

Transforming documentation and coding while easing clinician burden

Client profile

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)

Additional E&M capture improvement

- **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



Peer influence

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



Better patient relationships:

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



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 at info@ikshealth.com.

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