

Ambient best practices

General tips

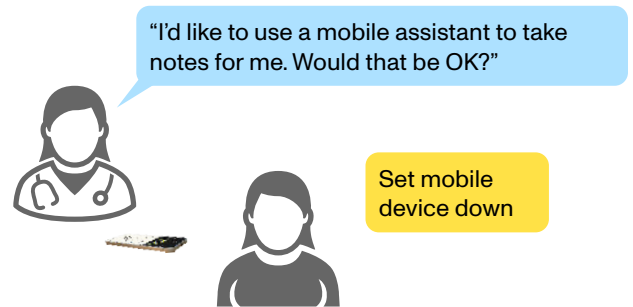
Get consent from your patient before starting an ambient recording. If the patient is concerned about Suki, you can tell them that the recordings are stored in a HIPAA compliant, secure cloud, not locally on devices.

Speak naturally and clearly. You do not need to specify where information will populate the note. The assistant populates the appropriate locations depending on the selected note type.

After starting a recording, set your mobile device down within a few feet of you and the patient.

Suki also works with monologues. This is useful if the patient declines being recorded, you want add sensitive information that is best not described during the visit, or you want to give Suki extra context for the visit.

Pause the recording if you need to leave the room or have an unrelated discussion.



"Patient is on hospital day three following wound infection to the left foot..."

History

Clearly identify any third-party speakers in the room by their relationship to the patient.

Identify laterality when the patient points or uses other non verbal cues of communication.

Elicit the chief complaint from the patient or state it yourself at the beginning of the encounter.

"Mom, please tell me about Johnny..."

"OK, so it's your left foot that is hurting..."

"You're here today because you've been having some flu symptoms. Is that correct?"

Physical Exam

Create custom note types with templated physical exam sections. Saying the pertinent negatives provides Suki with context and results in an updated Physical Exam section.

Be as detailed as possible while still speaking naturally. Consider telling the patient that you'll be using medical terminology for Suki's sake.

"When I examine your left knee, though I can appreciate some swelling here on the medial side, there is no laxity in the ligaments and negative special tests that are known as anterior and posterior drawer."

Assessment & Plan

Summarize your assessment and plan at the end of the encounter. Say the full medication names and dosages to help capture instructions.

I am prescribing Amoxicillin 500mg. Take this twice a day for 10 days.

Medical Decision Making

Talk through the differential diagnosis with your high and low suspicion concerns with the patient. This increases the quality of the MDM and Patient Instructions sections.

Discuss lab and imaging results out loud in complete detail. Avoid nonspecific comments like, "the X-ray looks good".

"I can see on your X-ray that you have a fracture at the base of the 5th metatarsal."

Multilingual support

If you need to use a phone or video interpreter during a visit, ensure the device running Suki can hear everyone speaking.

Contact Suki Support if you frequently use a language other than English and want multilingual functionality enabled. Notes are generated by Suki in English.

Suki only documents what it hears