



Written Questions and Answers

Virtual Scribe Services

RFP KD-0129-24

Posted Date: 11/15/2023

Today's Date: 11/06/2023

No.	Question	Answer
1	Will foreign (abroad) virtual scribe services be eligible for selection under this opportunity?	This RFP is open for anyone to participate.
2	Will the Provider's clinical schedule, the scribe will support, be consistent for each week and can the schedule to be supported be provided?	Yes, our providers work a predictably scheduled workweek. However, we reserve the right to change the scheduled days with required advance notice to accommodate scheduled time off, holidays, etc.
3	Will there be a minimum hours per week threshold guaranteed for the scribe?	Yes, this can be negotiated
4	Is the intent to have the same scribe paired to the provider or do the hours just need to be staffed with adequate scribe?	The intent is to have the same scribe or pod of scribes for continuity of workflow.
5	Can the scribe be a contractor rather than employee of the offerer?	Yes
6	Is King's Daughter Medical Center interested in synchronous virtual services or asynchronous virtual services for their providers?	Synchronous
7	What are the requirements for providers to qualify to use a virtual scribe?	TBD. These are currently being determined

8	<p>How many dermatologists are in the practice? How many dermatologists currently qualify to use a virtual scribe?</p>	<p>There are one dermatologist and 3 advanced providers. We will only use the virtual scribe for the physician provider to begin with. Depending on the outcome of the collaboration, we will consider expanding the service to additional providers and specialties.</p>
9	<p>Section 7.1 Detailed Services Defined states, “ For purposes of this RFP only, below is a definition for services needed by the Medical Center. Since the resultant contract(s) will be for Services on an as-needed basis, and for needs that may arise from unknown events during the duration of the contracts, Detailed Services Defined for this RFP are general in nature.”</p> <p>o Can you elaborate on "as-needed"? Is there a need for the virtual scribe to work consistently with the qualified providers? Can you provide shift times, number of providers, and location address for each facility?</p>	<p>Yes, initially we plan to utilize the virtual scribe with one provider in the dermatology practice located at 1200 Central Ave. Ashland, KY 41101. She works Tuesday through Thursday from 6:30 am to 5:30 pm. This service would have the potential to expand to other additional providers within this and other specialty practices.</p>
10	<p>What EHR is being used?</p>	<p>EPIC</p>
11	<p>Are any of the sites currently using a scribe vendor or homegrown/internal scribe program?</p>	<p>The dermatology practice does not use scribes.</p>
12	<p>Can you provide a list of Key Performance Indicators your organization plans to track to determine the success of the virtual scribe program?</p>	<p>Completed appointment volumes, TAT in office (check in to room, room to provider, room to check out), open charts, patient complexity levels (comparative purposes only), scheduling patient wait times. We will compare pre and post implementation as well as compare provider using scribe and those not utilizing scribe</p>
13	<p>What would King's Daughter Medical Center require a ProScribe virtual scribe to complete in order to start working virtually?</p>	<p>Credentialing process, orientation, EPIC training</p>
14	<p>Will the answers to the vendor questions be available by 11/6/2023? Since the RFP</p>	<p>Yes, the questions will be answered as early as possible.</p>

	needs to be mailed, we would like ample time to review answers and adjust RFP prior to mailing it certified mail by 11/9/2023.	
15	Will you allow the Offeror the option of submitting the proposal using a more Environmentally Friendly approach? Attachments, etc.?	<p>Not at this time,</p> <ul style="list-style-type: none"> • Technical Proposal: Two (2) copies on electronic storage devices (CD or USB) (1 copy per storage device) each <u>clearly marked</u> with the proposal number and name, firm name and what is included (Technical Proposal) and seven (7) printed original copies • Financial Proposal: Two (2) copies on electronic storage devices (CD or USB) (1 copy per storage device) each <u>clearly marked</u> with the proposal number and name, firm name and what is included (Financial Proposal) and seven (7) printed original copies
16	Please specify the initial scope of service within KDMC's Dermatology practice. Number of Providers to start and hours of coverage per week for each Provider	<p>Number of Providers to start and hours of coverage per week for each Provider. Initially, we plan to start with 1 provider in the dermatology practice. One of these providers typically works Tuesday through Thursday 6:30 am to 5:30 pm. This service would have the potential to expand to other additional providers within this and other specialty practices.</p>
17	What is the expected scope of service throughout the UK King's Daughters system within the first 12 months?	<p>We continue to look to opportunities to increase efficiency in our busier clinics. Depending on the results in this clinic, there could be additional providers eligible to use this service. This would be evaluated on a quarterly basis. Estimated number of Providers eligible to utilize this service. This will be dependent on successful implementation and volume of providers requesting this service.</p>

18	When will the Offerors be notified of Award?	Up to 60 days after close of RFP for decision making processes.
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