Why does it matter?

- Claim denials, audits, legal, regulatory, and payer documentation requirements, fraudulent charges, and fines

Scribe Models

- Virtual scribes + assistant for drugs
- In-person scribes
Training a scribe

01 Scribes get trained by one of the office managers.

02 Scribes then enter the clinic with an overseeing senior scribe or office manager.

03 Once independent, their notes are checked for accuracy by the office manager.

04 Feedback is given to the office manager from the physician and then to the scribe.

Training a scribe

Scribes and technicians should understand the difference in exam codes and inform you if any items are missing or incomplete.

Training and retraining

RETINA IS CONSTANTLY CHANGING

AS NEW TREATMENTS ARISE WE (AS PHYSICIANS) NEED TO STAY UP TO DATE TO TRAIN THE SCRIBES APPROPRIATELY.
Biggest pitfalls

• Clone documentation—
  • Exam looks identical to the previous visit for a patients
    coming for injections
  1. Is the exam, imaging, and assessment/plan consistent?
    • For example, if ERG is worsening in A/P, is this
      consistent in the exam and imaging sections?

Biggest pitfalls

• Incorrect documentation
  • Patient had cataract surgery done appropriately
    documented in A/P however the exam says “2+ NS”

Biggest pitfalls

• Chief complaint is not addressed in exam or A/P
  • “Replant complaints of irritation and tearing”
  • Per note, this complaint was not addressed during the
    visit
Biggest pitfalls

- Interpretations of imaging
- Writing 'positive,' 'normal,' or 'no change' is unacceptable

How to avoid pitfalls

- Document during or immediately after the visit
- Be careful when copying forward
- Be specific when talking to scribes

"Please add punctate epithelial erosions to the exam, dry eyes to the assessment, and use artificial tears in the plan."
How to avoid pitfalls

- Correct mistakes made by scribes immediately
- Even with a great office manager, communication directly between the physician and scribe is critical
- Create an environment in which asking questions (at the appropriate time) is welcome

- Conduct audits
  - At Texas Retina Associates, we obtain an annual chart audit along with physician feedback
  - Prepares you if you do get audited
  - Impacts billing error and omissions insurance (renewal and premium)

Thank you

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