Frequently Asked Questions (FAQ)

FAQs – AutoScribe's features and benefits

1. What is AutoScribe?

AutoScribe is an AI powered digital assistant which transcribes clinician-patient dialogues and automatically generates medical notes, so clinicians can focus on what matters most – providing exceptional patient care.

2. What benefits can I expect from using AutoScribe?

AutoScribe lets clinicians focus their attention on their patients, and not on administrative tasks like note-taking. AutoScribe automatically creates a medical note (such a SOAP note, or other templates) of the visit and will transfer that note to the clinician's EMR within minutes of completion of the visit.

This ultimately means that clinicians can see more patients, reduce burnout, and provide better care.

3. Why should I choose AutoScribe?

The AI generated note will save you up to 50% on your charting time – which you can devote to whatever you like – personal time, seeing more patients, or other meaningful work activities.

AutoScribe has outperformed competitor AI scribe products in accuracy, speed & transcriptional output, all at a lower price point. We are the only AI scribe tool designed for the Canadian healthcare system.

4. How do I install AutoScribe?

Autoscribe is a web-based digital assistant, meaning users do not need to download cumbersome software to their computers. Any computer with internet access and a decent quality microphone can access AutoScribe. For EMR integration, please see:
- *PS Suite: https://vimeo.com/815909285 and https://app.box.com/s/nwo2axdvveyqq95y08ngvi8y1lgmmeou*
- *Oscar EMR: https://vimeo.com/815913988 and https://app.box.com/s/a5dr83rx24g790vkqwy5s7giiip6m5td*

For the stand-alone app, go directly to start using AutoScribe at: https://app.autoscribe.ca

5. Which microphone do I need?

![autoscribe by mutuo logo]

Most microphones built into laptops, tablets and smartphones work great, if the speakers are close enough. Most desktop computers built-in microphones are insufficient. We recommend you buy a good quality conferencing microphone and outfit your exam rooms. You can buy one and take it with you to each exam room, or you can buy multiple and outfit each exam room. [Conferencing microphone ideal for AutoScribe use](#)

6. How do I use AutoScribe?

AutoScribe has an easy-to-use web-based user interface. Please watch the video below for a tutorial on the tool's basic functions.

For EMR-integrated version, see:
- *PS Suite:* https://vimeo.com/815922913 *and* https://app.box.com/s/eret8je5p1bluyfs8vxlszyctbqce58f
- *Oscar EMR:https://app.box.com/s/8kziawl34gvumi8448l6q653u1hl5c8p and (Chrome)*https://app.box.com/s/pfn6xenh7ln435c8ijqt8rhs2q1l40ef *or (Firefox)*https://app.box.com/s/a5dr83rx24g790vkqwy5s7giiip6m5td

For the stand-alone app: https://vimeo.com/815934757 *and* https://app.box.com/s/bmuksfmzd0c64unxomrakuze2y74i3tn

7. Can I use AutoScribe with virtual/telemedicine encounters?

Yes you can! You have several options:
i.   *If you're comfortable having a conversation with a patient on speakerphone, both voices will be captured.*
ii. *If you do not have virtual patient encounters on speakerphone, then for video visits, you can set up a safe third party application that redirects the audio in your computer into AutoScribe. Please follow the instructions here:* [Installing audio stream redirection application to enable virtual care with headphones](#)
iii. *If you do not have virtual patient encounters on speakerphone, then for telephone visits, we recommend you use an online VoiP tool like Skype to call landlines. You can then follow the Google drive directions in 7ii and the audio will be captured.*

Please contact info@mutuohealth.com *if you'd like help with this set-up.*

8. How to easily access AutoScribe on your phone:

For Chrome on Android:
1. *Open the Google Chrome browser on your Android phone or tablet.*
2. *Navigate to* app.autoscribe.ca *and login.*
3. *Tap the three-dot menu icon in the top-right corner of Chrome.*
4. *Select "Add to Home screen" from the menu and tap "Add".*
5. *AutoScribe will be added to your home screen. Tap this icon to open AutoScribe.*

For Safari on iPhone or iPad:
1. *Open Safari on your iPhone or iPad.*

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2. *Navigate to app.autoscribe.ca and login.*
3. *Tap the "Share" button (square with an arrow pointing upward) at the bottom of the screen.*
4. *Scroll down and tap "Add to Home Screen", then tap "Add" in the top-right corner.*
5. *AutoScribe will be added to your home screen. Tap this icon to open AutoScribe.*

For Chrome on iPhone or iPad.
1. *Open the Google Chrome app on your iPhone or iPad.*
2. *Navigate to app.autoscribe.ca and login.*
3. *Tap the Share button (square with an arrow pointing upward) in the top-right corner of the address bar.*
4. *Scroll down in the share sheet and select "Add to Home Screen", then tap "Add" in the top-right corner.*
5. *AutoScribe will be added to your home screen. Tap this icon to open AutoScribe.*

Note that adding website shortcuts via Chrome on iOS requires iOS 16.4 or later.

9. Do you offer a free trial?

We offer easy access to a risk-free 30-day free trial. Just follow the link below to create an account and gain instant access to our software: https://try.mutuohealth.com/free-trial

10. What are the different tiers of AutoScribe?

We offer three different tiers of AutoScribe. They are:

Features	Tier 1 – Basic Plan	Tier 2 – Intermediate Plan	Tier 3 – Premium Plan
SOAP Note Template	✔	✔	✔
Note generated instantly at the end of the encounter	✔	✔	✔
Storage of conversational audio for up to 28 days	✔	✔	✔
Unlimited technical assistance available 9-5 EST, Monday to Friday	✔	✔	✔
HIPAA / PIPAA / PIPEDA compliance and end-to-end encryption	✔	✔	✔

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Note generated in real time throughout the encounter	X	✔	✔
99 other common note templates used in 30 medical specialties	X	✔	✔
Custom programmed template	X	X	✔
1 - 1 human scribe reviewing AI output	X	X	✔

11. How do I know which tier plan I am on?

You can find your tiers in 3 places:
- *in your personal profile page in the application,*
- *in the top dashboard when a live encounter of AutoScribe is ongoing,*
- *or on your latest invoice from Mutuo Health, provided by Stripe.*

12. How do I change the note template?

When subscribed to the tier 2 or 3 plans, after ending an encounter, a drop-down list appears above the AI-generated note section. Click the list and switch to your preferred note template for that specific encounter. Note that this may take a minute or two to regenerate. Also note that if you edited the note in the default template and then switched to another one, it will lose any initial edits you made and you will have to re-edit. Fortunately, the AI will continue to include any content you had entered in the scratchpad during the encounter in the regenerated note in the new template.

13. I'm on tier 3, how do I upload my own templates?

Please contact customer service at info@mutuohealth.com

14. How do I change my service tier?

Please contact customer service at info@mutuohealth.com

15. I like my clinical notes to be in my own writing style, can AutoScribe do that?
Yes! *Please contact customer service at info@mutuohealth.com*

16. How do I reset my password?

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Click on your name in the top right corner and the first option in the drop-down is "change password".

17. How do I reset my two-factor authentication?

Click on your name in the top right corner and the second option in the drop-down is "multi-factor authentication".

If you do not have your backup tokens, please contact tech support at techsupport@mutuohealth.com

18. How do I edit my profile?

Please contact customer service at info@mutuohealth.com

19. What happens to the data collected by AutoScribe?

We only use the data to improve our internally developed AI models. The data is not sent or resold to anyone. Please see our privacy policy for more details: https://app.autoscribe.ca/privacy

20. How is this collected data protected?

We use the standard privacy and cybersecurity mechanisms required by regulations for all applications used in healthcare that contains personal health information (PHI)-level data. Please see our privacy policy: https://app.autoscribe.ca/privacy.

If your organization would like our third-party security and privacy assessments, please contact: privacyofficer@mutuohealth.com

21. Does your application meet security requirements for patient health data?

Yes, we've had the application assessed by third party assessors which demonstrates we currently have a secured application. We are happy to confidentially share the assessor's documents summarizing how they proved the application's security. If your organization would like our third-party security and privacy assessments, please contact: privacyofficer@mutuohealth.com

22. What do professional and legal representative bodies think about using a tool like AutoScribe?

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First and foremost, we encourage you to directly check yourself with your legal body representative, such as the CMPA. In general though, they recognize AI scribing is a new technological tool, which simply due to its novelty has its own inherent risk. But given that AutoScribe clearly meets privacy and security requirements, and that we strongly encourage patient consent (and even compel it) with each use of AutoScribe, these bodies have not currently recommended against its use if the clinic/clinician user acknowledges and accepts the generic risk of using this new tool.

23. How do I provide feedback to Mutuo Health on my AutoScribe service?

You can review us here https://app.autoscribe.ca/feedback, and post this review either privately or publicly. The review option is also found in the drop-down list after clicking on your name in the top right corner of the AutoScribe app.

Alternatively you can send us feedback directly at info@mutuohealth.com

FAQs – Technical Support

1. How can I get support help with installing AutoScribe's EMR integration?

If after reviewing the installation walkthrough documents or videos below your questions remain unanswered, please email techsupport@mutuohealth.com

2. My audio isn't working, what should I do?

If you are conducting a virtual encounter through a browser based platform (eg Jane or Google meet) in Chrome, and you only see your voice being captured but not the patient's, then it's important to use AutoScribe in a different browser altogether. This is because Chrome doesn't pick up the patient's audio if the user is using Chrome for both the virtual platform and AutoScribe.

There are a few ways to get around this:
   1. *You can use Firefox for both conferencing software and AutoScribe*
   2. *Use conferencing software on Chrome and AutoScribe on Firefox*
   3. *Use conferencing software on Firefox and AutoScribe on Chrome*

If you other audio issues, please follow this troubleshoot document: https://mynewmicrophone.com/how-to-fix-web-browser-audio-chrome-safari-firefox-etc/ , and if still not working, please email info@mutuohealth.com

3. I'm not seeing a transcript, what should I do?

![autoscribe by mutuo logo]

If your internet connection and speed are up to a standard speed, and your microphone/audio are working well, this would be highly unexpected. Please email info@mutuohealth.com your browser link for that encounter as well as the time of the encounter.(This would be a major technical bug and we would want to urgently correct this).

4. I'm not seeing a generated note, what should I do?

For those in tier 2 or 3: After going to "Actions"-> "End encounter"-> "Edit encounter" you do not see a final note, click on the note template dropdown list, and select your preferred template. That should force a note to be generated. If still not working, please email info@mutuohealth.com

5. Generating a patient handout isn't working, what should I do?

Just a friendly reminder that the patient handout is not generated automatically. If you click the "Generate" patient handout button, it can take a couple of minutes. If it still doesn't produce one, then reach out to support at info@mutuohealth.com

6. *I have to use a VPN (such as Citrix) to access my EMR, with that be an issue?*

So long as your organization's IT team can allow access to AutoScribe domains on the browser then it should not be a problem.

7. *I have another technical issue, what should I do?*

Please email info@mutuohealth.com

8. I have a request for a feature.

We're always looking to improve AutoScribe! Please email your ideas to customer service at info@mutuohealth.com

FAQs – Payment

1. How can I pay for my AutoScribe plan?

Upon activation of your account, your credit card is automatically debited monthly by Stripe.

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2. When will my payment method be charged?

Every 30 days after account activation.

3. How do I change my payment method?

Please edit in the latest Mutuo invoice emailed to you from WaveApps.

4. Can I get a refund after purchasing your product?

If you cancel within 30 days, you will get a full refund. Otherwise there is no refund and you must provide 60 day notice of cancelation.

5. Can I cancel my AutoScribe service at any time?

You can cancel at any time, but if you cancel after 30 days, you must provide 60-day notice of cancelation. If you'd like to cancel, please email us at info@mutuohealth.com