Improved Clinic Efficiency Via Video Recording: A Proposal
Theodore R. McRackan, Elizabeth C. Pearce, Rajshri Mainthia, Robert F. Labadie
Department of Otolaryngology-Head and Neck Surgery, Vanderbilt University Medical Center, Nashville, TN, USA
theodore.r.mcrackan@vanderbilt.edu, robert.labadie@vanderbilt.edu

Introduction
• Electronic health records (EHR) were established to improve clinical efficiency and getting used to new system.
• Patients may request that certain personal portions of history and physical exam not be recorded.
• Data does support increased efficiencies in some areas: legibility, completeness, and comprehensiveness of medical records.
• Workflow disruption is consistently cited as one of the largest barriers to EHR implementation.
• Extraneous data put in medical records that was not intended.
• Standard electronic protection is needed to ensure video recordings remain secure.

Advantages
• VACE works into the standard patient-physician interaction.
• Entire encounter is completed after physician leaves the examination room.
• Patient becomes actively involved in the recording to recall diagnoses or physician instructions.
• Brief pertinent summary becomes part of the typed EHR.
• Video Assisted Clinical Encounters (VACE) aims to overcome these boundaries by integrating regular clinical workflow, dictation, referral correspondence, and patient care into a seamless efficient patient encounter.
• Clicking floor pedal allows physician to separate portions of clinical encounter recording to recall diagnoses or physician instructions.

Disadvantages
• Initial adjustment period for patients and physicians getting used to new system.
• Patients may request that certain personal portions of history and physical exam not be recorded.
• Physician may not wish to verbalize certain findings in front of patient.
• Standard electronic protection is needed to ensure video recordings remain secure.

Video Assisted Clinical Encounters (VACE)
Patient encounter:
• Standard patient encounter occurs while being video recorded
• At the end of each portion of encounter (history of present illness, past medical history, etc) physician dictates brief summary to camera.
• Clicking floor pedal allows physician to separate portions of clinical encounter recording.
• Recording of encounter becomes part of patient’s medical record.
• Video is also available online anytime to patient and referring physician.

Electronic health record:
• Brief pertinent summary dictated during patient interaction are uploaded into EHR.

Billing record:
• Billing experts view patient encounter and appropriately code visit based of degree of difficulty.
• Informed consent documented in its entirety.

Conclusion
• Further data and clinical trials are needed to determine the cost-effectiveness and efficiency of this novel clinical encounter method.
• VACE looks to decrease amount of clinical time spent on documentation:
  - Could lead to increased number of patients seen per day
  - VACE hopes to efficiently integrate standard clinical workflow, EHR dictation, and billing to improve clinic productivity and ultimately patient care.

References