

Cutting Documentation Time in Half: Women First of Louisville's Success with Veradigm Ambient Scribe

Women First of Louisville is an all-female private obstetrics and gynecology practice that has served patients in Louisville, Kentucky, since 1988. With 23 providers, including 10 physicians and 13 mid-level clinicians, the practice delivers care across OB and GYN services. Women First has been a Veradigm EHR client since 2006 and also uses FollowMyHealth®, Payerpath®, and Practice Management® solutions.

When charting takes over your day

For Dr. Ann Grider, MD, FACOG, documentation was more than a chore; it was a daily drain. She described herself as "slow" when it came to charting, partly because she likes to talk to patients and keep the conversation flowing. But that meant hours of work after the clinic closed, often late at night or at home.

The issue was most noticeable during complex GYN visits. Capturing detailed histories required constant note-taking, which interrupted the natural rhythm of the appointment. Dr. Grider wanted a way to cut down on charting time without sacrificing accuracy or patient interaction.

Looking for a better way to document

Dr. Grider had heard about scribe services before, but having a person in the room wasn't practical for her. She needed something that could fit into her workflow without adding complexity. When she learned about Veradigm Ambient Scribe, she was intrigued.

"I was motivated to try something better," she said. "I knew a true scribe person in the room was helpful, but I wanted to see if there was a way to make this easier."

CLIENT PROFILE



CLIENT PROFILE

- Private OB/GYN practice serving the Louisville community since 1988.
- All-female practice with 23 providers, including 10 physicians and 13 mid-levels.
- Committed to delivering comprehensive women's health care.

VERADIGM SOLUTIONS

- Veradigm EHR
- Veradigm Ambient Scribe
- FollowMyHealth®
- Payerpath®
- Veradigm Practice Management

CHALLENGES

- Time-consuming documentation for complex visits.
- Considerable after-hours charting impacting work-life balance.
- Improve efficiency without sacrificing patient interaction.

SOLUTIONS

- Implemented Veradigm Ambient Scribe in July 2025.
- Thorough onboarding supported by Veradigm.
- Real-time clinical documentation for GYN problem visits and select annuals.

OUTCOMES

- **Accuracy:** Documentation feels more precise.
- **Time savings:** Less time spent after hours completing encounter notes.
- **Efficiency:** Ability to sign off on encounters quickly.
- **Patient interaction:** More face-to-face time with patients, without worrying about capturing every detail during the visit.



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WOMEN FIRST OF LOUISVILLE



Getting started without the headaches

Women First implemented Veradigm Ambient Scribe in July 2025. The onboarding process was straightforward, supported by Veradigm through weekly calls and hands-on guidance.

"I thought the implementation part was much easier," Dr. Grider said. "Compared to when we first went to an EMR back in 2006, this was simple."

She began using Ambient Scribe for nearly all GYN problem visits and select annual exams. It quickly became clear where the tool delivered the most value: complicated cases where patients shared long, detailed histories.

"I don't have to worry about getting the story straight on complicated histories," she explained. "Ambient Scribe takes all of our talking and puts it into an organized, concise paragraph."

Instead of scribbling notes during the visit, Dr. Grider could focus on the patient. She still brings a computer into the room, but she turns it to the side so it's not a barrier during the visit. "I've always said I'm not going to have my nose in a computer while I'm with a patient," she said. "Now I don't have to."

Cutting charting time and reclaiming evenings

The results were immediate. **Dr. Grider estimates that Ambient Scribe cut documentation time by about 50%.**

She no longer spends hours at night finishing charts. She's able to wrap up her day faster and reclaim time for herself.

When asked what she does with that extra time, she laughed: "Sleep."

She acknowledged that she had quickly grown dependent on the tool. "I was dependent on it pretty early."

Ambient Scribe also improved the quality of documentation for complex visits. It captures the conversation and organizes it into a clear narrative, reducing the risk of missing details. For annual exams, the benefit varies, but for problem visits, it's significant.

Why it matters for patient care

Dr. Grider worried at first that bringing a computer into the room would hurt her connection with patients. Instead, she found the opposite. "I just set the computer to the side," she said. "I don't have to scribble notes anymore, so I can keep my focus on the patient."

She also noted that Ambient Scribe helps with billing and compliance. "I'm sure for billing purposes the documentation helps," she said. "It's good at pulling together the assessment and plan."

What's next for Women First

Women First plans to expand Ambient Scribe usage to additional providers and continue refining documentation workflows. Dr. Grider believes other physicians in the practice could benefit, especially those handling complex GYN cases.

The practice expects that broader adoption will reduce after-hours charting across the team and improve efficiency during busy clinic days. For Dr. Grider, the difference is already clear: less time spent typing, more time spent with patients, and a better balance between work and life.

Looking ahead, Women's First expects these benefits to continue as Veradigm Ambient Scribe adoption expands:

- **Greater precision:** Notes are more complete and organized.
- **Reduced after-hours work:** Charting is finished sooner, freeing up evenings.
- **Faster close-out:** Encounters can be signed off promptly without delays.
- **Better patient connection:** More time for conversation and care, less time spent typing during visits.