



Emerging Company Spotlight

Scribematic Medical Scribe by Matic 2026

Reducing Clinical Documentation Time by Generating Accurate,
Customizable Medical Notes Through AI



Scribematic

By Matic

Why This Spotlight?

Clinician burnout and inefficiency due to a heavy documentation burden detract from care quality and provider satisfaction. Rushed charting risks patient safety and regulatory noncompliance. Scribematic aims to automate, streamline, and customize clinical notetaking for organizations, improving accuracy and freeing up clinicians' time for patient care. This report examines the experiences of Matic's largest Scribematic customers and doesn't reflect users who have deployed Scribematic through EHR-embedded integrations.

Scribematic Medical Scribe by Matic 2026 Reducing Clinical Documentation Time by Generating Accurate, Customizable Medical Notes Through AI

What Does Scribematic Do?

(a customer explains)

"Scribematic is an AI medical scribe that records the visits that I have with patients and helps to write medical notes for me. It also provides some medical decision-making suggestions and coding ideas that are helpful. The main outcomes of using Scribematic are saving time on documenting and looking at my patients in the eye without being distracted by technology. Knowing that the software is recording the visit frees me up to do that." —Physician

Bottom Line

Respondents believe Scribematic delivers substantial efficiency improvements, enhances provider-patient engagement, and reduces clinician stress by automating and customizing documentation. Users appreciate the vendor's responsive support and custom organization-tailored note templates. While integration and spelling accuracy need refinement, overall satisfaction is high, with respondents noting that Scribematic stands out from other competitors' solutions.

of Customers Interviewed by KLAS

5 individuals from 5 organizations (Matic shared a list of 11 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Top Reasons Selected

Efficiency gains, customizable templates, ease of use, accurate documentation, responsive support

Survey Respondents—by Organization Type



Customer-Validated EHR Integration



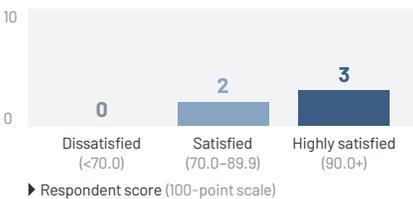
Note: The interview sample does not reflect users who have deployed Scribematic through EHR-embedded integrations.

Scribematic by Matic Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

of individual respondents



Key Performance Indicators

**Emerging data

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
C+** (n=5)	A** (n=5)	A+** (n=5)	A+** (n=5)
Software grading scale (1-9 scale)			
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48
F = <5.22			

Would you buy again? (n=5)
Percentage of respondents who answered yes



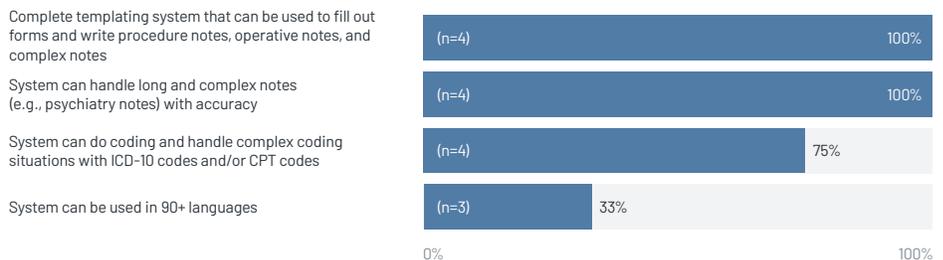
Outcomes Expected by Customers

- Achieved
- Unexpected outcome
- Pending
- Not achieved

- Improved work-life balance and reduced burnout
- Increased documentation efficiency and time savings
- More quality, accurate, and readable notes
- More time with and focus on patients

Adoption of Key Functionality

Percentage of interviewed organizations using functionality



Time to See Outcomes

- Immediately
- Within 6 months
- 6-12 months
- Over 12 months
- No outcomes yet



Strengths

Highly customizable and intuitive templating enables tailored, consistent clinical documentation

Significant efficiency gains and improved provider-patient engagement support better work-life balance

Vendor is responsive to user feedback for continual product improvement



"The key strength of Scribematic is that we can make our own template and customize it to exactly what we need. Every health organization has subtle nuances that they like to put in their notes, and we can make the Scribematic notes look exactly the right way and use sentences that we want in every note." —Director

"The outcome I wanted from Scribematic was increased efficiency, measured by hours spent on the computer doing the notes. I am achieving that; I have decreased my workload of physically sitting down and doing notes. We are able to spend more time with patients at the bedside, explain things, and be physicians again, so that is super helpful." —Physician

"Matic has been very easy to work with and get in touch with. Whenever I want to change things, I can do that very easily. The vendor is very open to adjusting things. The actual product is very easy to use and very reliable. It makes my job a lot easier. I'm so glad this system came out because my life would be much more miserable without something like this." —Physician

Opportunities

Add streamlining features to reduce clicks

Enhance EHR integration and reduce manual data transfer

Improve AI accuracy with spelling and specialty-specific language



"Matic gives us this feature where we can type in a misspelled medication or technique and tell it how it is supposed to be spelled, but the problem is that we have to go through our account and then make two other clicks to get to the feature. There are too many clicks; I'm never going to use the feature. It is worthless to me. I want to be able to do that in real time, set it, forget it, and move on." —Director

"The system could better interact and connect with the EHR so that I don't have to copy and paste things over." —Physician

"There are times when Scribematic doesn't understand medical jargon or misses things. I still have to spend time proofreading and really making sure that I get the right information. But that is to be expected. Sometimes medications get picked up as typos. Sometimes I wish the system would pick up on typos that are related to my specialty." —Director

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

Set realistic expectations regarding AI scribe capabilities:

"None of the AI scribe tools are meant to get us 100% of the way. They will get us the majority of the way there, and they will still help us, but we still have to read through each note, and I copy and paste some things and move them into the EMR. Hopefully, Scribematic will be better than expectations; we just can't go in with super high expectations that it is going to be the be-all and end-all." —Director

Invest time up front refining custom templates and ensuring EHR integration:

"I would advise someone implementing Scribematic to make sure that their EHR can interface with it directly. I would tell them to spend a lot more time on the front end making their templates sharp. Once the system is up and running, it is something that can just get pushed to the side." —Physician

Be specific and intentional with terminology and prompts:

"I would tell someone implementing Scribematic to be specific with the terminology they use for it to pull information into their notes." —Physician

Matic explains

- **Appoint a Scribematic champion:** Identify one or two providers to become early power users prior to the group-wide rollout. These champions receive targeted training, gain hands-on experience, and act as on-site resources to answer basic questions and guide peers.
- **Align to practice workflows:** Facilitate working sessions with Matic specialists to understand existing documentation workflows and optimize the solution's configuration to fit each group's needs before launch.
- **Do interactive product walkthroughs:** Provide multiple Zoom sessions during the first week of implementation to help providers become comfortable with the platform, covering practical use cases, common pitfalls, and efficiency shortcuts.
- **Have two-week optimization check-ins:** Host a follow-up Zoom session after two weeks of active usage to review adoption progress, share best practices, and introduce tips for maximizing efficiency.
- **Develop custom templates:** Collaborate with provider groups to create custom documentation templates tailored to specific specialties and workflows, improving documentation accuracy, speed, and consistency.

Other Relevant Commentary



"Scribematic has been a strong addition to our clinical workflow. It reduces documentation time, supports same-day closures, and improves our accuracy across encounters. The system's interface is intuitive, and the vendor's support is responsive." —CEO/president



"The system has huge benefits for me in terms of burnout, time spent, and worry about writing notes and missing things. I also get more accuracy, and I'm able to spend more quality time with each patient; the more I discuss and explain things, the better notes I get from the system. There is a better work-life balance and improved access. The flow is enhanced because I can have good eye contact with the patient rather than take and type notes." —Physician

Matic: Company Profile at a Glance

Founder and CTO

Alex Sheppert

CEO

Calvin Carter

Year founded

2021

Headquarters

Dallas, TX

Number of Scribematic customers

167 total customers at time of reporting (client list provided to KLAS represents Matic's largest customers)

Key competitors

Abridge, Ambience Healthcare, Freed AI, Heidi Health, iScribe, Suki AI

Number of employees

15

Revenue model

Subscription-based SaaS with tiered pricing by buyer type; deployments are typically priced per clinician or per seat, while practice/health system/platform partnerships are structured as enterprise or volume-based agreements

Market-facing positioning

Matic operates as a connected clinical intelligence suite, spanning documentation, coding, and summarization across the full care-to-collection life cycle

Target market

EHRs/health-tech platforms, clinicians/provider groups, practices/health systems, and RCM vendors

Typical decision-makers

Physician buyers/champions, clinical leadership, platforms/IT/security, and operations/revenue/RCM

Healthcare Executive Interview



Alex Sheppert, DO, PhD, MBA, Founder and CTO Matic



Calvin Carter, CEO Matic

What is your background?

Alex Sheppert is an AI engineer first and physician second and a lifelong programmer, holding a PhD in AI. Before working in medicine, he built and deployed machine-learning systems in high-stakes hedge fund environments where speed, accuracy, and reliability are nonnegotiable. Raised by a physician and driven by a deep interest in human biology and healthcare efficiency, Alex pursued medical training to understand where technology breaks down in real clinical practice. By completing both a DO and a PhD in AI, he intentionally bridged clinical care and advanced AI to build systems that work in real medicine.

How has the platform and leadership evolved since inception?

In March 2025, Calvin Carter joined as CEO, recognizing the opportunity to extend Matic beyond documentation into a connected clinical intelligence orchestration platform designed to scale across EHRs, platforms, and specialties. Since joining, Calvin has been instrumental in the following:

- Expanding Scribematic into Matic, a modular clinical intelligence platform
- Driving a headless, inside-the-workflow GTM strategy with Matic Inside
- Launching Codematic (coding & charge capture) and Summatic (clinical summaries)
- Advancing a mobile-first architecture across desktop, tablet, and mobile care settings
- Establishing a road map connecting documentation, coding, billing, and operations

What are Matic's biggest differentiators?

- Clinical-grade speed: structured, review-ready documentation in 2-15 seconds
- Specialty-tuned accuracy: built for complex, multispecialty, high-acuity care
- Integrated downstream intelligence: documentation connected to coding, charge capture, and summaries
- Dynamic templating: adapts to provider, specialty, and organizational standards
- Multilingual understanding: accurate across languages and accents
- Living AI system: continuously learning orchestration of advanced models
- Clinician-first workflows: built to support how clinicians actually work

Integrations, deployment, and strategy

Matic is deployed alongside complex, real-world EHR and clinical environments, including athenahealth, ChartPath, AdvancedMD, Mayo Clinic, Privia Health, and UrgentIQ. Through Matic Inside, its headless deployment model operates as orchestration infrastructure rather than a standalone AI scribe, embedding intelligence directly inside point-of-care workflows with minimal disruption across documentation, coding, and summarization.

Solution Technical Specifications

Information provided by Matic

Cloud environment

AWS, Azure, Google

Development platform

Python, JavaScript

Database environment

SQL, BigQuery, Firebase

Mobile application environment

Cross-platform mobile web, iOS native iPhone and iPad, Android native phone and tablet

Security platform

ISO 27001, GDPR, and SOC 2

Confidentiality

HIPAA, PHIPA, PIPEDA, BAAs data encryption at rest and in transit, various algorithms

Data encryption

AES 128/192/256; RSA

Integration approach

Preference for FHIR, SMART, and native API or MCP

HITRUST certification

No

AI

Yes



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Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

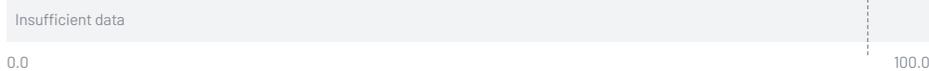
Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Scribematic by Matic Performance Overview

All standard software performance indicators

Overall performance score (100-point scale)

2025 Best in KLAS market average for Ambient Speech: **93.3**



Culture		
Keeps all promises Percentage of respondents who answered yes	(n=5)	100%**
Proactive service (1–9 scale)	(n=5)	A+**
Product works as promoted (1–9 scale)	(n=5)	A**
Loyalty		
Forecasted satisfaction (1–9 scale)	(n=5)	A+**
Likely to recommend (1–9 scale)	(n=5)	A+**
Overall satisfaction (1–9 scale)	(n=5)	A**
Part of long-term plans Percentage of respondents who answered yes	(n=5)	100%**
Would you buy again Percentage of respondents who answered yes	(n=5)	100%**
Operations		
Ease of use (1–9 scale)	(n=4)	B+**
Quality of implementation (1–9 scale)	(n=5)	A-**
Quality of training (1–9 scale)	(n=4)	B**

Product		
Delivery of new technology (1–9 scale)	(n=5)	A-**
Overall product quality (1–9 scale)	(n=5)	A+**
Product has needed functionality (1–9 scale)	(n=5)	A**
Supports integration goals (1–9 scale)	(n=5)	C+**
Relationship		
Executive involvement (1–9 scale)	(n=5)	A+**
Quality of phone/web support (1–9 scale)	(n=5)	A**
Value		
Avoids charging for every little thing Percentage of respondents who answered yes	(n=5)	100%**
Drives tangible outcomes (1–9 scale)	(n=5)	A**
Money's worth (1–9 scale)	(n=5)	A-**

Software grading scale (1–9 scale)				
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48	

**Emerging data

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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