical Scribe

• Trained medical information manager who specializes in charting physician-patient encounters in real-time during medical exam.

• The Joint Commission released guidelines for the use of medical scribes July 2012. The Joint Commission's guidelines explained: "A scribe is an unlicensed person hired to enter information into the electronic medical record (EMR) or chart at the direction of a physician or practitioner. It is the Joint Commission's stand that the scribe does not and may not act independently but can document the previously determined physician’s or practitioner’s dictation and/or activities. Scribes also assist the practitioners listed above in navigating the EMR and in locating information such as test results and lab results. They can support work flow and documentation for medical record coding. Scribes are used most frequently, but not exclusively, in emergency departments where they accompany the physician or practitioner and record information into the medical record, with the goal of allowing the physician or practitioner to spend more time with the patient and have accurate documentation."
Why use a Medical Scribe?

• Computer use by physician
• Need to complete government standard documentation
• Face-Face communication
• I want to go home, PLEASE.
Use of Medical Scribes

Benefits

• Much more thorough notes
  • Tedious documentation
• Increased productivity and efficiency
• Learning curve for new EHR
• Patient Centered Care
• Higher level of documentation can equal higher reimbursement
  • e.g. Level 3 vs 4
Use of Medical Scribes

Benefits

• Higher job satisfaction
  • Lower job burnout

• Legal / Financial risks
  • Better documentation
  • Forgetting key clinical information
Reasons to Change

• Meaningful Use
  • #scribeisexpensivebutpaysforitself
  • #govcontrollingmedicine
  • #movetomontana

• QTIP

• PCMH

• Peace of mind

• Feeling better about my practice
  • “back to enjoying practicing medicine makes me a better physician”
Use of Medical Scribes

Cost of Scribes

• $10-20 per hour
• Level of training
  • Asking questions of history
  • Giving medical information
Use of Medical Scribes

Negatives

• Patient Confidentiality
  • Mom’s comfort level
  • Teenagers
• Cost
  • Will pay for itself but it is the principle
• Distraction
• Adaptation
“You can please some of the people some of the time all of the people some of the time some of the people all of the time but you can never please all of the people all of the time.” — Abraham Lincoln

• “Take care of yourself so that you can take care of others.” — small business owner of pediatric practice
Use of Medical Scribes

Our Data

• Average time from check-in to physician entering room (21 minutes to 8 minutes)
• Unsigned documents on desktop (avg. 47 – 4)
• Cost ($12-13/hr, $3500 for last quarter)
• Sign-ins from home now at zero.
Use of Medical Scribes

Patient Care Plans

• Probiotics
• Constipation/Encopresis
• Asthma Action Plans