

Priority Physicians Reduces Charting Time By 70%



Priority Physicians

Based in Indiana, Priority Physicians is a premier provider of primary care and concierge medicine in the Midwest. Renowned for their leadership in personalized medicine, each physician at the two clinic locations has a cap of 250 patients - just 8% of the patient volume in typical primary care practices. Doctors at Priority Physicians conduct a high proportion of their consults by telehealth. They also offer a home visiting service and have a 24/7 on-call roster.



Problems before Heidi

- Staff at both clinics described documentation as **excessive**
- Admin tasks **reduced face-to-face interaction** and eye contact with patients
- Physicians regularly **stayed behind at work for an hour** to write notes
- Clinical assistants often had to **wait until the following day** to get follow-up tasks from charts



Outcomes from 14 weeks of Heidi

There were 12 active Heidi users at Priority Physicians in the 14 weeks following implementation. During this time, 1,610 consults were conducted and the following outcomes achieved:

Charting time reduced by

70%

\$16k

saved in clinical time

6x ROI

on Heidi investment

The team at Priority Physicians now enjoy....



Time between sessions for self care and follow-up

Instead of trying to cram notes between sessions, the team at Priority Physicians now can take breaks, eat lunch, and attend to follow ups.



Increased presence and connection during appointments

Because physicians no longer have to worry about documenting their sessions, they can remain attentive and present throughout appointments.



More efficient workflows

With most notes being completed right after a patient encounter, clinical assistants can now immediately access follow-up instructions from a patient's chart.

Client feedback

- “ We now have time to make phone calls, eat lunch, or go for a walk outside at noon when it's a pretty day
- “ The great sensation when I hang up the phone, hit 'Stop Transcribing,' and **this beautiful note appears**
- “ **It allows me to just talk to the patient** - we are just listening and communicating and really being present - patient's love it!”
- “ It has **completely revolutionized** being on call.”

For more info

Get in touch at hello@heidihealth.com or visit heidihealth.com

