Scribe-X
CLINICAL INTELLIGENCE PLATFORM

PACIFIC NORTHWEST INTEGRATED HEALTH SYSTEM · OPHTHALMOLOGY

CASE STUDY

Eyes on Patients + Clinics on Time

HOW A HEALTH SYSTEM'S OPHTHALMOLOGY DEPARTMENT SWITCHED VENDORS AND MADE REMOTE SCRIBING WORK FOR A HIGH-VOLUME SPECIALTY

99%+
SHIFT COVERAGE ACROSS SCRIBE-X OPHTHALMOLOGY PROGRAMS

2+ YRS
OF CONTINUOUS REMOTE SUPPORT FOR THE DEPARTMENT

18
OPHTHALMOLOGISTS SUPPORTED

100%
OF CHARTS CLOSED THE SAME DAY

"This has been the single biggest positive practice change I have had in 16 years."

CHIEF OF SERVICE, OPHTHALMOLOGY

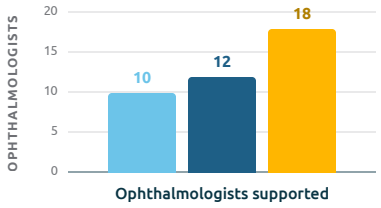
The Challenge

The ophthalmology department of a Pacific Northwest integrated health system set a goal of a **25% increase in throughput** for a group of its providers, starting with a high-priority clinic that had no scribe support. Its prior national vendor **could not commit to the coverage required**. Ophthalmology raises the bar further: exam data is dense, templates and shorthand are specialty-specific, and providers move between patients throughout a clinic session.

The Solution

The department moved to Scribe-X Live in August 2024. Trained Remote Medical Scribes document each exam in real time in Epic, complete procedure notes that need minimal edits, and keep pace when a provider returns to an earlier patient or changes templates. Support has since grown to **18 ophthalmologists**. Today, that support runs on the Scribe-X Clinical Intelligence Platform, a stronger foundation for service consistency, workflow visibility, and provider-specific adaptability behind the partnership customers already trust.

Ophthalmologists Supported by Scribe-X



18
OPHTHALMOLOGISTS SUPPORTED

- End of 2024: **10**
- End of 2025: **12**
- 2026: **18**

Ophthalmologists supported by Scribe-X Live, from Scribe-X program records (2026 to date).

Remote Support, Built for Ophthalmology

JUL. '24 | THE NEED
The department set a 25% throughput goal for a group of providers. The prior vendor could not commit to the coverage it required.

AUG. '24 | REMOTE GO-LIVE
Trained Remote Medical Scribes began documenting exams live in Epic, starting with the department's priority clinic.

2026 | 18 OPHTHALMOLOGISTS
Support grew from 3 providers to 18 ophthalmologists: 10 by the end of 2024, 2 more in 2025 and 6 in 2026. Providers saw more patients, ran on time more often, and kept their attention on the patient.

WHY IT STUCK
Specialty fit, delivered remotely. Trained Remote Medical Scribes who know ophthalmology shorthand and templates keep pace with a non-linear clinic flow, so the provider stays with the patient and the record stays complete.