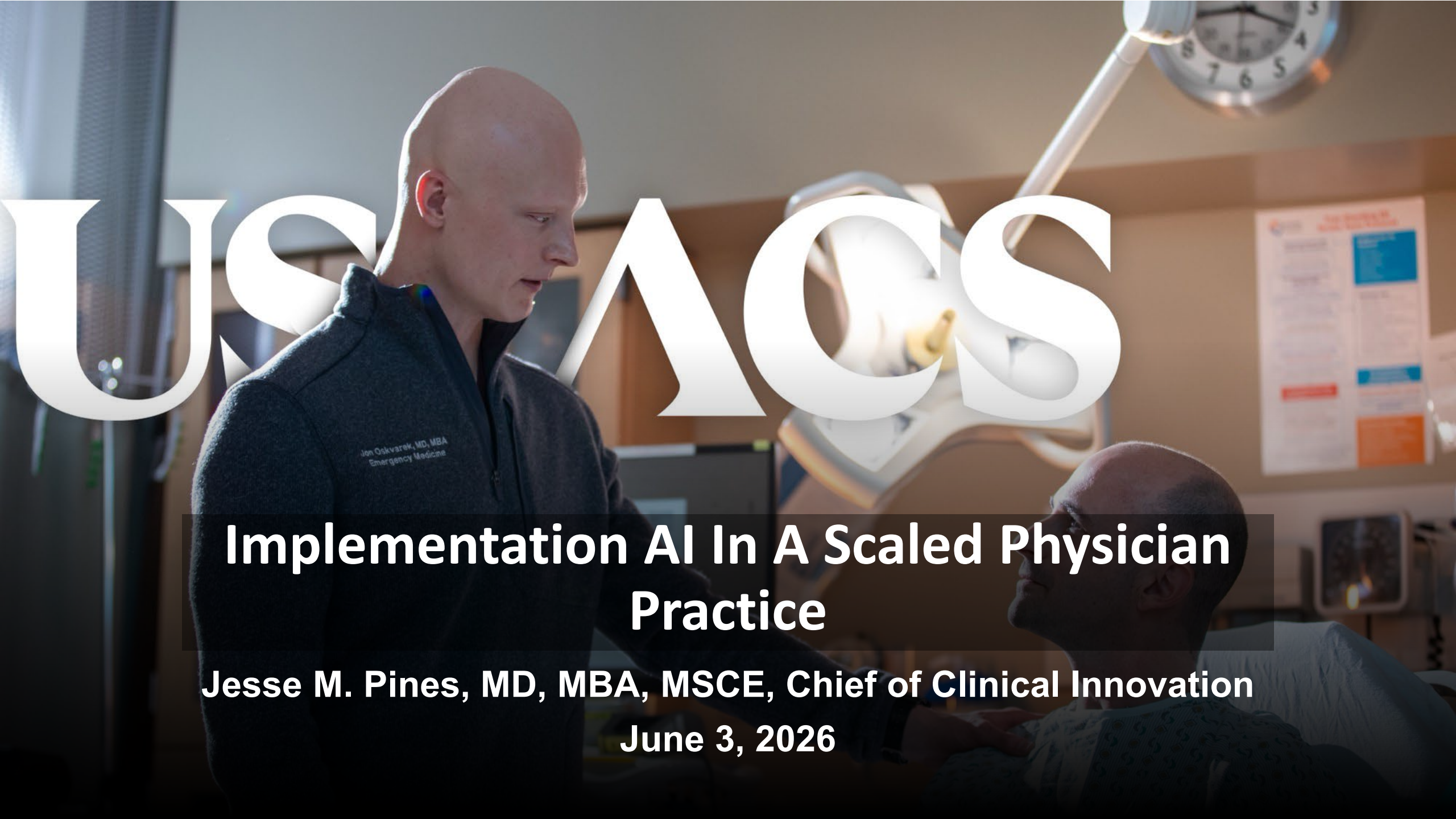

Implementation AI In A Scaled Physician Practice

Jesse M. Pines, MD, MBA, MSCE, Chief of Clinical Innovation

June 3, 2026

Clinical AI 1.0: AI Scribes

- Gives physicians cognitive presence back
- Becomes an infrastructure for everything that comes next



Clinical AI 2.0: AI Scribes

- Medical assistant
- Launching orders
- Quality improvement
- Patient experience
- Patient safety



Choosing An AI Scribe – Large MD group

Freed

ABRIDGE

sayvant

Nuance®
DAX™ Copilot

commure

CLEO HEALTH

Ambience

Challenges of Implementation At Scale

- Adoption Is Variable Without Deliberate Strategy
- The Technology Doesn’t Work the In Acute Care Out of the Box
- Accuracy Errors Can Be Subtle (and Dangerous)
- As a physician group, each hospital has its own AI strategy



A Three-Workflow Framework for ED AI Scribes

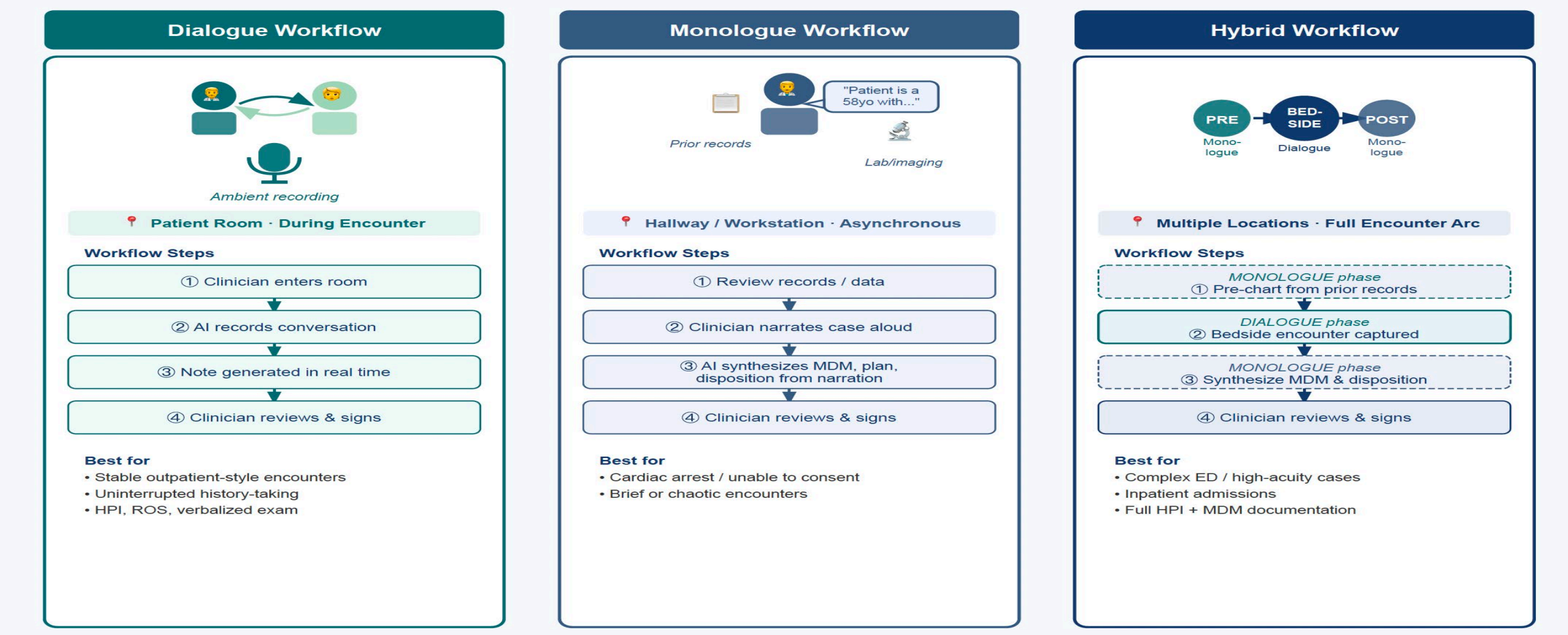

Figure 1. Fitzgerald & Pines. AI Scribes in Emergency Medicine: A Workflow and Implementation Framework. AJEM 2026.

Key success factors to adoption

- Champion-led peer mentorship is the #1 lever
- Show clinicians value to them
- Remove barriers to adoption
- Map workflows before deploying tools
- Work iteratively to customize and improve
- Engage superusers to gain interest among skeptics

