



Case Study/Testimonial

Remote Scribing for Langley Health Services, Florida

Client:

Langley Health Services (LHS) is a Florida 501 (c) (3) corporation dedicated to serving the primary and closely related **medical, dental, and behavioral health care needs of patients** in central Florida, and in some cases, beyond. LHS consists of **physician specialists** and a caring clinical staff that provide exceptional health care experiences at **four Florida locations**.

LHS is a Federally Qualified Health Center (FQHC) in conformance with the Program Requirements and oversight guidance of the Health

- **Situation**

- LHS providers had been struggling with documenting patient visits with a newly installed EMR.
- The time consuming and overwhelming detailed documentation for each visit was impacting both the quality of care and any subsequent reimbursement.
- Prior to LHS deploying the ScribeEMR's Remote Scribe product; all documentation was being manually done in EMR by users during and after the visits, in many cases, after hours.
- Given the extraneous tasks of charting in an EMR, LHS providers were experiencing immense inefficiency and backlogs

Why ScribeEMR?

Implementation of enablers

- The implementation was right around 10 business days
- A project manager was assigned and contacted LHS within 24 hours.

Resources provided:



1
Operations
Manager



1
Clinical Staff
Member



1
IT
Technician



2
On-site Project
Managers

- The go live was a non-event and the providers involved were extremely pleased with the outcome of the first and subsequent weeks.

Results

Within the first 30 days, all backlogged charts were documented and closed, and 95-100% of charts are now completed within a 48-72-hour period for the date of service.

Patient wait time for appointments went from 5 days down to 2 days.

Provider well-being and morale were dramatically improved and charting at home was stopped.

Expansion of access with the opportunity to add an average of 2.8 visits per day.

Customer Testimony

“I am amazed at how quickly the providers are now closing charts. I will report that last week, our providers were able to successfully lock 99% of their encounters in a timely fashion, most definitely a first for our organization and is directly related to ScribeEMR’s ability to assist our once struggling providers.”



John Sivon - Interim CFO,
Langley Health