**1. What is DocuMed AI?**

DocuMed AI is an AI-based medical scribe application that records patient-doctor encounters, transcribes them, and generates structured medical notes using customizable templates defined by the physician. The goal is to reduce documentation burden and improve note consistency.

**2. How does DocuMed AI help me save time?**

It automatically transcribes your patient encounters and converts them into well-organized notes you can quickly review, edit, and copy into your EMR, saving time on manual typing and reducing after-hours charting.

**3. Is DocuMed AI HIPAA compliant?**

Yes. We are a HIPAA-compliant company. We follow industry best practices for encryption, secure storage, and access controls to protect patient health information.

**4. How do you ensure data privacy and security?**

We use encryption in transit and at rest, access controls, regular audits, and best practices in secure cloud infrastructure. We also sign Business Associate Agreements (BAAs) when appropriate.

**5. How does the recording work?**

During the encounter, you can record audio using our web or mobile app. The audio is securely uploaded for AI-based transcription and note generation.

**6. Do I need to manually start and stop recording?**

Yes. The doctor controls recording—start and stop it as appropriate for the session, ensuring consent and compliance with privacy requirements.

**7. What happens to the audio recordings after transcription?**

Audio files are securely stored for a limited period (as required for auditing or re-processing), then deleted in accordance with our data retention policy. Notes remain accessible to you.

**8. Can I customize the note templates?**

Yes. You can define your own templates to match your documentation style and specialty needs. The AI uses your template to structure the note output.

**9. What EMRs can you integrate with?**

We are actively working on direct integrations with major EMR systems. Meanwhile, you can copy and paste notes or sections into any EMR.

**10. Is there a way to copy only sections of the note?**

Yes. Our app lets you select and copy individual sections or the entire note, making it easy to paste what you need into your EMR.

**11. Do you offer direct EMR integration?**

We are developing direct integration with popular EMRs. Contact us to discuss specific systems and timelines.

**12. How accurate is the transcription?**

We use advanced AI speech-to-text models with high accuracy, particularly for medical conversations. Accuracy improves over time with tuning and feedback.

**13. How are medical terms handled?**

Our AI is trained on medical vocabulary to correctly transcribe clinical terms, medications, and procedures.

**14. Can I edit the generated notes?**

Yes. After the note is generated, you can review and edit it as needed before finalizing or copying it to your EMR.

**15. How quickly are notes generated?**

Typically, you receive a structured note within minutes of recording upload. Exact times may vary with audio length.

**16. Do you support mobile devices?**

Yes. Our service is accessible via both web and mobile apps to allow flexible recording and note review.

**17. Can I use it for telemedicine visits?**

Yes. You can record telemedicine conversations (with consent) using our app and generate notes for remote visits.

**18. What specialties is this suitable for?**

It is customizable for virtually any specialty. Users can define templates suited to their field (e.g., family medicine, psychiatry, neurology).

**19. Do you provide training or onboarding?**

Yes. We offer onboarding support to help you set up templates, learn to record, and integrate the tool into your workflow.

**20. Is there a free trial?**

Yes. We offer a free trial package (for example, 100 minutes of transcription) so you can evaluate the service.

**21. How is pricing structured?**

Pricing is typically subscription-based with tiers based on usage. Contact our team for detailed pricing options.

**22. Is there a limit on recordings?**

Plans vary in limits. Higher tiers offer larger or unlimited monthly recording minutes. Contact us for plan details.

**23. How do I get support if I have issues?**

You can reach our support team via email, chat, or phone. We’re committed to responsive, professional assistance.

**24. Can I share notes with colleagues?**

You can export or copy notes to share them in your EMR or other systems. We do not automatically share notes without your action.

**25. Is patient consent required?**

Yes. You should obtain patient consent before recording, in line with your local regulations and practice policies.

**26. Do you offer speech recognition for multiple speakers?**

Yes. Our AI distinguishes between doctor and patient speech for clearer, structured notes.

**27. How secure is the cloud storage?**

We use secure, HIPAA-compliant cloud providers with encryption, access logging, and industry-standard security practices.

**28. Can I delete my data if I want to?**

Yes. You can request deletion of recordings and notes in line with our data retention policies and HIPAA requirements.

**29. What languages do you support?**

Currently, our primary language is English, with plans to expand based on demand.

**30. Can multiple users in a practice use one account?**

We support multi-user plans for practices. Each provider can have their own secure login and recording history.

**31. Is there a limit on note length?**

No fixed limit. The note is structured to capture the entire encounter content, depending on recording length and template.

**32. Can I see a demo before buying?**

Yes. We’re happy to schedule a demo to show how DocuMed AI works and answer questions.

**33. How do I sign up?**

You can sign up via our website or contact our sales team for personalized onboarding.

**34. Can I use this for inpatient rounding?**

Yes. Many doctors use it for outpatient visits, inpatient rounds, telemedicine, and other encounters.

**35. How does payment work?**

We accept major payment methods for subscription billing. Contact us for billing options and invoices.

**36. Can this replace my medical scribe?**

It’s designed to reduce or replace the need for manual note-taking, whether you use scribes or do it yourself. Some clinics use it alongside live scribes as well.

**37. How does it improve documentation quality?**

By using structured templates, it ensures consistency, reduces errors, and captures key elements you define for every note.

**38. Do you have customer reviews?**

Yes. We have testimonials from physicians using the service to save time and improve documentation. Contact us for references.

**39. Is there an enterprise plan?**

Yes. We offer enterprise pricing and customization for large practices and health systems.

**40. How can I contact sales?**

You can reach our sales team via our website contact form, email, or phone. We’ll be happy to discuss your needs.