

How an AI Scribe Saved a Family Doctor 7 Hours a Week

Case Study: Dr. Ali Damji, Family Physician (Mississauga, ON)

The Challenge

Dr. Ali Damji, a family physician in Mississauga, made a New Year's resolution to reclaim joy in his practice. He wanted to spend more time with his patients and less time on administrative work. As he pointed out, family doctors spend about 19 hours a week on paperwork.

“That’s not patient-facing. And that’s not why I went into family medicine. I went in to look after my patients, be there for all the ups and downs of their healthcare journey and ultimately be more present with them.”

Dr. Damji began looking for a solution that would help him run a more efficient practice, reduce his administrative burden, and reclaim more joy in his day.



The Solution

Dr. Damji and his clinic colleagues began researching AI scribes and turned to the Ontario AI Scribe Program to guide their search for several reasons.

As he explains, “The first one really was around making sure that whatever product we did bring into the clinic environment was a safe, secure, approved tool.” They also saw value in the cost savings offered through the program. “The second thing is that whenever you engage in a bulk purchasing program, you’re going to get a better price as well.”

The clinic tested seven or eight different scribes before selecting one that best fit their workflow.

“The final thing that’s important beyond the usability piece is the functionality of it. So, in addition to writing the notes, can your scribe do other important tasks that help you in your day-to-day work?”



The Result

Dr. Damji says the AI scribe his clinic selected does more than generate notes. **“It has the ability to generate a care plan for a patient, and not just in English, but in their own language as well.”** He says this feature has been particularly valuable in his diverse practice.

The benefits extend beyond documentation, as Dr. Damji finds he can be more present with his patients. “I’m now able to look them in the eye and not have to be distracted by a computer.”

Using an AI scribe has also delivered meaningful time savings. He estimates it saves him about an hour each day. “And when you put that across the week, that’s almost 7 hours a week that I’m getting back.”

With the extra time, Dr. Damji has been able to see more patients and grow his practice. He no longer feels pulled in so many different directions. As he sums up, **“...I decided to take the plunge just because of a New Year’s resolution that I had made for myself. I am so glad that I did, and my colleagues are so glad that I did, because now all of us are on an AI scribe and we are all so much happier for it.”**



[Get started with the Ontario AI Scribe Program.](#)

For more information on AI scribes, visit the OMD Practice Hub or contact support@ontariomd.com.