

# Use EverHealth Scribe During Telehealth Visits

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EverHealth Scribe records telehealth visits and generates a clinical note you review and send to DrChrono. How you record depends on where the visit runs.

## Which setup do you have?

### Your Telehealth Visit Runs In

### What to Do

A Chrome browser tab

[Capture a telehealth visit in Chrome](#). EverHealth Scribe records the tab audio along with your microphone.

A desktop application, outside the browser

*Not supported*; instead, [Capture a telehealth visit in Chrome](#), by opening the meeting in a Chrome tab instead of the desktop app (e.g. the Zoom link instead of the Zoom window)

A phone or tablet

[Capture a telehealth visit on mobile](#). You need a second device, because one device cannot run the video call and EverHealth Scribe at the same time.

## Capture a telehealth visit in Chrome

### Before you begin

Confirm that you have:

- EverHealth Scribe enabled for your provider account
- The EverHealth Scribe Chrome extension installed and pinned
- Microphone access turned on for Chrome

Ask the patient for permission to use ambient documentation at the start of the visit. EverHealth Scribe prompts you to obtain permission when you start recording. If the patient declines, conduct the visit without EverHealth

Scribe and document it in your usual workflow.

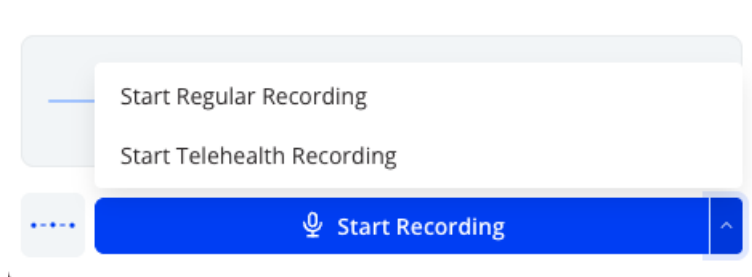
## Record the visit

1. In Chrome, open your telehealth platform and start the video visit in a browser tab.
2. Select the EverHealth Scribe extension icon in the Chrome toolbar.
3. Select the patient's name in your schedule to open their visit.



If the visit is not on your schedule, select **Refresh Schedule**. Syncing with DrChrono takes a few moments.

4. Select your documentation template and language.
5. **(Optional)** Add visit context by typing or recording it.
6. Select the arrow next to **Start Recording**, which opens a menu, and then select **Start Telehealth Recording**.



The **Confirm Audio Source** window opens.

7. Under **Open Tabs**, select the tab hosting the telehealth visit. EverHealth Scribe records audio from this tab along with your microphone.

EverHealth Scribe selects a tab for you when it detects system audio playing from a Chrome tab. Confirm that the selected tab is the one hosting the visit.

If the tab is not listed, select **Refresh list**.



8. Select **Start Recording**.

A prompt appears asking you to obtain the patient's permission. Dismiss the prompt when you are ready.

9. Conduct the visit as usual. EverHealth Scribe runs in the background and transcribes the

conversation.

The tab shows **Capturing** while EverHealth Scribe is receiving audio from it.



**Important:** **Restart** discards the transcript for the entire visit, including any segments recorded before you paused, and starts the recording over. To stop recording temporarily, use **Pause** instead.

10. When the visit is complete, select **End Scribe**.

EverHealth Scribe takes a few moments to process the recording and generate the clinical note.

11. Review the note, and then select **Send to EHR**.

The note appears in the patient's chart in DrChrono, where you make final edits and sign and lock it.

## Pause and resume

Pause the recording when you step away or discuss something you do not want documented. Pausing preserves everything recorded so far.

1. Select **Pause**.

A **Paused** banner appears, and the tab shows **Connected**.



2. To continue, select **Resume with Tab Audio**.

Recording resumes with both the tab audio and your microphone.



If the tab hosting the visit changed while you were paused, select **Change tab** before you resume.



Resume the visit on the same device where you paused it. EverHealth Scribe does not support pausing on one device and resuming on another.

## If the tab audio stops

Recording continues with your microphone, so the visit is still captured.

When EverHealth Scribe has not heard audio from the connected tab for 30 seconds, the tab shows **No tab audio** and a message appears: "We haven't heard audio from [tab name] in the last 30 seconds. If the visit has audio playing, check that the right tab is connected."

To restore tab audio:

- If the correct tab is connected and the visit has audio playing, select **Sync this tab**. A silent stretch in the visit produces the same message, so confirm that the visit has audio playing before you change anything.
- If the wrong tab is connected, select **Change tab**, and then select the tab hosting the visit.

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The tab returns to **Capturing** once EverHealth Scribe receives audio again.

Do not select **Restart** to resolve a tab audio problem. Restart discards the transcript for the entire visit.

## Capture a telehealth visit on mobile

One phone or tablet cannot run a telehealth app and EverHealth Scribe at the same time, because the microphone serves one app at a time. Record the visit one of these two ways instead.

### ***Recommended:* Move the visit to Chrome**

Run the visit on a computer in a Chrome browser tab and record it with the extension, which captures the tab audio directly. See [Capture a telehealth visit in Chrome](#).

### **Use a second device**

1. Run the video visit on your first device.
2. Open EverHealth Scribe on a second device and place it near the first device's speaker.
3. Play the visit audio through the speaker rather than headphones, and turn the volume up.

EverHealth Scribe captures both sides of the conversation ambiently from the second device.

## Improve audio capture

Transcription accuracy depends on audio quality, and devices vary in how well they pick up ambient sound. If the note is missing content from part of the visit:

- Confirm that the tab hosting the visit shows **Capturing**.
- Confirm that the correct microphone is selected at the top of the EverHealth Scribe window.
- Use a microphone with good audio quality, such as an external USB or room microphone.
- Reduce background noise.
- Keep the second device close to the speaker when you record a mobile visit.



If the note is still incomplete, contact support and include the visit date, the device you used, and how you recorded the visit.

