



Automated Transcription Process Reduces Completion Time By 83%

Summary:

Mental health therapists and counselors keep meticulous records for their patients to document the causes and treatment plans, services recommended and provided and track progress. While the therapist will take handwritten notes during sessions, those notes must be put into the patient's record. While several methods exist, each one is time consuming. Transcribing handwritten notes to the patient records can take an hour or more on average, depending on level of notes taken each session.

Tyto AI created an AI automation process for a local therapist that cut their note transcription from an hour plus (for each patient) to approximately 10 minutes.

Problem:

The mental health therapist was using their personal time to transcribe patient notes. They see five patients per day, and using at least five hours to transfer notes was cutting into their personal time to keep up with record keeping requirements. Each note session took anywhere from an hour to an hour and a half to transcribe the notes. The therapist described the process to Tyto AI and asked for a solution that would decrease the time to transfer their notes to patient records.

Approach:

Tyto AI was told that protecting patient privacy was a legal requirement. Several applications were analyzed for their security and encryption features. Three third party solutions met the requirements for secure safekeeping.

The therapist used a voice recording system to put the notes into an mp3 file format. They uploaded the file into a database system that triggered a transcription platform to convert the audio file into a document linked to a cloud application. The document was formatted using the SOAP format that is popular among the mental health community.

The entire process, from recording the audio file to transcribing to a final document took 8 – 10 minutes. The therapist reviewed the final document to ensure it was accurate before saving it to a secure patient file system. While developing the workflow, no AI agent was necessary to create this automation, but AI was used to outline the process and individual tasks.

New Voice Notes

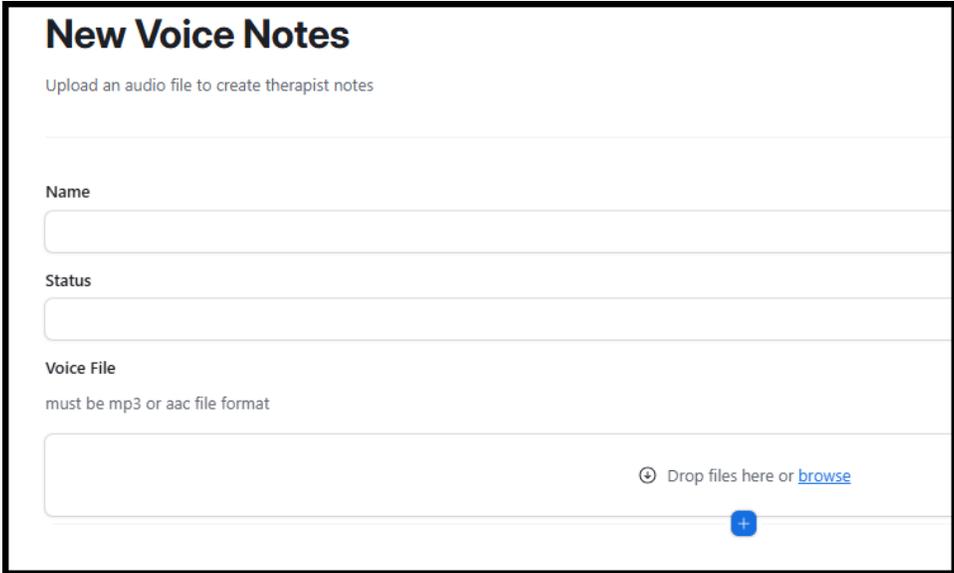
Upload an audio file to create therapist notes

Name

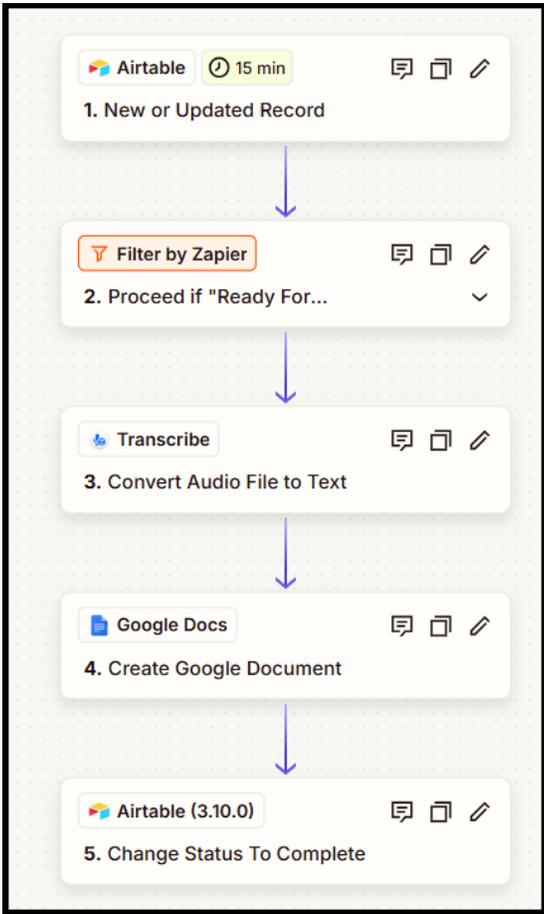
Status

Voice File
must be mp3 or aac file format

Drop files here or [browse](#)



[Airtable Upload Form]



[Zapier Workflow]

Conclusion:

Using secure third-party applications to transcribe handwritten counseling sessions reduced task completion by ~83%. The therapist no longer had to use their personal time to manually convert handwritten notes to digital format.