



SMEC AI

## Scribe to Thrive with PatientVoice:

### How One Clinician Used AI to Reclaim Time and Transform Their Operational Workflow

Running a solo healthcare practice often means juggling high-quality client care with time-consuming administrative tasks. For one occupational therapist in Victoria, non-billable documentation was consuming valuable hours each week. After a free consultation with SMEC AI the clinician discovered PatientVoice, an AI-powered platform that streamlined reporting and helped reclaim critical time previously lost to admin.



### Business Overview

This solo-operated healthcare service provides in-home occupational therapy to support individuals in achieving greater safety and independence. Clients include older adults and people living with disabilities. The clinician conducts personalised assessments and recommends assistive technology or home modifications to improve quality of life, all of which require clear, detailed documentation.

### The Challenge

Report writing and clinical documentation are critical in occupational therapy but also time-consuming. Despite existing efficiency strategies, the clinician found that documentation remained a significant pain point, especially while managing a mobile workload and traveling between appointments.

*“Our service includes comprehensive report writing and the time required to complete documents is a pain point.”*

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**Occupational Therapist**  
Healthcare Business Owner

### The Solution

**PatientVoice** is an AI-powered clinical documentation platform that helps healthcare professionals save time and reduce burnout by automatically transcribing and summarising patient consultations. With support from the vendor, custom templates were created to meet the occupational therapist's specific reporting needs and were seamlessly integrated into daily practice.



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### Outcomes & Impact



#### Time-Saving Efficiency

Significant reduction in admin time after client assessments through AI-powered automation



#### On-the-Go Documentation

Dictation features enable fast, mobile note-taking with templates auto-filled in real time



#### Stronger Collaboration

Improved communication and workflow with Case Managers, enhancing service delivery



#### Work-Life Balance Restored

Reduced admin fatigue and reclaimed personal time, leading to renewed energy and focus

### Insights from the Frontline

#### AI Doesn't Have to Be Complex to Be Powerful

Adopting AI proved surprisingly simple. PatientVoice made it easy to streamline documentation and reclaim time to focus on clients.

#### Start with a Conversation

Small business owners are encouraged to begin their AI journey with a conversation through SMEC AI where tailored, practical solutions can be uncovered from real business challenges.

#### Supportive, Tailored, and Practical

The experience with SMEC AI was highly personalised, with proactive support and solutions aligned directly with daily operations.



### START YOUR AI JOURNEY

Even the smallest businesses can harness AI with the right support.

- Turn uncertainty into opportunity
- Connect with the right tools and technology partners
- Access government-sponsored AI support
- Scan to book your free consultation