

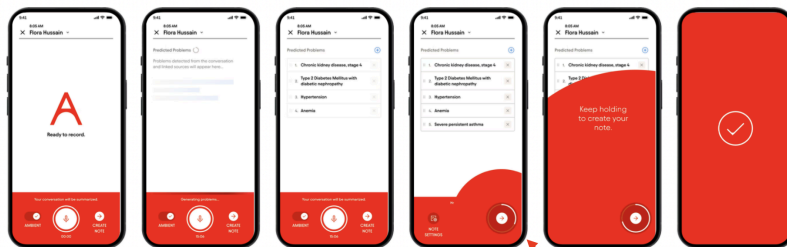
# Abridge Workflows & FAQs

Keep handy for common workflow questions

## Record your patient visit with Haiku

1. Open the Haiku app (v11+) using an iOS device (iOS 16+)
2. Select a patient from your Schedule, Trackboard or Patient List.
3. Click “Abridge” at the bottom of your screen.
4. Before your first recording, select your Note Settings and Specialty in Haiku. *We recommend comprehensive HPI and concise AVS.*
5. Ask for consent of the patient and anyone who could be captured on the recording (including family members, interpreter, nurse, etc.) each time you record by asking: *“I can use AI software that records our visit and starts my note for me. Is it okay for me to use this?”*
6. Tap the red button to start recording.
7. Stop the recording to review and edit the predicted problems, which are generated using the conversation and visit diagnoses from APeX, if entered.

*Predicted Problems workflow:*



**RECORDING**

Clinicians will record patient visits as usual.

**WHEN PAUSED**

When a recording is paused, problems will be generated.

**CONFIRMATION**

Whenever problems are displayed, clinicians can add, edit, or delete.

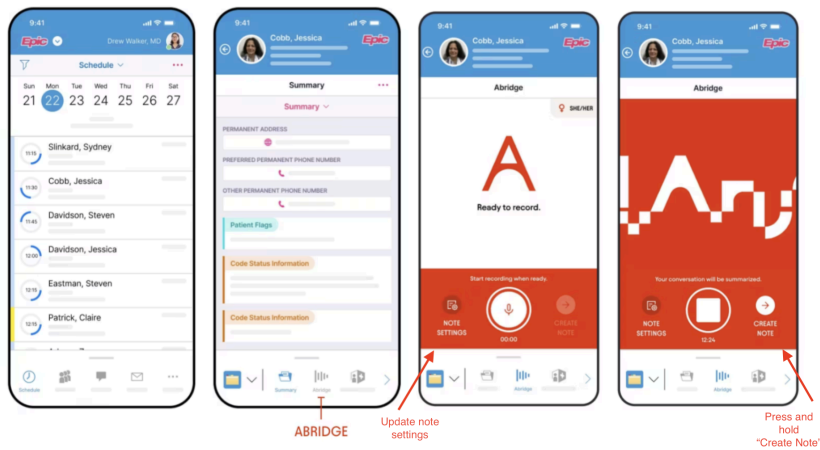
**PRESS-AND-HOLD**

Once clinicians have reviewed the Predicted Problems, the note can be generated.

**Press and hold**

“Create Note”

- When finished recording, **press and hold** to Create Note.



## Finalize your note in APeX

- Select your patient** from the Schedule, Patient List, or Track Board to check note status
- Abridge Dotphrases:** The ambient dotphrases for HPI, PE, and A&P are included as optional dropdown selections in all UCSF standard departmental note templates. We recommend adding them if you use a personal note template. [Instructions below]
- More Abridge Features and Settings:** Access the Abridge tab by clicking the three-dot menu or by right-clicking within the ambient SmartSection and selecting "Linked Evidence."
- In the Abridge tab, you can view the transcript, leave feedback and **adjust your note settings and specialty** (select the gear icon).
- Finalize and sign your patient note.

Abridge Note Section or Content	Ambient SmartSection or Dotphrase
History of Present Illness	.HPISEC
Physical Exam	.PESEC
Results and Procedures	.RESULTSEC
Assessment & Plan	.APSEC
MDM [ASAP Module users only]	.MDMSEC
After Visit Summary	.AVSSEC
Consent	.AISCRIBECONSENT <i>(this is automatically included in the .HPISEC; use this if accidentally removed or if you don't use the HPI section)</i>

## Need support?

**Abridge Help:** Contact [help@abridge.com](mailto:help@abridge.com)  
Monday-Friday, 4 am-6 pm PT

**APeX/Haiku Help:** Open an APeX ticket or call Health IT Help Desk at 415-514-4100

**AI Scribe Program Questions / Feedback:**  
Contact [aiscribes@ucsf.edu](mailto:aiscribes@ucsf.edu)

## Tips and Tricks

- Be sure to vocalize non-verbal cues such as shrugs and nods.
- Use the pause and resume functionality to pre-chart and post-chart.
- Access your Abridge Settings through the gear icon in Haiku or the Abridge tab.
- Build a custom Physical Exam template under Note Settings in APeX.
- You can use Abridge with patients even when you don't have immediate access to a computer; Abridge will store your note until you are ready to edit it.
- Make sure you're connected to high-speed WiFi rather than using cellular data.

## FAQs

### How do I get started with Haiku?

- Enroll your iOS device (iOS 16+) with [Intune](#), if not already done.
- Download Epic Haiku (v11+) from the App store.
- Follow this [Haiku set-up guide](#).

### How do I add the dotphrases to my note template?

- The ambient dotphrases for HPI, PE, and A&P are included as optional dropdown selections in all UCSF standard departmental note templates.
- Use this [guide](#) to create a personalized version of a standard note template.
- If you use a personal note template, we recommend adding the relevant dotphrases (e.g., @HPISEC@, @PESEC@ and @APSEC@).

Where is the Abridge tab and do I need it to access it to edit my note?

- You don't need to access the Abridge tab to edit your note, but you can reference the original AI-generated note, a transcript of the visit, your note settings and the feedback section on the tab.
- It can be found by right-clicking anywhere in an Abridge generated note in APeX. Click Linked Evidence to open the tab, as pictured below. Abridge is working on a tab that can be accessed at any time, and outside the note, by end of year.