



Putting Focus Back on Patients

How Windsor Essex Community Health Centre Reduced Documentation Burden with AI

31 Clinicians Using Tali

Windsor Essex Community Health Centre has served Windsor and Essex County since 1989, providing accessible, inclusive, and collaborative care for their community. Like many care teams across Canada, their clinicians were spending increasing amounts of time on documentation.

The team began exploring solutions that could reduce administrative workload while preserving the human connection at the centre of patient care.

When Documentation Competes With Care

Before introducing an AI scribe, providers at Windsor Essex relied on typing and traditional dictation tools to complete their notes. While familiar, these workflows were time-consuming and often pulled attention away from the patient. Clinicians described feeling split between listening and documenting, with charting frequently spilling into evenings and weekends. **The result was not only administrative pressure, but increasing cognitive fatigue throughout the day.**

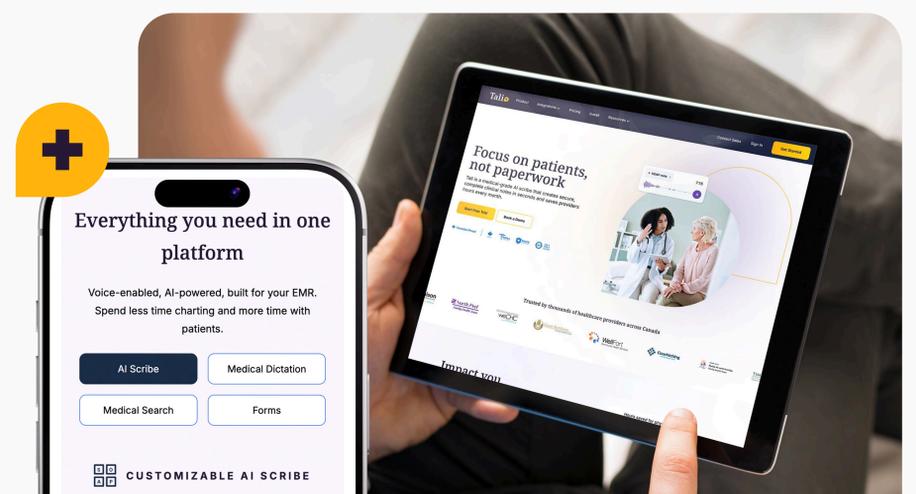
Providers were often trying to balance listening to patients while documenting at the same time. That divided attention made visits more difficult and extended charting into personal time.

Stuart Kennedy, Manager, Finance and Data Management

Introducing AI Without Disruption

Like many clinicians, there was some initial hesitation about introducing AI into patient visits. Patients were curious about how the technology would work and whether it would affect their care. Over time, that uncertainty faded. By reducing the need for real-time typing, clinicians were able to maintain eye contact, listen more carefully, and engage in more natural conversations with patients. **Instead of interrupting care, the technology became almost invisible in the background.**

“It’s not just about getting the notes done. It’s about being fully present with the patient.”



What Changed Day to Day



Since using Tali, I've been able to save five to ten minutes per patient, which really adds up over the day. This has helped with both work efficiency and reducing after-hours work.

Windsor Essex clinician

Clinicians estimated saving five to ten minutes per patient, adding up significantly across a full clinic day.

Relief Across the Care Team

As clinicians became more comfortable using Tali, the impact showed up in small but meaningful ways. Providers reported:

- Less time spent typing during visits
- More present, focused patient interactions
- Notes that were easier to review and finalize
- Reduced pressure to complete charting after hours

It's simple and easy to use, and it really reduces the documentation burden. It's definitely helped with burnout.

“Before, we were dealing with a huge number of outstanding messages daily. Now we've cut that down significantly, making it much easier to keep up.”

Technology That Supports Care, Not Replaces It

For Windsor Essex Community Health Centre, the value of AI was never about replacing clinical judgment.

Instead, it was about supporting clinicians by reducing the administrative weight of documentation.

Leadership emphasized that simplicity and ease of use played an important role in adoption, especially for clinicians who were initially hesitant about new technology.

Supporting Sustainable Workdays

For clinicians managing heavy caseloads, documentation backlogs can build quickly.

Before adopting an AI scribe, some providers were juggling large volumes of outstanding tasks such as consult responses and prescription refills.

With documentation captured more efficiently during visits, clinicians were able to stay on top of their workload and close encounters more consistently in real time.

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

Tali+

×



Scan the QR Code to Book a Demo