

CASE STUDY

## A New Concept in Scribing Maximizes Efficiency



**4**  
clinics

With a mission to provide high-quality health care to all children regardless of their family's ability to pay, Every Child Pediatrics runs four clinics with 32 providers in the Denver metro area. Every Child Pediatrics also runs multiple school-based health centers within Colorado. Together, these traditional and school-based facilities impact 25,000-30,000 children every year.



**32**  
providers

As a non-profit with a primary emphasis on providing excellent care, efficiency is key. Thornton Clinic Director Dr. Lucas Henderson believed a scribe service could help providers stay current on their notes.



**25k+**  
children impacted  
every year

Many scribing solutions involve personnel who sit in on patient visits and take notes. However, this demands increased staff for the organization. "Basically, we would be taking on a huge HR component," Dr. Henderson observes, "increasing our headcount by orders of magnitude."

## A scribing solution that leverages mobile efficiency

DeliverHealth's virtual scribe option proved the solution. With it, clinicians use DeliverHealth's eScripture One phone app to identify the patient and the encounter, and then record the encounter for later transcription by trained medical scribes. "It was intriguing from a couple of perspectives," Dr. Henderson states. "We didn't have to add personnel, and there was a quick ramp-up."

As he began using the solution, Dr. Henderson noticed additional benefits. "At first, I was a bit nervous about discussing with families the fact that I was using my phone to record," he says. "But actually, the phone is quickly forgotten."

Rather than having this extra person in the room, it is just the kids, their family and those directly providing care."

Another benefit was the ability to review the encounter for heightened accuracy. "Being able to go back and re-listen to the conversation—that is not possible with an in-person scribe. Having the recording and being able to catch all the various things that were discussed has been beneficial."

What Dr. Henderson finds most beneficial, however, is the ability to spend 100% of the visit focused on the patient, not having to stop and take notes, confident that the entire encounter will be accurately recorded.

With the assistance of the virtual scribe, Dr. Henderson feels that when he's with the patient, he can more directly focus on "obtaining the appropriate information from the patient,

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**– DR. LUCAS HENDERSON**

Thornton Clinic Director,  
Every Child Pediatrics

processing that information, and making a plan. Now, the things that I'm inputting into the computer during the visit are more directly related to patient care, like putting in orders."

## Flexible, integrated workflows

The DeliverHealth virtual scribe solution is directly integrated into the practice's EHR system, streamlining the workflow while allowing the providers the flexibility to handle documentation in a way that's most effective for them. "What I have personally been doing," Dr. Henderson explains, "is very quickly dictating my assessment and plan before moving on to the next patient. I found that works a little better for me when it comes to reviewing the chart later to have the assessment and plan in my own words. Most of the time, all of that is finished and the encounter is uploaded to Deliver Health before I see the next patient."

Once Dr. Henderson hits the button on his eScripture One Mobile app to upload the encounter, the EHR shows that a transcription is pending. When the transcription is complete, the EHR updates to reflect that. “Within the EHR,” Dr. Henderson adds, “I’m not able to close out the note until the transcription is complete. Once I see that it is, I can go back in, review it, and sign off.”

## Partnership to help minimize administrative burdens

Paul Brown, Director of Administrative Operations at Every Child Pediatrics, has been central to introducing the DeliverHealth virtual scribe solution. With the constant changes in healthcare, especially post-COVID, he has found that increased efficiencies from the virtual scribe solution free up clinical and administrative time to “work on other projects and manage change across the entire organization.”

Brown has been pleased with the partnership with DeliverHealth. “The working relationship has been great,” he says. “We had our expectations lined up right from the beginning—how often we would be meeting, when the meetings were scheduled. It was very organized. We are still having our weekly catchup calls.”

As a partner, Brown adds, “DeliverHealth has been great to work with. We have had some things we wanted to tweak or change, and the folks from DeliverHealth have been receptive to that and have been flexible in terms of giving us what works for us.”

Having worked in healthcare for about 15 years, Brown has seen the documentation burdens on healthcare providers increase. “As the number of pages keeps increasing from the output side, the intake side has more and more to absorb,” he states. He gives DeliverHealth a “great review” for helping to manage this increase.

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**– PAUL BROWN**

Director of Administrative Operations,  
Every Child Pediatrics

If you'd like to explore a partnership and experience similar results, or learn more about our service and solutions, contact us today.

Contact Us



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