

notable





About Austin Regional Clinic:

of clinicians:
360

of specialties:
18

Patient served:
530,000

EHR used:
Epic

Use cases:
Automated documentation,
digital front door

Austin Regional Clinic automates clinical documentation with Notable

Austin Regional Clinic (ARC) is a multispecialty clinic based in Austin, Texas, that serves over 500,000 patients per year across 12 different cities. They currently employ over 2,000 providers and staff, who collectively support 1.2 million patient visits per year.

Notable impact:

50%

less provider time
spent in Epic

45%

reduction in
documentation time

+4

additional patients per
provider per month

74

provider net
promoter score

Prior to Notable, ARC providers were spending hours on documentation

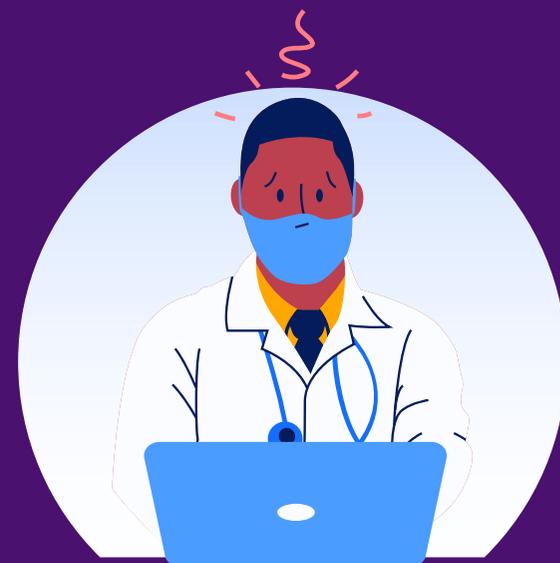
In response to evolving patient expectations, ARC has invested in providing a superior digital patient experience, including same-day and after-hours appointments, 24/7 scheduling, and access to their care team through ARC MyChart.

"We've been pushing the envelope with Epic, our electronic health record," shared Dr. Manish Naik, CMIO of ARC. "For example, Austin Regional Clinic is the top organization for all online scheduling among Epic clients."

But even as they continued to improve access to care services and providers, ARC struggled to cope with increasing administrative burden for providers and staff. Clinicians spent hours per day on documentation, with many spending more time in Epic into the evenings and weekends, or blocking additional time during the day to 'catch up.'

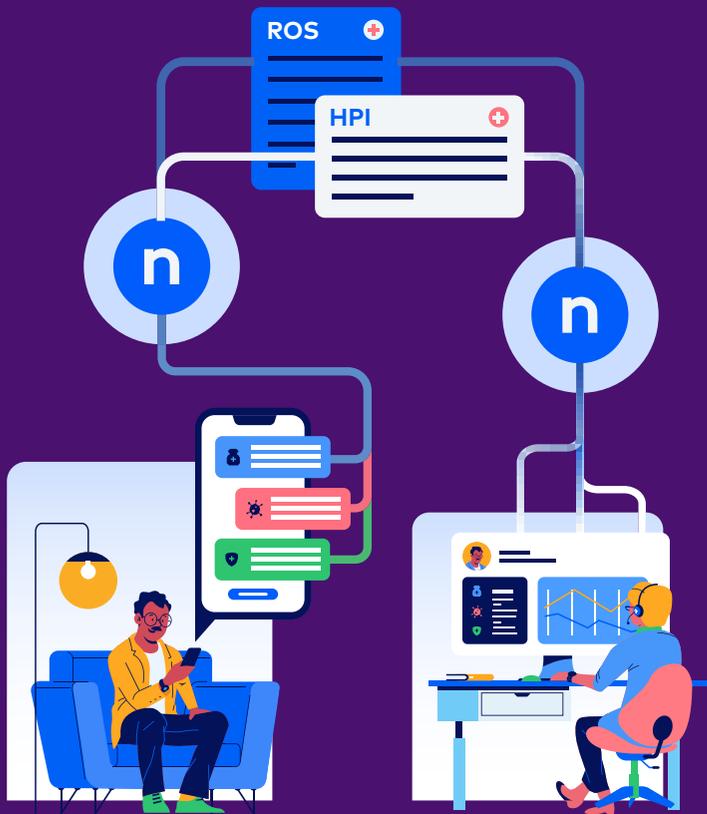
Because of this, Naik recognized an opportunity to leverage modern technologies like intelligent automation, which uses digital assistants to perform repetitive administrative and clinical tasks the same way that a human would.

"We were looking for a platform that had the potential to tackle a bunch of automation use cases, rather than just one piece," explained Naik. We knew that Notable was working on automating the end-to-end experience."



"There's a lot of important administrative work involved with taking care of patients. For providers, it includes wrestling with the EHR, documenting notes, reviewing records, placing orders, and for others in the clinic, there's checking patients in, getting questionnaires, and signing consents."

Dr. Manish Naik, CMIO, Austin Regional Clinic



Increasing provider capacity, while reducing burnout

In order to improve provider productivity and free up more time to be spent with patients, ARC started their Notable implementation with automated documentation.

Prior to their visit, Notable provides patients with digital pre-visit intake questionnaires - personalized by medical history - to collect symptoms, medical history, and other relevant clinical information. Using natural language processing, Notable transforms these inputs into a narrative history of present illness (HPI) and review of systems (ROS). Digital assistants, programmed to replicate EHR clicking and typing that would otherwise be performed by staff, automatically populate this note content into Epic, enabling the provider to more quickly prepare for their patient visit.

After the visit, providers can access pre-populated note content in a mobile app, and use their voice to complete the note and place orders. This updates the note and queues orders in the EHR that are ready for sign-off.

ARC providers using Notable spend less time in Epic and more time with patients

Providers using Notable at ARC spend 50% less time in Epic during scheduled hours, enabling them to spend more time directly with patients. Because of this, Notable reports an NPS score of 74 at ARC - on par with popular consumer brands like AirBnB, Netflix, and Amazon.

The impact on providers has been transformative. As Dr. Cynthia Chaparro-Krueger, an ARC Ob/Gyn physician shared, "this has significantly changed and improved my life."

On a practice level, Notable has empowered ARC to serve more patients in their community, and spend more time with these patients.



"Physicians have reported that they are able to see more patients throughout the day, focus more on their patients during office visits, and still leave the office earlier to spend more time with their families."

Dr. Manish Naik, CMIO, Austin Regional Clinic

“While the EHR makes it easier for patients to check-in and register electronically, there is a lot of manual work that still needs to get done on the back end. We’re excited for Notable to take on some of those repetitive administrative tasks to achieve more timely system updates, leading to a better patient experience.”

Dr. Manish Naik, CMIO, Austin Regional Clinic

Doubling down on a world-class digital patient experience

As part of their commitment to providing a differentiated patient experience, ARC plans to extend their use of Notable to digitize and automate the entire pre-visit registration experience, including check-in, payments, and informed consent collection. This extends the value of what they have implemented in Epic to improve patient satisfaction, reduce waiting room crowding, and free staff to spend more time directly assisting patients.