



# Meet Opie™, Office Practicum's New AI Assistant!

---



# Quick Housekeeping



---

All attendees will be muted during this webinar. If you have a question, please drop it into the Questions box of your GoToWebinar panel.

You will receive a recording of this webinar in your email.

# Agenda



## OP's AI technology is here!

Today, we'll discuss:

- ✓ What an AI scribe really is
- ✓ How Ambient AI is changing documentation
- ✓ Why OP's solution is unique to pediatrics
  - ✓ Reduce burnout and re-energize providers
- ✓ What's coming next: 2025 and beyond
- ✓ Live demo
- ✓ How to get started today

# Your Hosts



**Pamela Chapman**  
Director of Regulatory  
& Clinical Affairs,  
Office Practicum



**Dan Feiten, MD**  
Chief Medical Officer,  
Office Practicum



**Rich Szabo, MD**  
Cross-Functional  
Physician Liaison,  
Office Practicum



**Gretch Ellis**  
Chief Product Officer,  
Office Practicum



**Mark Richards**  
Chief Revenue Officer,  
Office Practicum



**Jaimal Soni**  
Co-Founder & CEO,  
Insight Health

# Opie AI™ Assistant



**Built by pediatricians, for pediatricians.**

## What is it?

- ★ AI-powered tool using Deep Learning & LLM
  - Assists in medical documentation
  - It listens to the clinician-patient interaction and transcribes and organizes it into a progress note
- ★ Benefits
  - Streamlines documentation
  - Helps clinicians focus on most important topics/needs of patient
  - Reduces clinician workload, decreases stress, burnout, and “pajama time”
  - Improves accuracy, enhances patient care - more thorough documentation helps with patient understanding

## Challenges

- ★ Skepticism from clinicians and parents
- ★ Accuracy/reliability-bias/hallucinations
- ★ Accents/dialects complicate the accuracy
- ★ Data privacy
  - Maintain patient confidentiality
  - Comply with regulatory requirements
  - Maintain OP’s visibility requirements
- ★ EHR Integration
- ★ Clinical training of new clinicians - and limit over-reliance on the AI

# AI: The Student and the Professor

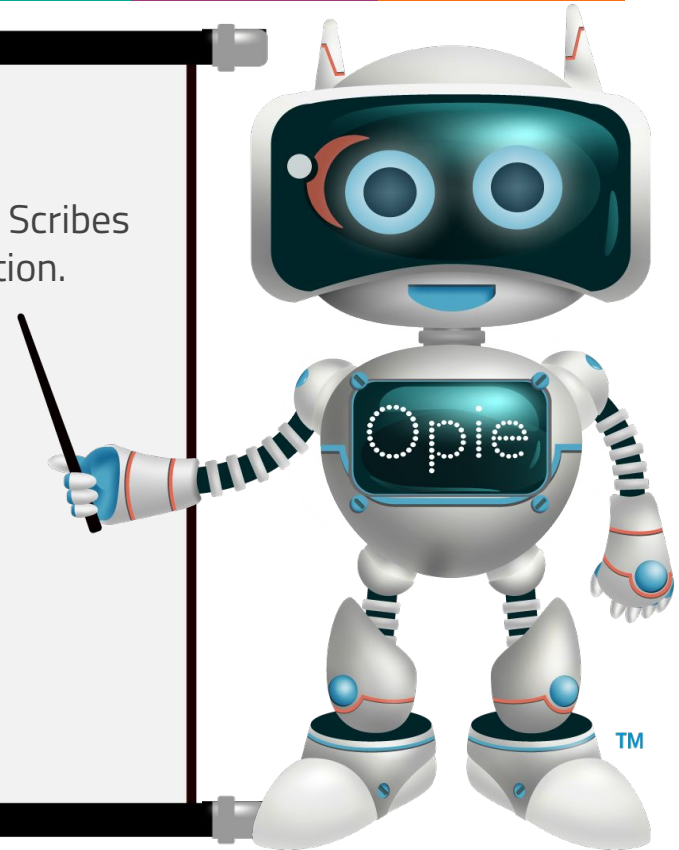


## The Student

- ★ The LLMs (Large Language Models) of most general AI Scribes have been trained with an entire university of information.
  - Risk for Bias
  - Poor recognition of the nuances of pediatrics
- ★ Opie is “majoring” in pediatrics
- ★ Learning from thousands of pediatricians

## The Professor

- Benchmarks
- Guidelines
- Prompts



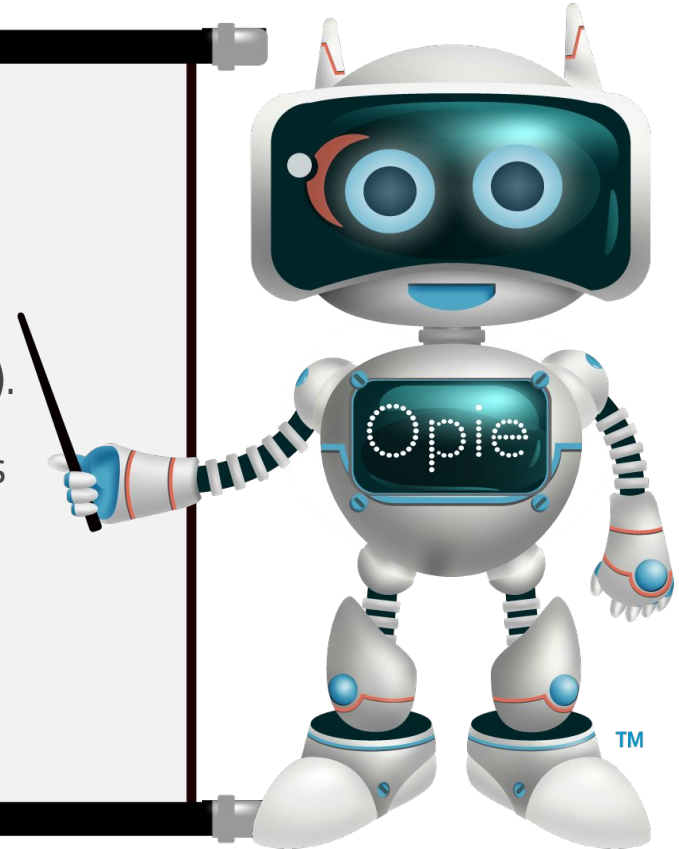
# You: The Trainer



## AI will NOT:

- Pick up non-verbal responses or cues (head nodding, pointing, re-enacting an event),
- Write a physical exam (if you do not describe it).
- Your initial version of OP AI reflects how others wanted it to perform.....you must train it.

**You are ultimately responsible for the final note.**





# Poll Question



## Do you or your providers currently use an AI scribe?

- A. Yes, and I like it.
- B. Yes, I'm not sure if I like it/ I'm still getting used to it.
- C. Yes, but I don't like my current solution.
- D. No, but I would like to try it.
- E. No, I'm not ready yet/ don't plan to use it.



A stylized computer monitor icon. The monitor has a dark blue frame and a light gray screen. The screen displays the text "DEMO TIME" in a bold, dark blue, sans-serif font. The monitor is supported by a dark blue stand with a white circular detail at the top of the neck.

**DEMO  
TIME**



# Demo Recap



1. Opie AI is pediatric-focused.
2. The narrative results Opie will provide will be easy to copy/paste into OP and overall will save providers time in their day.
3. Opie will start as a standalone scribe and will quickly grow into a more advanced, integrated workflow tool.
4. Since Opie will be learning through our extensive pediatric historical data and ongoing community input, it will be *the* most pediatric-specific AI on the market.

# Standalone Benefits

---

## Customizability

- Prose vs bullet points vs problem-focused in each section
- Dot phrases
  - Similar to Phrase Construction in OP

## Pediatric and OP Specific

- Templates are formatted to match OP Sick, Well Visit, and SOAP notes
- Utilizes pediatric-focused terminology
- AI is modeled after OP framework and templates that will be refined over time

## Time Savings

- Accurate capture of both sides of the conversation with no effort
- Conversion of data into medical or lay terminology as is appropriate for the section of the generated note

## Trust and Safety

- HIPAA and SOC 2 Type 2 Compliant, assuring the highest security and privacy standards
- Encrypted communications and industry-leading de-identification technology
- Third party penetration test to ensure proactive addressing of any potential security vulnerabilities

## Coding Assistance

- Magic Edit allows the user to select Comprehensive, Balanced or Concise note formatting specific to a single visit, which can impact coding
- Suggested ICD-10 and E&M codes based on documentation

## Increased Provider, Patient and Parent Satisfaction

- Decreased typing and improved patient/parent interaction = happier patients/parents
- Less screen time and the option to get home earlier decreases provider burnout
- With the staffing shortage, a tool that can improve productivity, will improve staff morale
- Decreases provider cognitive load

# Poll Question



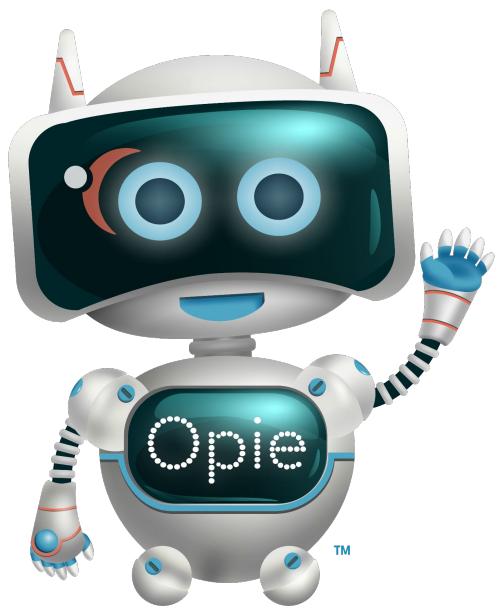
## What would keep you from using AI technology?

(Check all that apply)

- A. I don't have any concerns.
- B. I'm already efficient enough with OP.
- C. I have concerns about the liability.
- D. I don't trust AI.
- E. I have privacy concerns.



# Opie AI™ Product Matrix



Opie AI Solution + Notes/Month	Q4 2025		Coming 2026	
	Free Standalone	Paid Standalone	Integrated*	Enhanced*
	10 Notes/Month	Unlimited Notes	Unlimited Notes	Unlimited Notes
Pediatric Focus	●	●	●	●
Magic Edit	●	●	●	●
Full Visit Dictation	●	●	●	●
AI Scribe Analysis and Formatting	●	●	●	●
Dot Phrase Use	●	●	●	●
After-Visit Summary	●	●	●	●
Coding Suggestions	●	●	●	●
Pre-Chart Voice	●	●	●	●
Spanish Translation	●	●	●	●
On Behalf Of	●	●	●	●
Multi-Language Translation			●	●
Discrete Data to EHR			●	●
Single Sign On			●	●
User Management			●	●
EHR Integration			●	●
Clinical Decision Support				●
Clinical Prompts				●
Template Exchange				●
Build Your Own Templates				●

\* Cloud only

# Opie AI Roadmap 2025 - 2026



**Now**

## Standalone OP AI

- Pediatric Focus with OP Formatting
- Magic Edit (change Note Template and Note Length on demand)
- AI Scribe Analysis
- Coding Suggestions
- Pre Chart Voice
- Document creation
- Copy and Paste
- Training with live OP encounters
- Format Flexibility
- Dot Phrase customization
- Spanish language support
- On Behalf Of (Coming Soon!)

**Next**

## Integrated OP AI

- All functionality in Standalone
- Integrated in OP
  - No more copy/paste!
- Single Sign On (SSO)
- Targeted discrete data population
- Bidirectional data exchange
- Self management of users
- Multi-language support

**Later**

## Enhanced OP AI

- All functionality in Standalone and Integrated
- Template Creation
- Template Exchange
- Clinical Prompts
- Clinical Decision Support
- Much, much more!

# AI Scribe Studies



U. of Penn  
**Pajama Time**

↓ **30%**

Feelings of  
**Burnout**

↓ **60%**

Kaiser Permanente  
**1,300 Clinicians 10/23**  
**7,300 Clinicians 12/24**  
**84% - "Positive Impact"**

Multiple Studies  
**1.8 - 5.4 min**  
reduction in EHR  
minutes/appt

I had no idea Opie AI was  
capable of THIS MUCH!  
I'm impressed already.

- Jeff Cooper, MD  
Cooper Pediatrics



# Opie AI Availability & Pricing



**Now**  
through 5/9/25

**Next**  
Beginning 5/12/25

**Later**  
Q4 2025

**Exclusive Early Access through Friday 5/9/25**

Standalone available to all Providers  
5/12/25

**Opie AI™ Integrated Version**  
(Exclusive integration to OP EHR, no copy/paste, delivers discrete data)

**1st 50 Providers to sign up + ALL Engage Registered Providers are eligible**

Opie AI™ Standalone & Integrated  
**10 AI visits per month FREE**

Opie AI™ Standalone  
**Unlimited AI visits FREE**

**Unlimited use**  
**\$89/prov/month FT**  
**\$69/prov/month PT (<100 AI visits/mth)**

**Unlimited use**  
**\$199/prov/month**  
**\$139/prov/month (<100 AI visits/mth)**

# Opie Availability & Promo Details



- **Special Promotion:** The 1st 50 Providers to sign up + those registered for & attend Engage
  - Get it now for **FREE!** (through 5/9/25)
  - Be among the first to receive enhancements and the EHR Integration
  - Provide early stage direct input for additional features and enhancements
  - **Get All Enhancements & Integration for free through 12/31/25 (a 55% savings!)**
- **What's happening at Engage for AI:**
  - Recurring session **"Surfing the AI Wave with OP"** (Thurs, 5/1 at 10:30a & Fri, 5/2 at 1:30p)
  - **"Our Product Vision for 2025 and Beyond"** (Thurs, 5/1 at 2:15p)
  - **6 hours of AI SME hands on availability that you can drop in at your convenience**
  - Plus a dedicated **Opie table in the Exhibitor Area** with our Solutions Account Management and Customer Success Teams

# How to Get Started with Your Opie AI 30 Day Free Trial

---

1. Scan the **QR code** to complete the [Opie AI™ Registration Form](#). (We will also email the link)

Once completed, you'll receive an email within 24 hours with instructions to get started on your free 30 day trial. Make sure to check your spam.

As a reminder, all providers attending Engage + the **1st 50 PROVIDERS NOT** attending Engage qualify.

Additional providers will automatically be scheduled for a 5/12/2025 email

2. Email [solutions@officepracticum.com](mailto:solutions@officepracticum.com) for additional questions.



**Come  
see  
more!**

# ENGAGE 2025

Office Practicum | RemedyConnect  
**USER CONFERENCE**

[Register now!](#)

PRE-CONFERENCE  
BOOT CAMP  
**APRIL 30**

CONFERENCE  
**MAY 1-3**

**CAESARS  
PALACE**  
LAS VEGAS, NV



# Questions?

---





**Thanks for coming!**  
**Please complete the survey at the end of the webinar.**