

Happier Clinicians

A Freed 'Enterprise' Case Study





Introduction

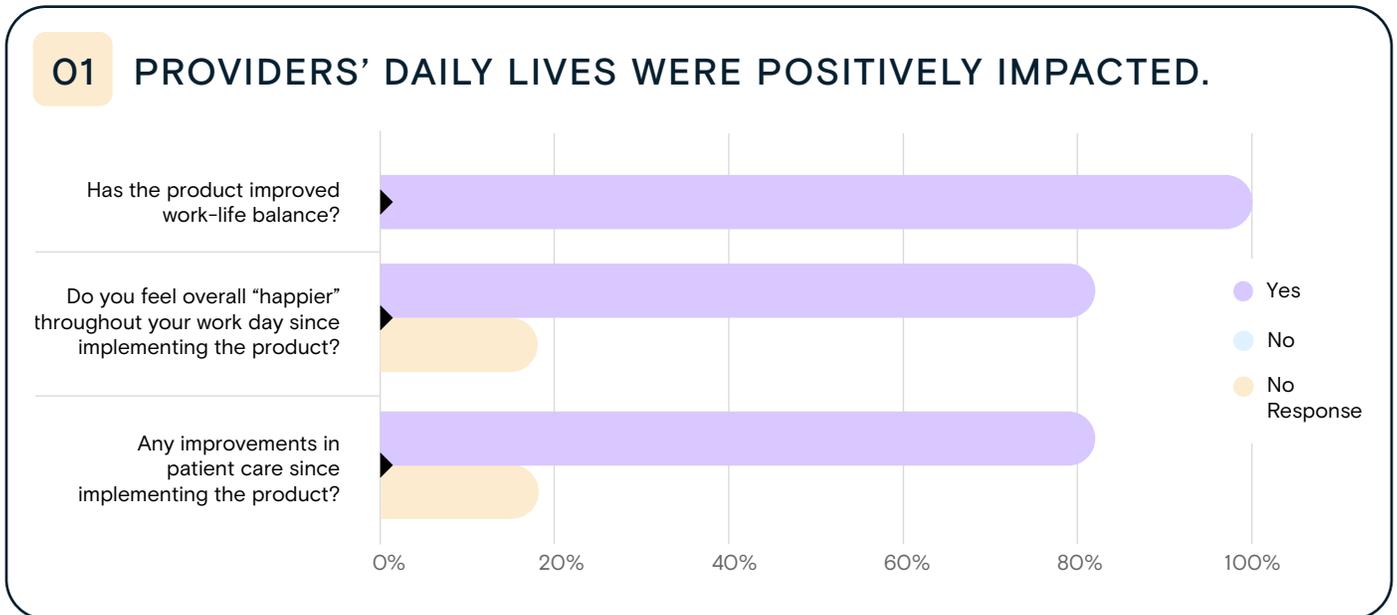
A multi-specialty health system in the US Midwest sought to implement an AI scribe solution for its clinicians. After trialing multiple options, the customer selected Freed due to our product's enhanced ease of use, accuracy, and cost basis.

The customer implemented Freed initially with a group of 10 providers, and incrementally increased the scope to a group of 20 across the enterprise. This user group self-onboarded, i.e., they did not require any onboarding or training on how to use Freed: they just began using the product, and increasingly incorporated it into their daily workflows.

Based on the positive initial experience, the highlights of which are summarized here, the customer has now opened up access to Freed to 85 providers across all specialities.

Customer Experience with Freed

The customer highlighted three principal benefits to their clinicians from using Freed.



In a survey conducted of the customer's users of Freed, 100% of their respondents indicated that Freed had improved their daily work-life balance. Over 80% said that Freed helped them feel overall 'happier' throughout their workday since implementing the AI scribe. And over 80% also said that implementing Freed resulted in improvements in patient care.

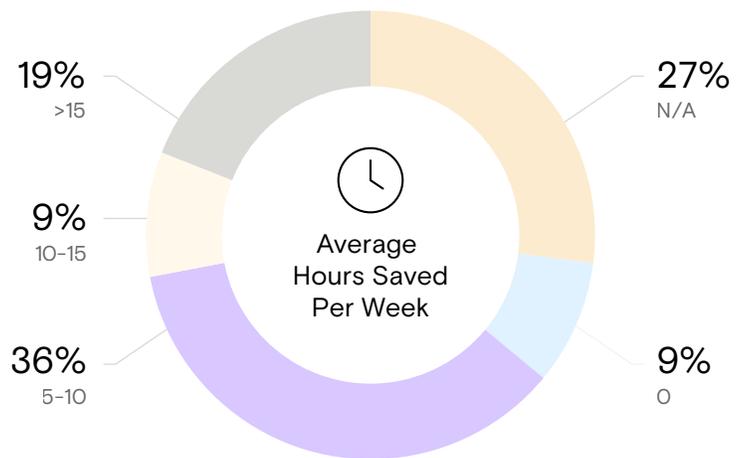
In particular, clinicians commented on the various ways that **Freed had made their lives, and their ability to provide patient care, better:**

"I am able to fully focus on patients and make eye contact and be more engaged, versus worrying about logging in, typing, and focusing on the screen."

"I feel my patient care has improved since implementing Freed AI."

"I am happier and less stressed."

02 85% PROVIDERS SAVED MORE THAN 5+ HOURS PER WEEK IN DOCUMENTATION TIME; 40% SAVED MORE THAN 10 HOURS PER WEEK.



64% of the customer’s reported saving between 5-15+ hours per week using Freed. Of that figure, almost 20% reported saving 15 or more hours, or 3+ hours per day. **Their comments included:**

“I am trying to figure out what to do with all my free time since FREED.”

“[Freed] lessens time to complete notes and helps me capture more billable data. My family and I are far happier that I am no longer spending multiple evenings and time every weekend working on charts in order to just keep up with the workload.”

Of the 9% who reported little to no time savings, **the benefits of using Freed included:**

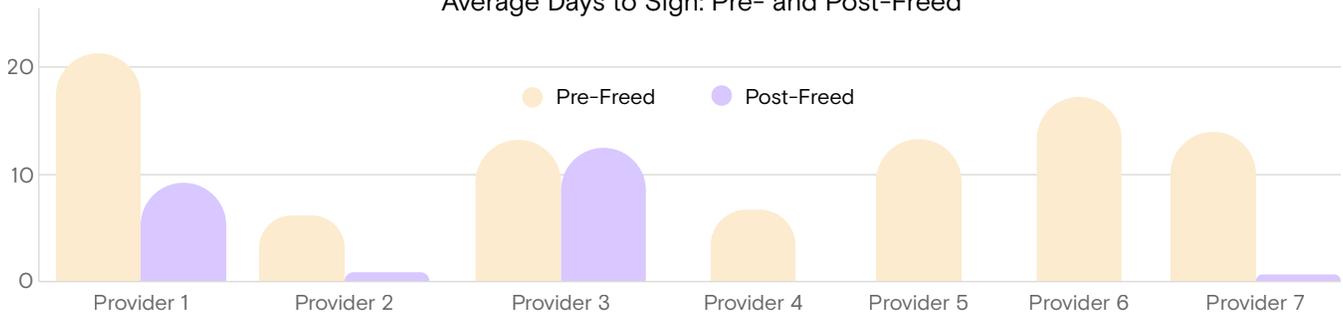
“We should be able to bill at a higher level because Freed captures everything that was discussed.”

“My notes are more complete and better represent the care that was rendered.”

“I feel less stress and pressure put on myself to record the history and physical exam during the patient encounter. I feel that not only makes me a better provider to the patients, but also to staff that I interact with on a regular basis.”

O3 TIME REQUIRED TO CLOSE A NOTE DECREASED BY 75%+.

Average Days to Sign: Pre- and Post-Freed



The customer tracked the average number of days, per provider, required to close a note and start the billing process. Prior to implementation of Freed, that average was over 21 days. When using Freed, that average dropped to just over 3 days, and in some cases reduced that average to 0, i.e., notes were completed and signed off in real time.

Summary

What made for a successful outcome in this customer's case is based on the same promise we extend to all clinicians who use Freed:

Freed exists to make clinicians happier. Period. We do so by delivering a product experience that is:

 **Hassle-free:** Our AI scribe requires no training, onboarding, or implementation time. Just press record during an encounter and a note magically appears once the encounter's over.

 **Accurate:** Our notes reflect exactly what was discussed in the encounter, and a full transcript is automatically included with every note.

 **Customizable:** Clinicians can adjust formats and templates depending on the requirements of an encounter.

 **Inexpensive:** Clinicians get unlimited use of our AI scribe at a fraction of the cost of what other firms charge.

For more information about how Freed can deliver similar results for your clinicians, please contact:

 sales@getfreed.ai