

EverHealth Scribe Frequently Asked Questions (FAQ)

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Notes & Documentation

What does EverHealth Scribe automatically document?

EverHealth Scribe generates clinical notes and writes them into the standard note section (such as SOAP or H&P).

It does **not** automatically update structured fields like:

- Medications
- Allergies
- Medical or family history
- Custom templates or forms

Providers should review and update these sections manually as needed.

Why isn't my note saving into future visits?

Notes created by EverHealth Scribe do not carry over to future visits. Each visit generates a new note, so providers should document fresh information for every encounter.

Why do I sometimes see duplicate information in my notes or diagnoses?

EverHealth Scribe adds new information but does not remove or overwrite existing content.

If previous notes or diagnoses are copied forward, duplicates may appear. It's recommended to review the note before finalizing.

Why doesn't EverHealth Scribe update medications, allergies, or other structured fields?

EverHealth Scribe currently adds documentation to the main clinical note (such as SOAP or H&P), rather than

updating structured fields like medications, allergies, or social history.

This approach ensures accuracy and consistency, since structured fields can vary widely between practices. Writing directly to these fields without full standardization could lead to errors or incomplete information.

For now, providers should review and update structured sections manually as part of their normal workflow.

Transcription Accuracy

What if the patient speaks Spanish and the Provider speaks English?

EverHealth Scribe supports multilingual conversations between patients and Providers. When starting the session, the user simply selects the appropriate language option so EverHealth Scribe knows to listen for and process a language other than English (such as Spanish).

Does EverHealth Scribe improve over time?

Yes. EverHealth Scribe learns your preferences as you use it.

Most providers notice better accuracy and formatting after a few visits, especially when they:

- Edit the note
- Provide examples of their preferred style

What affects transcription accuracy?

Accuracy is generally high, but it can vary depending on:

- Background noise
- Microphone quality
- Speech clarity or strong accents

Using a quiet environment and a good microphone can significantly improve results.

How can I ensure Scribe correctly captures multiple people in the room?

At the start of the visit, briefly introduce everyone present. For example:
“Hi, I see we have Jane here today, and you’re joined by your husband.”

This helps EverHealth Scribe correctly understand who is speaking and document the conversation accurately.

Diagnosis & Problem List

Can ICD-10 codes be added to the Problem List automatically?

Yes. This can be enabled in your [system settings](#).

Once turned on, any diagnoses added during the visit can automatically flow into the patient’s Problem List—saving time and reducing manual work.

How do I enable Auto-Set Problems?

The **Auto-Set Problems** setting allows diagnoses (ICD-10 codes) to automatically populate the patient’s Problem List—saving time and reducing manual steps. This setting is managed within each provider’s DrChrono account and must be enabled individually.

To turn it on:

1. Go to **Account**
2. Select **Account Settings**
3. Open the **Medical Billing** tab
4. Scroll down to the **Miscellaneous** section
5. Toggle **Auto-Set Problems** to ON

Once enabled, any new ICD-10 codes—including those added by EverHealth Scribe—will automatically be added to the patient's Problem List, with no additional action required.

Telehealth & Devices

Why do I need two devices for telehealth visits?

When using mobile telehealth, EverHealth Scribe must run on a separate device from your video visit.

This is because a single device cannot use the microphone for both the video call and Scribe at the same time.

Patients & Schedule

Why are my patients or schedule not showing up?

If your schedule or patients are missing:

- Try refreshing the schedule
- Confirm you are assigned to the appointment

If a patient appears as "Unknown," it may be due to system permission settings. This is a known limitation and may require support assistance.

Access & Privacy

Can staff members access the EverHealth Scribe transcripts created by providers?

Currently, EverHealth Scribe transcripts are accessible only by the provider who created them. Staff members, including administrative staff and non-provider team members, do not have access to these transcripts at this time.

Can sensitive or confidential information be filtered out?

Yes. EverHealth Scribe is designed to keep your notes focused and clinically relevant. By default, it automatically filters out non-clinical content like small talk, side conversations, and other irrelevant discussion.

You can also customize what gets included. Using the **Learn Format** feature, providers can teach EverHealth Scribe to exclude specific types of information—such as certain topics, phrases, or categories your practice prefers not to document.

Once set up, the feature will apply these preferences consistently across all future visits, helping you maintain clear, appropriate, and compliant documentation.

iPad Setup

How can I use EverHealth Scribe and DrChrono side by side on my iPad?

You can view EverHealth Scribe and DrChrono at the same time using your iPad's split screen (landscape mode), as long as multitasking is enabled.

Step 1: Turn on multitasking

- Go to **Settings** on your iPad
- Tap **Multitasking & Gestures**
- Make sure **Windowed Apps** is turned ON

Step 2: Open both apps in split view

- Open either EverHealth Scribe or DrChrono
- Swipe up from the bottom of the screen to open the dock
- Drag the second app to the left or right side of the screen

This will place both apps side by side so you can document and review information at the same time.



Some iPads also allow split screen by tapping the three dots at the top of an app window, though this option may not appear on all devices.



[Turn Windowed Apps on or off on your iPad](#)