What is iScribe and why we use it

iScribe is a secure, AI-powered note-taking tool that helps your provider document your visit while focusing more on you. It listens during the appointment and creates a draft medical note that your provider reviews and approves before it becomes part of your record.

FAQ

Can patients opt-out without affecting their care?

Yes, Patients can opt-out. If they decline consent, the physician and APP will revert to dictation. Use of the solution, does not directly impact of affect patient care. The provider can still use iScribe AI to dictate the visit retrospectively or leverage other embedded direct speech recognition tools

Can it be turned off on request?

Yes, providers can initiate, pause or resume the recording at any time.

Are patients able to request a copy of the audio or transcription (ties to HIPAA and retention)

No. We only make the audio and transcript available to pre-designated client points of contact and providers. These materials serve to provide a draft of the visit. The final provider-signed encounter in the EHR serves as the source of truth.

How does AI handle minors, guardians, or multi-person visits?

It can discern individual speakers in multi-person visits using advanced ASR and prompt engineering. These systems can differential speakers based on vocal characteristics such as tone, pitch and speech patterns, even in noisy environments or when multiple people are speaking.

Will IscribeAI record the entire visit or only a portion?

The provider has complete control over how much of the visit is recorded including any pre-visit, in room, and post-visit information.

What happens if sensitive or personal information is mentioned?

Unless the information is relevant to the visit, impacts patient outcome, or the treatment plan, it will not be included in the transcribed encounter. Physicians and Providers can also state a directive to NOT include certain information as well for reassurance.

How are staff proctected if the system captures internal conversations?

If internal staff conversations are captured in the audio recording, it wil only include information that is relevant to the visit such as instructions to submit orders, or historical/medical information related to the patient. "Chit-chat: or everday conversations will not lead the solution to transcribe it in the encounter.

What happens to the recordings after the note is generated?

Once the recording has been submitted from the device, it is no longer stored/available within the app or device. The recording is sent via TLS 1.2 and the transmission is sent to our hosted Azure Blob storage which is encrypted using 256-bit AES-encryption.

Is the recording saved?

The recording is temporarily saved on the device until the provder submits it. Once stored with the Azure blob storage, it is made available for providers and approved clinic personnel to review withour our credential protected Enterprise Management Console. Recordings are held for 30-days before being deleted.

Is the recording de-identified?

No, for quality control purposes we need to be able to identify the patient.

Who has access to the recordings?

Physicians, Providers and pre-approved practice members with their designated unique credentials. iScribe Health personnel from the Customer Success/Support Team and Product Engineering Team who also have their own unique credentials. Client and iScribeHealth team access is auditable.

How secure is the transmission of the audio data?

All data is encrypted end to end within our hosted Microsoft Azure Cloud Storage.

What Compliance Standards does the system have?

Soc2 Type 1 Compliance Certification

Are patients' rights maintained (HIPAA, state laws, retention policies)?

iScribe peforms an annual risk assessment in accordance with 45 C.F.R. 164.302-318 and has relevant administrative, physical and technical safeguards in place across its systems to comply with HIPAA, HITECH and other relevant regulations. It has an information security program that is based on ISO 27001 that provides further controls relevant to the protection of PHI.

Is data being used to train generative AI? If yes, How?

Data is not employed to train any public large language models (LLMs). For quality assurance, we utilize recordings to ensure and understand customization preferences, but no data is returned back to the LLMS.

What underlying AI architecture is the company using?

Though proprietary information, we can share that our AI architecture includes a combination of prompt engineering, provider specialty, provider preferences, and multi layered best-in-class LLMs/NLPs. This with the deep API integration as a Marketplace

Accelerate Partner wtih AthenaHealth produces a detailed and accurate medical encounter.

Does the physician review and approve output?

Physicians and providers can review output prior to the encounter signature either in the iScribe mobile application or in AthenaHealth.

How accurate is the AI?

Today the ASR technology's accuracy levels exceed 90% with the ability to reach over 95% accuracy when utilizing our state-of-the-art AI model tailored to specific audio, specialty, and provider dictation style.

What are the limitations of the technology?

Iscribe AI is only available via the iScribeHealth mobile app within iOS devices (iPad, iPhone, Apple Watch). Upcoming support for Android devices ETA April 2026. One iScribeAI recording per patient encounter. Any addendums or changes must be completed either via Speech-To-Text of in Athena. Intake functionality such as updating discrete data with Vitals and PFSHx are not available. Order signature can only be completed within Athena

Does the system introduce bias?

No. Models undergo bias testing, ensuring equitable performance across diverse patient demographics. Our AI-driven features are continuously tracked to identify drift, bias, and unintended consequences via test automation and manual QA testing.

Can the system understand languages other than English accurately?

Yes, we offer multi-lingual support in which providers and patients can speak any of the following non-English languages and the AI documentation will be transcribed in English: Spanish, French, Portuguese, Japanese, Italian, Dutch and Russian.

Does the AI assist with medical decision-making?

No, the AI note-taking tool does not function as a Diagnostic tool in any medical decision-making that could impact patient outcomes.