



From Taking Notes to Focusing on Care

Azalea AI Clinical Assistant Lets Gabbert Medical Put Its Full Focus on Patients

Gabbert Medical is a rural health clinic (RHC) in Payson, Arizona, that offers primary care and chiropractic services. Dr. Brian Gabbert opened the clinic in 2016. His goal, to find the root cause of patients' suffering and use holistic care and patient education to provide lasting wellness.

As Gabbert Medical grew, owner/operator Dr. Gabbert, DC, felt he was spending more time charting than listening to patients. To help, he moved from paper charting to a dictation tool that promised to add AI in the future. That tool didn't work out. And when he heard of Azalea Ambulatory EHR with integrated AI Clinical Assistant for ambient charting that combined dictation and AI, he was all in.

From Taking Notes to Providing Focused Care

Dr. Gabbert first chose the Azalea Ambulatory EHR for Gabbert Medical in March 2025. His clinic was almost set up with a competitor, but the onboarding experience wasn't working out. He was hesitant to even try another EHR because of the burdensome onboarding process.

What Dr. Gabbert wanted more than anything was easy-to-use charting abilities from his new EHR. He doesn't like checking boxes online during a patient visit or making notes while talking to his patient. Both slow him down and force him to spend more time charting than caring for his patients.

And getting away from focusing on taking notes and checking boxes on a screen was exactly what Dr. Gabbert got from Azalea EHR and AI Clinical Assistant, powered by Suki.

"It frees me up to pay more attention to what the patient is saying, because I'm not trying to write something down while

they're talking. Now, my note is done before I move on to the next patient. I'm not trying to sit at the end of the night trying to remember, what did Mrs. Jones say or what does she have, if I don't get it entered during the visit," Dr. Gabbert shared.

Gabbert Medical

Location: Payson, Arizona

Providers: 4

Staff: 5

Services: Chiropractic and primary care

Azalea Ambulatory EHR and AI Clinical Assistant

user since: March 2025

gabbertmedical.com

Before Azalea AI Clinical Assistant

- Increased administrative burden due to tedious, time-consuming manual charting, often done after hours
- Time lost on patient care to focus on charting instead
- Lost revenue opportunities due to having to manually look up codes and information

With Azalea AI Clinical Assistant

- More time with patients by automating the charting process
- Faster charting done at the time of service
- No time needed after hours to make or revise notes
- Expanded reimbursement opps and time savings with built-in coding suggestions

Better Business Along with Better Care

Not only does AI Clinical Assistant give Dr. Gabbert more time to spend with each person, he has more time to spend with more patients overall too, which helps his business. As a chiropractor, note taking was taking up to 50% of his billable time before choosing Azalea.

“I spend on average maybe five to ten minutes with a patient. Then if it takes me 10 minutes to note, it's hurting my financials.”

— Dr. Brian Gabbert, DC, Gabbert Medical

Another way AI Clinical Assistant helps Dr. Gabbert is with its ability to use AI to enhance the note. It doesn't replace the provider, but offers time-saving ways to both improve the note and billing opportunities by suggesting billing codes.

Dr. Gabbert shared, “It's given me the opportunity to see coding options, which before I'd have to look up. And it's not just dictation. It actually grabs information from the conversation and adds to it. If someone mentions they have MS, for example, it brings information about MS into the note that I don't have to go back and add. It automatically enhances the note for me.”

These enhancements help with billing in ways Dr. Gabbert hadn't expected. Chiropractors often deal with personal injury cases where payers scrutinize bills and coding.

Azalea automatically helps make each note unique to the encounter instead of it being a cookie-cutter set of checked boxes. Payers like seeing that the provider isn't just repeating canned information. They have greater trust that the provider actually had an encounter and interacted with the patient in a meaningful way.

A Seamless Start to Better Care

Dr. Gabbert's clinic benefits from Azalea EHR and AI Clinical Assistant every day. And set up was a snap with full support from the Azalea team. Dr. Gabbert shared, “It was just amazing how much attention we had, how quickly they responded to our questions. If we had a question, it was immediately answered. And with AI charting, I literally opened it up, did two mock patients, and then started treating patients the next day.”

A Bright Future in Payson and Nationwide

The Gabbert Medical and Azalea teams continue to work together to identify added opportunities, especially for the chiropractic arena in rural healthcare. And Azalea EHR and AI Clinical Assistant continue to evolve to ensure RHCs nationwide have a platform built for their needs and that keeps the focus on patient care while reducing documentation time and improving chart accuracy.

“I would say to another provider that if you want to be able to provide more precise notes, better patient care, better follow up, and just overall better service to the clinic and the patient, there's no better way to do it.”

— Dr. Brian Gabbert, DC, Gabbert Medical

See how AI Clinical Assistant can help reduce charting time and support billing accuracy for your clinic?

[Schedule a demo](#)