Report On

Scribe Leadership Program and HR Management of Augmedix

By

Jenita Rozario

ID-17304157

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

October 2021

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.

Student's Full Name & Signature:

_____

Jenita Rozario

Student ID: 17304157

Supervisor's Full Name & Signature:

_____

Feihan Ahsan

Lecturer

BRAC Business School

BRAC UNIVERSITY

Letter of Transmittal

Mr. Feihan Ahsan

Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka – 1212

Subject- Submission of Internship Report

Dear Sir,

I hereby would like to present you with my report "Scribe Leadership Program and HR Management of Augmedix" as a partial requirement to complete my Bachelors of Business Administration program at BRAC University.

The report consists of my work experience, application of book knowledge and additional information from my three-month HR internship period at Augmedix Bangladesh. Working with the team under a new environment, given with the COVID-19 restrictions helped me understand the pros/cons of the roles/responsibilities as well as the importance of the HR team in any company. This report has been generated based on the instruction and guidance provided by you.

I am thankful to you for giving the approval on my report topic and guiding me on the steps to finalizing this report.

Sincerely Yours,

Jenita Rozario

17304157

BRAC Business School

BRAC University

Date: October 2, 2021

Non-Disclosure Agreement

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

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Augmedix BD Limited

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Jenita Rozario

Acknowledgment

First and foremost, I would like to thank God for the opportunity I have been given and secondly, I would like to thank my supervisor Mr. Feihan Ahsan, Lecturer, BRAC Business School for his patience and kindness to help me whenever needed. This report would never have been completed without his supervision. I would also like to thank my Head of HR (Shaila Parveen), Lead Recruiter (Sabrina Ahmed) and HR Executive (Raisa Shegufta Rahman) for providing me with the training and support throughout my internship period. I was able to apply my book knowledge in real life scenarios and also learned a lot more about the job field. I am forever grateful and humbled by everyone's input to this report and my remarkable journey towards BBA completion.

Executive Summary

Augmedix is a Silicon Valley based company that started its journey back in 2012 in order to help the USA doctors. Ian Shakil who is the Chairman, Chief Strategy Officer and Co-Founder of Augmedix came up with this idea that there should be someone who can remotely help the USA doctors in order to fill out the EHR (Electronic Health Record) form for the health insurance purpose. In USA because of the HIPAA (Health Insurance Portability and Accountability Act) law all the doctors have to fill out the EHR form because there the patients don't pay the doctors fee directly rather their insurance company pays on behalf of them. Attending the patient and at the same time filling out the EHR form was creating pressure on the doctors as well as patient dissatisfaction. In order to reduce this pressure from the doctors Ian Shakil came up with the idea of Scribes. Augmedix is basically operating from Bangladesh but they have their partners in India and Sri-Lanka. So, a scribe sitting here in Bangladesh can see the doctor patient conversation live through the Google Glass and fills out the EHR form for them. Scribes are working in two shifts. Those who are working in night shift goes live with the doctor and fills out the EHR form by watching them live. Those who are working in day shift works with the recorded conversation of the doctor patient and fills out the EHR form accordingly. So Augmedix is basically converting natural doctor patient conversation into a medical documentation.

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List of Acronyms

HIPAA   Health Insurance Portability and Accountability Act

EHR   Electronic Health Record

AST   Augmedix Scribe Training

DR   Doctor Ready

DA   Doctor Approved

LOM   Language of Medicine

Chapter One: Overview of Internship

1.1 **Student Information**:

    Name: Jenita Rozario
    ID- 17304157
    Program- Bachelor of Business Administration
    Major- Human Resource Management

1.2 **Internship Information**:

1.2.1   **Internship Duration** - 3 months
        Company Name – Augmedix
        Department – Human Resources
        Address – Augmedix Building, Suite 203, 17/C Panthapath, Dhaka, Bangladesh

1.2.2   **Company Supervisor's Information**:
        Supervisor's Name- Sabrina Ahmed
        Position- Lead Recruiter

1.2.3   **Job scope**:

        Job Description/ Responsibilities-

1. Assist in creating a resourceful pool of candidates to meet the dynamic recruitment criteria.
2. Conducting initial screening & phone screenings to ensure candidates meet the basic requirements
3. Assist with day-to-day operations to the recruiter's functions and duties
4. Process necessary documentation and prepare reports based on the recruitment functions
5. Creating and maintaining database with up-to-date recruitment updates.

1.3 **Internship Outcomes**:

1.3.1   **Students' contribution to the company**-

1. Maintaining database with up-to-date recruitment updates helps the recruiter to conduct the recruitment process smoothly and effectively

2. Conducting initial phone screening to ensure candidates meet the basic requirements helps the organization to save more time as well as it helps the organization to create a resourceful pool of candidates.
3. Assisting the recruiter with the day-to-day operations in order to select resourceful Scribes who can actually bring benefits for the company as well as the USA doctors.
4. Proctoring almost 100 of candidates daily to ensure the exams in order to become a Scribe are transparent and helpful for both the company as well as the candidates.
5. Maintaining a database that consists of the scores of the candidates to make sure the company gets the potential candidate as a scribe that will be beneficial for the organization.

1.3.2 **Benefits to the student**-

1. It helps me to apply the terms of Human Resources that we have learned in these 4 years in a practical environment.
2. It teaches me how to work under pressure without making any mistakes.
3. It helps me to become more professional and also teaches me how to groom myself in order to become a resourceful employee for a company.
4. It gives me an opportunity to work with the US doctors and understand their medical sector and how it works.
5. The company also teaches me how to professionally handle a situation whenever any dispute occurs within a team.
6. It also teaches me to work as a team in a professional environment which helps me to understand the power and benefits to work as a team rather than an individual.

1.3.3 **Problems/Difficulties**-

1. One of the biggest problems faced during this internship was the recent pandemic situation. Because of the COVID-19 and the lockdown it was impossible to go to the office everyday in order to get a closer look of a corporate life as well as experience the corporate life.
2. Another problem faced during this internship was not being able to fully apply my learning and my knowledge to the organization as most of us were working from home.
3. It was also not possible to have a closer look and learn from my colleagues about other sectors of Human Resources except for the recruitment part.
4. Another difficulty was the timing. Since Augmedix is a USA based company, our shift was from 1pm till 11-12am. Which was hampering my internship report as I wasn't getting enough time as well as it hampers our social life.
5. Because of the COVID-19 it was very risky as well as difficult to go to the office and work with so many people.

1.3.4 **Recommendations**-

1. The company can give the opportunity to the interns to work with the HR operations as well so that the interns can have some idea about the operations of HR rather than the requitement sector only.
2. The company also needs to give some work to the interns where they can prove their talent or where they can apply their learning directly which will help the interns to show their capability.
3. The company also needs to give some opportunity to the inters to show their individual talent rather than just the documentation work where there is little or no scope to show one's talent.
4. The company can also allow the inters to attend some corporate meetings so that the intern can understand and experience and learn on how the corporate meetings work.
5. Lastly, the company can sometimes allow the interns to the scribe interviews so that the intern can have some idea about the corporate interviews.

Chapter Two: Organization Part

2.1 **Introduction**:

Human Resources plays a vital role for developing and strengthening an organization. An organization doesn't work with machines, it requires individuals. And it is said that people are the greatest resources of an organization. The organization that treats its employees fairly and gives them the opportunity to grow more and show their talents indeed will be one of the most successful organization. And Human Resources helps an organization with this process. At the early-stage Human Resources wasn't getting that much recognition but the situation is changing now and Human Resources has become of the most important division in an organization. Because this Human Resources helps an organization to find talented and potential employees and groom those employees more so that they become resourceful employees for the organization. Human Resources also known as people team helps an employee to increase their performance more and more. Traditionally people used to think that Human Resources only works with the requitement part, payroll review, training and so on. But now HR is playing important role in developing an organizations culture as well as it is helping the employees to improve their productivity and efficiency. In this internship report, my objective is to focus and talk about the HR management of Augmedix.

2.2 **Overview of the Company**:

2.2.1 Company History: Augmedix is a company that turns natural doctor patient conversation into medical documentation. It is a remote electronic health record keeping solution. Augmedix is a Silicon Valley based company that started back in 2012. They have their headquarters in San Francisco USA. Unlike many startups Augmedix also started to bring solution to a problem. In the USA there is a law called HIPAA (Health Insurance Portability and Accountability Act) that was signed by president Bill Clinton in August 21, 1996. This law was created in order to modernize the healthcare industry as well as the healthcare insurance industry to protect them from any kind of fraudulent activity and theft. This HIPAA law consists of 5 titles which includes protection of health insurance coverage for workers and their families. The problem is in the USA whenever a doctor attends a patient, they are required to fill out an EHR (Electronic Health Record) form because there the patients doesn't pay the doctors directly rather their health insurance company pays the doctors on behalf of them because of the HIPAA Law. So, in order to fill out this EHR form the doctors were spending too much time doing that, that it was creating patient dissatisfaction as the doctors were unable to communicate properly with the patients. At that time in 2012 Ian Shakil came up with this unique idea that there should be someone working remotely to help the doctors filling out the EHR form. That is how the scribe position started. Through Google Glass the scribes sitting here in Bangladesh can listen to the doctor patient conversation and fill out that EHR form for the doctors.

2.2.2 **Management Team**- The management team of Augmedix is given below-

Ian Shakil- Founder, Director and Chief Strategy Officer

Manny Krakaris- Global CEO

Rashed Noman- Country Director (Bangladesh)

Lia Horii- Head of People

Jonathan Hawkins- Chief Revenue Officer

Sandra Berber- Chief operating Officer

2.2.3 **Mission Statement**- The mission statement of Augmedix is to rehumanize the doctor and patient relationship and to address the largest pain point of the USA healthcare system which is the load of documentation.

2.3 **Management Practices:**

2.3.1 **Leadership Style**- The leadership style of Augmedix is Autocratic. This is because Ian Shakil who is the founder of Augmedix and the entire management team is holding the power of the entire organization. This management team is basically selected by Ian Shakil himself. This leadership style is helping the organization in achieving its goals and objectives. Because since Augmedix is a USA based company their work environment and their culture is very different from ours in Bangladesh. In Augmedix we work under an open and dynamic environment which is free from any kind of politics or political involvement. Because there is no Government interference. In Augmedix because of this Autocratic leadership style and the USA culture employees are always ready to help each other. Even in the office anyone can directly enter the Country Director's room and seek help from him or share their problems with him and the director is always ready to listen to his employees and their problems and tries to solve those as soon as possible. This helpful working culture is helping the employees to grow more and show their talents. Because of the management team Augmedix is hiring 1000 of Scribes per year. Depressing work environment stopes the growth of an employee. If an organization is full of politics and everyone wants to become the head then it becomes impossible to work under such environment. But Augmedix is different from all these. In Augmedix they follow and practice USA work culture where employees are more important than positions.

2.3.2 **Recruitment and selection process of Augmedix**- Augmedix is hiring 1000 of Scribes every year because our main operations are carried out by the Scribes. Scribes remotely helps the USA doctors to fill out the EHR (Electronic Health Record) form. In order to become a scribe a candidate has to go under some steps. There are 5 simple steps to become a Scribe. The first one is the information session where the candidate will get to know the job description, requirements to become a scribe, the compensation and benefits of a scribe and about the training program. After that the candidate has to sit for a pre-

screening test. Which is consists of some basic grammars, math's and logical reasoning. Once the candidate passes the pre-screening, they need to sit for a Screening Assessment. Which consists of English grammars, articles, prepositions, listening test, summary writing, essay writing and typing test. Once they pass the screening assessment, they get a call for the final interview. After that if they pass, they can start their training as a scribe.

For other corporate position the recruitment step is a bit different. There we first conduct a phone screening in order to know whether the candidate meet the basic requirements for that position and if they meet the basic requirements then we schedule an interview for that person with the hiring team.

2.3.3 **Training and Development Program**- In order to become a Scribe and before started to work with the USA doctors a person needs to go through 3 months long training program. Since Augmedix hire Scribes from any educational background it is very important to train that person before they start to work with the USA doctors. This 3-month long training program is divided into 2 steps. AST 1 and AST 2. Which is known as Augmedix scribe training phase 1 and Augmedix scribe training phase 2. Once they pass this two-training program, they become DR or Doctor Ready. Where they shadow a doctor and try to understand their working style. After that if the doctor thinks that the candidate is ready to work with him or her then the candidate becomes DA or Doctor Approved. And from this stage they become a scribe and starts to work with the USA doctors.

2.3.4 **Compensation System**- The compensation system is also a bit different for a Scribe. In the first phase of the training which is the AST 1 both the night shift and day shift scribe will receive a training allowance of BDT 10,000 per month. Which becomes 15000 for 1.5 months. For the second phase of the training which is the AST 2 the day shift scribes will receive 12000 per month and night shift scribes will receive 15000 per month. Which becomes 18000 for 1.5 months for the day shift scribes and for the night shift scribes it becomes 22500 for 1.5 months. In the DR or Doctor Ready stage the day shift scribe receives 17000 BDT and night shift scribes receives 20000 BDT per month. And once they become a scribe the day shift scribes will receive 28,000-30,000 BDT per month based on their performances and the night shift scribes will receive 32,000-40,000 BDT per month based on their performance. Once they become a manager, they will receive 1 lakh and above.

For other corporate position the compensation system varies from department to department and position as well.

2.4 **Marketing Practices**-

2.4.1 **Target Customers and Targeting Strategy-** Augmedix is operating a huge Scribe operation in Bangladesh. Each year they target to hire at least 1000 scribes. And for this they need a huge number of participants who will join Augmedix as a Scribe. And in order to do this Augmedix is targeting mass people. Anyone can join in the recruitment process of Augmedix. Here the strategy they are maintaining is that since anyone from any educational background and even people who are dropouts can apply, they are getting huge responses. In this COVID-19 situation the USA doctors needs more Scribes to help them fill out the EHR form because their work load is getting higher than before. So, in order to fulfill the demand of the USA doctors Augmedix is targeting mass people. In Bangladesh most of the people is unemployed and due to this COVID-19 this rate is increasing day by day. So, because of this Augmedix is following the strategy of targeting mass people in order to fulfill the demand of Scribes. Where most of the company now a days in Bangladesh wants 2-3 years of job experience, Augmedix doesn't want any experience. And with this every day at least 100 people are dropping their CV for the position of Scribe, which is helping Augmedix to fulfill the target of hiring 1000 scribes a year.

2.4.2 **Marketing Strategy**-

Product/Service- Augmedix is giving service to the USA doctors by providing Scribes to help them fill out the EHR form. And in order to do this Augmedix is operating a huge Scribe operation in Bangladesh and they also have some partners in India & Sri Lanka. So as an MNC the only service for now on Augmedix is giving is providing Scribes through Google Glass which is powered by Google. Through this Google Glass a Scribe sitting here in Bangladesh can see live doctor patient conversation and then upload those into the Electronic Health Record form.

Promotion- In order to grab more people for the position of Scribe Augmedix is promoting themselves in social media more rather than any other platform. Since Augmedix is hiring Scribes everyday they keep on posting job vacancy every now and then is social media & LinkedIn to attract more people.

Price- Since Augmedix is working with the USA doctors which is the HealthCare industry so the pricing is discussed and maintained according to the US Law.

Place- As an MNC Augmedix is serving the USA doctors by providing them Scribes so the main service center is the USA Hospitals. So Augmedix is targeting hospitals to help the doctors in order to reduce their work load.

2.4.3 **Advertising and Promotion Strategies**- Augmedix is hiring Scribes daily and in order to attract a huge number of people Augmedix is giving job vacancies in Facebook, LinkedIn and sometimes even in the Newspapers. Since this generation is more active in social media so this is the best platform to attract mass people. Now a days there are lots of job vacancy groups in Facebook where thousands of people add themselves in order to find suitable jobs for them. And Augmedix is following this strategy to keep on posting job vacancies every now and then to attract more people and creating job opportunities for them.

2.4.4 **Branding Activities**- Augmedix is a company that is different from all the other companies. When Ian Shakil decided to help the USA doctors to reduce their work load, he came up with this unique solution that there must be someone working remotely to help the doctors. That's when Augmedix started. Augmedix is a company who provides unique services to the USA doctors. It doesn't have any competition around the world. And since this service is related to health care it doesn't require much advertising or branding activities because there always will be demand for Scribes. And during this pandemic this demand increases much higher than before. The slogan of Augmedix is "Rehumanizing Healthcare". And this unique solution makes Augmedix different from all the other MNC's.

2.4.5 **Marketing Channels**- Since Augmedix provides services to the USA doctors and not any product so their marketing channels is also different. Here Augmedix is direct selling their services to the USA doctors to help them. There is no dual distribution or selling through intermediaries. Here the strategy they are using is partnering up with the hospitals whose doctors needs their services, who needs Scribes to help them fill out the Electronic Health Record form.

2.5 **Financial Performance and Accounting Practices**-

2.5.1 **Financial Performance**- Here, I analyze Augmedix's position in terms of financial aspect. I am going for ratio method for this analysis. All the ratios are calculated for the latest year, which is 2020, for our company. This analysis will let me see about the company's performance as well as the insights of the company by which I can compare the company with others in the same industry.

Liquidity Ratio- With these ratios I can see how much liquid the company is. In these ratios the higher the better. Higher the number are the better company stands in terms of liquidity. And in Bangladesh liquidity matters for a company to meet the short-term obligations.

Current	1.63
Quick	1.42
Cash	1.26

In the above observation I can see that the company is very liquid. The company can meet the short-term liabilities with ease. They not only have cash but also, they have cash equivalent to meet their obligations for the company. In country like Bangladesh the cash is very important as many of our transactions happen in cash. As the company is very liquid the company has a very good image with in their short-term loaners.

Solvency Ratio- A solvency ratio is an important metric used by business lenders to know about an organization's capacity to satisfy long-term debt obligations. A solvency ratio is a measure of a company's financial wellbeing which determines whether or not its cash flow is sufficient to cover its long-term liabilities. A bad ratio can suggest that a company is at risk of defaulting on its debt obligations.

Debt	0.37
Debt to Equity	0.40
Interest Coverage	1.74

With the above observation I can say that the company is solvent enough. The company is good to meet the short-term and long-term liabilities. If the company continues to improvise, the company will be able to operate on their own. They will not have to depend on others.

Efficiency Ratio- An efficiency ratio can be used to know in-depth about the turnover of receivables, the amount and usage of equity, the return of debts, and the use of overall inventories and other machinery.

Asset's Turnover	0.70
Receivable Turnover	6.12
Payable Turnover	73.66

As I can see on the above observation that the company is efficient enough considering a new company. The company utilizes their assets efficiently enough to make profit. Although, the company has room to improve on their asset management. The company has a lot of receivables but they pay their dues more frequently which is a good sign.

Profitability Ratio- Profitability ratios are a group of financial indicators which are used for a company's evaluation which allows to understand the ability to create earnings over time in relation to its revenue, operating costs, assets in balance sheet, or shareholders' equity, utilizing data for a specific point in time.

Profit Margin	27.22
ROE	15.40
ROA	16

According to the above analysis, it can be said that the company is doing good as a startup company. It is obvious that the company has opportunity to improve. Even if the company maintains this numbers the company is lucrative for the investors. By this way the company can create a very good image in the market.

Leverage Ratio- A leverage ratio is one of many financial indicators that assesses a company's ability to meet its financial obligations by looking at how much money originates from debt (loans). The leverage ratio category is essential because businesses employ a combination of stock and debt to support their operations, and knowing how much debt a business has can assist evaluate whether it will be able to repay its loans on time.

Debt to Equity	36.09
Debt Capital	26.52
Debt Assets	37.63
Debt EBTI	1.08

The leverage ratio looks a lot good. As the company has very little leverage considering the standard. It can be said that the company's leverage is under control. The company is sufficient enough to meet the long term and short-term debts with ease.

Market Value: The market value of Augmedix is $11,916,668.5 which is a very good sign for the company. They have a very good market value in the market which is a positive sign for investors to invest.

Trend Analysis- Trend analysis is a technical analysis technique that aims to anticipate future stock price movements using trend data that has recently been observed. For Augmedix I calculated trend analysis by assuming 2018 as the base year. The values are presented in percentage as it will give a clear sight on how they are performing and growing over the year.

Trend Analysis	2018	2019	2020
Revenue	0.00%	30.44%	52.41%
Operating Income	0	3.44%	3.62%

Here, I can see that revenue of the company is increasing day by day. It was 30.44% and 52.41% respectively comparing with the base year. The growth rate of the company's revenue is very good comparing with the base year. On the other hand, the operating income is not growing as much as the revenue which is totally normal as the company is also increasing expenses as the revenue is growing. Although the growth rate is increasing which is a very good sign as the company is start up. Positive growth rate is always appreciable by the investors. Even if the company maintains this growth rate the company will bring profit in a higher number in the near future.

Du-Pont Analysis- A company's return on equity is evaluated using a Du-Pont analysis which is very popular in finance. This gives a sight to an investor to see which financial activities are responsible for changes in ROE. This type of study is used by an investor to compare the operational efficiency of two similar companies so that they can make a better decision. Du-Pont analysis is used by managers to see the strengths and weaknesses that needs to be worked upon. The Du-Pont ratio for Augmedix is 15.40 that means the ROE of the company is very good. The company is very lucrative to the investors as the company is making $0.15 per dollar of investment in equity. Although the company can make even better profit by utilizing the assets more.

EVA and MVA - EVA is different within a company's rate of return (ROR) and it's cost of capital. It is generally used to see the value that a company generates from capital invested in it. If a company's EVA gets a negative value, it says that the capital invested in the business are not generating value. A positive EVA, on the other hand, says that a company is generating value from the capital invested in it. The EVA of Augmedix is $102027135.68. That means the company is actually adding value to the economy. It is helping the economy to grow which lifts up the life style of the people who live in the economy.

On the contrary, the MVA of a firm is a measure of its ability to increase shareholder value over time. Effective management and good operational capabilities are evidenced by a high MVA. A low MVA can indicate that the value of management's activities and investments is less than the value of shareholder

money. Augmedix has a MVA of $8793058.50 worth. As the company has a market value the company's MVA is positive.

2.5.2 **Accounting Practices-**

Accounting Principles: Accounting principles are the rules and criteria that businesses must adhere to when reporting financial information. In the United States, the Financial Accounting Standards Board (FASB) published a standardized set of accounting standards which is known as generally accepted accounting principles (GAAP). Here I am going to discuss whether or not the company have followed the GAAP principles. Since, GAAP is accepted all over the world I am going to focus on that. Now, GAAP is a guideline where it tried to standardize the methods, definition and assumptions in accounting within all industries. Here are some accounting principles that are listed according to United States and in every principle, it is analyzed whether they have followed the principles or not.

1. **Conservatism Principle:** When two appropriate options for reporting an item exist, the accountant should 'play it safe' by selecting the less favorable option. Accountants might use this notion to predict future losses rather than future benefits. In Augmedix, they have not come upon such issues. As for that they have maintained this principle.

2. **Consistency Principle:** The consistency principle implies that once a company chooses an accounting technique or principle to employ in their firm, they must keep to it throughout their accounting periods. As Augmedix is United Stats based company they follow GAAP guidelines which are well accepted throughout the country. And they have maintained this guideline throughout all of their fiscal years till now.

3. **Cost Principle:** In cost principle it is said that a company's assets, liabilities, and equity should be valued at the time they were purchased or sold. The real value may change over time (for example, asset depreciation/inflation), but this is not reflected in the reporting. Augmedix has also did the same as they used the value of any assets of their company when they are bought or sold. They didn't change the value over the year due to inflation or depreciation to make their statements lucrative to the investors.

4. **Economy Entity Principle:** Here it is said that, a business's transactions should be kept and handled independently from those of its owners and other businesses. Augmedix did the same as they separated their owners and other businesses while writing the reports.

5. **Full Disclosure Principle:** Amount and kinds of information disclosed is enough to make an assumption while keeping costs reasonable. Information should be presented in the main body of

financial statements and in the notes, there should be supplementary information. Disclosure requirements have been satisfactorily fulfilled by the Company.

6. **Going Concern Principle:** According to Financial Accounting Standards ("FASB") Accounting Standards Update ("ASU") No. 2014-15, disclosure of uncertainties about a company's ability to continue as a Going Concern (Subtopic 205-40), Augmedix has evaluated whether there are conditions and events, considered in the aggregate, that raise enough doubt about the company's ability to continue as a going concern within one fiscal year after the date that the consolidated financial statements are issued. The company's recurring losses from its inception has placed significant doubt regarding its ability to continue as a going concern which leads to an accumulated deficit of $83.9 million as of December 31, 2020. However, the company believes its cash and restricted cash will be sufficient to meet its working capital need for more than twelve months. But if they fail to do so and generate revenue in the long-run, the Company will have to disclose the fact and prepare the financial statements in non-going concern/break-up basis.

7. **Matching Principle:** The idea is that each revenue should be matched and documented at the same time with all connected expenses. The matching principle states that there should be a credit for every debit in accrual accounting (and vice versa). They matched their debits and credits in their journal according to the principle.

8. **Monetary Unit Principle:** In this principle it is said that, only transactions that can be stated in terms of a stable unit of money should be recorded by businesses. Augmedix put any value to their transections when they are ensured with a stable unit money.

9. **Reliability Principle:** The reliability principle serves as a guideline for evaluating which financial data should be included in a company's financial statements. Augmedix follow the reliability principle as they have income statement, balance sheet and cashflow statement as their company statements which are accepted by GAAP.

10. **Revenue Recognition Principle:** Revenue recognition principle was properly followed in accordance with Accounting Standards Codification (ASC) 606 from 2018 consistently. ASC 606 suggests to follow the five-step model of revenue recognition –
•Identify the contract, or contracts, with a customer
•Identify the performance obligations in the contract
•Determine the transaction price
•Allocate the transaction price to the performance obligations in the contract and
•Recognize revenue when, or as, the Company satisfies a performance obligation.

11. **Time Period Principle:** Financial statements for a given time period should be reported by a company. Augmedix report their statements in specific time which is in year basis.

Accounting Cycle - The accounting cycle is the process where a company's accounting events being identified, analyzed, and recorded. There are eight-steps in the process that starts when a transaction occurs and finishes when the transaction is recorded in the financial statements. Identifying transactions, recording transactions in a journal, posting transactions from the journal to the general ledger, preparing an unadjusted trial balance, analyzing transactions in a worksheet, passing adjusting entries for error correction, preparing financial statements using an adjusted trial balance, and finally closing the books of accounts for the year are all steps in the process.

The accounting cycle must start and finish during the accounting period, which is the time period for preparing financial statements. Although, accounting periods are varying and depend on different factors, the most accepted and common type of accounting period is the annual period.

It seems obvious from observing the financial statements of Augmedix, that they followed all steps of accounting cycle for each accounting year.

Depreciation Method- Property, plant & equipment are normally calculated by stating at cost, less accumulated depreciation and amortization. The Company depreciates property, plant & equipment using straight line method over the useful lives of the assets and followed consistently. They follow the straight-line depreciation method for Augmedix as I observed in their statements.

Accounting Disclosure- The amount and types of information presented should be sufficient to make a decision while keeping expenses down. The main body of the financial statements, the notes, and additional information all contain information. The FASB published ASU 2018-13, Disclosure Framework—Changes to the Disclosure Rules for Fair Value Measurements, in August 2018, which modifies FASB ASC Topic 820 ("ASC 820")'s fair value measurement disclosure requirements. The purpose of the ASU is to make ASC 820's disclosure requirements more effective. This standard was implemented by the Company on January 1, 2020, and it had no substantial impact on the consolidated financial statements. The disclosure requirements have been fulfilled in a satisfactory level by the Company.

2.6   **Operations Management and Information System Practices**-

2.6.1 **Collecting, Storing & Processing Data**- For collecting, storing and process data in order to share the information with the stakeholder and clients Augmedix is using Google Sheets, Google Docs, Google drive and so on. Google has made our life so easier that it can store thousands and thousands of data for us. Since Augmedix is growing day by day and more people are joining as a scribe we receive almost 100 of CVS every day. So, it is very important to keep a track of those people who are giving exams for the Scribe position. Since Augmedix doesn't have a requirement to become a Scribe they try to give equal opportunity to everyone so that they can join the Information Session and then after knowing about the position, compensation, benefits and training program they can attend the Pre-Screening test. So, after collecting all the CV's that people send us through email or even through LinkedIn or through social media in a Google Sheet where Augmedix store all the CVs for the entire year an HR Executive email 100 of

candidates every day to attend the Information Session and the Pre-Screening test for the next day. These Information Session, Pre- Screening test and Screening- Assessment test used to be held in the Augmedix office before the pandemic. But after the COVID-19 situation Augmedix is conducting all of these sessions online. These sessions and exams are being conducted through Google Meet. All of these exam platforms are USA based. After the candidates are done with their test the exam platform automatically sends their results in the senior executive's email address. After getting all the scores Augmedix store these scores into another Google Sheet in order to distinguish the people who passed the Pre-Screening exams from those who didn't qualify and send them another email for the next day's Screening Assessment. This Screening-Assessment is also a USA based exam platform. Augmedix receives these scores within 1 day from that platform and store these scores to another Google Sheet where they get to know who are those candidates that is selected for the Final Interview. So Augmedix maintain different Google Sheet Docs in order to collect the data and then to store the data. These Google Sheet is already shared with those stakeholders or clients who needs this information in the USA and whenever these documents are getting updated, they can see those from there. Those who didn't qualify in the first or second round Augmedix gives them another opportunity to apply after 1 month. So, by storing data in Google Sheet allows Augmedix to keep a track on those people so that they do not apply before 1 month. All the interviews are being conducted virtually now. Only Scribe interviews are scheduled through Google Calendar but the other corporate interviews are scheduled through Lever Hiring Tool where all the CV's that comes through LinkedIn gets stored. Candidates who get selected for the final interviews needs to fill out a Google Form before attending the interview. And all the information from that form gets stored into another Google Sheet.

Other corporate information's also gets stored in different Google Sheets under different names. It helps the organization to restore them whenever they needed any information. The Lever Hiring Tool is also one of the most helpful software in order to store CV's, collect them and also to schedule those interviews. The hiring team can also add feedbacks in that tool so if someone wants to get any information about a particular candidate whenever they open that candidate's CV from the Lever, they will automatically see all the other information's about that particular candidate that when his interview was scheduled, who were the hiring team and what is their feedback and if the candidate doesn't qualify it will show a rejection mail as well. So, for the use of information systems for collecting, storing and processing data Augmedix is ensuring quality management.

2.7 Industry and Competitive Analysis-

2.7.1 **Porter's Five Forces Analysis**- In order to investigate the industry competitiveness of Augmedix I am conducting Porter's Five Forces Analysis.
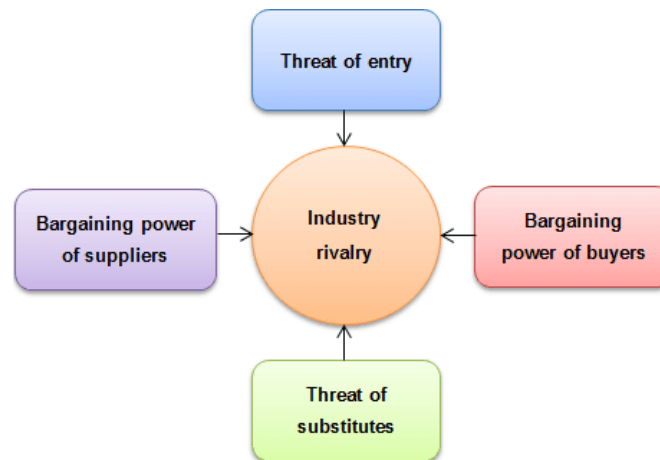

Figure 1: Porter's Five Forces

Threat of New Entrants- New entries into a business brings new possibilities and the option to expand market share and overall pie share, putting pressure on price, costs and investment that are indispensable for competition. For Augmedix, the threat of new entrants is particularly very low. Augmedix is basically a start-up that started its journey in 2012 in order to help the USA Doctors. Since Augmedix is doing something unique and since it is related to health care industry till now the threat of new entrants is quite low. Augmedix is also working with those countries who has cheap labor and a huge population which is Bangladesh, India and Sri Lanka. So even if the demand of Scribe is increasing day by day Augmedix is able to fulfill that demand for the doctors. So, there is a low chance to the threat of new entrants. Also, for new entrants it will be quite difficult to invest a big amount of money and resources in order for the operations to take place. Another barrier is the customer's loyalty. Since it's related to healthcare industry and Augmedix continues to deliver its promises and quality customer will choose Augmedix first rather than any new entry.

Threat of Substitutes- We will always find different replacements for several products that are leading in an industry. It can be direct or indirect substitutes. For Augmedix the threat of substitutes is also low because even if people choose any alternatives, it may not give them the same benefits that Augmedix is providing. And there is a high possibility that it can cost some additional money because switching to an alternative cost more. So, there is a low chance for people to go for substitute products.

Bargaining Power of Buyers- For Augmedix the bargaining power of buyers is moderately low because Augmedix is helping the USA doctors to reduce their workload. And in this recent pandemic the work load of doctor's has increased more than before. So, it is quite impossible for the doctors to see a lot of patients and also filling out their EHR form each day. In order to do this, they will need the help of a scribe who will reduce their workload and fill out that EHR form for them. And because there are a low number of alternatives available the bargaining power of buyers will be moderately low.

Bargaining Power of Suppliers- The bargaining power of suppliers for Augmedix is moderate. Because in the health care industry there is a high number of suppliers so Augmedix has the opportunity to switch their supplier anytime without any additional charge. Augmedix can easily increase their contacts with several suppliers in order to receive the resources from them.

Industry Rivalry- This market is quite attractive which makes it more competitive. But the players that are competing in this market varies from small to big players based on their operations. In this recent pandemic the demand for scribes increased which made the industry rivalry quite high. But since Augmedix is focusing more on their research and development part to understand the market and as a big player Augmedix has a lot of loyal customers so it is easy for Augmedix to compete with the industry rivalry.

2.7.2 **SWOT Analysis**- In order to identify the organization's common strengths, imitable strengths and distinctive strengths a SWOT analysis is given below.

Figure 2: SWOT Analysis

Strengths- Due to its strong brand name Augmedix has a solid history of growth and it is one of the most dominant players in the United States of America. One of the advantages that Augmedix has is that they

generate their own methods after conducting depth analysis in order to measure their success. Since Augmedix is working in the health care industry and they have a huge operation going on in Bangladesh, India & Sri Lanka they will always be able to fulfill the demand of Scribes. Because these countries are highly populated and has cheap labor. And because of the strong brand value of Augmedix they gained a huge number of loyal customers. Augmedix always maintains their quality and invest a lot in the research and development sector in order to develop their operations for serving the USA doctors even in this pandemic situation. Augmedix also has a strong relationship with the existing suppliers which gives them a lot of benefits than others. The company Augmedix also has a strong balance sheet which will help them to invest in other projects or even to a new one.

Weaknesses- Augmedix takes a lot of time in taking final decisions before launching any product in the market which creates unwanted delays. Again, in order to become a scribe, the main requirement is to have a good English proficiency skill. As a result, it becomes difficult for Augmedix to search the right candidate who has good English skills because in Bangladesh most of the people are not very good in English. So, most of the time Augmedix becomes unable to find applicants who has good English listening and writing skills.

Opportunities- Augmedix can employ artificial intelligence advancements in order to understand the customer's needs, to serve the niche market segments and to improve their quality. Augmedix can get local suppliers as well as logistics suppliers from the international markets if they make an E Commerce model. Also, with the help of the social media Augmedix can reduce their cost of entering to a new market and can also grab more customers with a comparatively lower marking expense. Because of the Globalization it has become more easier to grab new international markets. And Augmedix has this opportunity to expand their businesses in order to attract more customers.

Threats- The changing government rules and regulations can be a threat for Augmedix. Even if there is a shortage of talented labor in the market it will create difficulties for Augmedix to get talented and skilled employees. Since Augmedix is in the health care industry new and strict laws can execute great threat for them. Also, whenever Augmedix will try to cross the national borders, they have to deal with cultural diversity which can be a problem for them to operate smoothly.

2.8 **Summary and Conclusions**- Augmedix started its journey in 2012 in order to help the USA doctors by providing them scribes in order to reduce their workload and pressure that was caused by filling out the EHR form. It was becoming difficult for a doctor to attend a patient and filling out his/her Electronic Health Record form at the same time which was causing patient dissatisfaction. IAN Shakil who is the Chief Strategy Officer and Co-Founder of Augmedix is also a Bangladeshi because his father was a Bengali once promised his father that he will do something for Bangladesh one day and he fulfilled his promise by opening Augmedix here in Bangladesh. Augmedix is hiring scribes everyday which is removing unemployment problem in Bangladesh day by day. Even in this recent pandemic where people are continuously losing their jobs Augmedix is giving them the opportunity to work with an MNC. Here

Augmedix is providing jobs to the people of Bangladesh and in the USA, they are helping the doctors. So, it is a Win-Win situation for both USA and Bangladesh. Because of Augmedix the scribes are getting the opportunity to work with the USA doctors and they are also getting the chance to know the culture of USA and how their health care industry works. So, in short Augmedix is creating a lot of job opportunities for the people of Bangladesh every day.

2.9 **Recommendations**- Since Augmedix is hiring scribes every day and in order to maintain the standard to work with the USA doctors and also in the health care industry of USA they need to make sure that they are recruiting the right people because there is no chance of mistakes in a health care industry because that can cause the life of a person. In order to ensure this the HR team of Augmedix is working continuously to make sure that they are hiring the right candidate for the position of a scribe. Which is creating a lot of work stress and pressure for them. As there is only 5 people working in the HR department in order to reduce this pressure they need to increase and hire some more people in the HR department so that the quality of hiring the right candidate increases. Also, Augmedix can target the English Medium schools and private universities more rather than the mass people because in order to work with the USA doctor's English fluency is a must criterion for a scribe. And because English is not our first language most of the people in Bangladesh is not very good in English. So, it will save time and energy both for Augmedix if they target English Medium schools or private universities more to find the right candidate for the position of a scribe rather than targeting the mass people. Also, they can arrange some campaigns in the university campuses for the final year students to offer them jobs to work with an MNC and help the USA doctors in order to increase the number of scribes so that they can grab more doctors in the USA and help them.

Chapter Three: Project Part

3.1 **Introduction-**

Augmedix is a company that turns natural doctor-patient conversation into medical documentation. It is a remote Electronic Health Record keeping solution. Augmedix is a Silicon Valley based company that started back in 2012. They have their headquarters in San Francisco USA. Ian Shakil is the Chairman of Augmedix, Rashed Noman is the country director of Augmedix Bangladesh and Manny Krakaris is the global CEO of Augmedix. Augmedix basically conduct their main operations in USA and Bangladesh but they also have their partners in India and Sri Lanka. In USA there is a law called HIPAA (Health Insurance Portability and Accountability Act) that was signed by president Bill Clinton in August 21,1996. This law consists of 5 titles which also includes protection of health insurance coverage for workers and their families. In the USA whenever a doctor attends a patient, they require to fill out an EHR (Electronic Health Record) form because there the patient does not pay the doctors directly rather their health insurance company pays the doctor on behalf of them. So, in order to fill out this EHR form the doctors were spending too much time doing that, that it was creating patient dissatisfaction as the doctors were unable to communicate properly with the patients. Also, it was creating too much pressures on the doctors that the doctors became unable to take the pressure. Because it is not an easy task to spend 9 hours' attending patients and after that spending another 3-4 hours filling out their EHR form. At that time in 2012 Ian Shakil came up with this unique idea that there should be someone working remotely to help the doctors filling out the EHR form. That is how the scribe position started. Through Google Glass the scribes sitting here in Bangladesh can listen to the doctor patient conversation and fill out that EHR form for the doctors. The scribe can work in two shifts, Scribe Day- Shift and Scribe Night-Shift. Scribe Day-shifts are known as NRT (Non-Real Time) scribes. In day shift the scribes work with the recorded conversations. Each doctor patient conversation is being recorded and the day shift scribes completes the EHR form by hearing the recorded version. The night shift scribes are knowing as RT (Real Time) scribes. Because they listen to the live doctor patient conversation and then fill out the EHR form. This happens because of the time difference in USA and Bangladesh. Because when it's night time in Bangladesh it's usually a day time in the USA.

3.1.1 **Background / Literature Review-**

Steven, Lin, MD.Mayo Clinic Proceedings 95 (5), 852-855, May 2020, According to him, doctor burnout has reached the prevalence level in the United States. According to data, 44% of doctors have reported at least one obvious burnout symptom in the past 12 months. Burnout which is related to serious medical errors, poor patients result, higher care costs, labor loss, drug abuse and doctor suicides. Although the reasons behind medical burnout are complex but here a key factor is the clinical documentation in the Electronic Health Record (EHR). A survey shows that for every hour a doctor spends in front of a patient, they need to spend an extra 2 hours before the EHR, mainly for the documentation. Here some of the

documents are necessary but most of them were unnecessary. The combined time lost each year may cause a medical productivity loss of 90.444.4 billion to 140 billion US dollars. All of this started the growth of the Medical Transcriptionist or Scribes.

Sandra Odenheimer (2018), according to her the global use of Electronic Health Record (EHR) form during doctor visits the use of computers and keyboards would distract and interfere the eye contact signals between the patient and the doctor which should be an effective communication. For which doctors use medical transcriptionist or Scribes with face-mounted glasses technology, known as Google Glass that allows doctors to access other parts of the patient's EHR (for example, test results, current medications, vaccination records) and at the same time maintaining direct eye contact with the patient. The scribes can record patient visits in real time through on-site or later on off-site can record the patient visits directly in the EHR and allows the doctors to focus more on patients.

Suchitra Kataria1, Vinod Ravindran, according to them EHRs have been praised as a huge step toward making healthcare more translucent and liable. All developed countries digitalized their health records, which were supposed to be safe, secure, and easily accessible. This was done with the intention of benefiting all parties involved. The jury is still out on whether the EHR was worthwhile. Despite cybersecurity safeguards, data breaches and manipulation have occurred, jeopardizing clinicians' integrity and patients' safety. Doctor burnout has also been blamed on EHRs, which have been criticized for overburdening them with a mostly needless administrative burden. This assessment assesses the current state of the EHR and offers an overview of the important improvements that are being implemented to make the system more efficient for health care professionals, resulting in a decrease in their administrative burden.

Waqas Shuaib, John Hilmi, Joshua Caballero, Ijaz Rashid, Hashim Stanazai, Alan Ajanovic, Alex Moshtaghi, Ahmed Amari, Kerolos Tawfeek, Anjit Khurana, Hesham Hasabo, Abdulrehman Baqais, Ahmed A Mattar, Theodore J Gaeta (March 1, 2017), according to them previous research on the impact of scribe programs has been mixed, with the majority of findings coming from academic institutions or other clinics. They described how a scribe program was implemented in a community hospital's emergency room and how it affected patient throughput, physician productivity, and patient satisfaction. They carried out a quasi-experimental study of before and after, measuring the performance indicators of the patients, the efficiency of the work of the doctors and the satisfaction of the patient. The interventions implemented by the measure copier are divided into pre-implementation and post-implementation stages. Their secondary outcome was the efficiency of the physician's work, which was calculated by measuring the total number of patients visited per hour and the unit of relative value of work per hour.

Jacob AMojeski, JatinderSingh , JenniferMcCabe , Oscar R.Colegio , IleneRothman , GyorgyParagh (June 2020), according to them the electronic health record system improves communication between physicians, but at the cost of a large documentation load. Professional and institutional medical scribe programs have been created to reduce the burden of documents and increase the utilization of physicians' time. Reports on the effectiveness of scribes in dermatological practice are limited and only apply to the services of professional scribes. In order to evaluate the effectiveness of the dermatological marking plan implemented in tertiary dermatology consultations, a retrospective analysis of multiple clinical indicators

was performed from July 2016 to June 2019. The 3-year study period includes 21 months of pre-implementation, transition period of 3 months and post-implementation period of 12 months. Increasing the institutional notary scheme seems to be a cost-effective way to reduce the administrative burden on doctors, and it also provides educational opportunities for college graduates considering future healthcare training.

3.1.2 **Objectives-**

Broad Objective- One of the main purposes of this report is to complete my internship program in order to complete my undergrad successfully. And show what I experienced and learned within these 3 months working as a HR Intern in Augmedix as well as coordinating my academic studies with the real business setting.

 Specific Objective-

1. To learn more about the HR roles and responsibilities of Augmedix
2. To know more about the requirements to become a scribe
3. To know about the recruitment process of hiring scribes on a daily basis
4. To learn more about the training program of scribes that turns them Doctor Ready in order to help the USA doctors filing out the EHR form.
5. To know the overall HR policies, compensation, benefits provided by Augmedix
6. To learn about the overall inside operations of Augmedix

3.1.3 **Significance**-

Augmedix is hiring Scribes on a regular basis. In order to apply as a Scribe Augmedix doesn't want any experience as well as people from any background can apply for a Scribe position. People who are dropped out, who doesn't have any bachelor's or Master's degree all of them can apply as a Scribe in Augmedix. The only requirement here is that the person cannot be a running student. In Bangladesh people are facing extreme job crisis. Even in this pandemic a lot of people lost their jobs. But Augmedix is giving them the opportunity to work with an MNC. Augmedix is recruiting thousands of Scribes in a year. They are giving job opportunities to the people even in this pandemic without any experience whereas most of the corporate offices requires experience. Because of Augmedix the unemployment problem of Bangladesh is reducing day by day. This report can also create future opportunities for people who doesn't know about Augmedix and their Scribe position. Through this Scribe position Augmedix is giving people the opportunity to work with the USA doctors closely as well as to get partner with the USA Doctors. In order to become a Scribe Augmedix is providing an intense and one of the costliest training sessions to each and every Scribe which helps people to be more fluent in English, which improves their typing skills as well as their communication skills. Because of this intense training program people can also build their career in the future in a medical sector. Since Augmedix is hiring scribes daily it can be beneficial for those people who needs jobs in this pandemic. In this report I am going to share all the details that is required to apply

as a scribe and the entire process to become a scribe, which will help the people to think and decide whether scribe position is the perfect fit for them or not and whether they should start their career as a scribe or not.

3.2 **Methodology**-

Primary Data- I collected all the data from the sessions that is being conducted for the scribes on a regular basis by the Lead Recruiter of Augmedix. I also collected data by working closely with the Executive of Human Resources of Augmedix and by interviewing her. I also conducted an interview session of 2-3 Scribes to know more about their experience working with the USA doctors. I also tried to collect data by doing eye to eye conversation with the other employees.

Secondary Data- I found all this information's from the official website of Augmedix (https://augmedix.com/about-us/) as well as Augmedix BD (https://augmedix.com.bd/). I also used the yearly reports of Augmedix.

3.3   **Findings and Analysis**-

3.3.1 **Requirements to become a Scribe-**

Figure 3: Requirements to become a Scribe

Graduates From any Discipline- If a person wants to apply for the scribe position there is no educational background requirements. People graduate from any discipline can apply as a scribe. It can be from BBA background, from Engineering background, from Architecture background any one can apply. The only requirements here is that the person cannot be a running student. Either the person has to complete his or her graduation or can be a Drop-Out person. Even people who just passed their SSC or HSC exams can also apply as a scribe. Since Augmedix offers a 3 months long intense training program before a person starts to work with the doctor it is not required a person to be from medical background only. In that training session they get all types of training that will be required in order to work with the USA doctors. And for this reason, Augmedix wants the candidates to fully concentrate on the training program only for which no running students are allowed to apply as a scribe.

English Listening and Writing Skills- English listening and writing skills is a must for a person to apply for the position of a scribe. Since they will be working with the USA doctors it is very important to have a good English and writing skills. Because if the candidate doesn't understand the doctor patient conversation and writes something else it can cause the patients' lives. Because a small mistake can change the entire prescription as well as the documentation. So, it is one of the most important requirements if a person wants to apply as a scribe.

Attention to Detail- If a person wants to apply as scribe, they must be very careful about each and every small detail of that doctor patient conversation. For example- If a patient is pointing into his left shoulder and saying I am having pain in my shoulder the scribe must look and pay attention that which shoulder the patient is talking about and after that the scribe needs to write the patient had a pain in his left shoulder. So, this small detail is very important to catch. Otherwise, the whole document can change. Also, if a patient says I am having pain in my stomach. The scribe needs to write whether the pain was in lower abdomen or in the middle abdomen or in the upper abdomen. So, attention to detail is another important requirement to become a scribe.

Passion for Healthcare- A scribe must have passion for healthcare in order to work with the USA doctors. Since this is a medical sector, the doctors have to work whenever the patient needs the doctor. And a scribe also needs to work at that time when their doctors are working. Even if it's a public holiday or any occasions is going on if the doctors are working the scribes has to work with the doctors. So, this type of passion for healthcare is very important for a scribe. Even if it's an Eid Holiday or Government Holiday no matter what if the doctors are working the scribes needs to work with them.

Good Technology and Typing Skills- All types of jobs require some basic technological skills. In order to apply as a scribe a person also should have some basic technological skills. But the typing skill is very important. Since the scribes will be working with the doctors in Real Time by watching and hearing them live their typing skills must be very good otherwise, they will miss the important conversation between the doctors and the patients. So, if a person wants to apply as a scribe, he or she must be very good in keyboard typing with their 10 fingers. And Augmedix will also give them a training in order to increase their typing skills.

3.3.2 **The Recruitment and Selection Process**- In order to become a scribe a candidate has to go through 5 simple recruitment process. They are identified in the diagram below (Figure 4):
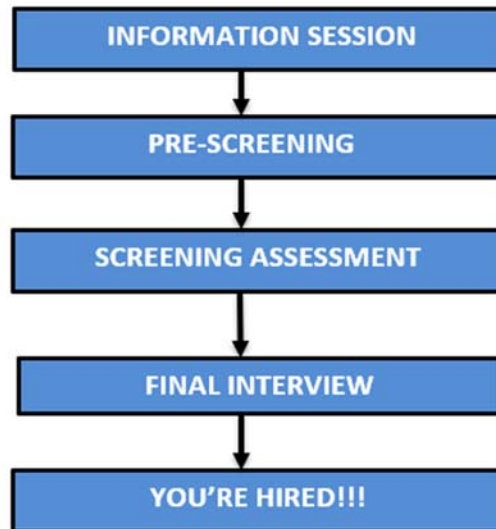

Figure 4: The Recruitment & Selection Process

1. **Information Session**- This is the first step to become a Scribe. In this information session a person from the HR department talks about what it takes to become a Scribe, what are the requirements, what is the process, what are the compensation and benefits, about the training program and so on. After hearing the information session if a candidate thinks that he/she is a potential candidate for scribe then they take the second step.

2. **Pre-Screening**- This phase is divided into 2 steps. In the first step the candidate has to sit for a test that is called pre-screening. Here there are 25 question which is divided into 5 parts and there is a build-in timer for 20 mins. These are some basic grammar questions. After finishing this one the candidate has to sit for another test which is called the Hire-Select. Hire-select also has 2 parts. Skills Test and Personality Assessment. In the Skills test there are 40 questions and the time is 20 mins. This test is consisting of basic math's, grammar, logical reasoning and so on. After that in the personality assessment the candidate will select the options that he/she thinks goes with their personality. Once the candidate passes both the exams, we call them for the third step.

3. **Screening Assessment**- In the screening assessment a candidate has go under a test that is quite difficult than the first two tests. This test is consisting of grammar's, articles, prepositions, vocabulary, listening test, typing test, essay writing, summary writing, medical conversation writing and so on. All these exams are strictly monitored by the hiring team. This screening assessment is basically

conducted in the Augmedix office. But in this pandemic situation we are conducting this screening assessment virtually as well. If the screening assessment is done in the office premises, then we call it G1 but if it's conducting online, we call it P2. One difference between G1 and P2 is that in the G1 there is a typing test but in the P2 there is no typing test. But other sections remain the same. Once the candidate passes this stage well call them for the final step.

4. **Final Interview**- In this final stage a candidate will face an interview with the hiring team as well as the training team. Where the hiring team will monitor their English-speaking skills and talks about their medical health issues and other personality related issues. After that if the hiring team thinks that the person can take the intense training session and can work with USA doctors then then select that candidate for the training session.

5. **Hired**- If the hiring team thinks that the candidate is the best fit for the position of a scribe, they hire them for the position of a scribe.

These are the 5 simple steps for a candidate to become a scribe.

3.3.3 **Training Program**-

In Augmedix the three months long scribe training program is divided into 2 steps. The first step is AST 1 and the second step is AST 2. Once the candidate successfully completes the AST 1 and AST 2 phase then they become DR or Doctor Ready where they shadow a doctor. After that if the doctor thinks that the candidate is ready to work with them then the candidate becomes DA or Doctor Approved. Once they become Doctor Approved from that stage they are known as a scribe. This training steps are given below-

1. **AST 1-** AST 1 also known as Augmedix Scribe Training Phase 1. Here the candidate gets a training about the language of medicines, language of medical terms, basic and advanced English to improve their listening, speaking and writing skills and also gets a training to improve their typing speed. Here they have to attend final exams as well and once they pass the final exam; they can start their second phase of training. The duration of this training period is 1.5 months. This training program is done in day time for both day shift and night shift scribes and the time duration is 9 hours.

2. **AST 2-** AST 2 also known as Augmedix Scribe Training Phase 2. The duration of this training is also 1.5 months. Here the candidates get training on how they can fill out the Electronic Health Record

Form, the Language of Medicines (LOM) and this training phase is also called scribe specific training. In this phase they also need to sit for a final exam. And once they pass the exams they can go for the further steps. This training program is done during night time and the time duration is 9 hours.

DR- DR also known as Doctor Ready phase. This is not a training. In this phase a candidate starts to shadow a doctor. The company assist 1 doctor to a candidate and they try to understand how the doctor works and how to cope up with the doctor. There is no duration in this DR stage. There are some candidates who completes this DR stage with 2-3 days and there are also some candidates who required 30 days to complete this DR. After this DR stage if the doctor thinks that the candidate is ready to work with them then they approve the candidate to become DA.

DA- DA also known as Doctor Approved stage. Here in this stage the candidate finally becomes a Scribe and starts to work with the US doctors and fill out the EHR form for them.
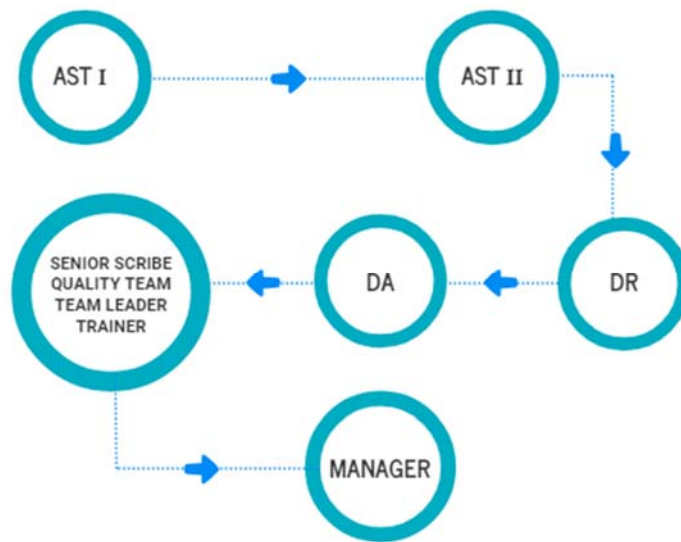

Figure 5: Training Program

3.3.4 **Career Growth of a Scribe**-

Once a candidate completes their 3 months long intense training program and becomes a scribe depending on their performance, they can climb the ladder. They can become a senior scribe, a quality team, a team leader, a trainer and finally a manager.

Trainee- Once a candidate is selected in the final interview, they join Augmedix as a trainee. The first 3 months is their training phase. Where they complete the AST 1 then the AST 2 and after that if they pass the final exam, they come DR or Doctor Ready and once they start shadowing a doctor if the doctor thinks that they are a best fit for the position of a scribe then they become a scribe.

Scribe- After a candidate passes the Dr stage or the Doctor Ready stage they start to work as a scribe with the USA doctors. Where they listen to the doctor patient conversation either recorded on in real time depending on their shifts and fill out the EHR form. Every day the doctor who is assigned to a scribe gives rating to the scribe depending on their performance. And depending on that rating and the performance of a scribe the candidate can become senior scribe.

Senior Scribe- When a candidate is a scribe, he or she is assigned to one doctor but when they become senior scribe they have to work with multiple doctors. Multiple doctors mean double pressure. In this stage also the doctors give ratings to the scribe and depending on that rating the senior scribe becomes a team leader.

Team Leader- When a candidate becomes a team leader, they manage the scribes and the senior scribes. They manage their works, their performances and helps them with anything they need.

Trainer- After the team leader the scribe becomes a trainer. In this stage they start to train new candidates to become a scribe. They conduct the 3 months long intense training program which is the AST 1 and AST 2.

Manager- After the trainer based on the performances a person can become a manger of Augmedix.

So, this is the career growth of a scribe. But for this a person has to stay with Augmedix for at least 2-3 years. Even after becoming a scribe a person needs to stay with Augmedix for at least 18 months. So, the 3 months long training program and 18 months of working as a scribe becomes 21 months. Once a candidate starts their training session, they need to sign a legal bond with Augmedix that they will stay in

this company for at least 21 months. This is because it is one of the costliest training programs that is arranged by Augmedix. Augmedix spends at least 5 lakhs taka each for the trainees. So, in return they want the candidates to work at least 18 months with them after the 3 months long training session.

3.3.5 **<u>Benefits of working at Augmedix</u>**-

Augmedix is offering a lot of benefits for its employees. Those are given below-

1. **Excellent Compensation and Festival Bonus**- Based on the performances of a scribe Augmedix offers excellent compensation bonuses. Augmedix also offers 2 yearly festival bonuses for all of their employees and scribes. As an MNC the amount of the bonuses is also high compared to other companies.

2. **5 days' work week**- where most of the private companies in Bangladesh has 6 working days Augmedix is offering 5 working days only. They work form Monday to Friday and the weekends are on Saturday and Sunday. This is because Augmedix is a USA company and follows the USA calendar.

3. **Retention Bonus-** Augmedix introduces this new bonus policy which is known as a retention bonus which states that if a scribe stays with Augmedix for at least 3 years they will get 1 lakh taka as a retention bonus.

4. **Life & Health Insurance-** Augmedix also provides life and health insurance for all of its employees. And life insurance is covered only for its employees but the health insurance is covered for the employees, their spouses and up to two children.

5. **Partner with US Doctors-** Once a candidate starts to work as a scribe as they will be assigned with a doctor, they can become partner with that doctor and can serve the medical sector together.

6. **Drop Off Services-** Augmedix also provides pick up and drop off services for the night shift scribes and employees but in this pandemic each and every employee of Augmedix whether they are working in a day shift or night shift are getting pick up and drop off services. Because Augmedix wants to ensure safety for all of their employees.

7. **Daily Meal & Snacks-** Augmedix is also offering daily meals and snacks to their employees and the scribes as well. If a person is working at day shift, they are entitled to lunch and snacks and if a person is working at night shift they are entitled to dinner and snacks.

8. **Wellness Facilities-** Augmedix has a GYM in their very own building so that people who are health conscious and go to the gym do a workout and after that they can start working.

Augmedix is providing these benefits to not only the scribes but also to all the employees working there. And Augmedix is not charging a single penny from the salary of its employees for these benefits. All of these benefits are completely complimentary.

3.3.6 **Benefits & Challenges of a Scribe**-

3.3.6.1 **Benefits of becoming a Scribe**-

Improved English Listening & Writing Skills- In order to become a scribe a candidate has to go through one of the costliest training programs offered by Augmedix. In this training program they get to polish their English listening and writing skills. Since they will be working with the USA doctors where English is the first language it is very important for them to understand it correctly and properly. Because a simple grammar mistake can change an entire prescription of a patient that can cause their lives. So, by attending this training program from Augmedix a candidate can sharpen their English listening and writing skills as well as it is a benefit for them as they can improve their English skills.

Good Typing Skills- Augmedix also offer their scribes a training based on typing in order to improve their typing speed. Since most of the scribes are working with the doctors in Real-Time it is very important to have a good typing speed because they are watching the doctor patient conversation live as well as filling out the EHR form. So, their typing speed has to be very fast so that they do not miss a single information. So, after becoming a scribe when they start to work with the doctors it automatically improves their typing speed eventually.

Knowledge of Medical Languages- Since anyone from any background can apply as a scribe so it is obvious that they will have little or no knowledge about medical languages specially about the language of medicines and medical terms used by the doctors. So, by attending the training program they can have all the medical knowledge required to work with a doctor. So, this is expanding their knowledge into another

sector and it will also help them in the future to work in the medical sector if they want build a career in this sector.

Good Time-Management Skills- When a candidate joins as a scribe, he/she has to deal with one doctor at that time. But when they become a senior scribe, they have to deal with 2-3 doctors at a time. So, it is very important for them to manage their time in such a way so that they can properly complete the documentation for all the doctors they are working with. So, doing this continuously increases their time management skills. And time management is one of the most important skills that every company wants before hiring a candidate. So, this is also a benefit of becoming a scribe.

3.3.6.2 **Challenges of becoming a Scribe** -

Working at Night-Shift- One of the most common challenge a scribe faces are working in the night shift. As there is a time difference between USA and Bangladesh when it is morning in the USA it is night in the Bangladesh. So, a scribe has to work every day at night shift for almost 9 hours in order to help their assigned doctors it becomes very challenging for them. Again, it is also very challenging for the girls because staying all night outside the house is quite difficult in our culture for a girl as their family doesn't allow them. So even if they want to become a scribe because of the night shift program it becomes difficult for them to start their career as a scribe. So, this is one of the biggest challenges of being a scribe.

Multitasking- When a candidate becomes a scribe, they have to multitask a lot of things at a time. For example, they have to listen and carefully watch the doctor patient conversation so that they do not miss a single information and at the same time on the other screen they have to continuously type and fil out the EHR form for the doctors. So, this requires good multitasking skills and once a candidate starts to work with 2-3 doctors at a time it becomes a big challenge for them.

Social Life- When a candidate becomes a scribe as they have to work in the night shift for 9 hours, they do not have any energy left at the end of the work to enjoy their social life and hangout with their friends. Because a good sleep and rest is the only requirements at that time as again, they have to work for 9 hours at night to help the USA doctors. So, this is obviously hampering their social life. So, this is another challenge faced by a scribe.

Difficulties in understanding Medical Terms- Since anyone from any background can apply as a scribe so when they start to receive the training program to learn and understand the medical languages, medical terms, language of medicines (LOM) it becomes very difficult for them to cope up with all of this. Because within 3 months they have to learn almost half of the things that a doctor learns in their 4 years of

education. This creates an intense pressure for the candidates as medical was not their background before so this is another challenge of becoming a scribe.

3.4 **Summary and Conclusions**-

Scribe leadership program is now one of the fastest growing programs as in this recent pandemic the doctors need to attend more patient than before. So, attending a lot of patients every day and at the same time filling out the Electronic Health Record form is causing doctor burnout. Because for this they have to work for 18-19 hours per day which is quite impossible for a person. And it was hampering their quality of treatment as well as creating patient dissatisfaction. For this the demand of scribe is increasing day by day as they are the one who helps the doctors to lessen their work load. As the demand of scribe is increasing Augmedix is also growing day by day. For which they are hiring more candidate as a scribe mainly from Bangladesh and after that from India and Sri-Lanka. As a startup Augmedix is doing very good by contributing in the USA medical sector to improve the quality. It is also helping Bangladesh as many people are getting jobs who lost theirs in this pandemic. Scribe leadership program is one of the biggest opportunities for those who wants to contribute something in the medical sector as well as who wants to have a career in the medical sector. Because this is the platform where they can show their passion for healthcare. For this Augmedix is hiring scribes every day and they want to hire at least 1000 of scribes per year.

3.5 **Recommendations**-

Scribe leadership program is a great and unique idea for helping the USA doctors but at the same time it is creating some challenges for the scribes. Continuously working for 9 hours and looking at the screen at a same time and filling out the EHR form is quite difficult for a person. And when a person works with 2-3 doctors at a time the pressure becomes double. For this since scribes are helping the USA doctors to lessen their workload someone should also lessen the workload of a scribe. They should get at least a 15 mins break in every 1 or 2 hours so that they can also freshen up their mind and can start working again with a fresh mind. Because a simple mistake from a scribe can cause a patient's life as it will change the prescription. So, giving at least a 15 mins break in every 1 or 2 hours is very necessary for a scribe. Again, in Augmedix based on one's performance people are getting promotions. So, this continuously changing position is also hampering a scribe's learning because when they get a promotion again, they have to learn and gets training on something new. So, when a scribe is working in a position if they are given enough time to consume the training they received earlier and after a certain period of time if the promotion is given it will be better for them to practically implement those learning that they received in this 3-month long training program. Again, since scribes are working very hard and they have to multitask everyday for 9 hours which is quite difficult for a person the salary and compensation they are getting should be increased. Because salary is such a thing that motivates and increases the productivity of an employee. So, if their salary increases, they will stick with the company for a longer period of time.

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Appendix

Scribe Leadership Program and HR Management of Augmedix

Submitted To:

Feihan Ahsan

Lecturer

BRAC Business School

BRAC University

Submitted By:

Jenita Rozario

ID- 17304157

Date of Submission: 15th July 2021

Augmedix is a company that turns natural doctor-patient conversation into medical documentation. It is a remote Electronic Health Record keeping solution. Augmedix is a Silicon Valley based company that started back in 2012. They have their headquarters in San Francisco USA. Ian Shakil is the Chairman of Augmedix, Rashed Noman is the country director of Augmedix Bangladesh and Manny Krakaris is the global CEO of Augmedix. Augmedix basically conduct their main operations in USA and Bangladesh but they also have their partners in India and Sri Lanka. In USA there is a law called HIPAA (Health Insurance Portability and Accountability Act) that was signed by president Bill Clinton in August 21,1996. This law consists of 5 titles which also includes protection of health insurance coverage for workers and their families. In the USA whenever a doctor attends a patient, they require to fill out an EHR (Electronic Health Record) form because there the patient does not pay the doctors directly rather their health insurance company pays the doctor on behalf of them. So, in order to fill out this EHR form the doctors were spending too much time doing that, that it was creating patient dissatisfaction as the doctors were unable to communicate properly with the patients. At that time in 2012 Ian Shakil came up with this unique idea that there should be someone working remotely to help the doctors filling out the EHR form. That is how the scribe position started. Through Google Glass the scribes sitting here in Bangladesh can listen to the doctor patient conversation and fill out that EHR form for the doctors.

Objectives-

Broad Objective- One of the main purposes of this report is to complete my internship program in order to complete my undergrad successfully. And show what I experienced and learned within these 3 months working as a HR Intern in Augmedix as well as coordinating my academic studies with the real business setting.

 Specific Objective-

7. To learn more about the HR roles and responsibilities of Augmedix
8. To know more about the requirements to become a scribe
9. To know about the recruitment process of hiring scribes on a daily basis
10. To learn more about the training program of scribes that turns them Doctor Ready in order to help the USA doctors filing out the EHR form.
11. To know the overall HR policies, compensation, benefits provided by Augmedix
12. To learn about the overall inside operations of Augmedix

Preliminary Literature Review-

Steven, Lin, MD.Mayo Clinic Proceedings 95 (5), 852-855, May 2020, According to him, doctor burnout has reached the prevalence level in the United States. According to data, 44% of doctors have reported at least one obvious burnout symptom in the past 12 months. Burnout which is related to serious medical errors, poor patients result, higher care costs, labor loss, drug abuse and doctor suicides. Although the reasons behind medical burnout are complex but here a key factor is the clinical documentation in the Electronic Health Record (EHR). A survey shows that for every hour a doctor spends in front of a patient, they need to spend an extra 2 hours before the EHR, mainly for the documentation. Here some of the documents are necessary but most of

them were unnecessary. The combined time lost each year may cause a medical productivity loss of 90.444.4 billion to 140 billion US dollars. All of this started the growth of the Medical Transcriptionist or Scribes.

Sandra Odenheimer (2018), according to her the global use of Electronic Health Record (EHR) form during doctor visits the use of computers and keyboards would distract and interfere the eye contact signals between the patient and the doctor which should be an effective communication. For which doctors use medical transcriptionist or Scribes with face-mounted glasses technology, known as Google Glass that allows doctors to access other parts of the patient's EHR (for example, test results, current medications, vaccination records) and at the same time maintaining direct eye contact with the patient. The scribes can record patient visits in real time through on-site or later on off-site can record the patient visits directly in the EHR and allows the doctors to focus more on patients.

Preliminary Methodology-

Primary Data- I will collect the data from the sessions that is being conducted for the scribes on a regular basis by the Lead Recruiter of Augmedix. I will also collect data by working closely with the Executive of Human Resources of Augmedix and by interviewing her. I will also conduct an interview session of 2-3 Scribes to know more about their experience working with the USA doctors. I will also try to collect data by doing eye to eye conversation with the other employees.

Secondary Data- I will find all this information's from the official website of Augmedix as well as Augmedix BD. I will also use the yearly reports of Augmedix.

Significance of the Issue-

Augmedix is hiring Scribes on a regular basis. In order to apply as a Scribe Augmedix doesn't want any experience as well as people from any background can apply for a Scribe position. People who are dropped out, who doesn't have any bachelor's or Master's degree all of them can apply as a Scribe in Augmedix. The only requirement here is that the person cannot be a running student. In Bangladesh people are facing extreme job crisis. Even in this pandemic a lot of people lost their jobs. But Augmedix is giving them the opportunity to work with an MNC. Augmedix is recruiting thousands of Scribes in a year. They are giving job opportunities to the people even in this pandemic without any experience whereas most of the corporate offices requires experience. Because of Augmedix the unemployment problem of Bangladesh is reducing day by day. This report can also create future opportunities for people who doesn't know about Augmedix and their Scribe position. Through this Scribe position Augmedix is giving people the opportunity to work with the USA doctors closely as well as to get partner with the USA Doctors. In order to become a Scribe Augmedix is providing an intense and one of the costliest training sessions to each and every Scribe which helps people to be more fluent in English, which improves their typing skills as well as their communication skills.

Timeline of the report work-

1. Submit initial proposal on project part to the supervisor in Week 5 (17/07/2021)
2. Receive feedback from the supervisor and finalize project proposal within Week 7 (31/07/2021)
3. Submit 1st draft of the report (all 3 chapters) to Supervisor and receive feedback in Week 13 (11/09/2021)
4. Submit 2nd draft of report (all 3 chapters) to supervisor and receive feedback in Week 15 (25/09/2021)
5. Submit Final Report (all 3 chapters) to supervisor and to library and receive Similarity Index Report from library in Week 16 (02/10/2021)
6. Defend/Present report in Week 17 (09/10/2021)
7. (If revisions are suggested) Submit Revised Final Report to Supervisor and library within 72 hours after the defense

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Data Collection Tool

In order to gather information for my internship report topic, I have used different data collection tools. For example- I have conducted **interviews** of my supervisor as well as the HR executive, senior HR executive, finance manager and 2 scribes. I also gathered information from some **existing data** that was available online. I tried to observe the scribes who are working here in Augmedix closely and also the HR team in order to gather information through **observation**.

In order to conduct the interview session, I have used some questionnaire which helped me to know about the information's that I have used here. I am sharing the interview questionnaire below-

For the HR Team-

1. May I know about the requirements that is required for someone to apply as a scribe?
2. What is training process in order to become a scribe?
3. What is the salary structure?
4. What compensation and benefits Augmedix is providing for the scribes as well as the employees?
5. What is the recruitment process of hiring a scribe?
6. Is there any career growth of a scribe? If so, what are the steps and how many years it takes for a scribe to climb the ladder?
7. What is the interview process?

For the Scribe-

1. Do you think night shift jobs are harder than the day shift jobs?
2. What are the benefits you are getting working in a night shift job?
3. What are the challenges you are facing working in night shifts?
4. Do you think the compensation and benefits that Augmedix is providing for the scribes are enough?
5. Will you recommend other people to join Augmedix and work in night shifts as well?

For the Finance Manager-

1. May I know the annual financial statement that includes income statement and balance sheet of Augmedix for last 3-4 years?