

# *Patient Notes*

Revolutionising your teams  
clinical note-taking  
with voice A.I.

*Patient Notes*

Clinical Notes



# *You know how...*

practitioners want to complete their **clinical notes, patient summaries** and send communications to **other relevant medical peers**, but there's **never enough time** to do them?

*and...*

As practice owners and practice managers you need your team to complete **clinical notes**, send out **patient summaries**, and send **letters to their referrers**.

However, you keep hearing your **team never have enough time**, need **extra admin time** or say **“I don’t get paid extra to do them?”**

# *Current challenges in clinical note-taking:*

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Time-intensive  
process



Disrupts  
patient-doctor  
interaction



Error-prone  
documentation



Lack of  
functionality  
in PMS

# *Patient Notes*

provides you with notes as soon as the session is finished, ready for you to check, complete and finalise.

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## *Patient Notes*

### *Start recording*

Recording has been saved and transcript generation will start shortly.

#### GENERATING DRAFT NOTES

AI is currently generating your clinical notes based off the recording.



**Patient Consent**  
Completed.



**Recording**



**Clinical Notes**  
Completed.

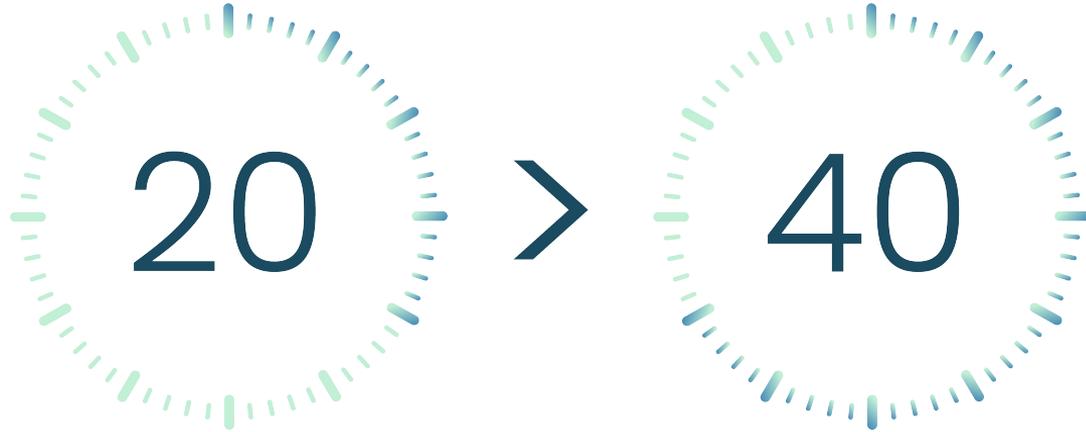


**Patient Summary**  
Completed.



**Medical Letters**  
Write a letter.

# *Streamline and automate your clinics workflow*



- Patient Consent**  
Completed.
- Recording**
- Clinical Notes**  
Completed.
- Patient Summary**  
Completed.
- Medical Letters**  
Write a letter.

# *Let Patient Notes co-pilot your consultation*

*PatientNotes*  
for all the heavy  
lifting  
of your **entire  
consultation.**

OR

A **hybrid model:**  
your own notes,  
*and*  
patientnotes.app  
for optimal detail.

OR

*PatientNotes*  
for **letter writing**  
using your  
own notes.

# *Regain your team's time*

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- Optimise the time your staff spend treating the patient
- Reduce costly note and letter writing time
- Eliminate or reduce working through lunch or after hours for your team
- Create patient and referral letters before the patient leaves the building





## Meet Sian

Having utilised the system for a month, Sian can now efficiently finish all her clinical notes and dispatch patient summaries within her work hours.

This enables her to return home to her three daughters without the need to log back in after their bedtime to catch up on administrative tasks.



# Meet Greg

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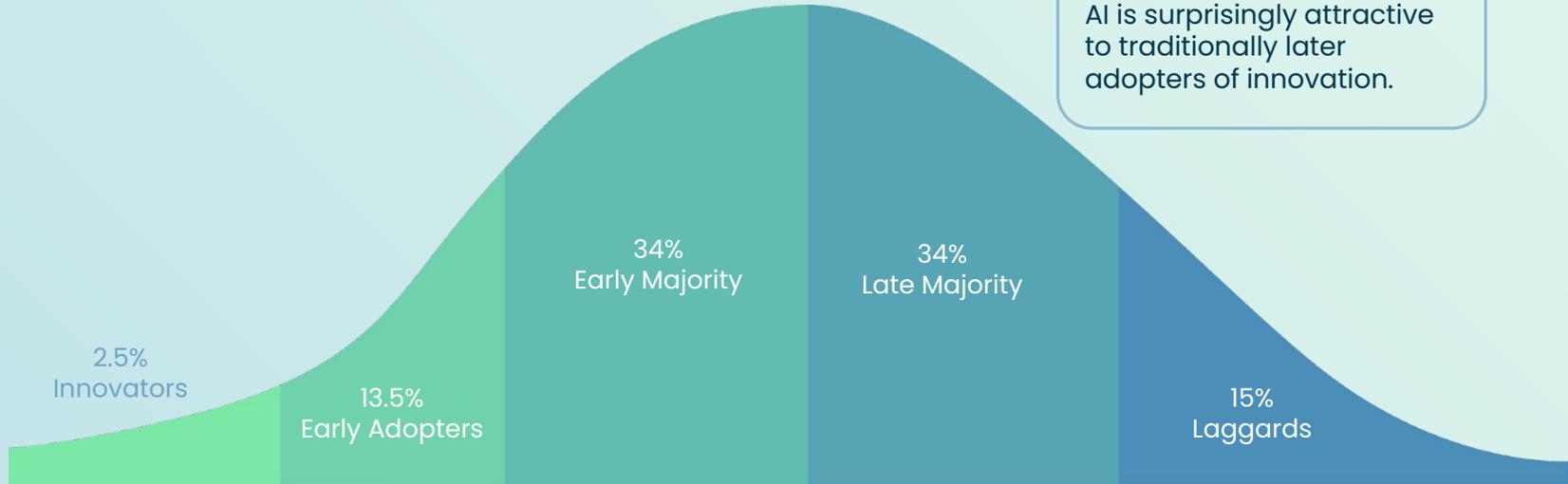
Greg's limited typing skills had previously hindered his ability to create electronic clinical notes.

After a span of more than 45 years, Greg has successfully shifted from traditional paper clinical notes to notes generated by artificial intelligence.

No longer coming in every Sunday to do his notes and letters.

# Diffusion of Innovation Model

**The Late Majority LOVE A.I.**  
AI is surprisingly attractive to traditionally later adopters of innovation.



## AI Uptake model



# Physica Story

- 31 Physiotherapists
- 3 locations
- Clinical notes
  - 100% completion from users Patientnotes.app
  - >90% completion of R.A.P
  - >90% completion of first visit Doctors
  - >95% of TCA reports after every consult
  - Increase diary occupancy

# *Team members who this will most help*

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- ✓ Full diary
  - ✓ Clinic owners
  - ✓ Mobile teams
  - ✓ Perfectionists
  - ✓ Staff with poor clinical notes completion rates
  - ✓ Admin time-poor
  - ✓ Poor letter writers
  - ✓ Those who lack tech skills
  - ✓ People with processing issues
  - ✓ Practitioners and team leaders wanting to improve efficiency.
- Recommend- AHPRA self audit

# *Live demo*

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## **Walk through**

- Clinical notes
- Patient summary
- Letters
- Importing into PMS

**Prompt edits and change that appears**

**Setup**

# *Live demo*

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## **Intro walkthrough**

- Clinical notes
- Patient summary
- Letters

# Where can it be used?

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Clinicians can use *PatientNotes* in any environment:

- Clinic
- Hospital
- Community or aged care centre
- Home visits
- Telehealth
- Or off-site assessments



# Compatible with all EMR / PMS systems

- *PatientNotes* is a web based platform. The clinical notes generated are then transferred to your practice management system for record keeping.
- Simply edit, copy and paste.
- *PatientNotes* will store a temporary record your past consultations up to 30 days to allow you to finalise your notes, after this they will be permanently deleted.

 Nookal Smart Practice Management	 Genie Solutions A Magentus Company	<b>DENTRIX</b>
 Cliniko	 Pracsoft By MedicalDirector	 Clinical by Telstra Health
 Helix by Telstra Health	 Bluechip by Telstra Health	<b>PPMP<sup>®</sup></b>
 curve DENTAL	 BpAllied	<b>TM3</b>
 MediRecords	 ZEDMED	<b>xestro</b>
 Jane	ClearDent	 MOGO <sup>®</sup>

# *Which devices will it work on?*

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- *PatientNotes* is a web based platform that works on all devices that can access the internet.
- Use on your smartphone, laptop, desktop, tablet.
- Access the dashboard across devices with your single login.
- The data is stored locally so even if your internet drops out during your consultation you will not lose your notes.

# Does my device need a microphone?

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- You will need audio input to capture the audio from a consultation.
- Most laptops and smartphones / tablet devices microphones will have inbuilt microphones.
- IOS devices can piggyback iPhones for remote microphones.
- Devices without a microphone will require an external device.
- We have found omnidirectional condenser microphones work best

# *Record telehealth consultations*

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- ✓ Yes. Save time ensuring your teams telehealth notes are completed in real time.
- ✓ Ensure the audio input is picked up from the microphone.
- ✓ You can do on separate devices or pretest with your system.

# How safe is PatientNotes?

## Using ChatGPT to write patient clinic letters

The appropriate recording and communication of clinical information between clinicians and patients are of paramount importance. Recently there has been a much-needed drive to improve the information that is shared with patients.<sup>1</sup> However, the preparation of clinical letters can be time consuming. Although there has been an increase in the use of letter templates and voice recognition systems, with the aim of improving efficiency, novel technologies such as natural language processing (NLP) and artificial intelligence (AI) have the power to revolutionise this area of practice. NLP algorithms are designed to recognise and understand the structure and meaning of human language, classify texts according to their content or purpose, and generate responses that are appropriate and coherent.<sup>2</sup> OpenAI's ChatGPT chatbot was launched in November, 2022, and uses NLP technology to generate human-like text. The generative pre-trained transformer (GPT) language model is based on a transformer architecture, which allows it to process large amounts of text data and generate coherent text outputs by learning the relationships between input and output sequences. The GPT language model has been trained on

or dictate to generate a clinical letter. In the USA, it is recommended that patient-facing health literature be written at or below a sixth grade level (age 11–12 years).<sup>3</sup> There are no specific guidelines on this in the UK. In view of this, all letters were instructed to be written at a reading age of 11–12 years. We sought to evaluate the capabilities of ChatGPT by presenting it with a series of instructions of increasing complexity (appendix p 1). These instructions ranged from simply following specific directions, to using national guidelines and data from these guidelines to provide clinical advice in the letter—eg, the management of anticoagulation peri-operatively. After submitting the instructions, ChatGPT then generated a response in the form of a clinical letter to be issued to the patient. The online tool readable was used to evaluate the readability of letters with commonly used formulae as described in many other studies.<sup>3</sup> Factual correctness and humanness of letters were assessed by two independent clinicians using a Likert scale ranging from 0 to 10, with 0 representing completely incorrect or inhuman and 10 representing completely correct and human. Error analysis was performed using linear regression. We used two separate



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See Online for appendix

For more on readable see  
<https://readable.com>  
For more on ChatGPT see  
<https://openai.com/blog/chatgpt/>

Caution must be exercised and potential risks must be proactively addressed to ensure the safety and quality of patient care while introducing such an important technical advancement.

*PatientNotes* is encrypted and provides quality measures to safely optimise the use of A.I. in healthcare.

# *Do I need to ask my patients consent?*

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- Yes. The audio from the consultation is turned into a transcript to create the clinical notes and letters.
- Local recording laws do apply.
- Add to new patient registration terms.
- Consider in rooms signage.



*“May I have your permission to use audio-to-text transcription for this consultation?”*

# *Patientnotes.app can help AHPRA compliance*

## **Management of patient health records**

- Factual, accurate and up to date
- Legible, respectful, culturally safe

## **Recording patient history**

- History of the presentation
- Relevant medical and up to date medication history
- Informed consent

## **Recording consultation/treatment**

- All Examination, assessments, treatment.
- Response to treatment
- Advice and education provided

## **Diagnosis, management plan and referral**

- Diagnosis and alternate diagnosis
- Agreed management plan
- Referrals to other providers

# *Mitigating assessment issues*

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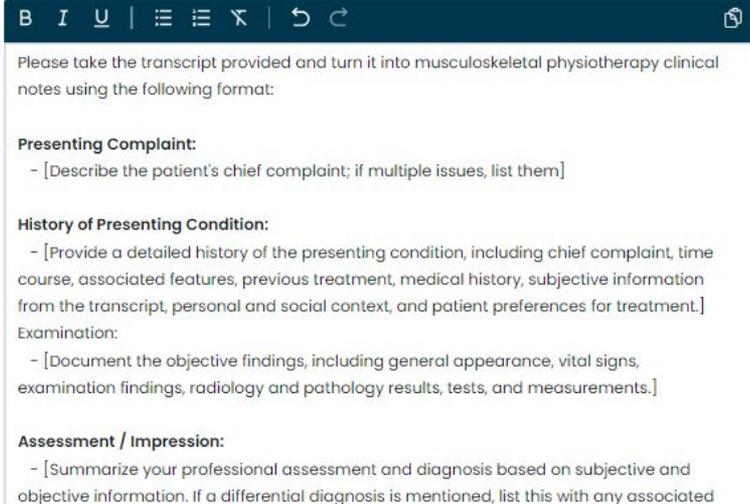
- You can create bespoke prompts to ensure you pick up all the relevant **clinical questions** and **assessment**- reducing potential medicolegal issues including **Red Flags**.



# *Can we customise notes and letters?*

- ✓ **Yes.** When a user signs in we create a set of default prompts based to your health profession and your caseload, writing style and layout preferences.
- ✓ At any time these can be edited and we offer online resources to help you create perfect clinical notes for you and your clinic.

## Clinical Notes (Initial) Prompt



Please take the transcript provided and turn it into musculoskeletal physiotherapy clinical notes using the following format:

**Presenting Complaint:**

- [Describe the patient's chief complaint; if multiple issues, list them]

**History of Presenting Condition:**

- [Provide a detailed history of the presenting condition, including chief complaint, time course, associated features, previous treatment, medical history, subjective information from the transcript, personal and social context, and patient preferences for treatment.]

**Examination:**

- [Document the objective findings, including general appearance, vital signs, examination findings, radiology and pathology results, tests, and measurements.]

**Assessment / Impression:**

- [Summarize your professional assessment and diagnosis based on subjective and objective information. If a differential diagnosis is mentioned, list this with any associated

# *Does it include all the conversation ?*

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- ✓ Only includes relevant information
- ✓ Eliminates chit chat or social conversations
- ✓ Flag if not a medical consultation

## *Use for medicolegal and 3rd party reports*



**Yes.** Many of our users will use the system to help generate medicolegal, TCA / EPC, myagedcare or NDIS reports from your assessment.

Simply generate the report, paste into your system and put the editing changes where required.

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