



PROGNOAI SCRIBE ON EMR APP

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TABLE OF CONTENTS

1. Introduction	3
2. Provider Workflow: How to Use Scribe	3
2.1. Prerequisites for Using PrognosisAI Scribe on EMR App	3
2.2. Initiating a Scribe Session	4
2.3. Recording and Transcription During a Session	6
2.4. Post-Recording Actions	13
2.5. Reviewing and Finalizing Your Note	14

INTENDED AUDIENCES

- Clients

1. INTRODUCTION

The PrognoAI Scribe feature within the PrognoCIS mobile application is designed to streamline your clinical documentation by automatically capturing and transcribing patient-provider conversations in real-time. This guide provides an end-to-end walkthrough from a provider's perspective, covering how to initiate a Scribe session, manage documentation capture, and review the generated output, ultimately saving you time and improving accuracy.

Modules and Browsers Supported

Following is the list of browsers that support this feature:

- Google Chrome – Windows 10, Surface
- Microsoft Edge – Windows 11, Windows 10, Surface
- Mozilla Firefox
- MAC – Safari
- iPad – Safari (Except for Billing module)

Following is module that supports this feature:

- EMR App

2. PROVIDER WORKFLOW: HOW TO USE SCRIBE

2.1. PREREQUISITES FOR USING PROGNOAI SCRIBE ON EMR APP

Before you can use the PrognoAI Scribe feature, ensure the following conditions are met:

- **Supported Devices:** PrognoAI Scribe is available on Android and iOS devices when accessed through the PrognoCIS App.



Note: On iPads, PrognoAI Scribe is supported through the dedicated PrognoCIS App.

- **Clinic and User Enablement:**
 - PrognoAI must be enabled at the clinic level via the **AI Features Configuration** screen. Navigate to: EMR → Settings → Configuration → Workflow column → **AI Features Settings**
 - The Scribe feature must be enabled for your clinic through the **Configure Role-Based PrognoAI Features** section once PrognoAI is active.
 - Your user account (Provider or Clinical Staff) must have PrognoAI access enabled through the AI Features Configuration interface:


- **Providers:** Must be added under the **Providers** tab and assigned a package (Basic, Pro, or Advanced) with the Scribe feature enabled.
- **Clinical Staff** (Medical Assistants and other non-provider roles): Must be added under the **Clinical Staff** tab with appropriate feature access configured.



Note: *If the PrognosisAI feature or user access is not enabled, please reach out to your system administrator to configure access via AI Features Configuration or contact Prognosis Support for further assistance.*

2.2. INITIATING A SCRIBE SESSION

You can easily access the Scribe feature directly from your schedule:

1. **Navigate to My Schedules:** Open the Prognosis App and go to the **My Schedules** page.
2. **Locate Your Appointment:** Find the patient appointment you are about to start.
3. **Identify the Scribe Icon:** A **Scribe**  icon will appear below the patient's appointment time.



Note: *This icon is only visible when the appointment status is "Arrived" and the encounter is open. It will be hidden for appointments with "Scheduled" or "Tentative" statuses. The icon becomes disabled once the encounter is closed or completed.*

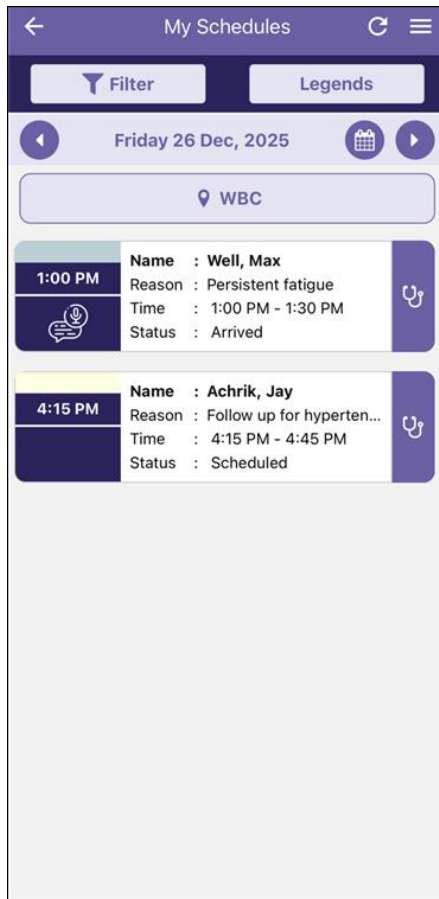


Figure: Scribe icon on My Schedules page

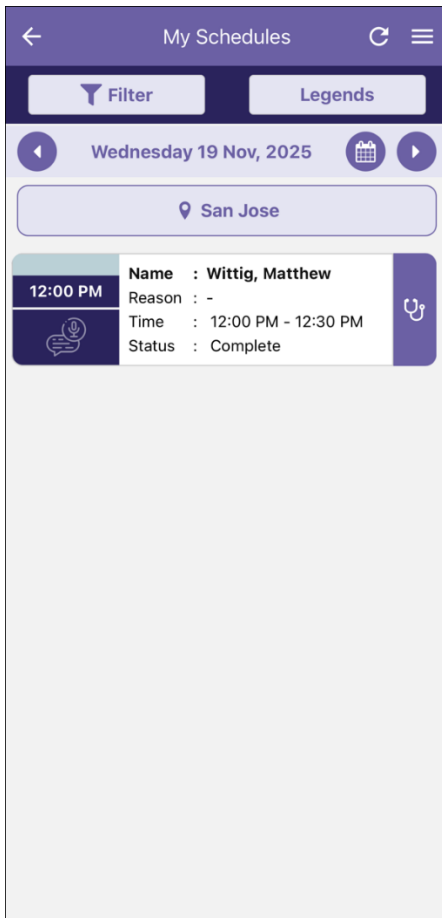



Figure: Disabled Scribe icon on My Schedules page

4. **Tap the Scribe Icon:** To begin, tap the **Scribe**  icon associated with the patient's appointment. This action will open the **Scribe** page.

2.3. RECORDING AND TRANSCRIPTION DURING A SESSION

Once the **Scribe** page is open, you can begin capturing the conversation:

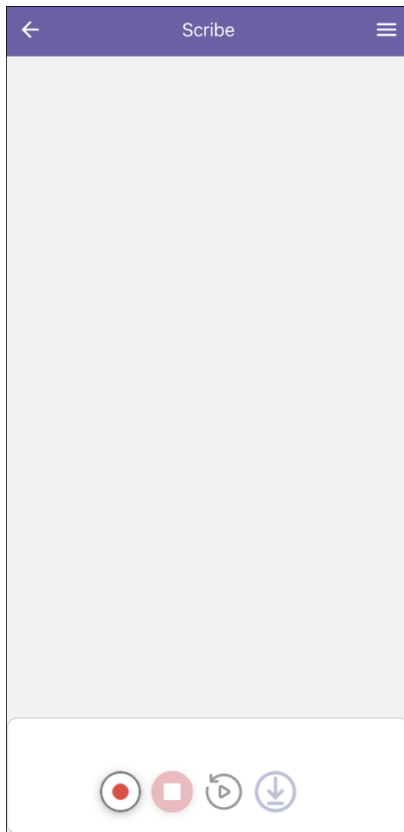



Figure: *Scribe page on Prognosis App*

1. Start Recording:

- a. On the **Scribe** page, tap the red **Record**  button.
- b. **First-Time Consent:** If this is your first time using Scribe, a **Patient and Provider Consent** popup will appear. This message confirms that the patient has consented to audio recording for documentation purposes and emphasizes strict confidentiality.
- c. **Provider Consent:** You must then check the **Patient and Provider Consent Received** radio button and tap **save**.

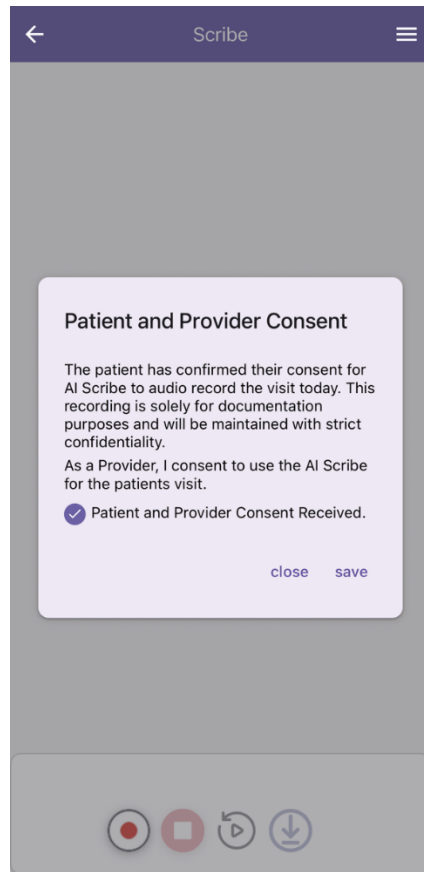


Figure: *Patient and Provider Consent Received radio button on Patient and Provider Consent popup*

- d. **Multi-Language Scribe:** If you are configured for multi-language, the **Multi-Language Scribe** radio button is displayed and selected by default. Users may manually disable it for that encounter only.

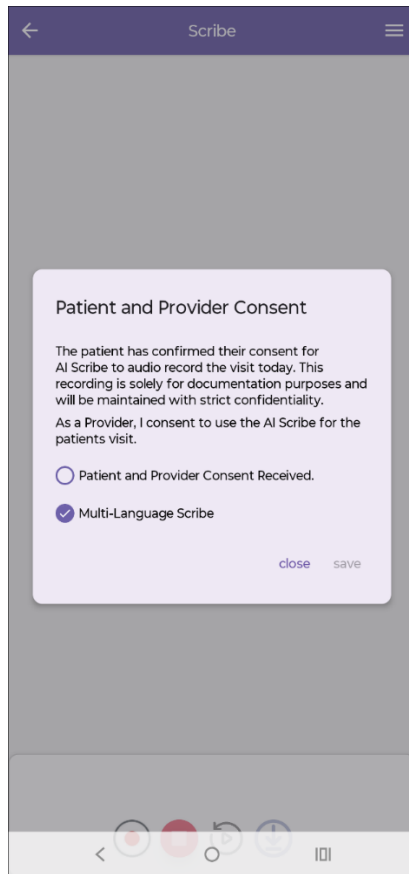


Figure: *Multi-Language Scribe radio button on Patient and Provider Consent popup*

- e. **Microphone Permission:** Following consent, a permission popup will ask for access to your device's microphone. Tap **Allow** for the app to begin recording.

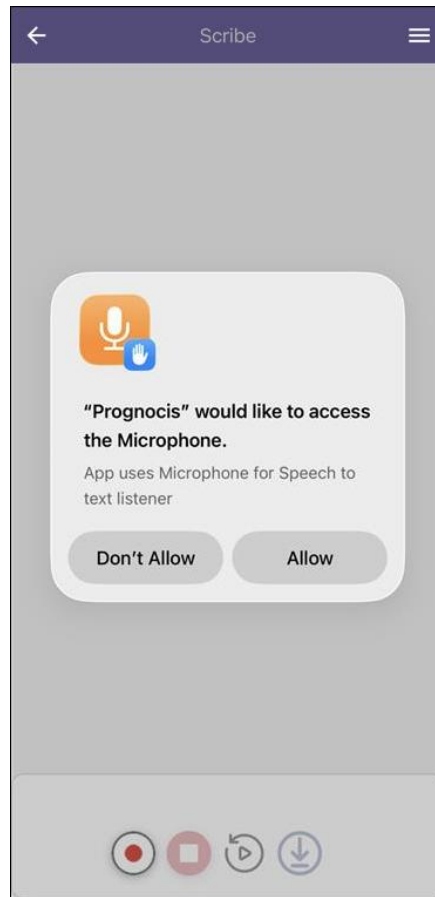





Figure: *Permission popup on Prognosis App*

2. During Recording:

- a. **Active Recording:** Once permission is granted, the **Record**  button transforms into a **Pause**  button. The app starts recording the conversation.
- b. **Live Transcription:** As the conversation is recorded, a live transcription appears in the third pane of the **Scribe** screen. Speakers are automatically labeled (e.g., "Speaker 1" for the provider, "Speaker 2" for the patient).
 **Note:** *Provider dialogue typically appears in black text on a white background, while patient dialogue appears in white text on a purple background.*
- c. **Timer:** An elapsed time indicator will be displayed, showing the duration of the current recording segment.

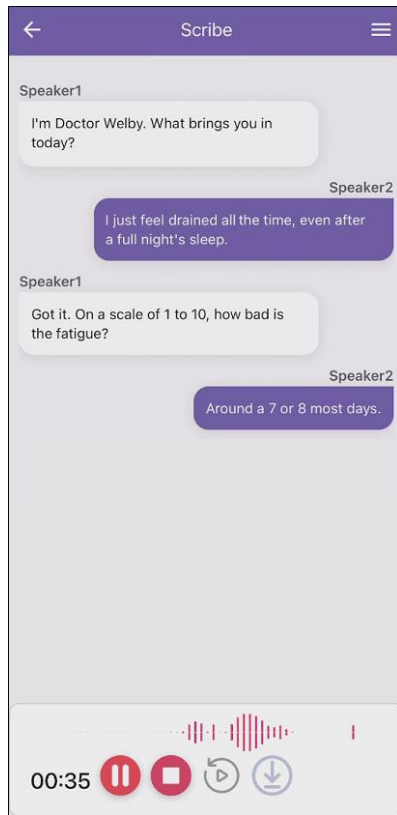






Figure: Recording in progress on App

3. Managing the Recording:

- a. **Pause Recording:** Tap the **Pause**  button to temporarily stop recording. The button will revert to the **Record**  button, allowing you to resume.
- b. **Stop Recording:** Tap the **Stop**  button to end the recording session.
- c. **Handling Interruptions or Restarts:** If you stop the recording and later tap **Record**  again, you will be prompted: **"Click Override to discard the existing recording and start over OR Click Continue to resume recording."**

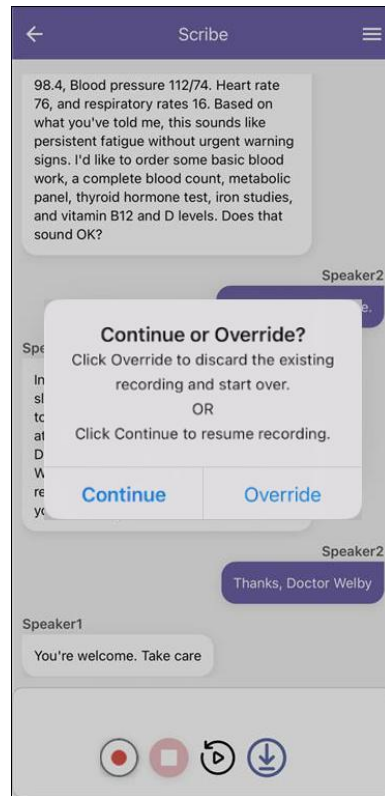


Figure: *Override popup on App*

- i. **Override:** Selecting **Override** will prompt a final confirmation: "**Overriding the existing recording will delete its contents. Are you sure you want to proceed?**". Confirming with **Yes** will discard the previous recording and start a new one. Clicking **No** closes the popup and resumes the earlier recording.

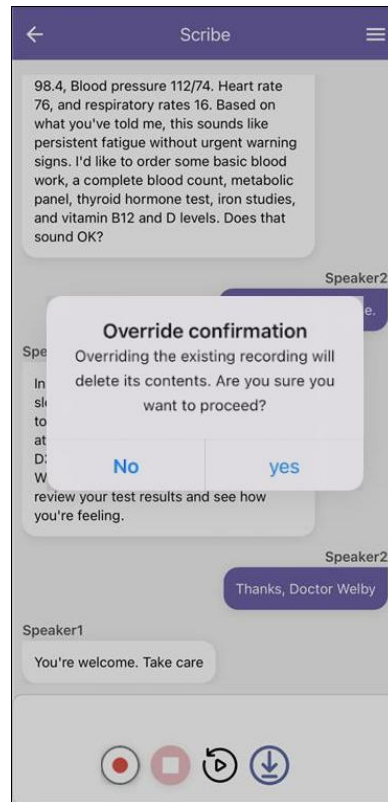




Figure: *Override confirmation message*

- ii. **Continue:** Selecting *Continue* will resume recording from where you last paused.

 **Note:** *The system captures and stores the total recording time, including any segments before and after pauses or interruptions.*

2.4. POST-RECORDING ACTIONS

After you have finished recording, you can review and save the captured audio:

1. **Replay Audio:** Once recording is complete, the *Replay Audio*  button becomes active. Tap this button to access a progress bar. You can use the slider to visually track the audio, listen to the conversation, and skip to specific segments.

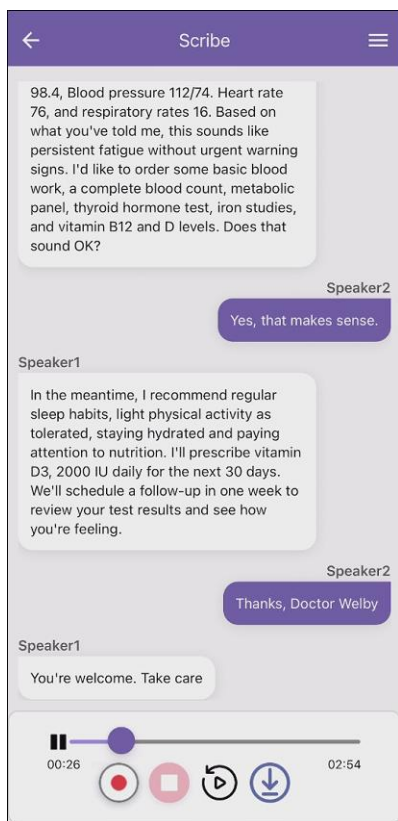


Figure: Progress bar on App

2. **Download Audio:** Tap the **Download Audio**  button to save the transcribed audio file.



Note: The audio file is downloaded in .wav format. The file name follows a convention for easy identification: **<FirstName><LastName>_<MM-DD-YYYY>**.

2.5. REVIEWING AND FINALIZING YOUR NOTE

The output of the PrognosisAI Scribe feature consists of a detailed transcription and an AI-generated summary.

1. **Accessing Transcription:** The real-time transcription of the conversation is displayed on the Scribe page within the Prognosis App. It is also accessible via the **Scribe** tab in the **Third Pane** of the Prognosis EMR Web interface.
2. **Reviewing the Scribe Summary:** A concise Scribe summary is automatically generated from the captured conversation. This summary is presented within the **Scribe Summary** tab.
3. **Editing and Finalizing Your Note:** You can review and edit the generated Scribe summary to ensure accuracy and completeness. This editing process is similar to standard text editing within Prognosis. Once you are satisfied with the summary, you can finalize it,



and it will be integrated into the patient's electronic health record as part of the clinical documentation.