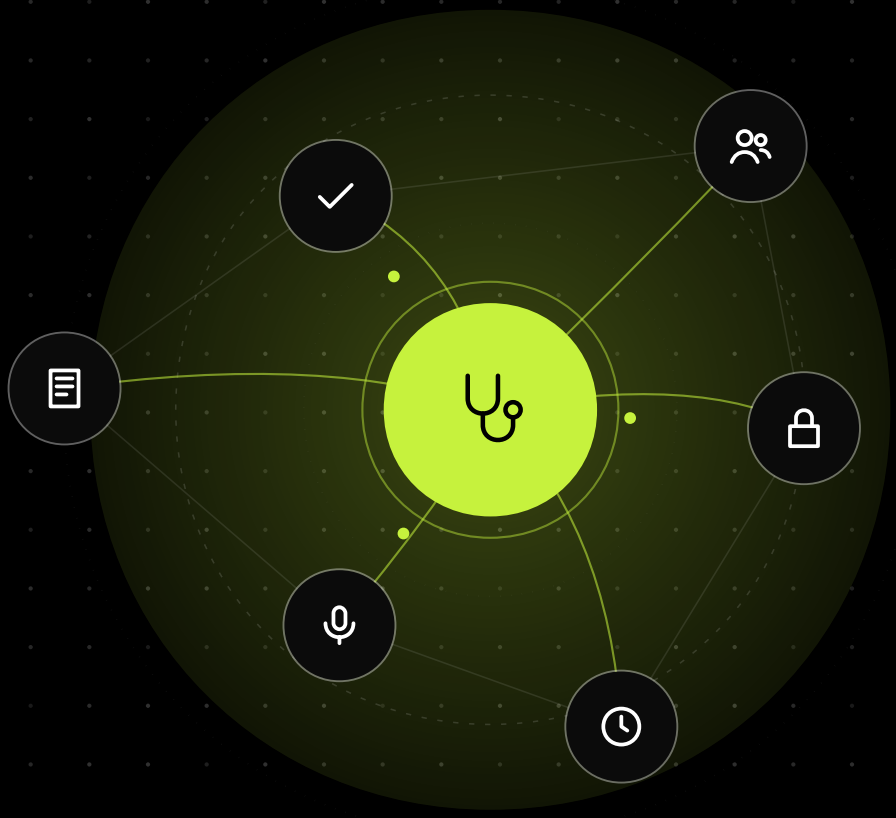


Kaiser Permanente

Doctors got back 1,794 working days in one year

The Permanente Medical Group rolled out AI scribes that listen to a visit, with the patient's consent, and draft the clinical note for the doctor to review. Over one year, it saved the equivalent of 1,794 working days.

Healthcare | Clinical documentation | Ambient AI scribe | Abridge

1,794
working days saved in one year

7,260
physicians used it (Oct. 2023 to Dec. 2024)

2.58M
patient visits assisted

AT A GLANCE

ORGANIZATION	TOOL	STUDY	REPORTED
Kaiser Permanente, The Permanente Medical Group (Northern California)	Ambient AI scribe from Abridge	One-year analysis in NEJM Catalyst, April 2025	Permanente.org, May 20, 2025, plus Kaiser research summaries

01

The challenge

Some physicians spend nearly a quarter of a typical work week on documentation in the electronic health record.

Without enough time in the workday for both patient care and paperwork, many physicians work late hours or during time off. This work-life imbalance is cited as a primary source of physician burnout.

Electronic health records were meant to streamline care. In practice, they added a heavy load of data entry to every visit.



~1/4

of a typical work week on documentation for some physicians



After hours

late hours or time off spent catching up



Burnout

work-life imbalance cited as a primary source

BEFORE
× Notes typed during or after each visit
× Doctors looking at the screen, not the patient
× Paperwork in late hours or time off
× Documentation a driver of burnout

AFTER
✓ AI drafts the note from the conversation
✓ 47% of patients saw less screen time
✓ Doctor reviews and edits before it is filed
✓ 1,794 working days saved in one year

02

The solution

With the patient's consent, an AI scribe on the physician's smartphone listens to the visit and drafts a summary note. The doctor reviews and edits it before it enters the medical record.

The tool only documents. It does not make decisions or recommendations about patient care, and it does not keep the audio recordings.

Use is voluntary. Physicians chose it at their own pace, and high users shared their results with peers, creating a grassroots spread.

HOW IT WORKS

STEP 01

Patient consents

Patients are told the scribe is in use, and it requires their consent.

STEP 02

Listen during the visit

A smartphone microphone transcribes the conversation as it happens.

STEP 03

Draft the note

Generative AI turns the conversation into a draft visit summary.

STEP 04

Doctor reviews and edits

The physician checks the draft before it enters the record.

STEP 05

Protect the data

Data is encrypted and the audio is not kept.

BUILT WITH

Abridge ambient scribe · Smartphone app · Generative AI · Encryption · Patient consent

03

The results

Between October 2023 and December 2024, 7,260 physicians used the tool in 2,576,627 patient visits. Kaiser reports it saved the equivalent of 1,794 working days in one year.

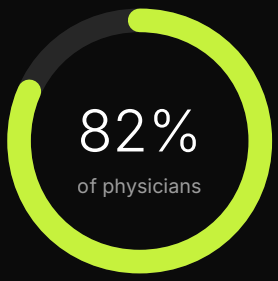
1,794
working days saved in one year

82%
of surveyed physicians saw a positive effect on work satisfaction

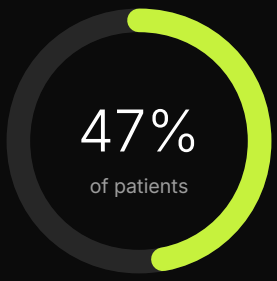
47%
of patients said the doctor looked at the computer less

48 / 50
average quality score on a sample of 35 AI transcripts

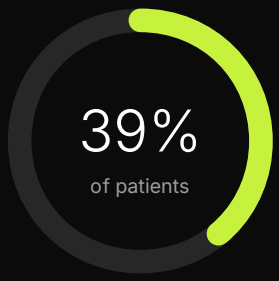
WHAT DOCTORS AND PATIENTS REPORTED



Better work satisfaction



Less time on the computer



More time talking to them

TIMELINE

2023
10-week pilot

Oct. 2023
Enabled for 10,000 physicians and staff

Aug. 14, 2024
Abridge tool across 40 hospitals and 600+ offices

Apr. 2025
One-year results in NEJM Catalyst

May 2025
Available to all physicians

04

What made it work, and what to watch

> “Both doctors and patients highly value face-to-face contact during a visit, and the AI scribe supports that.”
>
> Vincent Liu, MD, MSc, quoted by Kaiser Permanente's Division of Research

1	**Offer it, do not force it**	Scribes were an option, not a requirement, and adoption spread from peer to peer.
2	**Start where the pain is worst**	Adoption was highest in mental health, emergency medicine and primary care.
3	**Keep the professional in charge**	Doctors review and edit every note. The tool makes no care decisions.
4	**Keep checking accuracy**	Reviewers found few made-up details, and Kaiser calls for ongoing attention to accuracy.

IS THIS A FIT FOR YOUR BUSINESS?

- ✓ Do you or your team write up notes after client meetings, calls or visits?
- ✓ Does that paperwork spill into evenings or weekends?
- ✓ Do you have a standard format your notes should follow?
- ✓ Would more eye contact with clients improve your service?

05

How Agent Victoria could do this for you

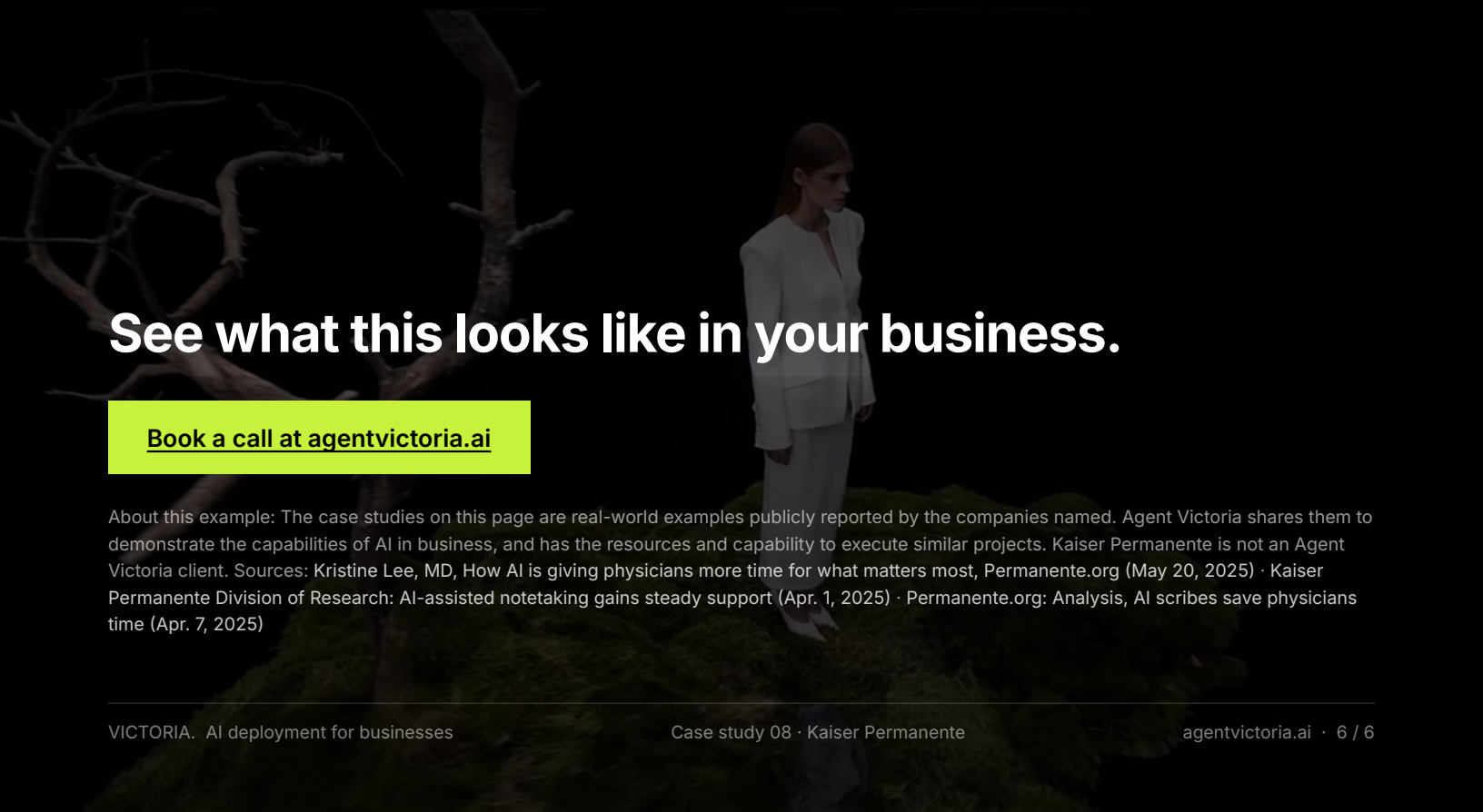
We could build an AI note-taker that records your client meetings, calls or site visits and drafts the notes for you to review. Less evening paperwork, more time with clients.

01
Ask for consent
Clients know the note-taker is on.

02
Capture the conversation
Meetings, calls or site visits.

03
Draft the notes
In your format, ready to review.

04
You review and file
Nothing is saved until you approve it.



See what this looks like in your business.

Book a call at agentvictoria.ai

About this example: The case studies on this page are real-world examples publicly reported by the companies named. Agent Victoria shares them to demonstrate the capabilities of AI in business, and has the resources and capability to execute similar projects. Kaiser Permanente is not an Agent Victoria client. Sources: Kristine Lee, MD, How AI is giving physicians more time for what matters most, Permanente.org (May 20, 2025) · Kaiser Permanente Division of Research: AI-assisted notetaking gains steady support (Apr. 1, 2025) · Permanente.org: Analysis, AI scribes save physicians time (Apr. 7, 2025)