

Review of: "Improving Documentation Quality and Patient Interaction with AI: A Tool for Transforming Medical Records — An Experience Report"

Neha Verma

Potential competing interests: No potential competing interests to declare.

Unfortunately, the study is unsuitable for publication and requires major revisions. The main concern is that the article's methods do not meet its stated objectives.

"This study aims to validate Voa as a generative AI tool offered as a Software as a Service (SaaS) solution, designed to improve the creation of medical records, relieve doctors of repetitive and bureaucratic tasks, and allow them to spend more time interacting with patients." "This study aimed to evaluate the implementation of Voa's generative AI tool in a set of medical consultations, showcasing its potential to address the documented issues in medical record-keeping literature. Additionally, the study aimed to demonstrate the functionality and ease of use of Voa, and provide an overview of the technologies employed."

The study methods (analysis of usage data) can only draw conclusions about the user adoption of Voa but cannot make any claims as to whether it is user-friendly or whether it can alleviate documentation burdens or address issues in medical record-keeping. It is recommended that the authors remove any such claims.

2.3. Implementation and Evaluation - This section is more appropriately about the adoption of the technology, but one cannot say that the technology's effectiveness or usability can be evaluated.

4.2. Strengths and Limitations - These strengths and limitations cannot be concluded from usage data alone.

Specific methods or metrics that could be used to evaluate Voa's user-friendliness and its impact on documentation burdens would be qualitative or quantitative surveys with end-users using validated tools like the Technology Acceptance Model or System Usability Scale. One could also compare the quality of medical records pre- and post-implementation of Voa and the prevalence of documentation errors pre- and post-implementation in order to meet the objectives.