Q&A for RFP #JL-100115
Scribe Services
October 8, 2015

1. For the ambulatory setting:
   a. How many Pediatric Neurologists, NPs, and PAs will be using the scribe service in your initial implementation (as referenced in Section 5.1)?
      • Four MD, General Neurology
   b. What is the average number of days worked (per provider) in the clinic per week?
      • 2-3
   c. What is the average length of each visit (in minutes)?
      • Will vary, new patients 60 minutes, established are generally 30

2. For the Emergency Care setting:
   a. How many providers (MDs, NPs, PAs) are on staff in the ED each shift? (Please provide the range of providers, e.g. 3-4.)
      • Generally two at each site (Dallas and Plano)

3. Does UT Southwestern currently use scribe services? If so, which company is currently utilized?
   • Yes, Phyasst

4. What EHR product does your facility currently utilize?
   • Epic

5. What daily shift times do you want scribes to cover in your ED?
   - Dallas 2x8 hours shifts/day
   - Legacy 3x8 hours shifts/day

6. How many providers will be utilizing a scribe for the ambulatory scribe coverage? Will that all be in general pediatrics? If not, can you specify the speciality or sub-specialty?
   • 2-4, General Neurology

7. Do you currently utilize scribes in your facility?
   • Yes

8. What problems are you hoping for the scribes to address in both your ED and Ambulatory offices?
   • Improve thru-put of patients

9. Will parking be provided for scribes by the Children’s Medical Center at Dallas? If not, what is the cost to contractors?
   This question has been included for elaboration if offered by the SMEs.

10. What are the HR requirements to receive a badge at your facility?
    • CMC credentials all scribes for access to the electronic medical record. This will include a background check.
11. Are the ED annual hours requested just for physician coverage (Not including Mid-Levels)? This question is in reference to Page 4 of the RFP Section: 1.3 Objective for this request for proposal under the scope section where it lists, “Contractor will be scheduled for a minimum of 14,600 hours of emergency medical scribe coverage annually.”
   - Yes