Using AI Visit Documentation for Independent Practices

Pros, Cons, Costs, and Provider Perspectives

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Cecilia Saffold, CEO HealthTeamWorks

Cecilia Saffold is a health care executive with deep experience at the intersection of health information technology, quality improvement, and value-based care. As CEO of HealthTeamWorks, she leads initiatives that help health systems, primary care practices, and community organizations use data and technology to improve outcomes and performance. Cecilia has hands-on experience with coding and data analytics, and has designed practical tools that translate complex data into actionable insights for care teams and health care leaders.

Her work includes developing calculators, analytic frameworks, and data schemas that assess the impact and return on investment of quality improvement strategies, care management programs, and community health workforce initiatives within value-based payment arrangements. These tools help organizations understand the financial and clinical outcomes of their interventions and support more effective decision-making.

Cecilia holds PMP and Certified Professional in Healthcare Quality (CPHQ) credentials, along with a Lean Six Sigma Green Belt and CHTS-PW certification. She brings more than two decades of experience helping health care organizations strengthen performance, data use, and population health strategies.

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Agenda

- Case for AI in Primary Care

- AI Stack for Independent Practices

- AI Scribe in Action: Dr. Joe Adragna

- Cost, Effort and Realistic ROI

- Assessment: Pick the Right Solution

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Workflow Pain Points

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Case for AI in Primary Care

AI and Primary Care: Scoping Review (Katonai et al 2025)

Ambient voice technology that automatically captures clinical conversations decreased documentation time by 28.8%, alleviating physician burnout (Owens et al, 2024).

Natural language processing models examining EHR notes identified discussions of prediabetes with high sensitivity (0.98) and specificity (0.96), revealing opportunities to address care gaps through early interventions (Tsang et al, 2021)

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Ethical, Legal and Interpersonal Considerations

- Privacy
- Bias
- Accountability
- Transparency

- Accuracy/Hallucination
- Informed Consent
- Explainability
- Data Protection
- IP Rights
- Regulatory Compliance

- Patient Autonomy
- Human Touch
- Job Displacement
- Training
- Digital Divide
- Public Trust

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AI Stack for Independent Practices

Point-of-Care

Between Visit

Panel Management

Patient Engagement

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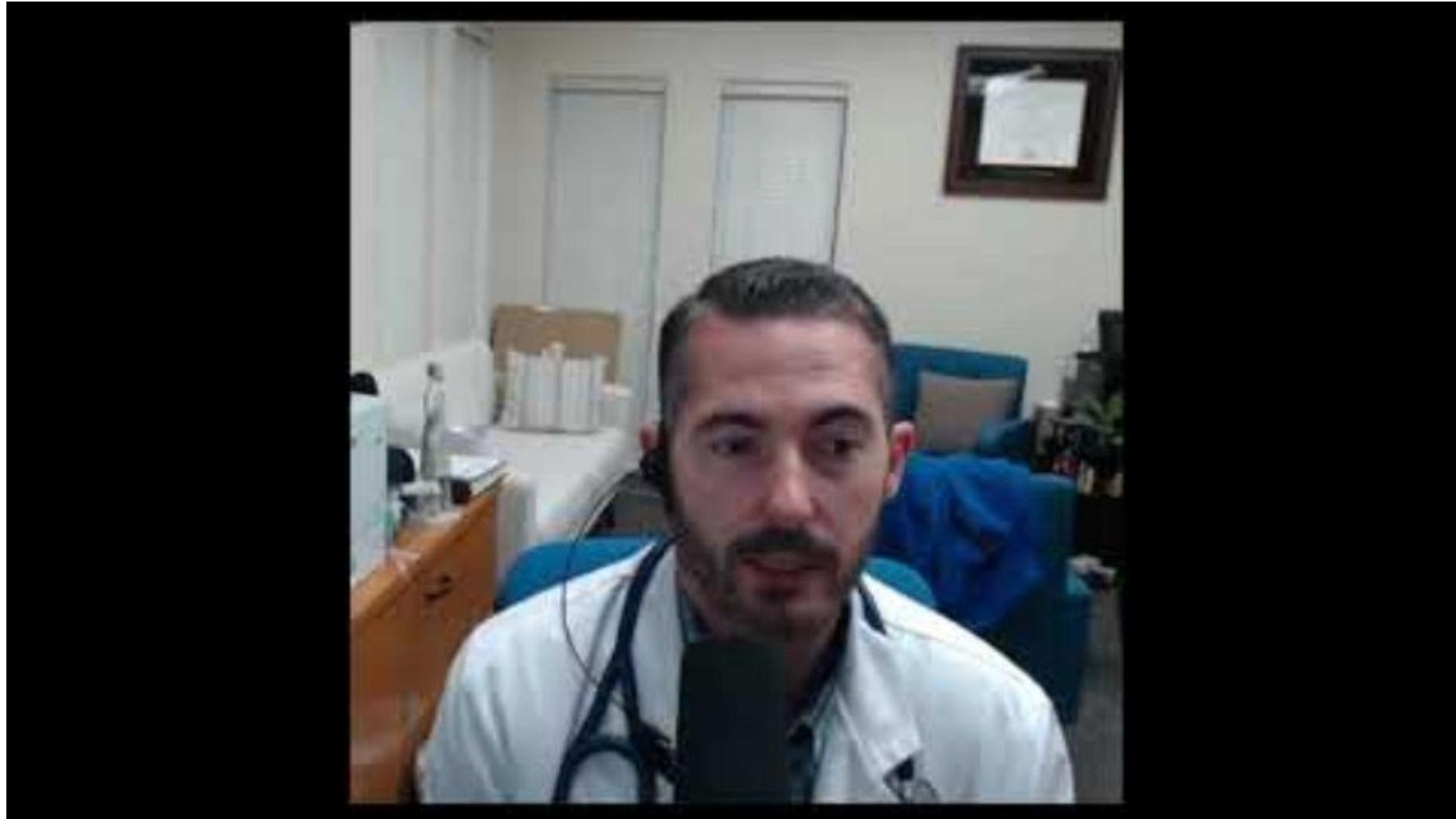
Dr. Joe Adragna, President and Founder Peak FM

Dr. Joe is the President and Founder of Peak Family Medicine. Dr. Joe knew early on that Family Medicine, in which the doctor sees every kind of problem and person, was his calling. At the age of thirteen, Joe was already working as a hospital volunteer in the Montrose Memorial Hospital lab, learning as much about medicine as he could. After graduating from MHS, he worked as an EMT while in college and during his residency at the University of Colorado, on his few days off, he would moonlight at other hospitals, always planning for the future.

Dr. Adragna is committed to helping people stay healthy, avoiding emergency room and hospital stays, allowing easy access to care, and providing office hours that are convenient for working people and those with children in school. His Medical areas of interest include: Musculoskeletal medicine (arthritis treatment), primary care, cardiology, and systems integration and innovation.

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Dr. Joe Adragna, Peak Family Medicine

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The Tool This Doctor Can't Practice Without Anymore

- AI Scribe True Workflow Game-Changer

- Significant Time Savings and Better Documentation

- Provider Well-being – Primary Motivation

- Gradual Adoption Works Best

- Costs Relatively Modest

- EMR Integration is Critical

- Limitations Remain

- Additional Benefits Beyond Documentation

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Cost, Implementation Effort and Realistic ROI

License Cost

Monthly/Annual

Implementation Cost

One-time setup fee

Integration of 3rd Party Tools

Training

On-going Operations Costs

Workflow Tuning

Templates

QI/QA

Support

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Assessing Solutions

- Fit to Workflow
- Accuracy, Safety and Clinical Responsibility
- Privacy, Security and Compliance
- Seamless Integration
- Pricing and Terms
- Measurement and Monitoring

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AI Scribe Types

Built directly into EHR

Browser-based

Scraping-based

API-integrated

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AI Scribe Options – EHR Native

- Abridge (Epic)

- AthenaAmbient

- eClinicalWorks Scribe

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AI Scribe Options – 3ʳᵈ PARTY

Name	Price/Month/User*	Setup	EHR	Trial
DeepCura	$129	Same day	8 EHRs	Free trial
Freed AI	$39-$119	Minutes	Extractive	Free trial
Heidi Health	$110	Same day	2 EHRs	Free tier
Lindy	$49+	Same day	Browser-based	Free trial
Nabla	~$100	Same day	2 EHRs	Free tier
S10.AI	$99	Same day	3 EHRs	Free trial
SOAPNote AI	$39	Minutes	None	Free tier
Suki AI	$299	1-2 weeks	4 EHRs	Free trial
Twofold Health	$49	Minutes	Browser-based	Free trial

* - Pricing is often customized by organization, number of users and included features.

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