

# FAQ: The Note & Chart for EverHealth Scribe

Last Modified on 07/07/2026 10:54 am EDT

Answers to the note-side questions providers ask most: drafts that don't generate, fixing mistakes, sections landing in the wrong place, and notes that don't appear in OfficeEMR after **Send to EHR**.

If the note won't generate, check that you stopped the recording and have a connection; if it won't appear in the chart, make sure it was a real appointment and reload the patient from the Office Schedule.

## Quick fixes

What you're seeing	Try this
The note didn't generate	Make sure you stop the recording, so Scribe knows the visit is done. Confirm you have an internet connection, then try <b>Regenerate</b> if available.
I sent the note, but it's not in the chart	If you had already opened the patient chart in OfficeEMR before hitting <b>Send to EHR</b> , refresh the chart by selecting the patient from the Office Schedule again. You should see the green check marks appear on the respective chart tabs in the EMR.
The note has the wrong details	Edit it directly, tell Scribe what to change in plain language, or select <b>Regenerate</b> . A thumbs-down also flags it for the Scribe team. If the wrong patient's data exists on another chart, reach out to support: <a href="mailto:support@isalushealthcare.com">support@isalushealthcare.com</a> .

## Frequently asked questions

### **The note didn't appear after I stopped recording.**

Give it a moment to draft. If nothing shows, confirm your internet connection and select Regenerate. If it still fails, submit a support ticket.

### **How do I fix something quickly?**

Use the text box at the bottom of the Note tab to tell Scribe what to change in plain language, like "Change weight loss to weight gain." You can also edit the text directly.

### **A section is missing or in the wrong place.**

Which chart sections receive Scribe's content is configured for your practice during setup. If a section consistently lands wrong, contact support so the mapping can be checked. See *Where Scribe writes in the chart*.

### **I selected Send to EHR but nothing reached OfficeEMR.**

The first-sign-in demos (Practice Visit and Sample Note) are in-app only and never write back. To see a note in the chart, record a real or test appointment from the provider's OfficeEMR schedule and send that one.

### **Can I try the full flow without a real patient?**

Yes. Add a test patient to the provider's schedule in OfficeEMR and record that appointment. That runs the complete path, including Send to EHR.

### **Does Scribe enter my orders, medications, or charges?**

Not yet. Data that isn't captured within templates (Orders, Medications, Superbill) still needs to be entered until those features are made available. See *What's coming in EverHealth Scribe*.

### **Am I responsible for what the note says?**

Yes. Scribe drafts, but you're the author of record. Always review and correct the note before sending it to the chart. You can also make corrections within OfficeEMR before you sign off.

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

---