

CUSTOMER SUCCESS STORY

From Documentation Overload to More Time at Home: How Novare Helps Clinicians Save Time



Patrick County
Family Practice

Specializes in
Family Health



12 Providers



2 Locations

Every day, providers face a difficult tradeoff: spending more time documenting patient visits or getting home on time.

Finding a way to deliver high-quality care without sacrificing time has become one of healthcare's greatest challenges. For Dr. Richard Cole at Patrick County Family Practice, documentation consumed his evenings, weekends, and even vacations.

"It has not been unusual for me to do charting until 1:00 a.m. I've done charting in the car driving to a vacation when my wife is doing the driving and I'm trying to dictate charts on the road," Dr. Cole said.

Today, Novare™ by Greenway Health® is helping change that. By using AI-powered ambient documentation, Dr. Cole saves hours each day on charting, giving him more time for patients and more time for life outside of work.

"I'm excited about the potential for getting out of the office on time and getting home and having all my work done," said Dr. Cole.

Embracing Change with AI

For more than four decades, Dr. Cole has dedicated his career to caring for patients in rural Virginia. With two locations, he and his team provide care for more than 38,000 patients across every stage of life.



I'm 71 years old and I've been in practice for 41 years. I should be the person that would be the last to adopt, but I'm very glad that I'm on the train, that I've adopted and it's making my life better."

- Dr. Richard Cole, physician

But like many providers, Dr. Cole has seen the administrative demands of medicine grow year after year. As paperwork, forms, prior authorizations, and documentation have continued to pile up, his practice has been burdened by an ever-growing workload.

Rather than resist change, Dr. Cole has always looked for ways to work more efficiently, and artificial intelligence (AI) and automation have been his top priorities. That's why he turned to Novare, giving him a practical way to eliminate busywork and make every day run smoothly.

AI That Fits Into the Clinical Workflow

The biggest difference for Dr. Cole has been Novare's ambient listening and documentation capabilities. Rather than relying on memory to recreate patient conversations, Novare captures the encounter and automatically generates structured clinical documentation.

"It's like having a personal scribe in your room that is automated," Dr. Cole said. "It'll just sort it out and put it where it needs to be."

With features like Magic Edit, notes are more concise and require only simple review and proofreading, allowing him to stay in control of the final documentation while spending far less time creating it.

Beyond the time savings, Dr. Cole values the confidence that important patient details are captured accurately, helping improve both documentation quality and chart completion time. As a result, Dr. Cole completes his documentation more efficiently and spends less time catching up at the end of the day, helping him spend more free time at home in the evenings.

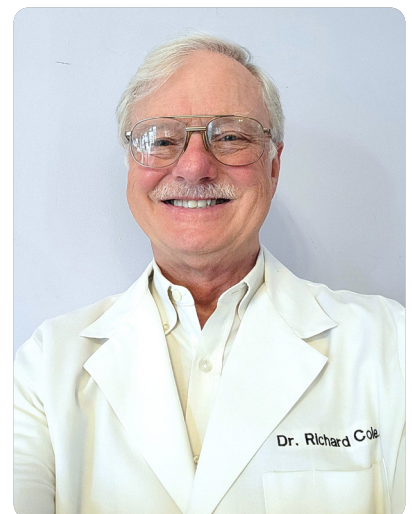
Embracing AI After 41 Years in Practice

Having practiced through paper charts, transcriptionists, dictation systems, electronic health records, and now AI, Dr. Cole has witnessed healthcare's biggest technology shifts firsthand. Now, he believes AI offers meaningful advantages for providers at every career stage.

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He also encourages fellow experienced physicians not to let age become a barrier to adoption. Rather than replacing clinical expertise, Novare complements it by reducing cognitive load and supporting more complete documentation.

"For the older practitioners, it's probably even a bit better advantage because you start to see a few things that maybe you couldn't remember that AI compensated for."



Learning Through the Novare Early Adopter Program

Dr. Cole joined the Novare Early Adopter Program to explore how AI could reduce the growing documentation and paperwork demands. Through ongoing training sessions and weekly support meetings, he and his team were able to quickly incorporate Novare into their daily workflows.

"I'm learning how to use it, becoming more efficient, and saving my time more and more as time goes by," he said.

Participating in the program also gave Dr. Cole the opportunity to share practical feedback based on his daily experience, helping ensure the solution continues to address the real challenges providers face.

Looking Ahead to an AI-Empowered Future

To Dr. Cole, Novare represents more than a new technology platform. It represents a future for his practice where the endless burden of documentation is fixed with a smart, innovative solution. By reducing the time spent creating and editing clinical notes, Novare helps him complete documentation during the patient visit without sacrificing quality or control. The result is up to 2.5 hours saved each day, allowing him to focus more on his patients and spend less time catching up after hours.

For years, evenings, weekends, and vacations were often interrupted by unfinished charts and administrative work. Today, he sees a future where technology helps restore balance to providers' lives.

Delivering Better Care, Sustainably

At its core, Novare helps restore what matters most in healthcare: time, attention, and connection. By reducing administrative burden and enhancing efficiency, it enables providers like Dr. Cole to deliver better patient experiences while improving their own well-being, creating a more sustainable model of care where both patients and providers thrive.

