



CREATING TIME TO CARE AND DRIVING PHYSICIAN SATISFACTION

CHALLENGE

Ambulatory care physicians spend nearly 50% of their working time on EHR and other desk work. During patient visits, physicians spend 37% of their time on EHR and other desk work*. This, along with the growing regulatory burden on physicians, is leading to widespread physician burnout and dissatisfaction, while simultaneously depleting the quality and experience of patient care.

APPROACH

M*Modal is leveraging its long-standing success in incremental innovation and technology-enabled services to take a unique approach to mitigate this growing problem. Traditional medical scribing services are proven to provide value, but suffer from high scribe turnover and variability. M*Modal integrates proprietary speech and natural language understanding technologies into the remote scribing workflow for gains in quality, consistency and reliability.

Our physician-assistive solutions and services include 2018 and 2017 Best in KLAS Speech Recognition: Front-End EMR, market-leading Computer-Assisted Physician Documentation (CAPD), and world-class transcription services. As a natural extension of our advanced clinical documentation solution suite, our remote medical scribing services leverage our artificial intelligence (AI) powered conversational computing platform to deliver scale, security, quality and cost effectiveness to our clients.

SOLUTION

Our innovative approach enables clinicians of any medical specialty to completely and accurately document care in the EHR during the patient encounter and not after it, thereby saving time and effort. A virtual clinical documentation assistant helps physicians effectively engage with the EHR without detracting from the patient-physician encounter. By leveraging technology, M*Modal boosts both patient and physician satisfaction while simultaneously improving EHR adoption and the overall quality of clinical documentation.

The M*Modal virtual scribe listens in on the patient-physician interaction remotely and documents the encounter directly in the EHR, carefully separating and documenting subjective and objective findings. Our virtual

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scribes utilize our CAPD technology and Clinical Documentation Improvement (CDI) tools to ensure that the clinician documents appropriately for better patient care, coding and compliance, thereby minimizing the need for retrospective amendments to the note. The complete and fully-specified patient encounter appears in the EHR for the clinical end-user to review, finalize and sign.

IMPACT

Our scribing services can save up to 3 hours of physician time per workday and significantly improve physician-patient interactions, thus creating time to care while reducing physician dissatisfaction and burnout. By simultaneously having an immense and immediate impact on patient satisfaction and quality of care, the M*Modal solution supports value-based reimbursement.

"I cannot tell you how amazing my work life has become since I started using the M*Modal scribing service. It has been liberating and transformational. For the first time in a very long time, I can actually enjoy caring for patients, rather than stressing over documentation. Over the years, doctors have been woefully disappointed with new technologies and services that were supposed to make our lives easier but failed to do so, that is, until now with your company. I cannot imagine going back to a pre-scribe life," says Dr. Jonathan Weiss, family medicine, Middletown Medical.

ABOUT M*MODAL

M*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M*Modal is the leading provider of interactive clinical documentation and Speech and Natural Language Understanding technology, as well as medical transcription, narrative capture and support services. Our flexible, cloud-based technology and services convert the physician narrative into a high quality and customized electronic record to enable hospitals, clinics and practices to improve the quality of clinical data, as well as accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.

To find out more, visit our website at mmodal.com.

