



White Paper

Reclaiming Time Through Ambient Listening

How a primary care physician reduced documentation time and improved workflow efficiency and work-life balance with Ambient Listening in medent.

medent

medent is an all-in-one EHR, Practice Management, and Patient Portal system designed to help practices improve efficiency, streamline workflows and enhance patient care through integrated technology.

Including Ambient Listening powered by Suki

Suki

Suki is a leading technology company building presence at the heart of care through its Ambient Clinical Intelligence (ACI) layer. Unlike add-on tools, Suki's ACI is embedded at the point of care, powering documentation, revenue cycle management and clinical reasoning so clinicians can focus on what matters most.

Overview

Family medicine physician Dr. Michael Sojka has used medent since 2021 across multiple primary care practice settings, supporting a high-volume patient care workflow. In December 2025, he implemented Ambient Listening powered by Suki to streamline clinical documentation within his existing medent workflow. The result: reduced documentation time, increased patient volume and improved work-life balance.

The Challenge

Prior to implementing Ambient Listening, Dr. Sojka's documentation workflows were time-intensive and frequently extended beyond the clinical day.

Clinical notes were often completed using a combination of in-visit typing, delayed dictation and retrospective chart reconstruction after patient encounters.

This approach created several persistent challenges:

- **Extended Documentation Time:** Clinical notes frequently required completion during evenings or weekends
- **Memory-Dependent Charting:** Patient details sometimes had to be reconstructed well after the visit
- **Divided Clinical Attention:** Real-time patient interactions were often split between conversation and documentation

In some cases, documentation delays extended beyond the clinical day, impacting downstream workflows such as imaging orders and follow-up scheduling.



“ It was mostly a mix of trying to frantically type during the patient encounters and then dictating, if I was lucky, right after the patient left. But more often than not, trying to remember at the end of the day or the end of the week or occasionally two months later exactly what had gone on and decipher my frantic typing that I made during the actual encounter.

The Solution

To address documentation burden, Ambient Listening powered by Suki was implemented within medent to support real-time clinical documentation during patient encounters.

Rather than relying on post-visit reconstruction, the system enables continuous capture of clinical dialogue and structured note generation directly within the existing medent workflow.

Real-Time Documentation

Clinical encounters are captured as they occur, reducing reliance on post-visit memory or delayed dictation.

Structured Note Generation

Captured dialogue is converted into organized clinical documentation for quick review within the EHR.

Automatic Import into medent

Once the encounter is reviewed, selecting “Done” automatically transfers the finalized note directly into the patient’s chart in medent.

Seamless Integration and Rapid Adoption

With medent-supported templates and configuration assistance, the solution was implemented quickly with minimal disruption to established clinical routines.

Personalized, High-Quality Notes

Customization features, including adjustable verbosity and flexible note formats, allow providers to tailor documentation to their preferred clinical style. Dr. Sojka utilizes concise verbosity, narrative history, and a problem-based, bulleted HPI, resulting in notes that are both efficient to review and aligned with his documentation preferences.

For Dr. Sojka, the experience was straightforward and easy to adopt.

“ For the most part, I set my computer on the desk behind me and just talk to the patient. medent helped set up some templates for me. It’s fairly intuitive: you hit record, it records, you hit end and it spits out what it caught and the diagnosis codes that you went over. There are a few clicks to select the ICD-10 codes and it transfers into the note. So it’s pretty easy. There’s not really a big learning curve.

The Results

Following implementation of Ambient Listening powered by Suki within medent, Dr. Sojka was able to significantly reduce documentation burden while increasing clinical capacity and improving overall workflow efficiency.

Same-day note completion became the norm, with documentation largely finalized during clinic hours rather than after-hours.

“ It’s nice to go home and have work be done. A year ago I would never leave my computer at the office. Now, I don’t need it at home.

As documentation became more efficient, Dr. Sojka found he was able to see more patients without extending his clinical day. This also helped improve the timeliness of clinical follow-through, including the completion of referrals and imaging orders during the same day.

“ I’m seeing more patients. I get all my morning notes signed and completed [at lunch] so that the referrals can be sent and imaging can be arranged. And the last batch I finish before the end of the day and I’m not taking work home.

Still, at the core of Dr. Sojka’s experience was the significant reduction in the time required to complete clinical documentation, while maintaining the completeness and quality of clinical notes.

“ The time saving is the biggest benefit for me. Daily I’m saving at least 2 to 3 hours. The pertinent information is all there. If you say your exam findings out loud, it picks it up and puts it into the note, so it’s mostly just ready to go.

Learn more about Ambient Listening in medent at medent.com/connect/suki.

Key Metrics

2–3 Hours Saved Per Day

Real-time documentation reduced reliance on after-hours chart completion and retrospective note reconstruction.

Ambient Listening Usage

~20 Sessions Per Day

Since December 2025, Dr. Sojka has completed nearly 1,000 sessions, reflecting consistent, high-frequency use.

Daily Patient Volume Increase

Up to 30%

Patient volume increased from approximately 15–18 patients per day to 18–23 patients per day following implementation.

Same-Day Note Completion Rate

90–95%

Most clinical documentation is completed and signed before the end of the workday, reducing evening and weekend charting.

Same-Day Clinical Follow-Through

~90%

Referrals, imaging orders, and follow-up planning are completed during the same clinical day in the majority of encounters.