



How Apogee Cut Documentation Time by 50% and Increased Patient Satisfaction by 30% with Sully's AI Medical Team

Facing physician burnout and declining patient care due to overwhelming documentation, Apogee Behavioral Medicine brought in Sully's comprehensive medical AI team. The seamless integration quickly improved patient connection and care quality, reducing administrative burden by 50% and boosting patient retention by 30%.

CASE STUDY

50%

REDUCTION IN DOCUMENTATION TIME

2 hours

SAVED PER PHYSICIAN PER DAY

30%

INCREASE IN PATIENT RETENTION

89%

REDUCTION IN ANNUAL PHYSICIAN TURNOVER



"We looked at pre- and post-Sully statistics around patient engagement and satisfaction scores, and the difference was night and day. Sully pays for itself in droves."

“ Dr. Derek Ayers,
CMO, Apogee Behavioral Medicine



Apogee Behavioral Medicine offers psychiatric and counseling services both online and in person at eight locations in North Carolina. With 120 clinicians, they focus on making high-quality mental healthcare more accessible.

Dr. Derek Ayers is Chief Medical Officer.

Traci Whitworth is the Senior Director of Clinical Services.

Problem

Heavy Documentation Burden Turns Clinicians Into Burned-Out Scribes

Physicians at [Apogee Behavioral Medicine](#) used to face a tough choice: **either spend hours after work finishing documentation or try to listen to patients while typing notes during appointments.**

Both options led to physicians potentially jeopardizing care and client relationships while trying to accurately document their actions. **“The heavy documentation burden led to physician burnout, which caused poor patient care, ultimately leading to poor patient outcomes,”** said Chief Medical Officer Dr. Derek Ayers.

This distraction was especially harmful in behavioral healthcare, where being fully present and listening with empathy are essential. Senior Director of Clinical Services Traci Whitworth remembers moments where “the patient was looking for a response while we were focused on the documentation.”

On average, physicians spent up to three hours a day on documentation, and the burden was crushing. EHRs had turned them, as Dr. Ayers put it, into “glorified, highly educated scribes,” leaving their clinical skills hidden behind constant typing.

Instead of deciding between two impossible options, Dr. Ayers started searching for a way to restore focus to patient care. He had followed the progress of AI in healthcare and believed it could help. He spoke with 46 AI vendors, narrowed it down to four, and tested them in three-month pilots at different sites.

Sully stood head and shoulders above the rest. It had:

- The most comprehensive platform
- A team that understood the nuances of behavioral healthcare
- A strong vision around using AI to improve healthcare

Given its strengths, the team decided to move forward with Sully.





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— **Dr. Derek Ayers**, Chief Medical Officer, Apogee Behavioral Health

Solution

A Shockingly Fast Integration Transforms Daily Practice

Dr. Derek was stunned by how fast Sully integrated with Apogee’s EHR. Usually, an implementation of this size could take weeks or months. This one took just days, with bidirectional data flow ready immediately.

“It was the most streamlined, quickest, painless integration I had ever experienced. I remember asking the Sully team if they were sure the integration was actually done because it was so quick and easy,” Dr. Ayers said.

Apogee now operates with three Sully medical AI teams transforming the practice:

1. AI Scribe Ditches Manual Note-Taking and Enhances Patient Experience

AI Scribe automatically converts provider conversations into accurate clinical notes and feeds them straight into Apogee’s EHR, eliminating the need for copying and pasting.

Physicians no longer have to co-document or take work home, and now they can’t imagine working without AI Scribe. Even Whitworth, who was concerned that AI might hurt patient connection, changed her mind after trying it.

“All my hesitations were wrong. AI Scribe improved my ability to connect with the patient because I could be more present and really engage,” she said.



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2. AI Consultant Provides Evidence-Based Guidance

The [AI Consultant](#) helps clinicians be more effective by **asking relevant questions and giving real-time, evidence-based guidance during visits** so doctors can deliver better care.

“We can type in a quick question and get a plethora of information on our fingertips that helps inform our treatment decisions in real time,” Whitworth said.

This capability elevates care quality across the board. Dr. Ayers noted that audits showed measurable improvement in evidence-based healthcare delivery after Apogee adopted Sully.

3. AI Researcher Offers Instant Access to Clinical Knowledge

The AI Researcher **instantly surfaces evidence-based answers for clinicians by extensively researching medical literature**, eliminating time spent searching between patient visits.

Apart from the technology, Sully differentiates itself from other healthcare IT providers due to its **knowledgeable team and ongoing support**. When problems arise, Sully responds right away. The team’s clinical and technical expertise means they understand both the platform and real-world healthcare challenges.

Results

50% Time Savings, 30% Increase in Patient Retention, and Joyful Physicians

Today, Sully is an integral part of Apogee’s workflow. Physicians use it all the time, and the struggles between patient care and documentation time are a thing of the past.

“AI Scribe has reduced documentation time by 50%, saving providers roughly two hours a day,” Whitworth said.

Sully has also become a powerful advantage when recruiting and retaining staff. When job candidates learn about the AI support, Apogee becomes a more desirable place to work. Existing staff have experienced a morale boost because clinicians can focus on patients and put more energy into each visit. Sully's additional support has impacted Apogee's **annual physician turnover rate, which dropped from a high of 15% down to as low as 2%.**

“The biggest benefit to working with Sully is that our providers get their time and their joy back. They show up to work more energized and spend more time looking patients in the face instead of worrying about taking notes,” Whitworth said.

Apogee's audits and compliance reports prove that AI Consultant and AI Researcher have improved its ability to deliver evidence-based healthcare. Although Dr. Ayers's

primary goal was to reduce physician burnout, patient sentiment improved, too. As a result, patients feel they get more value and **patient retention improved by 30% over 12 months.**

“We looked at pre- and post-Sully statistics around patient engagement and patient satisfaction scores, and the difference was night and day. Patient feedback was, ‘My provider is more present and attentive.’ Sully pays for itself in droves,” he said.

Apogee's goals go beyond just patient visits. With Sully's unified medical AI team, they plan to automate complex backend tasks like coding, compliance, and auditing, and to keep patients engaged between visits. Sully can scale to meet these needs, giving Apogee a lasting edge in the market and raising the bar for healthcare quality.

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**— Traci Whitworth, Senior Director of Clinical Services,
Apogee Behavioral Services**

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AI-employees for healthcare*

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