

SUCCESS STORY

Clinical Support Solutions

Leveraging Scribble PT for Revenue Generation and Burden Reduction



CLIENT PROFILE

A prominent multi-location east coast physical therapy group

CHALLENGE

Physical therapists (PTs) were experiencing significant burnout due to the overwhelming burden of clinical documentation, and managing multiple patients simultaneously in a dynamic and noisy environment. To add to the complexity, physical therapists often switch between patients and perform multiple assessments, which need to be documented promptly to ensure accurate reimbursements and seamless continuity of care.

SOLUTION

- IKS Health stepped in with a comprehensive approach to transform the documentation process.
- IKS Health clinical and implementation teams conducted thorough site assessments, immersing themselves in the daily operations of PTs across various clinics.
- IKS Health observed encounters from the perspective of therapists, patients, and receptionists to gain deep insights into the unique challenges faced.
- Based on learnings, IKS Health implemented **Scribble™ for PT** – a tailored workflow designed to streamline documentation and reduce PT burnout with the following features:
 - **Ambient Audio Capture**
 - **Generative AI Note Drafting**
 - **Human-in-the-loop (HITL) finalization**

RESULTS

- Each PT achieved a **\$2,200 increase in potential monthly revenue** by **saving 43 minutes of in-clinic time daily**
- **Overall job satisfaction impact improved** as reported by 85% of PTs
- **Achieved a 100% adoption rate**, demonstrating robust integration and acceptance among PTs.
- Maintained a robust **utilization rate of over 75%**, ensuring consistent and effective use of the Scribble solution.

IMPACT DELIVERED

30%

reduced note closure timelines, decreasing from an average of 64 hours to just 45 hours

92%

of PTs observed improved quality of clinical notes with a substantially lower edit rate

43

minutes of in-clinic time saved daily per PT



To learn more about Scribble for PT, visit www.IKSHealth.com.

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