

# Explaining EverHealth Scribe to Patients

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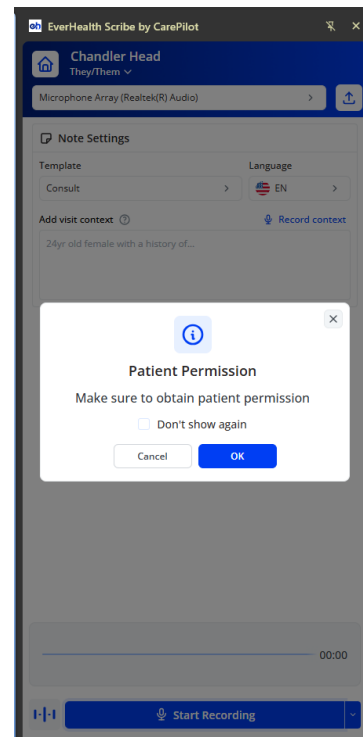
Tell the patient you're using a tool that helps with notes so you can focus on them, confirm they're comfortable, and reassure them their information is private and protected. Consent is voluntary and can be withdrawn at any time.

A short, friendly explanation goes a long way. This article gives you simple ways to tell patients you're using EverHealth Scribe to help with documentation, plus clear answers to the questions patients tend to ask. The goal is a quick, reassuring exchange that lets you get the patient's okay and get on with the visit.

## How to introduce it: a few examples

Use whatever sounds natural to you. A sentence or two is plenty:

- "I'm using a new tool that helps me take notes during our appointment. It lets me focus more on our conversation and finish your chart faster. Is that okay with you?"
- "This tool helps me capture the details of our discussion accurately, so I can spend more time on your concerns."
- "I have a tool that helps with documentation, so all the important details are captured without taking time away from our visit."



## Common questions from patients, and how to answer

**Am I required to consent? What if I say no?**

"Your consent is entirely voluntary, and you can withdraw it at any time. This lets me focus more on you during our visit rather than on taking notes. If you'd prefer I not use it, that's completely fine, and it won't affect your care."

**Are the audio recordings saved?**

"The audio is stored securely only until the notes are finalized and checked, and then it's automatically deleted."

**Is my information safe?**

"Yes. Your information is protected by HIPAA and secured with encryption to keep it confidential."

**Where is my data stored?**

"All data is stored securely on servers located within the United States."

**Who has access to my data?**

"Your information is only used for your treatment, payment, and the operation of our practice, as permitted by HIPAA, unless you ask me to share it with someone else, like a family member."

**How accurate is this technology?**

"It uses advanced AI to create accurate transcriptions and summaries, and I still review everything myself to make sure it's complete and correct."

## Tips for a smooth conversation

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- **Keep it brief and confident.** A calm one-liner reassures more than a long explanation.
  - **Frame it around the patient.** The benefit they care about is your attention: less time on the keyboard, more time on them.
  - **Make "no" easy.** Reassure them that declining won't affect their care, so saying yes feels genuinely optional.
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