

FAQ: Recording & Audio for EverHealth Scribe

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Answers to the capture-side questions providers ask most: microphones and permissions, noisy rooms, dictating after the patient leaves, and language support.

Most recording issues come down to microphone permission or the wrong input device – check for the recording indicator before you start talking, and the rest usually takes care of itself.

Quick fixes

| What you're seeing | Try this |
|-------------------------------|---|
| Nothing is being recorded | Check that your device's microphone is on and that you have allowed microphone access for the app or browser extension. Watch for the recording indicator before you start talking. |
| Scribe isn't picking up audio | Confirm microphone permission is granted. If you use an external mic or headset, make sure it's the selected input. |

Frequently asked questions

The room is noisy. Will that hurt the note?

Scribe handles normal exam-room sound, but clearer audio gives a cleaner draft. Reduce background noise where you can and keep the device within easy speaking distance.

Can I add things after the patient leaves?

Yes. Dictate any private findings, your assessment, or the plan after the visit, and Scribe folds them into the same note. It's best to pause the recording for this instead of hitting Stop.

What's the difference between Pause and Stop?

Pause holds the same visit open so you can keep adding to it. Stop ends the visit and starts drafting the note.

What languages does Scribe support?

English, Spanish, French, German, Hindi, Japanese, Italian, Dutch, Russian, Portuguese, Arabic, Vietnamese, and Urdu. Choose the language before you start recording.

How do I record a telehealth visit?

Capture the audio through a second device – run the visit on OfficeEMR Mobile with the browser extension listening nearby, or use the iPhone app to capture your computer's speaker. See [Using EverHealth Scribe for telehealth visits](#).

Do I need to tell my patient I'm recording?

Yes – let the patient know you're using a documentation assistant and get their okay before recording. Consent is voluntary and can be withdrawn at any time. See [Explaining EverHealth Scribe to Patients](#).

Are the audio recordings saved?

Only temporarily. Audio is stored securely until the note is finalized, and the recording is deleted at that point. See [Using EverHealth Scribe Safely](#).

Still stuck? Submit a support ticket at [support@isalushealthcare.com](mailto:atsupport@isalushealthcare.com) and include what you were doing, the appointment involved, and whether you were on the browser extension or the mobile app.

