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You're Invited!

As a dermatologist, you want to spend quality time with your patients giving them the attention they deserve. Clinical documentation is a top reported burden that can take away from both patient and personal time. Using tools to reduce this burden can help your patients, practice, and you!

The American Academy of Dermatology is excited to partner with Suki to pilot Suki Assistant's ambient technology to help minimize common clinical documentation challenges in select dermatology practices.

ABOUT SUKI

Suki Assistant is an AI voice assistant, available across mobile, web and desktop applications. Suki's ambient note creation abilities allow doctors to simply turn on Suki and then focus on their patient. Suki listens to the doctor/patient interaction and automatically creates a clinical note. Suki can also help with other time consuming tasks, like ICD-10 coding.

See a demo video of Suki' ambient mode in a dermatology setting here.

Suki works with any EHR, allowing dermatologists the flexibility to document how they want, when they want. Notes generated using Suki's ambient technology within the mobile application, can seamlessly be transferred anywhere within the EHR or computer with a simple voice command.

ABOUT THE PILOT PROJECT

The project will engage up to 10 dermatologists to participate in a 45-day, no-cost pilot study to determine if Suki's AI voice assistant reduces clinical documentation burden. Participants will work directly and closely with Suki to integrate this new tool within existing workflows. With Suki's ambient feature, dermatologists can continue to engage in their current documentation practices while running Suki in the background. A pre and post survey will be administered to determine how Suki's AI tool helped reduce documentation burden.

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ABOUT THE IDEAL PARTICIPANT

Ideal candidates for this non-integrated pilot study are dermatologists who:

- Have some level of burden from their clinical documentation
- Have an interest in evaluating new technology
- Would like to free up their scribes for other activities or complete their own notes
- Are not super users of existing voice solutions.

ABOUT JOINING THE PROJECT

An AAD staff person will get in touch with you soon after with more information and to connect you with Suki staff who will support you through onboarding and implementation.

FOR QUESTIONS

For frequently asked questions regarding the pilot please see the attached FAQ document. Please feel free to reach an AAD staff person by emailing practicecenter@aad.org with additional questions.
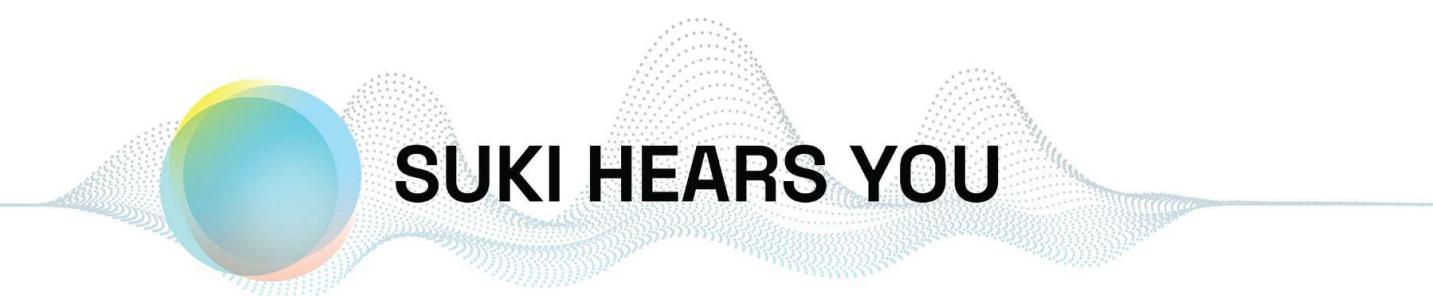
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Suki Frequently Asked Questions

What is Suki?

Suki is an AI voice assistant for clinicians. Through a mobile, web and desktop application, Suki allows clinicians to use their voice to complete their clinical documentation, in the way that fits best with their existing workflow. Using Suki's ambient mode, a clinician can simply turn Suki on, have an interaction with a patient, and let Suki generate their clinical note. Suki's robust dictation and voice editing capabilities allow for doctors to customize the ambient note content as they see fit. Suki also has skills to complete other time consuming tasks, like ICD-10 coding and retrieving information, like patient medications, from the EHR (when EHR integrated). .

Is Suki integrated into my EHR?

While Suki does offer tight integrations with Epic, Cerner and Athena, this pilot will showcase Suki's non-integrated ambient technology. Suki allows dermatologists the freedom to use ambient note creation, while remaining EHR agnostic, providing any dermatologist the ability to use Suki. Any note content created in Suki can be edited and customized before being seamlessly transferred into the EHR.

How does Suki's ambient mode work?

Suki's ambient mode is launched through the Suki mobile app and works by listening to the conversation between a doctor and their patient, and creating suggested note content that can be inserted into a clinical note. Suki's ambient mode can differentiate between clinically relevant information and routine pleasantries of patient interactions and suggests only clinically appropriate content. Suggestions that are accepted will be inserted into the note, at which point the doctor can edit or add to the note content using their voice. Suggestions that aren't accepted can simply be swiped away. Once the note is complete, it can be

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transferred by section or as an entire note into the EHR using a voice command or a simple copy/paste.

Do I need to get consent before using ambient mode?

Yes. We recommend that providers always obtain the patient's consent prior to turning on the ambient mode.. While AI based technologies are often covered under standard patient consent language, we recommend verbally obtaining consent with each patient and noting that consent was obtained.

I have little time between my visits. How long will it take for ambient to create my note?

In general, notes are created in under a minute. If a doctor needs to move on to another patient, they can begin a new ambient session, once the previous one has finished. Notes created using ambient can be edited and transferred to the EHR anytime after the visit. It is important that a new ambient session is created for each patient to prevent information from one patient encounter being included in the note for a different encounter.

Are there any live Suki personnel involved in creating ambient notes?

No. Suki's ambient mode is pure software, driven by AI, which listens to the conversation and identifies the clinically important information, and summarizes it into the desired sections of a clinical note.

Who makes a good candidate for this pilot?

A good candidate for this pilot is a dermatologist who experiences some level of burden from their clinical documentation and is interested in piloting a new technology. Dermatologists who do some of their own documentation, or would like to free up their scribes for other things also make good candidates. Lastly, we find the most success with people who volunteer themselves, are willing to incorporate a new tool into their workflow, and are not a super user of another voice solution.

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How long will the pilot take?

The pilot will last for 45 days from the time of onboarding. After 45 days, pilot participants will be asked to share their feedback via a survey.

What kind of technical set up is involved in this pilot?

The two areas of technical set up involve downloading the Suki app onto a dermatologist's mobile device and installing the Suki Desktop app onto any computers that dermatologists use for documentation. The mobile application can be downloaded to either iPhone or Android smartphones, directly from their respective app stores. Installation of the desktop application will vary based on the IT policies of different clinics or groups. Suki will work with IT contacts or practice administrators to install the Suki application on necessary machines. This process should be no different than installing any other application onto a computer. Once a dermatologist's Suki account is activated, they will be able to use their credentials to sign into Suki through the mobile application, desktop application, or on the web.

How long will it take participants to get up to speed?

We find that most users are able to start using and seeing value from Suki immediately following their personalized 1:1 training with their Suki Customer Success Manager. However, we estimate that, in addition to the one-hour virtual onboarding, participants may spend an additional 1-3 hours in hands-on learning and optimizing Suki for their workflow over the course of the pilot.

How much training will participants receive?

The Suki Customer Success Manager will conduct virtual 1-hour, 1:1 training sessions with each participant in the pilot and will be available for any follow up sessions at the participant's request. In addition, we have a robust library of self-paced learning resources which are available on-demand within the application.

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What is the typical timeframe to train staff that will be involved?

We welcome staff members who will be assisting dermatologist participants with their documentation to sit in on any training sessions that we conduct. As Suki's ambient mode captures the conversation between the dermatologist and patient, staff will not receive their own login into Suki. It is at the providers discretion if they would like to share their credentials to allow staff to complete other parts of the Suki workflow.

Are there any anticipated early pitfalls that participants can prepare for?

As with any new technology, there can be a learning curve. This can vary substantially based on someone's comfort with new technology, their clinical workflows and their openness to trying something new. The Suki team will work hard to ensure that pilot participants feel supported and comfortable with Suki as they incorporate it into their workflow. Other early pitfalls that we try hard to mitigate are around technology set up. We do extensive testing to ensure that Suki is working as expected at each of our partner sites but would want to confirm that there are no issues around Wi-Fi connectivity, computer/network security or other technical barriers that could result in a less than optimal experience.

How do I get help with Suki if I need it?

The quickest way to get help is through our 24/7 live in-app support. Simply say, "Suki, help" to send us a message. A member of our support team will reply back to your message within minutes. You will also have the contact information of a dedicated Customer Success Manager, who will conduct a 1:1 training session with you to help optimize your workflow and experience using Suki.

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What happens at the end of the pilot study?

At the end of the pilot, participants will be asked to share their feedback via a short survey. This feedback will be used to evaluate the success of the pilot. Participants will then have the option to purchase Suki (non-integrated for $299/month) moving forward. Participants who opt to not move forward, will have their account deactivated at the conclusion of the pilot.