



# PRIVATE URGENT CARE CONGLOMERATE SEEKS IMPROVED DOCUMENTATION

**200+**  
LOCATIONS **7**  
STATES

## THE CHALLENGE

One of the fastest-growing providers of urgent medical care, with more than 200 locations in seven states, needed help scaling their scribe services. While they had previously managed scribes internally, they faced poor documentation quality, hiring and training woes, and sub-optimal E/M levels. The urgent care turned to ScribeAmerica and their AI solution, Speke.

## THE SOLUTION

ScribeAmerica quickly implemented their asynchronous AI solution in 10 locations, serving 96 clinicians. The program was so successful, the urgent care system requested an expansion into 30 more locations after only 60 days of service.

**40**  
LOCATIONS

**196**  
CLINICIANS

**142,341**  
NOTES WRITTEN



**SIGNIFICANTLY REDUCED REVENUE LEAKAGE  
BY IMPROVING DOCUMENTATION**



APRIL 2023

Launched pilot, serving 10 locations and 96 clinicians.

JULY 2023

After 60 days, customer requests expansion of ScribeAmerica's services.

OCTOBER 2023

Pilot concludes with 23,710 records completed by Speke.

NOVEMBER 2023

Services expand to 30 more locations. Speke now serves 196 clinicians.

MARCH 2024

Speke completed another 118,631 records for the 40 locations since November.