

# EverHealth Scribe AI Public Transparency Note

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## What is EverHealth Scribe?

EverHealth Scribe is an AI-enabled clinical documentation support tool created by Care Pilot and embedded within the DrChrono EHR web and mobile application. It listens to clinician-patient conversations with consent and generates structured clinical notes. Clinicians are strongly encouraged to review and edit AI generated notes before sending them to the patient chart.

## How it works

- Speech-to-text conversion
- NLP structuring of notes
- Recommends ICD-10 Codes
- AI-generated outputs are presented for clinician review and editing before explicit submission to the patient chart.

## Intended use

Outpatient documentation support for licensed clinicians in real-time or post-encounter workflows.

## Limitations

Affected by audio quality, overlapping speech, accents, jargon, or incomplete capture. It is the sole responsibility of the provider to verify that the generated note is a factually complete and accurate reflection of the encounter.

## Data use & privacy

HIPAA-compliant handling, encryption, role-based access; no secondary use of identifiable patient data unrelated to care. De-identified data may be used to improve system performance.

## Model performance

Evaluated using provider feedback, note completeness, volume of notes generated, and semantic heuristics derived from provider usage patterns.

## Fairness & bias monitoring

Accent-based evaluations, continuous monitoring, prompt, pipeline, tooling, and model fine-tuning adjustments upon detection of disparities.

## **Safety & oversight**

EverHealth Scribe does not autonomously enter documentation into the medical record. All AI-generated outputs are presented for clinician review and editing before explicit submission to the patient chart.

Providers maintain full authority over:

- Acceptance or rejection of generated notes
- Editing of structured clinical content
- Final submission to the patient record

EverHealth Scribe is not intended to diagnose, treat, or recommend clinical care decisions.

## **Ongoing monitoring**

Drift detection, issue reporting, performance tracking.

## **Versioning & updates**

Periodic improvements, safety reviews, documented changes.

## **Reporting issues**

Users can report accuracy concerns, unexpected AI behavior or performance “drift” via in-product tools or through DrChrono support. These reports are routed to the EverHealth AI Council for ongoing oversight.

## **Our commitment**

EverHealth aligns with ONC transparency and responsible AI principles to ensure safe, fair, and effective use of AI tools.

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