

The Financial and Qualitative Benefits of AI-Powered Scribing in Orthopaedic Outpatient Clinics

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Purpose: This study investigated the impact of implementing an artificial intelligence (AI)-powered scribe for documenting orthopaedic outpatient clinic visits on both financial performance and content quality, aiming to quantify the return on investment (ROI) and assess the qualitative benefits for providers, staff, and clinic efficiency.

Methods: Orthopaedic outpatient clinic visits were documented using an AI-powered scribe. Data were collected on patient volume, billing revenue, and provider-reported time spent on documentation. Subjective assessments of note content detail and provider satisfaction were also gathered. The cost of the AI scribe service was factored into the ROI calculation. Workflow impacts on clinic staff and overall clinic efficiency were also evaluated qualitatively.

Results: The AI scribe demonstrably increased the detail and comprehensiveness of patient visit documentation. Quantitatively, the scribe enabled providers to see an average of three or more additional patients per day. With an average gross revenue of \$195 per visit, this increased patient volume translated to substantial revenue gains. The service cost of \$600 per month per provider represented a highly favorable ROI. Providers reported a significant decrease in at-home note writing time, improved documentation accuracy, and increased overall job satisfaction. Furthermore, the faster turnaround time for completed notes facilitated more timely billing. The AI scribe also contributed to improved clinic efficiency and reduced administrative burden on staff, streamlining workflows.

Conclusion: These combined financial and qualitative improvements demonstrate the significant value proposition of AI-powered scribing for orthopaedic outpatient clinics, enhancing both patient care and organizational performance by increasing revenue, improving documentation quality and accuracy, boosting provider satisfaction, and streamlining clinic operations.