

# EverHealth Scribe Frequently Asked Questions (FAQ)

Last modified on 05/04/2026 12:53 pm EDT

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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.

**Can EverHealth Scribe generate multiple notes at the same time?**

No, it can only generate one note at a time.

**Can staff start EverHealth Scribe under their own login on behalf of a provider?**

No. Staff cannot initiate Scribe under their own login for a provider. Scribe is designed to be used under an individual provider's license.

**What is the purpose of the Ad-Hoc button in EverHealth Scribe, and how does it connect to a patient and push back to the EHR?**

The Ad-Hoc button in Scribe is designed as a lightweight option for documenting patient engagements that were not scheduled in advance. However, it does not directly connect to a patient or push data back to the EHR. Instead, any information created using the ad-hoc feature must be manually copied and pasted into DRC, and it cannot currently be retroactively assigned to a patient after the fact.

**Will Everhealth Scribe upload vital signs to the appropriate location in DrChrono?**

No. At this time, Everhealth Scribe does not push vital signs or other structured data into specific fields within DrChrono. The only information transferred from Everhealth Scribe to DrChrono is included in the clinical note and the diagnosis/problem section.

**If a practice uploads a document as new patient paperwork, can Scribe use that information when generating the initial note?**

Manual document uploads are not supported for informing the clinical note. However, providers can copy and paste relevant text from the document into the "Add Visit Context" section before launching the note.

**How long does an AI-generated note remain in Scribe if it hasn't been sent to the EHR?**

AI-generated notes are retained for up to 180 days. This allows providers who may be behind on documentation to review and complete notes before sending them to the EHR.

**Can I create templates other than H&P and SOAP?**

Yes. Click your initials, then go to Settings. In the new window, select Note Templates. From there, you can create multiple types of H&P or SOAP notes. All templates will save to the same location, and you can set a default template if desired.

**Can I switch between SOAP, H&P, or other templates after a note is generated?**

No. Once a note has been generated, you cannot change its template type.

**Can Scribe include a Mental Status Exam (MSE) in the note (e.g., under SOAP Objective)?**

Yes, this can be supported by customizing the provider's note templates. The recommended approach is to use exceptions-based charting in sections like Objective, Physical Exam, or ROS to include MSE elements.

### **Can Scribe capture psychotherapy interventions and modalities (e.g., CBT, supportive therapy) from the conversation?**

Yes, this can also be incorporated through customized templates using exceptions-based charting within the appropriate sections of the note.

### **Can Scribe include a Risk Assessment (e.g., safety concerns, plan, intent)?**

Yes, Risk Assessment content can be added via template customization, again using exceptions-based charting in relevant sections.

## **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.

### **How do I change pronouns after the AI scribe generates a SOAP note?**

Use the magic edit bar at the bottom of the generated note. Enter a command (e.g., “change pronouns to she/her”), and the system will update the note accordingly.

## Can the AI automatically determine the therapeutic approach used during the session?

This may be possible, but accuracy is not guaranteed and would require further testing. As an alternative, providers can:

- Create separate note templates for different therapeutic approaches, or
- Clearly state the approach aloud during the session (e.g., “We’ll take a Cognitive Behavioral Therapy approach...”) so it is captured in the transcript.

## 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.

### When using “add to problem list,” where does the information appear in the patient record?

Entries marked as “add to problem list” are pushed to the patient’s problem list. Additionally, if the item is included as a diagnosis for the visit, it will also appear in the clinical note as an ICD-10 code.

### Can Scribe support billing and coding workflows?

Billing and coding support is not currently available.

## 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.

### **Does Scribe use ambient listening?**

Yes. Scribe can capture conversations using your device's microphone (such as a computer, iPhone, or iPad) to listen to the surrounding environment when enabled. For virtual (telehealth) visits, it can also capture audio directly from the call when the Chrome extension is open on the same tab where the conversation is taking place.

## **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.

### **If DrChrono is down, will Scribe be affected?**

Not significantly. Scribe can still be accessed and used even if DrChrono is down or running slowly. You may notice delays in the schedule view updating, but most features will continue to work. If an expected appointment isn't showing, you can still use the Ad Hoc option to continue your work.

## **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.

### **Will providers have access to recordings to verify accuracy?**

No, audio recordings are not stored. Only transcripts are available, and they can be accessed within EverHealth Scribe for up to 180 days. These transcripts are not committed to the certified patient record (e.g. DrChrono).

## iPad Setup

### Can providers record and chart at the same time using the mobile app?

Yes. The app will continue capturing audio even if the provider switches to another app like DrChrono, as long as the recording session remains open. If the chart is accidentally closed, recording will stop.

For iPad users, we recommend using the multi-tasking (split screen) feature to run EverHealth Scribe and DrChrono side by side for a smoother workflow.

### 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](#)