

APA's Committee on Mental Health IT developed a list of some questions that it believes relevant to gather information that may be useful in assessing an AI scribe tool. In July, 2025, the identified questions were sent to 31 AI scribe tool developers and the answers received from those entities have been published at psychiatry.org/AIScribeTools. Note that not all entities which received the inquiry provided a response. The page will be updated as more responses are received.

These sample questions are intended to provide suggestions of information to consider when evaluating an AI scribe tool for potential use in a psychiatric practice. The sample answer responses reflect the information provided by the tool developer on a specific date; they have not been independently verified as accurate by APA and do not necessarily reflect the most current information for the tool. APA encourages each individual to conduct their own assessment before using any tool. APA does not endorse and has not investigated the quality of any particular AI scribe tool mentioned and assumes no responsibility for any result or outcome related to the use of the information or any tool.

www.medwriter.ai

1. How does your AI scribe handle clinical documentation in behavioral health, including progress notes, therapy sessions, and psychiatric evaluations?

Medwriter is an AI scribe built specifically for behavioral health clinicians. It streamlines clinical documentation by drafting structured, high-quality notes through a robust processing pipeline designed for accuracy and efficiency.

- **Pre-Built Templates For Mental Health Settings:** Medwriter offers pre-built templates for progress notes, therapy sessions, psychiatric evaluations, and more — spanning adult, child, and a variety of medical settings. Whether you're documenting a progress session or an evaluation, we provide preset templates.
- **Customizable Templates:** In addition to our pre-built templates, clinicians are able to customize templates in Medwriter. This allows clinicians to tailor their templates to meet whatever documentation standards their practice requires.
- **Multiple Speaker Identification:** Medwriter can distinguish between multiple speakers in a room, supporting accurate documentation for group therapy, family sessions, and other encounters involving more than one participant.
- **Custom Terminology Dictionaries:** Clinicians can build personalized dictionaries of psychiatry-specific terms, medications, and frameworks, ensuring the AI accurately recognizes the language unique to their practice.
- **Long-Term Treatment Planning:** Medwriter supports longitudinal care by helping clinicians track treatment goals and patient progress over time, making it easier to maintain continuity across sessions and update plans as care evolves.

Clinicians can review and edit all output before finalizing, and our highly customizable templates can be tailored to match any clinical workflow or documentation style.

2. What measures are in place to ensure patient privacy and compliance with HIPAA and other relevant regulations when using your AI scribing tool?

Patient privacy and regulatory compliance are foundational to Medwriter's design.

- **HIPAA Compliance:** Medwriter is HIPAA compliant, verified through independent external audits. All data handling processes are designed to meet HIPAA requirements.
- **SOC2 Certified:** Medwriter has achieved SOC 2 compliance, verified through independent external audits, demonstrating our commitment to security, availability, and confidentiality.
- **Encryption:** Data is encrypted both in transit and at rest, ensuring that protected health information remains secure at every stage.
- **Multi-Factor Authentication (MFA):** Multi-factor authentication can be enabled, adding an extra layer of security to prevent unauthorized access.
- **No Audio Storage:** Audio files are not stored. Recordings are processed in real time and are not retained on our servers.
- **Configurable Data Retention:** Data is retained according to user-configurable settings, with options ranging from 7 days to 180 days.
- **No Data Sharing:** Patient data and session transcripts are not used to train AI models or sold to third parties.

3. How does your AI model differentiate between structured medical terminology and the nuances of psychotherapy conversations, such as patient emotions, nonverbal cues, and contextual meaning?

Medwriter handles the nuances of mental health discussions through several complementary capabilities.

Template Customization: Clinicians can customize their note templates to guide how Medwriter interprets and documents sessions - including preferred structure, level of detail, and specific instructions that steer the AI toward the language and clinical framing each provider expects.

Speaker Identification: Medwriter distinguishes between multiple speakers in a session, supporting accurate documentation in multi-person settings such as group therapy, family sessions, and appointments involving interpreters or caregivers.

Post-Session Debriefing: For observations that go beyond what audio can capture - such as body language, affect, and subtle emotional shifts - clinicians can speak directly to the system after the patient has left the room, debriefing on nonverbal cues and contextual details as they would with a human scribe. Medwriter incorporates these observations directly into the appropriate sections of the clinical note.



Custom Terminology Dictionaries: Clinicians can build and maintain a personalized clinical dictionary within the platform, adding domain-specific terminology such as preferred medications, names of other clinicians, and clinical frameworks. This ensures the AI accurately recognizes and applies the terminology unique to each clinician's practice.

Clinician Review & Approval: All notes are generated as drafts and presented for clinician review and approval. This final step ensures that clinical reasoning, therapeutic nuance, and important contextual factors are accurately reflected before the note is finalized.

Together, these capabilities ensure that Medwriter produces notes that are both clinically precise and truly reflective of the therapeutic process.

4. What level of human oversight is required for accuracy, and how does the AI handle potential errors, biases, or misinterpretations in behavioral health documentation?

Medwriter is designed with the principle that clinicians remain in full control of all documentation. Medwriter is a documentation assistance tool. While our AI automates much of the note drafting process, human oversight is essential to ensure clinical accuracy, relevance, and safety. Every AI-generated note is provided as a high-quality first draft, and clinicians are expected to review, edit, and approve the content before it is finalized or transferred to the EHR.

To maximize accuracy, Medwriter drafts notes section by section rather than all at once, allowing the AI to focus more carefully on each part and produce higher-quality documentation.

Additionally, clinicians are encouraged to finetune and prompt the system directly within their templates, further educating the AI about potential errors, biases, or misinterpretations they want to guide it away from – giving each provider an active role in shaping the quality and precision of their output over time.

Our internal quality benchmarks and continuous feedback from thousands of active clinician users drive iterative improvements to accuracy and clinical relevance across the platform.

5. Can your AI scribe integrate seamlessly with electronic health record (EHR) systems commonly used in behavioral health, and what customization options are available to align with different clinical workflows (i.e., can clinicians review transcripts or create custom templates)?

Medwriter is designed for maximum workflow flexibility, making it easy for clinicians and organizations to integrate with existing systems and tailor documentation to their unique needs.

- **EHR Integration:** Medwriter integrates with virtually all web-based behavioral health EHR systems, either through direct API integration or via our Chrome extension, supporting seamless workflows across platforms. Clinicians can access and review session transcripts at any time, allowing them to verify details and ensure accuracy before finalizing notes.



- **Custom Templates:** Clinicians can create, save, and modify note templates to match their preferred structure, language, and organization. Our team also works directly with users to help tailor templates to their specific clinical workflows and documentation preferences.
- **Custom Letters & Documents:** Beyond session notes, clinicians can create prompts for custom letters and clinical documents that the system drafts on demand. Examples include patient referral letters, patient instruction summaries, discharge summaries, educational accommodation letters, and more. This allows providers to streamline the administrative writing that often accompanies clinical care, all within the same platform.

This flexible approach ensures that Medwriter adapts to both individual clinicians and large organizations, aligning seamlessly with existing clinical and EHR workflows.

6. How long are transcripts and audio files stored?

Audio files are not stored – audio is processed in real time and is not retained on our servers.

Transcripts and other session data is retained according to configurable settings chosen by the user, with options ranging from 7 days to 180 days. This ensures ongoing privacy and data minimization in line with best practices.

7. What are the pricing options for your product? Is your product designed for large health care systems or smaller practice settings?

Medwriter is designed to be accessible and scalable for behavioral health providers of all sizes.

- **Seat-Based Pricing:** Pricing is structured on a per-seat basis, making it straightforward to scale as your team grows.
- **Flexible Contracts:** Choose between month-to-month or annual contract options to suit your practice's needs and budget.
- **Friendly for All Practice Sizes:** Whether you're a solo practitioner, a group practice, or a large behavioral health organization, our pricing is designed to work for you.
- **Standard & Pro Plans:** Medwriter offers Standard and Pro plan tiers, so clinicians and organizations can select the level of functionality that best fits their workflow and documentation needs.

8. What, if any, studies have been done showing evidence for the efficacy and effectiveness of the tool?

Medwriter's evidence base is built on internal quality benchmarks, ongoing testing, and continuous real-world usage from our clinician community.

On average, thousands of mental health clinicians rely on Medwriter and the platform processes nearly 125,000 minutes of transcription daily – a testament to the trust clinicians place in the tool's accuracy and reliability. User feedback has been positive, consistently highlighting improvements in documentation quality, workflow efficiency, and time savings.

