

Transforming Documentation And Coding While Easing Clinician Burden



Client Overview

A regional physician network operating across several communities in the Northeast. It comprises 130 physicians and 85 advanced practitioners, delivering high-quality primary and specialty care through a centralized EMR system and streamlined operations.

The Challenge: Administrative Burden Impacting Patient Care

Before partnering with IKS Health, physicians faced significant challenges that impacted both their practice efficiency and work-life balance:



Coding Complexity

Keeping pace with constantly evolving coding guidelines while managing clinical responsibilities proved overwhelming



Documentation Overload

Physicians struggled to complete notes within the two-week deadline, often working weekends to catch up



Lost Revenue

Captured only 6.87% of additional E&M opportunities during preventive visits despite providing the clinical services

The IKS Health Solution

De Novo Coding Services

- ▶ **Front-end coding support** where IKS Health coders handle all billing codes
- ▶ Physicians use placeholder charges, **allowing them to focus solely on patient care**
- ▶ **Coding completed by specialists** who stay current with all regulatory updates

A Two-Pronged Approach

Scribble Pro with Integrated Coding

- ▶ **Combines generative AI with expert clinician scribes** to create accurate, comprehensive chart notes completed the same day
- ▶ **Integrated coding services** included within Scribble Pro
- ▶ Comprehensive solution addressing **both documentation and coding challenges**

Measurable Results Across Both Service Models

Coding-Only Services Impact (32 Non-Scribble Providers)

Additional E&M Capture Improvement:

- ▶ **Pre-IKS: 6.87%** capture rate
- ▶ **Post-IKS: 42.78%** capture rate
- ▶ **Results: 35.91% increase**

Financial Impact:

- ▶ **Total revenue uptick: \$59,181** (3 months)
- ▶ **Annualized ROI: \$236,723**
- ▶ **Eliminated physician burden of keeping up with coding guidelines**

Scribble Pro with Coding Impact (33 Providers)

Superior E&M Capture:

- ▶ **Pre-IKS: 4.24%** capture rate
- ▶ **Post-IKS: 53.90%** capture rate
- ▶ **Results: 49.66% increase**

Enhanced Financial Performance:

- ▶ **Total revenue uptick: \$174,292** (3 months)
- ▶ **Annualized ROI: \$697,169**
- ▶ **Same-day documentation completion eliminating weekend work**

The IKS Health Advantage



Physician Satisfaction: Providers using Scribble Pro report complete elimination of documentation backlog, with notes completed same-day



Better Patient Relationships: Timely updates to patients on charges, based on discussions between physicians and the IKS Health team, ensuring appropriate reimbursement



Peer Influence: Initially resistant physicians enrolled after seeing colleagues' improved work-life balance and reimbursements



Quality Improvement: Proper documentation supports appropriate level of service, reducing claim denials and queries

To learn more about IKS Health coding and documentation solutions, contact us today at info@ikshealth.com

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