Tali × ANISHNAWBE MUSHKIKI
COMMUNITY HEALTH & WELLNESS

Supporting Patient Presence in Community-Based Care

In community health settings, care is built on trust, presence, and relationship. For organisations serving Indigenous communities, that connection is especially important. Time, attention, and respect are not just clinical values, they are foundational to care itself.

Anishnawbe Mushkiki is an Aboriginal Health Access Centre in Thunder Bay that supports Indigenous people to live holistic, healthy, and harmonious lives through community-based healthcare services.

Their work spans primary care, mental health, diabetes prevention, and community-based wellness programs, delivered by a diverse, multidisciplinary team. But like many care organizations, they were feeling the weight of documentation.

When Documentation Pulls Clinicians Away From Care

Before adopting an AI scribe, clinicians at Anishnawbe Mushkiki were struggling to keep up with charting demands. Notes were often left unfinished, pushed into evenings, or completed long after patient encounters had ended.

> " We were hearing time and time again how burnt out everyone was, how they had so many encounters left unfinished because they had to go back and finish their notes later. You're not fully engaged when you're typing. It just became a daunting task.
>
> Alicia Costanzo, Data Management & IT Coordinator

Introducing AI Without Losing the Human Connection

The idea of using AI in patient care naturally raised questions. Would it feel intrusive? Would it change the tone of the visit? Instead, the opposite happened.

As clinicians began using an AI scribe, many experienced an immediate shift. With less pressure to type during appointments, they were able to focus more fully on listening, observing, and connecting.

" It's not just about getting the notes done. It's about being fully present with the patient."
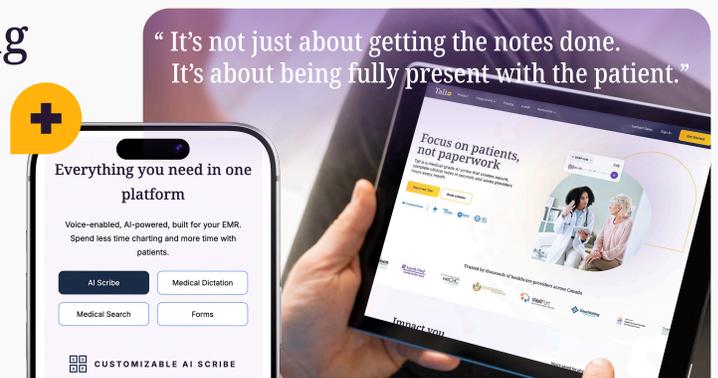
Patients Noticed a Difference

Engagement improved simply because attention was no longer divided between the screen and the person in front of them.

> " I would much rather my provider be fully engaged with me than typing away on a laptop. It's made a huge difference for us and for our patients.

Relief Across the Care Team

As use of the AI scribe became routine, clinicians across teams reported a shared sense of relief. Documentation felt more manageable. Encounters were easier to close. The mental load between visits eased.

This impact was especially meaningful for teams working in mental health, where presence and attentiveness are critical.

> " One of our teams was initially apprehensive to use it, but once they saw how easy it was, they didn't want to stop.

Even clinicians who were initially hesitant quickly adapted once they experienced how seamlessly it fit into their workflow.

> " Since we started using Tali, everyone feels a sense of relief. It has helped reduce the burnout significantly, especially with the mental health team.

Technology That Supports, Not Replaces, Care

For Anishnawbe Mushkiki, the value of an AI scribe was not about automation for its own sake. It was about removing barriers that stood between clinicians and patients.

By easing the administrative burden of documentation, the care team was able to protect what mattered most: meaningful, respectful, and engaged patient interactions.

If my healthcare provider shifted from typing on a screen to engaging directly with me, that alone would completely change my perception.

Keeping Care Human

Anishnawbe Mushkiki's experience shows that when introduced thoughtfully, AI can support community-based care without compromising values. By helping clinicians stay present and reducing burnout, technology can strengthen trust rather than erode it.

For organisations exploring how to balance modern tools with deeply human care, their story offers a reassuring starting point.

Scan the QR Code to Book a Demo

If you have questions or would like to understand whether Tali fits your workflow, contact the Tali team at help@tali.ai