

Report On

**A Detailed inside Look into Scribe Leadership Program of Augmedix BD
Ltd- A Unique Career Opportunity of the 21st Century.**

By

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An Internship report submitted to the BRAC Business School in partial fulfillment of the
requirement for the degree of Bachelor of Business Administrations

BRAC Business School

BRAC University

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Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

Mr. Saif Hossain

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Subject: Submission of Internship Report

Dear Sir,

It is a great pleasure for me to submit my report entitled “A Detailed inside Look into Scribe Leadership Program of Augmedix BD Ltd. - A Unique Career Opportunity of the 21st Century” which is a partial requirement for completing my BBA program.

I am glad to complete the three-month long internship program at Augmedix BD Ltd. under the HR department. I have tried my best to put as much information and relevant issues as possible in this report and tried to follow the instruction as you have provided.

I am grateful to you for your guidance and cooperation to prepare this report. Please consider the issues that may take place as mistakes in this report.

Sincerely yours,

Raisa Sami

ID: 15304076

BRAC Business School

BRAC University

Date: December, 2019

Non-Disclosure Agreement

This agreement is made and entered into by and between Augmedix BD Ltd and the undersigned student at BRAC University named Raisa Sami for the commitment of preventing the unauthorized disclosure of confidential information of the organization.

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Augmedix BD Limited

.....

Raisa Sami

Acknowledgement

This report not only contains my effort but also the guidance of some amazing personalities. Firstly, I am honestly thankful to Almighty because He is the only one to help me through these people and without His willingness, I could not be able to complete the report no matter what. So, in person the one who helped me from the very beginning is none other than my academic supervisor, Mr. Saif Hossain (Assistant Professor, BRAC Business School). Moreover, I would like to convey thanks to my office supervisor Miss Tanzila Rahman (HR Manager, Augmedix BD Ltd) and Mr. Tasbir Ahmed (HR Associate, Augmedix BD Ltd) who constantly kept updates on my report. Surprisingly, I never thought that the scribes themselves would help me selflessly to make this report. So the people to whom I am grateful also include Mr. Azwad Abid, Mr. Nurul Mashraquee and Mr. Sadat Salehin who are currently working as scribe in Augmedix BD Ltd. Lastly, my special gratitude goes to my mother, the one who constantly keeps me in her prayers and inspires me not to lose hope. All the tough time and challenges while working on this report became easier for me because of the great support from all the well-wishers.

Executive Summary

Augmedix is a Silicon Valley company founded in 2012 by two geniuses from Stanford University, “Ian Shakil” and “Pelu Tan” (Augmedix Remote Documentation Services, 2019). Augmedix eventually serves in 3 countries along with USA and Bangladesh is one of them. Augmedix turns natural doctor patient conversation into medical documentation in real time, so that doctors can specialize more on patient care. The Augmedix platform is powered by a mix proprietary NLP Technology and specially trained team to make sure quality and consistent documentation. This special trained team are known as Scribe in Bangladesh. A scribe from Bangladesh partners with US doctor in real time communication and are intrinsically inventive, utilizing audio as well as video input to create full medical documentation. A BPO company Augmedix BD Ltd trains scribe for five months so that they can give their level best to assist the doctor. Scribes need to go through multiple training phases before serving the doctor in real time. This training phases and career growth of scribe is called Scribe Leadership Program. Augmedix BD Ltd has already hired hundreds of scribes and planning to hire thousands more and all of this happening because of Scribe Leadership Program. Scribe Leadership program follows some steps time to time, train scribes, ensure their fast career growth and provide numerous opportunities along with challenges and I tried to cover all these in my report.

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List of Acronyms

NLP	Natural Language Processing
BPO	Business Process Outsourcing
EHR	Electronic Health Record
PRE-AST	Pre Augmedix Scribe Training
AST	Augmedix Scribe Training
DR	Doctor Ready
DA	Doctor Approved
HIPAA	Health Insurance Portability and Accountability Act
LOM	Language of Medicine

Glossary

Electronic Health Record	The Scribe and doctor collaborate to build an electronic record of the patient visit.
Google Glass	Doctors put on Google Glass all day long capture audio and capture video and audio of the patient visit.
Real Time	Scribes work with the doctor in real time being their partner throughout the day.

Chapter 1 Introduction

1.1 Background of the study

Doctors in the United States are needed to use computers throughout patient visits. This takes them aloof patient care. From the official website of Augmedix, I found out that, Google technology permits a second person to expertise what the doctor sees and hears in another country and become the doctor's period assistant. This second person, called scribe is a professional assistant to US doctor with the goal of helping them to deliver better patient care. Every patient-doctor interaction is live-streamed back to a scribe in Bangladesh from the USA. The scribe interacts with the doctor and completes the chart and uploads to Electric Health Record from Bangladesh (Augmedix Remote Documentation Sevices, 2019). Moreover, the medical scribe industry is an established and well respected part of the American Healthcare system. The industry is evolved from medical transcription and is poised for rise. Medical transcription developed quickly during the 1990s yet has developed as an industry. Machine running normal language handling has directly changed the job of the transcriptionist. As an increasing number of doctors are required to keep up great notes in an electronic health record (EHR), the demand for scribe will keep on expanding, quickly replacing medical transcription as the standard documentation solution. Thus the medical scribe industry has grown up rapidly and as a part of the rise in scribe industry, Augmedix has brought a world class technology platform to create a new healthcare process. With Augmedix, new technology permits the method of scribing to happen anywhere in the world. And through Scribe leadership program a new scribe grab fast career growth and move forward to their journey in Augmedix with number of challenges and opportunities.

1.2 Objective

As Scribing is a growing industry and Bangladesh is new to this industry so I wanted to know briefly about how a BPO company named Augmedix BD Ltd is playing its vital role through producing hundreds of scribes each year. There are two objective of this report:

Broad Objective: The first and foremost purpose of this report is to complete my internship program successfully. After going through academic life all the years, I got a chance to experience something new in corporate life. So the purpose of the report is to show what I learnt and understood from three months long internship in Augmedix BD Ltd.

Specific objective: The specific objective is to learn about the Scribe Leadership Program that is provided by Augmedix BD Ltd to thousands of scribes. The key points that I focused on are-

- To know about the recruitment process of scribe who will be eligible for Scribe Leadership Program.
- To know about the specially designed Scribe Leadership Program and career growth of scribe.
- To examine how scribes provide documentation service to US doctor after going through Scribe Leadership Program
- To find out the impact of Scribe Leadership Program on the life of a scribe.

1.3 Methodology

I have used both the primary and secondary data to gather all the information.

Primary Data: Basic information was collected from the information session that was taken by the Lead Recruiter of Augmedix BD Ltd. Moreover, I have taken interview of my line manager who is the HR manager of Augmedix BD Ltd. A focus group discussion was also conducted with 3 Scribes so that more information can be gathered at the same time.

Secondary Data: The ideas to make all the figures were collected from Augmedix BD website (www.augmedix.com.bd). To know about the services, I took help from the official website too (www.augmedix.com). I tried to put proper citation of almost every information that was taken from websites, newspaper articles.

1.4 Scope of the study

The report is wholly about the Scribe Leadership Program of Augmedix BD Ltd which is conducted on the only brunch of Panthapath. The report mainly focuses on the information about scribes rather than the company itself. How scribes deal with everyday training program, how they serve the doctors after being trained, what values they are having in their lives to choose a unique career like scribing are described in details on this report.

1.5 Limitations

There are many challenges that I have faced to make this report such as-

- There are very few articles related to scribe leadership program so most of the information have to be taken from interviews. A 10 to 15 minutes interview was not enough to know all the details
- There were many confidential information about the training program which was not provided to me as per company policy
- Scribes work at night so it was difficult for me to conduct focus group discussion. In addition, it was really challenging to match the exact same time of 3 scribes to sit together.

Chapter 2 Recruitment and Selection Process of Scribe

On November 26, Tuesday, at 4:30 PM, I attended information session at Augmedix BD Ltd which was conducted by the Lead Recruiter Sabrina Ahmed. I used to attend this session often during my Internship period. In this session, all the details are shared regarding who is eligible for the position of scribing, what are the procedures of recruitment and selection, what are the job description of a scribe etc. (Information Session, 2019)

2.1 Requirements for being a scribe

A scribe interacts with the US doctors and completes the patient chart and uploads to the Electric Health Record from Bangladesh. The recruitment process of scribe varies from country to country. Augmedix looks for energetic, technology literate, and English proficient people who are devoted to assist others to turn the mission-“rehumanizing-healthcare” into reality. If the following criterias do match, anyone can apply for the position of scribe:

Graduate from any discipline: At first the candidate must be graduated because the scribe training program is for almost nine hours each working day in the work place and it can be both day shift and night shift. So it would very difficult for a student to balance both the study and the training to be a scribe. Moreover, it might seem that the candidates need to be from medical background but fortunately nothing like that. Fresh graduates from any disciple can be scribe because of being provided with adequate training for five months. It has been found that most of scribes come from business background.

English Proficiency: Candidates need to have good understanding in English knowledge and the ability to write well. It is impossible to understand doctor patient conversation without being good in English listening and writing. As English is not our first language so it becomes a great challenge for many of us. English is the main source where the recruitment process can differentiate the eligible one from others.

Good technology and typing speed: A candidate must be tech savvy because all he needs are to listen to the conversation of doctor and patient through a microphone and type accordingly for the documentation. A scribe needs to obtain 60-80 WPM so it would be easier for a candidate to learn fast typing quickly through the training if he is already expert enough.

Attention to detail: Candidates must be proactive and giving concentration on each and every detail. A simple mistake can cause severe health issues to the patient so not only the doctor but also the patient is dependent on the scribe for proper service. Absent minded and less dedicated person can never be a scribe no matter what training he has been given.

Passion for healthcare: The candidate must have medical interest because he will be provided with vast medical knowledge to understand the terminology used during patient visit. Again, candidates need to have the mentality of helping people. If not, he will never be ready to be committed to mankind and may leave the job anytime.

2.2 Recruitment Process of Scribe

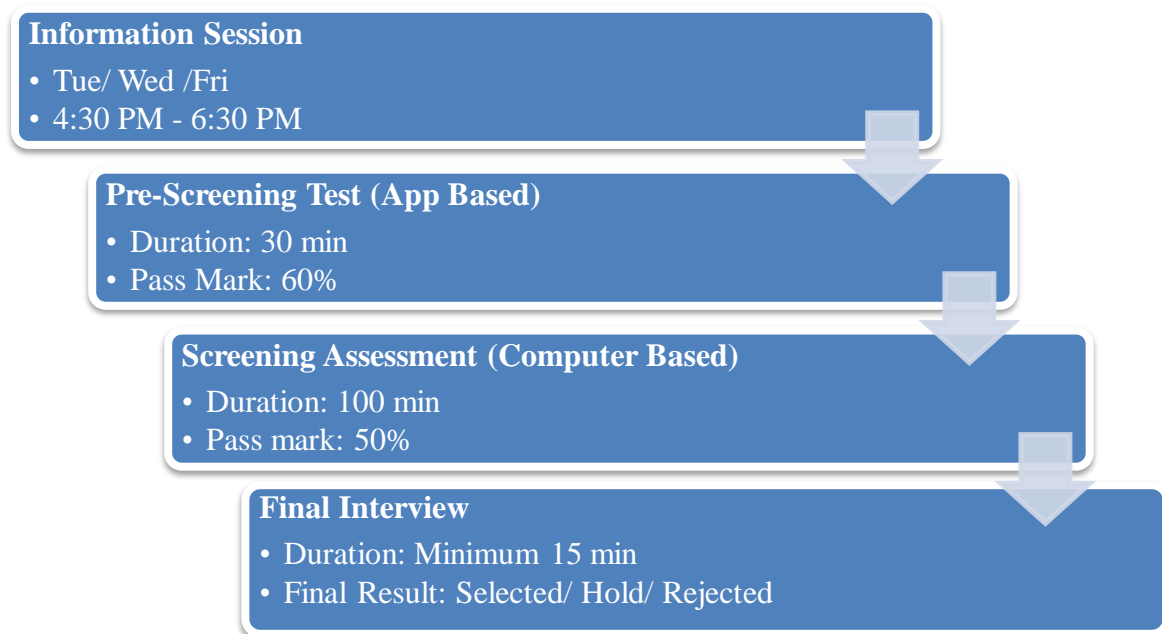


Figure 1: Steps to Become a Scribe (*Information Session, 2019*)

- ✓ **Information Session:** The first recruitment process is information session. Candidates who submit their CVs are called to join information session. As many of us don't know clearly about Augmedix, its services and the career growth of scribe, all the information are provided in this session. This session is held on every Tuesday, Wednesday and Friday at 4:30 PM in Augmedix Panthapath Branch. Those who submit their CVs are called to attend this session to get all the information about scribe leadership program.

- ✓ **Pre-screening Test:** After disclosing all the information in the session, candidates attend pre- screening test on the spot. It is basically an app based test for the android user. Candidates first install Augmedix pre-screening assessment app in their mobile and attend the exam. The app is not updated in iOS so hardcopies of the question paper are given to iPhone users. One needs to go through 25 multiple choice questions within 30 minutes. The MCQs are given in such a way that recruiters can check the candidates' English proficiency. The pass mark is 15. Those who pass the pre-screening tests are called for further recruitment process. Those who didn't pass, can seat for this test again after 1 week if they want.

- ✓ **Screening Assessment:** Those who pass pre-screening test, are called to attend screening assessment next day. It's a 100 min computer based exam to check their grammar, listening skills, writing skills and logical reasoning. There will be audio, movie clips, puzzles and based on them the candidates need to answer questions. One need to obtain 50% marks to pass the exam. If one fails, he cannot further apply for 3 months. This is the ultimate step to check one's English proficiency and majority face difficulties to pass the assessment.

- ✓ **Final Interview:** Those who pass screening assessment successfully are required to face Final interview. The interview is taken by HR manager and Training manager. In the final interview, the fluency and accuracy of one's English speaking is tested. Moreover, the training phases are a bit difficult and require to have patience. So interviewers check whether the candidate can handle the pressure or not.

Chapter 3 Scribe Leadership Program

3.1 Training

On 4th December, 2019 at 7 PM, I took an interview of my Line Manager Miss Tanzila Rahman regarding the Scribe Leadership Program. From her point of view, I understood that the Scribe Leadership Program is designed with various training processes (Rahman, 2019). Once a scribe is hired, he will go through the following training program.

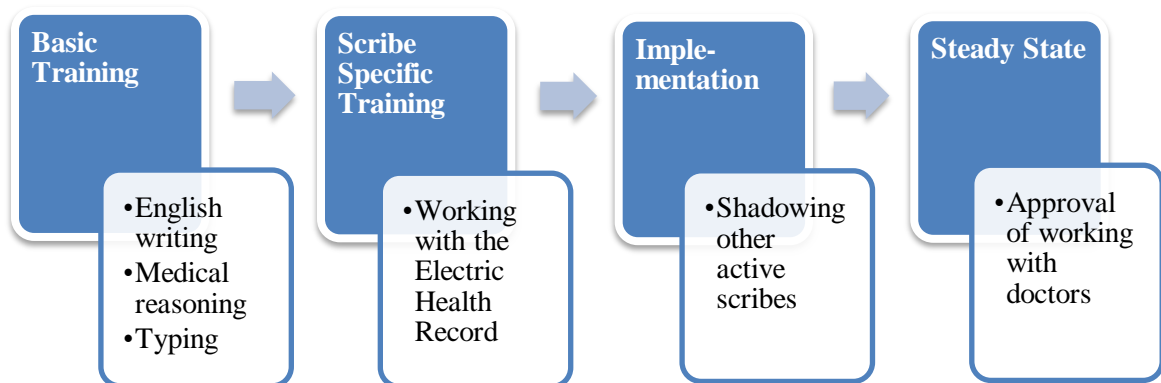


Figure 2: Training Process of Scribe Leadership Program (*Work with American doctors in a new wearable technology, 2019*)

Basic Training: Basic training is known as PRE-AST (pre Augmedix scribe training). After getting hired, scribes go through for the first training phase which is held for 2 months in day shift. In this stage, the main purpose is to brush up English language, medical reasoning and typing.

- **English Writing:** English writing education will make sure that a scribe recognizes, communicate and document any verbal exchange between doctor and patients. The training phase in conducting in such a way that a trainee can improve on the following area- parts of speech, subject, verb, agreement, punctuation rules, reading comprehension, listening skill enhancement, direct writing, logical reasoning, proofreading, vocabulary, idioms and expressions. Colloquialism, organized communication skills. To evaluate scribe performance, scribes need to go through activities and quizzes and obtain a 100 score with 3 attempts where 1st score will be counted.

- **Medical reasoning:** Scribe are trained with medical terminology especially Language of Medicine (LOM) which will give them the skills and information needed to navigate the American healthcare system and provide correct documentation. The medical knowledge scribes are provided with focuses on Anatomy, Physiology and Pathology which covers Language of Medicine (LOM)
- **Typing:** Typing speed is very important for a scribe to catch the spontaneous conversation of the doctor and patient. In week 1, Word per Minute (WPM) target is 15-25 with 90% accuracy and gradually it increases up to 45-50 WPM with 95% accuracy within week 6.

The pass criteria for PRE- AST are 80% in Language of Medicine, 75% in English Language, 85% in Final Exam and 50 WPM on typing without looking at the keyboard with an accuracy of 95%.

Scribe Specific Training: The second phase is known as Augmedix Scribe Training (AST) which is held for 10 to 12 weeks at night shift. Here trainees learn the basic process of scribing by start practicing with technology tools. In this stage, the trainee will be introduced with Electronic Health Record, computer skills, medico-legal rules and regulations (including HIPAA) system software, documentation, the basis of medical billing and coding and other practical scribe scenarios such as

- Quickly navigate among EHR sections (History of patient illness, review of system, physical exams etc.)
- Complete all important chart sections,
- Understating of required coding component of chart sections
- Utilization of proper spelling, grammar and clinical terminology in all charts
- Proficiency and efficiency whilst working with the EHR

Implementation: This phase is also known as shadowing as it is a supervisory period. Each scribe shadow an experienced scribe to benefit medical experience. This allow the new scribe to view first hand on how to perform the duties of scribe, The experienced scribe provides overview and feedback as the new scribe puts his skills to work. This training phase is highly intensive and includes final assessment of clinical performance of a scribe. Here scribe are called Doctor Ready (DR). The duration of implementation is for 2 to 4 weeks.

Steady State: From this stage, scribe gains approval of one doctor. They learn to work with one doctor to understand their expectation and preferences. As it's easier to work with the same doctor again and again, the performances of scribe gets better time to time. The satisfaction level of the doctor on his scribe determines whether the scribe can work with other doctors or not. After the implementation the scribe becomes Doctor Ready (DR) to Doctor Approved (DA). Scribes who once become Doctor Approved, starts to work with multiple doctors. They become the part of the doctor's care team by helping them care for patients every day in real time.

3.2 Career Growth

A scribe joins Augmedix as a trainee and goes into the following Leadership Program:-

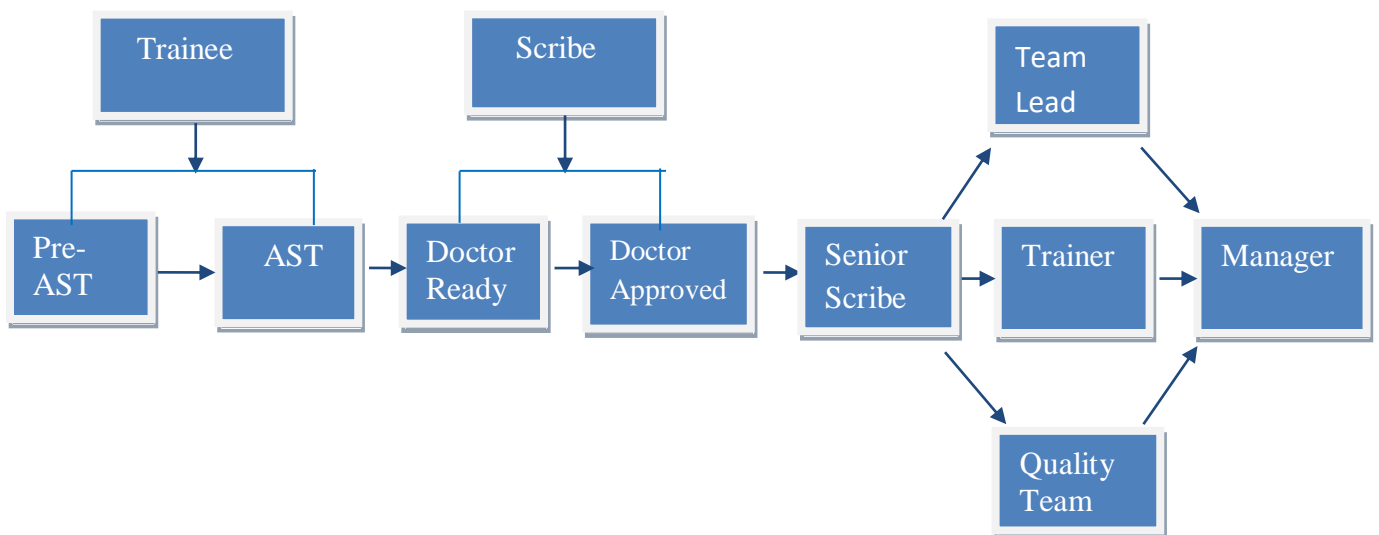


Figure 3: Career Growth of a Scribe (*Work with American doctors in a new wearable technology, 2019*)

Trainee: In the First two months of training, the trainees called Pre-Ast (Pre Augmedix Scribe Trainee). Then the next three months of training the trainees called AST (Augmedix Scribe Trainee). Both types of trainees learn the basics and skills of scribing within five months.

Scribe: After five months of training program, the trainees finally become scribe. After completion of training program, scribes become Doctor Ready (DR). The duration is one week up to one month. Based on the performance, Doctor Ready gradually becomes Doctor approved and this is where production begins.

Senior Scribe: Senior scribes work with multiple doctors whereas scribes work with only one doctor. The doctor give ratings to their scribes and higher the rating, sooner the promotions. Senior scribes also mentor other scribes.

Trainer/ Team Lead/ Quality Team: Trainers conduct the training and coaching of new scribes. Team lead leads a team of scribes for a health system. Quality team ensures the quality of Augmedix service.

Manager: Manager takes on leadership roles within the organization.

It is to mention that, a trainee must be committed to Augmedix for 18 months including the training program. That means, after being scribe, he needs to serve at least for 1 year.

3.3 Services

To know how scribe serves their doctor after getting trained, I took information from Augmedix's official website which is the secondary data collection. (Augmedix Remote Documentation Services, 2019)

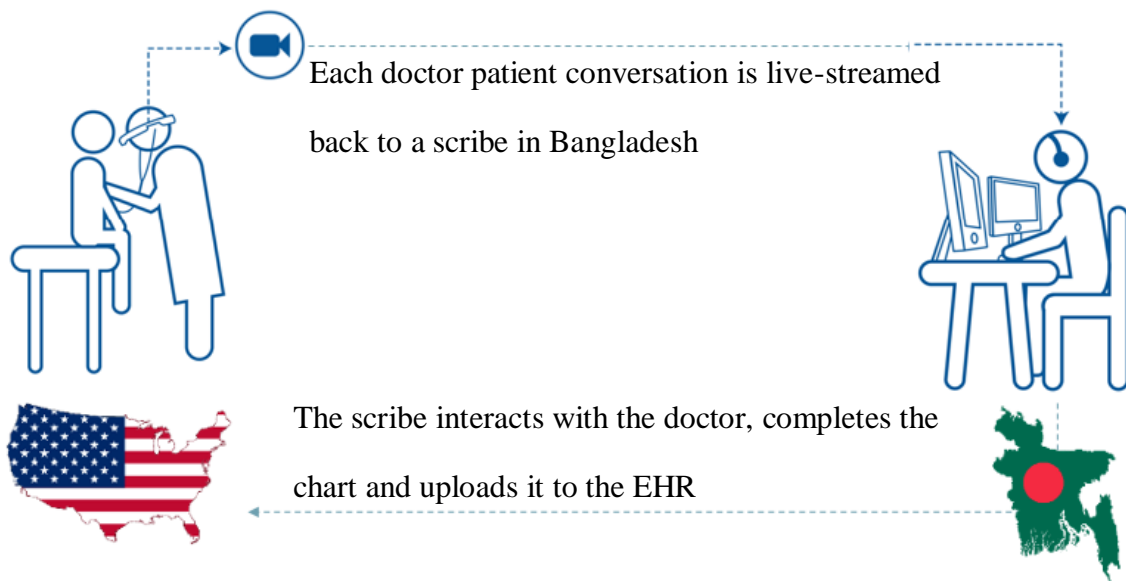


Figure 4: Visual Representation of Scribe Serving US Doctors (*Information Session, 2019*)

- ✓ **Hands- free documentation:** At first, Augmedix establishes doctors with Smartphones or Google Glass. Augmedix uses technology to meet a tech-enabled scribe team in an Augmedix-compliant HIPAA facility.
- ✓ **Remote medical scribe is an extension of doctor's team:** Remote medical scribes from Augmedix are trained to observe doctor patient interaction and to extract the relevant medical documentation details.
- ✓ **Documentation in real time:** Scribe creates the documents in real time and upload to Electric Health Record (EHR) for review and approval by doctors throughout the day. Doctors ask question to their medical scribe and receives answers from them immediately.
- ✓ **Improve patient experience and increase provider satisfaction:** With scribe, doctors can focus on what matters most- patient care. Scribes frees doctors from up to 1/3 of their week spent in documentation.

Chapter 4 Impact of Scribe Leadership Program

There are both opportunities and challenges of being a scribe. To know the pros and cons of scribe leadership program, I conducted a focus group discussion on 9th December, 2019 at 7 PM with 3 scribes named Mr, Azwad Abid, Mr. Saadat Salehin and Mr. Nurul Mashraque in Augmedix Building. (Abid, Nurul, & Saadat, 2019)

4.1 Benefits of being a Scribe

- ✓ **Improved English Proficiency:** As scribes get basic training to brush up their English, eventually they become professional in formal English language. Later on, they communicate with US doctors, so they know how to be precise, concise and formally communicate in English. Scribe find out huge differences between English they learn here as scribe and English they have learnt in their academic life so far.
- ✓ **Increased medical knowledge:** Scribes learn Language of Medicine (LOM) in their training phases which increase their medical reasoning. Radiology, Blood and Lymphatic and Immune systems, Digestive, Urology and Cardiovascular system, respiratory, Endocrinology, Psychiatry, Reproductive system, Nervous and Sensory system, Dermatology are taught to scribes by their LOM trainers. This improved medical knowledge help scribes to understand patients' signs and symptoms shared to doctors.
- ✓ **Fastest typing speed:** The average typing speed of a scribe is up to 90 WPM which is unbelievable. Each and every second is important to note down the doctor patient conversation so scribes try to type 5 to 6 words per second for the purpose of not missing any important points. The fastest typing speed enable them to keep pace with patient flow and reducing patient wait time.
- ✓ **Time management and decision making:** Scribes are required to simultaneously switch between 5 to 6 works with two computer screens. So time management in each of the work is very important which is also a big challenge for them. At the time of typing and listening they need to decide which information is needed to put, which information is irrelevant and thus they filter a whole doctor patient conversation. It helps them to increase their decision making. A lot of patience is required to sort out all the important issues because minor mistakes can be threats to the patients.

- ✓ **Understanding of American culture, increased communication skills:** Working with the US doctors, scribes get to learn about American culture to thick and thin. Scribes get to learn about current medical growth in US and good relationship with doctor help them to earn good ratings out 5 stars. The greater the rating, the sooner their promotion.

4.2 Challenges

- ✓ **Night Shift Job:** Scribes work with US doctors in real time. As doctors in the USA work at day shift so matching with their timing the scribes need to work at night here in Bangladesh. Their schedule starts usually after 10 PM and a scribe need to work till 9 hours. So scribes need time to adjust their daily routine based on their work schedule. While the whole Dhaka city is sleeping, here scribes work late night and serve the US doctors.
- ✓ **Hamper social life:** As scribes work at night, they tends to miss all the social gathering taken place in day time. They get less time to spend with family and friends as they required to sleep at day time where others lead daily social life on that time. Again, the weekend is Saturday and Sunday based on US timing which doesn't match with weekends in Bangladesh. So basically time management is very challenging for a scribe to hang out with friends and family because the leisure time of a scribe is totally opposite to others.
- ✓ **Difficulty in learning medical science:** Scribes can be from any background. However, it becomes more challenging for scribes who come from different background rather than medical science. So, for some of the individual it takes time to grab the Language of Medicine, medical terminology in their PRE-AST training.
- ✓ **Multi-tasking:** Scribes watch and listen to the doctor patient interaction as doctors wear the Google glass to capture audio and video. At the same time, Scribe tends to notice each and every details and type them instantly. So the multi-tasking becomes a big challenge for scribe to keep pace with the doctor patient conversation.

Chapter 5 Recommendations and Conclusion

5.1 Recommendations

From the above expiations, there is no doubt that scribe do a lot of hard work and they deal with tremendous pressure during working hours. It is a very sorrowful matter that scribes are expected to work very hard but not compensated well. Scribes tend to do whole 9 hours job and they can take break after every 3 hours. So the amount of work load and stress they deal with are worth more than they are getting as compensation. Company already invest huge amount of money to train scribes but I think salary is one of the things that keep employees motivated after taking so many hassles.

There is again constant changing of position title and huge learning curve. I think Employees need at least six months to get used to one job. Here, training phases pass so quickly that scribes might feel difficult to get used to current training structure after passing one. It takes 5 to 6 months to be a scribe but there are many companies that provide at least 2 years of training to be permanent such as management trainee program. So I think the duration of each training program should be extended rather than continuous changing shift and learning structure.

5.2 Conclusion

Scribe leadership program is an unexplored and challenging working field and Augmedix creates a path for us to work in an International atmosphere staying in Bangladesh. Those who have passion for healthcare, scribing is the best alternative of being a doctor. As Augmedix and scribe industry is growing, the value of Scribe Leadership Program is increasing as well. It is a great news that Augmedix guarantees to create 5000 notably paid jobs in Bangladesh within 2021 and acquired USD 19 million in investment and no doubt the Scribe leadership Program will enable Augmedix to turn this target into reality. (Independent, 2019)

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