

CUSTOMER SUCCESS STORY

Reclaiming Time for What Matters: How Novare™ Enhances Care and Provider Work-Life Balance



FAMILY HEALTH CENTERS
of Southwest Florida

**Specializes in
Family Health**



156 Providers



44 Locations

At Family Health Centers of Southwest Florida,

delivering high-quality patient care requires balancing efficiency with meaningful patient relationships. For Dr. Emilio Peña, a pediatrician seeing 20 to 30 patients daily, that balance was increasingly strained by documentation demands and administrative burden.

By adopting Novare™ by Greenway Health® as part of Greenway's Early Adopter Program (EAP), Dr. Peña has transformed both the provider and patient experience.

A Common Challenge in Modern Care

Like many providers, Dr. Peña faced growing pressures that pulled attention away from patients and toward the screen. Documentation requirements, time-consuming chart navigation, and “clicking fatigue” made it harder to stay fully present during visits. In pediatrics, that challenge is amplified, as each encounter involves both the patient and the parent, requiring deeper engagement, clear communication, and trust-building in limited time.

Meanwhile, administrative work often extended beyond clinic hours, contributing to burnout and impacting work-life balance.



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- Dr. Emilio Peña, pediatrician



Choosing a Smarter Approach

To address these challenges, Family Health Centers of Southwest Florida turned to a more innovative solution. Novare was introduced with a clear goal: **reduce administrative burden and help providers focus more on patient care.**

Participation in the Novare EAP aligned with the organization's broader need to improve efficiency while creating more meaningful patient interactions.

Dr. Peña views artificial intelligence (AI) not as a replacement for clinical expertise, but as a tool to support it. **"AI is supposed to help us,"** he explained, emphasizing that providers remain in control of how AI is used in the practice.

Transforming the Provider Experience

With Novare, documentation becomes a seamless part of the encounter rather than a distraction from it. Dr. Peña notes that **"Novare has helped with the ease of documentation. It makes the note cleaner and easier to navigate through. Going back and editing becomes less convoluted."**

Equally important, Novare significantly improves time management by reducing clicks and removing friction from daily tasks. According to Dr. Peña, **"there is not a lot of clicking, everything is pretty straightforward. Doing chart review is a breeze because everything is right there. You have a snapshot of the patient right when you enter the chart."**

The result is a more efficient workday and a meaningful reduction in cognitive load.

Most notably, Dr. Peña highlights the impact on work-life balance. With less time spent on documentation and screen navigation, he can focus his energy where it matters and can reclaim time outside of work. He describes this improvement as "invaluable" and "priceless."



Elevating the Patient Experience

As documentation fades into the background, patient interactions come to the forefront. According to Dr. Peña, ***“working in pediatrics, you don’t have one patient; you have the patient and the parent. I have to engage with the child and parent, and Novare helps me to be present in the encounter instead of typing on the computer.”***

Instead of splitting attention between the patient, the parent, and the computer screen, he is fully present, listening, explaining, and building stronger relationships.

Novare also enhances communication across diverse patient populations. Its ability to capture bilingual conversations allows Dr. Peña to move seamlessly between English and Spanish during visits: ***“My favorite thing about Novare is that it actually understands slang from other types of Spanish. I can have a bilingual encounter with a 13-year-old patient who doesn’t speak much Spanish, but the mom speaks Spanish. It would pick up and make the changes automatically without me having to say anything.”***

With ambient listening capabilities, both the patient and the parent feel understood without additional effort.

Benefits Beyond the Exam Room

Looking ahead, Dr. Peña sees even greater potential. Expanding Novare to front desk staff and medical assistants could streamline triage and reduce patient wait times, creating a more efficient and coordinated care experience from check-in to check-out.

For other practices considering adoption, his advice is simple: embrace the opportunity. According to Dr. Peña, ***“I would tell them to give it a try. We have to adapt to cutting-edge technology. Novare is implemented nicely and efficiently in a way that everybody can understand. I don’t think there are limitations in how the system is intuitive and easy to use.”***

With intuitive design and clear benefits, Novare represents a practical step forward in modernizing care delivery.

Delivering Better Care, Sustainably

At its core, Novare helps restore what matters most in healthcare: time, attention, and connection. By reducing administrative burden and enhancing efficiency, it enables providers like Dr. Peña to deliver better patient experiences while improving their own well-being, creating a more sustainable model of care where both patients and providers thrive.

