



WHITE PAPER

Ambient Scribe Decisions Can't Wait

Secure, EHR-Integrated, Enterprise-Standard
Ambient AI That Pays for Itself

Ambient Scribe Decisions Can't Wait: **Secure, EHR-Integrated, Enterprise-Standard Ambient AI That Pays for Itself**

Executive Summary

Ambient scribe technology is transforming clinical documentation—converting the natural patient-provider conversation into structured notes that write directly into the EHR. The benefits are measurable: faster throughput, fewer open encounters, less after-hours charting, and material revenue-cycle improvement.

But as documentation pressure mounts, many clinicians are independently signing up for low-cost consumer AI tools—without IT involvement, compliance review, or EHR integration. The result is PHI exposure, fragmented workflows, and entrenched shadow IT. There is a narrow window to act before this becomes permanent.

Keena's Recommendation: *Select Phiniti Ambient Scribe—with Keena-led EHR integration—before fragmentation sets in. This is the only path to a compliant, consistent, and measurable program across your organization.*

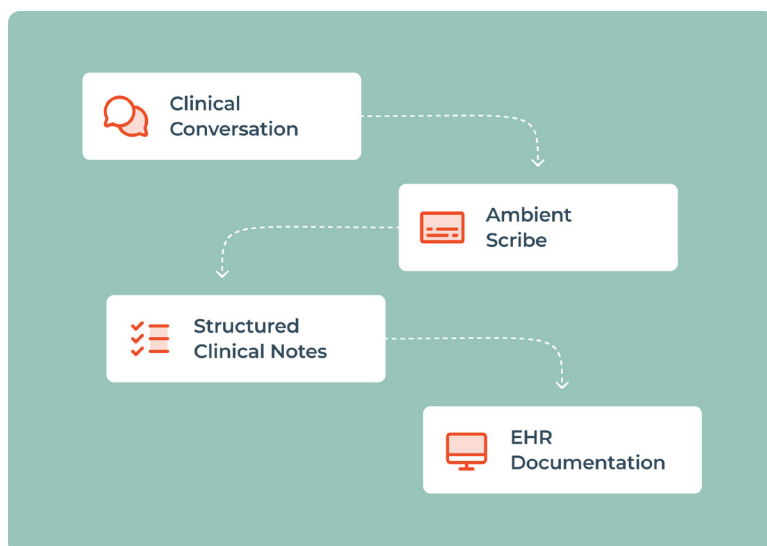


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Why You Must Act Now

Every week without an enterprise decision compounds four interlocking risks that become progressively harder and more expensive to unwind.

01

Shadow IT Becomes Permanent

Once providers personalize their workflow around a chosen tool, switching feels disruptive. Personal efficiencies, templates, and habits form. IT loses oversight. Standardization becomes nearly impossible.

02

PHI Exposure Grows Daily

Consumer apps often lack HIPAA compliance, BAAs, audit logs, and secure PHI handling. Every encounter documented outside a governed platform increases legal, regulatory, and reputational risk.

03

EHR Fragmentation Deepens

Multiple tools mean manual copy/paste, no structured data write-back, inconsistent workflows, and IT managing one-off configurations. Data quality and analytics degrade across the system.

04

Revenue Leakage Continues

Without an integrated solution, documentation gaps persist—driving coder queries, preventable denials, and missed RVU capture. The financial cost of inaction is material and measurable.

The Financial Case

Enterprise-grade ambient AI, properly deployed and EHR-integrated, produces outcomes that can be validated directly against your documentation accuracy report and revenue analysis.

75% Faster Note Closure Reduced chart lag and faster billing cycles	60% Fewer Coder Queries Per 100 encounters—cleaner claims
40% Fewer Denials Documentation-related; direct revenue recovery	20% RVU Capture Rate Revenue no longer lost to under-documentation

\$242,000
Estimated Unlocked Revenue (Per Provider, Per Year)
5 additional visits per day x \$150 average collectable revenue x 22 working days/month

The qualitative ROI matters equally. Reduced after-hours charting improves provider satisfaction and meaningfully reduces turnover—and replacing a physician costs \$250,000 to \$1 million. Even modest retention improvement driven by documentation relief pays for this program many times over.



What to Require in Any Ambient Scribe



Security & Compliance

- HIPAA compliance with BAA
- Encryption in transit and at rest
- Role-based access controls
- Audit logs and enterprise reporting
- SSO / MFA support
- Governed data retention & disposal



EHR Integration

- Seamless note write-back to the chart eliminating copy/paste
- Direct order and diagnosis creation
- Specialty-specific smart templates
- E/M code justification support



Governance & Scale

- Central provisioning and template oversight
- Standardized training and onboarding
- Single support and escalation model
- SSO / MFGA enterprise identity management



Measured Outcomes

- Note-closure time reporting
- Coder query rate per provider
- Denial rate by documentation cause
- RVU accuracy and E/M distribution
- After-hours charting metrics



Recommended Solution

Keena recommends Phiniti Ambient Scribe—a purpose-built, healthcare-grade platform—paired with Keena's deep EHR integration expertise for a complete, compliant, and measurable enterprise program.

Phiniti AI Provides

- HIPAA-compliant infrastructure with BAA
 - High-accuracy AI optimized for clinical language
 - Automated structured data + order creation
 - Diagnosis & E/M code integration
 - Phin AI Agent for custom specialty templates
 - Phone integration — any care setting
 - 34 specialties · 30+ languages
-

Keena Provides

- Deep EHR integration across most EHRs
- Workflow engineering and specialty template build
- Standardized training and enterprise governance
- Ongoing optimization aligned to revenue-cycle KPIs
- Single support model from implementation through growth

The Time to Decide is Now

Ambient AI adoption is already happening across your clinical organization—the question is whether it happens inside a secure, governed enterprise program or outside one. Every week without a decision is a week where shadow IT deepens, compliance exposure grows, and EHR fragmentation becomes harder to reverse.

Phiniti Ambient Scribe, integrated by Keena Healthcare Technology, delivers protected PHI, unified documentation workflows, measurable revenue-cycle improvement, and reduced clinician burnout. It is an investment that pays for itself—financially, operationally, and in provider well-being.

Act before provider-selected tools become permanent barriers to security, revenue integrity, and system-wide consistency. Contact us to schedule a discovery call, request a live demo, or get a custom EHR integration scoping.

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