

Examining Augmedix's Approach to Employee Mental Health: A Qualitative Study

Internship Organization
Augmedix

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Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration



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Internship/Project Report Approval Form

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Name ANZAR NOOR BAIG

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A handwritten signature in black ink, appearing to read 'Anzar Noor Baig', with a stylized flourish at the end.

Date 22nd May 2025

Letter Of Transmittal

May, 2025

Nazmun Nur Eva,

Lecturer

ULAB School of Business (USB)

University of Liberal Arts Bangladesh (ULAB)

Satmasjid Road, Dhanmondi, Dhaka-1209

Subject: Submission of Project Report on "Examining Augmedix's Approach to Employee Mental Health: A Qualitative Study"

Dear Madam,

With due respect, I would like to inform you that I have completed my Project titled "Examining Augmedix's Approach to Employee Mental Health: A Qualitative Study", which has been prepared as part of the requirements for the completion of my undergraduate program, Bachelor of Business Administration (BBA), at the University of Liberal Arts Bangladesh (ULAB).

In this report, I have made every effort to incorporate the theoretical knowledge acquired throughout my BBA journey and applied it to analyze real-world contexts I have approached this project with sincerity and dedication, and I hope it meets your expectations.

I am sincerely grateful for your guidance and support throughout this process.

Sincerely,

Anzar Noor Baig

ID: 211011032

Bachelor of Business Administration (BBA); Concentration: Human Resource Management

ULAB School of Business (USB)

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Acknowledgement

I would like to express my sincere appreciation to everyone who supported and guided me throughout the process of completing this Internship report.

First and foremost, I am thankful to Almighty Allah for granting me the patience, strength, and perseverance to complete this task within the given deadline. It is through divine guidance that I was able to stay focused and determined during this journey.

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I would also like to acknowledge the role of digital resources, particularly the internet, in enabling access to information and relevant materials that greatly assisted my research. These tools were essential in helping me complete this report

In addition, I appreciate the kind support extended to me by my workplace, Augmedix, where I received valuable assistance related to the organizational context of the project. The cooperation I experienced allowed me to carry out my research with greater ease and relevance and their unwavering patience with the understanding of my importance to the report helped me immensely to not only

get the time to complete it, but also the guidance to understanding the necessary means to help me construct this report.

Lastly, I am deeply thankful to my family and friends for their continuous love, encouragement, and belief in my abilities. Their limitless emotional support has been my greatest strength. Despite my limited experience, I have done my best to present a thoughtful and sincere report that reflects my understanding of the subject. This achievement would not have been possible without the solid foundation they have provided every step of the way.

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Part A

Chapter 1: Experience Achieving the Internship

1.1 My expectations from this internship

As a student of HRM, my development from an internship is incredibly crucial. With all things considered, classroom assignments and final exams have given me a glimpse of what it is like to work as an HR employee, especially with all of the aspects given within my field such as Change Management, Industrial Relations, Strategic Human Resource Planning and more. What is undeniable is the real life experience of working under one company that will give me the most real experience of working in such fields and seeing how what was once written in theory about how employees could react, actually happening in front of my eyes.

1.2 Internship Search Process.

Considering the fast paced market of interns in the modern times, It was no surprise that my internship took a long time to process. I had begun searching from December through January and finally found my job midway through February. Now through these grueling months I had learnt a lot about the gaps in my CV and my preparation when it came to interviews. After a decent few interviews and call backs, I was going through job searching websites where I found an HR internship position at Augmedix. Coincidentally, I had gotten the same post from a different website as a referral of the same internship program and the referral advised me to give it a go even if the possibilities of acceptance were really less.

1.3 Interview Experience.

I believe that I have had a very widespread experience when it comes to interviews. From sitting in waiting rooms only to not get a chance at the interview to having to prepare for the interview in less than 24 hours, I had experienced it all. The first couple of interviews I gave taught me about how to prepare for interviews as I studied very little about the company beforehand or how to carry myself and/or how to present myself or even how to articulate myself as a confident candidate. By the time my opportunity at Augmedix came around, I had a fair share of experience when it came to interviews and when I got the call I had less than 24 hours to prepare but within that time, I had done a fair bit of research to put myself in a confident situation. What also helped was the fact that I had known people who had worked there beforehand, thus giving me a small idea about their office culture and work style. When it came to the actual interview I ended up doing more than just well. I had prepared myself enough and presented myself with confidence that I didn't even know I had within me. Part of the confidence came from the fact that I sort of expected failure at this point so the fact that I was actually doing good came as a welcomed surprise. I had sat down for 2 separate interviews, One with the team that I would be working with and One with the Country Director himself, Mr. Rashed Noman. In both the interviews, I was asked about my abilities to handle high pressure situations and overall experience when it comes to the tasks done at Human Resources. I could confidently answer each question due to the theoretical knowledge I gained through my classes and the real life experience I gained with my time doing extra curricular activities. I was fortunate enough to impress both sides with my answers that not only displayed my understanding of the roles taken place in a Human Resource Department, but also by my problem-solving skills and multitasking abilities.

1.4 Information About the Company

Augmedix, Inc. is a medical technology business that specializes in data services and automated medical recording. Augmedix is a healthcare company that was founded in 2013 and has its headquarters in San Francisco, California. Its mission is to improve patient care by reducing the administrative constraints on physicians.

Using natural language processing and automatic speech recognition, the company's Ambient Automation Platform converts casual doctor-patient discussions into thorough medical records. This technology supports a wide range of healthcare settings around the country, including telemedicine, hospitals, clinics, emergency rooms, and doctor's offices. Augmedix has recently merged with another company known as Commure and as a whole, are working towards becoming a one stop solution for all things medically related.

Augmedix provides a range of solutions designed to meet various clinical requirements:

Augmedix Live: Offers point-of-care assistance and synchronous medical note documentation.

The autonomous, ambient AI mobile software program Augmedix Go provides completely automated medical paperwork based on visits that have been logged.

Asynchronous medical documentation based on previously recorded visits is provided by Augmedix Go Assist

Chart preparation services from Augmedix Prep include patient demographics, past medical history, prescription changes, and other relevant data from the patient's medical file.

Chapter 2: The Hands-On Experience of the Internship

2.1 Responsibilities done by the department

As a part of the People team at Augmedix, I had the opportunity to witness the complex and often adaptive work of the department first-hand. For starters, The People Team are responsible for not only selecting those who are considered necessary for the development of the company, but even the most minute details of the selection process that include processes such as phone screenings, arranging assessments and even managing interviews for new candidates. Additionally, The People Team at Augmedix are also responsible for Employer Branding, which is to implement the strategies and efforts the organization takes to promote itself as an attractive employer. It involves shaping and communicating a company's reputation, values, culture, and work environment to attract, engage, and retain top talent.

By creating a mission-driven workplace centered on AI-powered medical documentation and cultivating a culture of cooperation and progress, Augmedix enhances its employer brand. The business uses social media, employee endorsements, and favorable workplace reviews to promote hiring. To draw in new talent, it aggressively participates in job fairs, internship programs, and university hiring. In order to give staff members the chance to learn and advance their careers, Augmedix also places a strong emphasis on diversity, inclusivity, and professional development. By these initiatives, the business establishes itself as a desirable employer in the healthcare technology industry.

2.2 Work Environment

The Office of Augmedix, Located in Rahman's Regnum Centre, 191/1 Bir Uttam Mir Shawkat Sarak, Dhaka 1208, had the most unique work culture I had ever witnessed within a professional space. Starting from the office working hours to the culture within the workplace, It was all a revolutionary working experience.

Each department was broken down into different teams in which all teams shared the same collective desk space. For example, The People Team all sat together, sharing close desk space with each other in one corner of the office. This well thought floorplan encouraged unity and clear communication throughout the office.

The office culture itself represented a very united and innovative feeling, having a semi professional office wear culture throughout the office while also entertaining fun loving activities such as each employee having the freedom of decorating their own desks along with designated meals for employees throughout the day. On my first day, the vibrancy of cultural references and different personalities were very visible across every desk. The office at Augmedix supported an acknowledgement for the comfort and adaptability of young talent as the office shared a deep technological support along with a great trend to adapt the office environment to recent cultural trends and practices.

2.3 My responsibilities as an Intern

As an HR Intern for the People Team of Augmedix, My work was diversified into a few different directions. While my main focus was Employer Branding, which included activities such as creating interactive games and processes for campus activation processes to engage eyes onto the Augmedix brand. Along with

designing the games, It was a part of my job to actually attend the campus activation programs and talk to interested students about why Augmedix is the place to be as an Employee.

Aside from that experience, I worked closely with recruiting as well as Augmedix as a company was expanding, causing more of the focus of the People team of Augmedix to focus on recruiting. Throughout the recruitment process for various roles, I was responsible for initial phone screenings and follow up calls for upwards of 400 different candidates during my time as an Intern. The experience shaped me to become a more patient and focus driven individual.

One of the more impressive accomplishments I had achieved was the direct involvement of the recruiting of 2 major roles in the company which would be the HR Analyst and Senior Recruiter. Through these roles, I had the opportunity to deeply understand the work of a recruiting agent and the intricacies of a recruitment process starting from CV screenings to Phone screenings to understanding the candidate's potential not only from a skillset thought process, but also from the company's end in terms of adaptability to the culture and norms within the office space.

2.4 Application of educational learning with Internship

Working with the People Team of Augmedix, I had a clear and physical experience of what I had learned theoretically during my experience as a student at the University of Liberal Arts Bangladesh. While Undergoing my Bachelors in Business Administration with a concentration in Human Resource Management, I had learned various subjects that directly related to my Internship at Augmedix.

The most direct book-to-work experiences I had were conducting FGDs during recruitment and following various inter-company protocols that all resembled the structure of Human Resource Planning, starting from the need to fill a deficit of skills to arranging interviews for selected candidates. I had often found myself going back to certain notes I had taken within class to help me construct solutions to tasks given to me.

Chapter 3: Self-Reflection

3.1 Feedback on Internship

Reflecting back on my time as an Intern for Augmedix, I am grateful for being a part of such a wonderful and unique experience. Unlike all the stories I heard from my seniors about an intern's experience, I felt like I was directly involved in the establishment of a growing organization like Augmedix. From the very first day, I could understand that this experience was going to be unlike any other. From an office culture that is very innovative and welcoming to young minds to everyday spent working late hours into the office without it feeling like work, I am humbly grateful to Augmedix for giving me the opportunity to work at the office and be a part of a great team. The experiences I gained during my internship made me evaluate myself as an employee and my areas of strengths and weaknesses. Through this internship, my time management skills, patience and multitasking skills were tested almost everyday, showing me the areas I need to work on myself to improve as a professional. One of the most difficult recurring themes of the office included inconsistent starting and ending working hours and a great deal of work that would require more than one consistent patience.

Despite the drawbacks, I believe that my experience still brought out the best in me and showed me how I needed to evolve my skills and mindset in order to better fit the professional world. Furthermore, The internship exposed me to an office environment that was so unique that it actually allowed me to work in a culture where efficiency and work ethics were appreciated, inspiring me to continue to work to the best of my abilities.

3.2 How could I do better and the Organization could utilize me better

I believe to contribute better to the organization, I would aim for more feedback from my mentors while also, not only contributing to the tasks given to me, but also take more initiatives on my own to further improve myself by challenging my abilities to the very limit. By enhancing my skills at time management, along with certain skills such as multitasking and furthering my training within the company circle can help me increase my adaptability to the company's working culture while also being a more efficient employee that has the abilities to handle multiple responsibilities at the same time while also remaining to be efficient with time throughout every task.

To better utilize me, the company can compose a clear training route for my designated tasks as an Intern for the People Team of Bangladesh. With clear documentation that would highlight my responsibilities and required skills, the company can manage to utilize me to my fullest potential. Providing extra training modules can also enhance me as an employee and allow me to be better fitted to the culture within Augmedix. Furthermore, acknowledgement and recognition of effort can help motivate me to perform better as an employee.

3.3 Recommendation

With extensive time spent in this organization, I can believe that Augmedix can adopt a few new structured ideas to better utilize their employees and bring up their overall efficiency:

1. Implementing the ideology of the importance of mental health can bring out the best within the employees of the organization, especially considering the fact that Augmedix functions at times that are more aligned with the timezones of the US, which causes the team in Bangladesh to function into the hours of the night. With this unusual time, other aspects of life such as an employee's social life, personal health and other deep aspects can take a toll within the mind of the employee, thus taking away from the optimum output of the employee themselves.
2. A more structured approach to an employee's understanding of their specific tasks can also help employees perform better as specified tasks can help employees maintain a smooth flow of work and help remain motivated and focused when delivering tasks that are detailed to the expectations of their delivery.

Chapter 4: Personal Development Plan

4.1 Technical Skills

To improve my range of technical skills, I plan on beginning courses to truly understand and become familiar with a few trending analytical and data based regiments. These include particular interfaces such as SQL and Python. I would also like to focus on certain office related software such as Google Suite, Excel, Sheets and Google Slides. Throughout my Internship I had noticed that the entirety of the office space revolved around these few softwares that made data transferring and data interpreting more efficient and smooth. With all things considered, A few of these technical skills seem to be essential if I am to continue this journey with Augmedix as an Employee.

4.2 Interpersonal Skills

When it comes to the interpersonal skills that I continue to develop on a daily basis, Some of the skills that I believe troubleshooting that would make me a more effective and efficient employee include:

Flexibility and Multitasking: One of the areas I always struggled with was the inconsistent workload and shifting hours which had put deep mental and psychological stress within myself. To aid this, I believe I would require to build a proper foundation through certain workshops and seminars where I could find the solution to managing multiple tasks at once while also dealing with the adaptability to different kinds of work and time constraints.

Taking on more responsibilities: It is within my personal belief that I can only continue to grow when more challenges are presented in front of me. In a professional environment, The ability to take responsibility and to lead a project is highly sought after and so I believe that in order to grow myself as a professional employee, I would require to take more risks and take charge in more projects to really push myself to be the most efficient employee possible. Finding growth in terms of leadership and accountability can not only benefit my professional career but also grow myself as an individual who thrives in bringing out the best within myself.

Part-B
**Examining Augmedix's Approach to Employee Mental Health: A
Qualitative Study**

1. Executive Summary

This research report investigates the mental health support landscape within Augmedix, a health-tech organization that operates at the intersection of healthcare and technology—two industries known for their fast-paced, high-pressure environments. As mental well-being becomes an increasingly central concern in today's corporate culture, organizations are being called upon to not only acknowledge mental health challenges but also to proactively implement systems that support the psychological safety and well-being of their employees.

The purpose of this study is to understand how employees perceive Augmedix's current approach to mental health, identify existing challenges and gaps in support, and explore potential pathways for improvement. The research is guided by a qualitative methodology, utilizing open-ended survey responses to gather firsthand insights from employees across various departments. A total of 20 responses were collected and analyzed thematically to uncover both recurring patterns and unique perspectives.

The findings reveal a notable absence of formal mental health support mechanisms within the organization. While there is a general sentiment that the company cares about its employees, there is also a shared concern that this care is not reflected through structured policies or accessible mental health resources. Participants highlighted a need for professional counseling services, supervisor training, and regular mental health workshops as potential solutions. A few

respondents also noted flexible working conditions and occasional managerial empathy as positive yet insufficient steps toward fostering a supportive environment.

This report not only brings to light the current employee experience but also serves as a constructive tool for leadership, providing actionable insights that can inform future strategies. As the discourse around workplace mental health continues to evolve, this study contributes to a broader understanding of the importance of intentional, transparent, and compassionate organizational practices. Strengthening mental health support at Augmedix will not only enhance employee satisfaction and retention but also promote a healthier, more resilient workforce overall.

2. Introduction

Mental health in the workplace has become a central topic in both global and local corporate conversations, with growing recognition of its critical role in driving employee performance, engagement, and overall organizational success.

Numerous studies have shown that when mental well-being is prioritized, employees are not only more productive and creative but also more likely to remain committed to their organizations. However, the journey toward normalizing mental health discourse and implementing meaningful support systems is still in its early stages in many countries, including Bangladesh.

Within the context of Bangladesh's evolving professional landscape, mental health remains an area often overshadowed by traditional workplace metrics and performance expectations. This is especially evident in emerging sectors like health technology, where the pace of growth is rapid and the workload can be intense. Augmedix, a leading health-tech company, plays a vital role in supporting

medical professionals through real-time documentation services. Its employees work in a fast-paced, hybrid environment where precision, responsiveness, and client interaction are key to day-to-day operations. While such a setting fosters innovation and efficiency, it can also introduce elevated stress levels, emotional fatigue, and burnout if mental health is not actively addressed.

Recognizing these potential risks, this study seeks to explore how Augmedix currently approaches mental health within its organizational structure. It aims to understand how employees perceive the company's efforts—or lack thereof—toward fostering a mentally supportive workplace. Through qualitative data gathered via anonymous responses to open-ended questions, this research captures authentic, lived experiences from a cross-section of the company's workforce. The methodology is designed to uncover recurring themes, emotional patterns, and candid suggestions from employees themselves.

The goal of this research is not merely to critique, but to inform and inspire. By shining a light on employee voices, the study endeavors to provide practical insights that can help the organization develop more robust, inclusive, and sustainable mental health initiatives. Ultimately, it seeks to contribute to a workplace culture where mental well-being is treated with the same importance as physical health and professional output—one where employees feel valued not only for what they do but also for how they feel.

3. Literature Review

Mental health support in corporate settings has gained global attention in the last decade. Numerous studies highlight the positive impact of well-structured mental health policies on employee engagement, organizational loyalty, and overall performance (LaMontagne et al., 2014; WHO, 2020). However, much of this

literature is focused on large Western corporations or healthcare providers, with relatively less focus on health-tech firms in developing countries.

In the context of Bangladesh, most corporate wellness efforts tend to focus on physical health or basic HR support, with mental health remaining an under-discussed topic. Limited existing literature on workplace mental health in Bangladesh often overlooks the nuances of tech-enabled, high-pressure environments such as those found at Augmedix. Moreover, there is a lack of qualitative research that captures how employees themselves perceive these initiatives.

This gap justifies the need for a study that focuses specifically on Augmedix — not just in terms of policy review, but through the lived experiences and voices of its employees. Understanding their perspectives can provide actionable insights and highlight areas where awareness or support may be lacking.

4. Research Objectives & Questions

Objectives:

- **To understand Augmedix’s current initiatives around employee mental health.**
- **To identify any gaps in the current support system.**
- **To collect employee-driven recommendations for enhancing mental health awareness and support within the organization.**

Research Questions:

- **How do employees perceive Augmedix's approach to supporting employee mental health?**
- **What challenges and gaps exist in the current mental health support system at Augmedix as perceived by employees?**
- **What recommendations do employees have for improving mental health awareness and support at Augmedix?**

5. Methodology

This research adopts a qualitative approach to explore employee perceptions, experiences, and opinions regarding mental health support within the organizational context of Augmedix. The primary objective was to gain in-depth insights into how employees perceive the company's approach to mental well-being, the existing gaps, and the improvements they believe are necessary.

To collect data, a Google Form was created containing three open-ended questions. These questions were carefully designed to encourage descriptive, reflective, and improvement-oriented responses. The open format allowed participants to express their thoughts freely and share experiences that might not have been captured through closed-ended questions.

A purposive sampling method was employed to ensure the collection of responses from a diverse group of employees across various departments and roles. The decision to use purposive sampling was grounded in the need to gather targeted insights from individuals likely to have meaningful input on the topic. The survey was kept anonymous to promote honesty and openness, and to make respondents feel more comfortable in sharing sensitive or critical feedback.

In total, 20 complete and valid responses were gathered. These responses formed the core dataset for analysis. The collected data was examined through thematic analysis, a qualitative method used to identify, analyze, and report patterns or themes within the data. This process involved reading and rereading the responses to extract key themes, which were then grouped under broader categories such as perceived effectiveness, support gaps, emotional climate, and suggestions for improvement.

Ethical considerations were strictly maintained throughout the research process. Participation was entirely voluntary, and informed consent was considered to be given upon the submission of the completed form. No personally identifiable information was collected, ensuring full anonymity and confidentiality. All data has been used solely for academic purposes, in alignment with ethical research standards.

6. Findings and Analysis

This section presents an in-depth thematic analysis of the qualitative data collected from twenty respondents regarding mental health awareness and support at Augmedix. The analysis is structured around the three central questions asked in the survey and highlights key themes and patterns that emerged from the responses.

6.1. Perceptions of Augmedix's Approach to Employee Mental Health

Theme: Acknowledgement Without Structure

Question to be observed : *How would you describe Augmedix's approach to employee mental health?*

Across the responses, a common theme was evident—Augmedix appears to express a general concern for employee mental health, but this concern lacks formalization. Most participants noted that while mental health is informally acknowledged within the workplace culture, there is no structured framework or institutional policy to support or enhance mental well-being.

Several employees shared that flexibility in work hours and informal supervisor check-ins contribute positively to their experience. However, these actions were widely perceived as inconsistent and dependent on individual teams or managers rather than a result of a deliberate company-wide approach. On the contrary, A handful of respondents directly oppose this thought process of having flexible working hours as a benefit to them as they discuss how the odd working hours have affected their lives in more ways than one. One respondent shared:

“Having the hours that I have has not only caused me to burn out in my social life, but I feel fatigued always. I don't remember being so easily irritated, or so distant from my family.”

This statement illustrates the **personal cost of mental health neglect** when no systems are in place to prevent burnout. It reflects a recurring pattern in the data: even when employees recognize their emotional or mental distress, there is no institutional framework to catch or address it early. The absence of structured check-ins or workload management contributes not only to workplace fatigue but also to the deterioration of social and family life.

One respondent described the company’s stance as emotionally supportive but “not proactive.” Others emphasized that despite a general openness in communication, there is no visible system in place to address mental health consistently or thoroughly.

This pattern indicates a gap between intention and action. While there is a foundation of care and acknowledgment, it lacks reinforcement through policies, training, or organizational programming for their very own employees.

6.2 Challenges and Gaps in the Current Mental Health Support System

Theme: Absence of Institutional Resources

Question to be observed : *What challenges or gaps do you see in Augmedix's current mental health support system?*

A unanimous concern among respondents was the absence of structured support mechanisms for mental health within the organization. Many expressed that there is no designated team, platform, or professional resource to turn to in times of mental stress or emotional difficulty.

A recurring issue highlighted was the lack of supervisor and team lead training. Several employees noted that although their supervisors are empathetic, they are not equipped with the skills or tools to effectively support mental health challenges in the workplace. Furthermore, the lack of clear communication or visibility regarding any existing support structures contributes to the perception that mental health is not a formalized concern for the company. Another respondent echoed this sentiment with concern about organizational inaction:

“The lack of any sort of help when it comes to mental health within the environment has an underlying effect on the employees. It's so obvious yet no one is truly taking a step to sort it.”

This highlights the visible yet unaddressed nature of the issue. Employees are not only aware of the mental health challenges around them, but they are also growing increasingly frustrated by the lack of acknowledgment and response from

leadership. The perception of inaction, despite clear signs of distress, contributes to a growing disconnect between employees and the organization's responsibility toward well-being.

This reveals a systemic gap in how mental health is integrated into day-to-day operations and employee support systems. Without a trained workforce or centralized resources, employees are left to manage their mental well-being independently, potentially increasing the risk of burnout or disengagement.

6.3 Suggestions for Improving Mental Health Awareness and Support

Theme: Need for Professional and Proactive Interventions

Question to be observed : *What suggestions do you have for Augmedix to improve mental health awareness and support for employees?*

When asked to suggest improvements, employees consistently recommended three major actions to enhance mental health support at Augmedix.

First, almost all respondents emphasized the importance of providing access to professional counseling services. This could include internal counselors, partnerships with mental health providers, or confidential external services that employees can access freely.

Second, respondents strongly advocated for mental health training for supervisors and managers. These programs would equip leaders with the ability to identify early signs of stress, approach sensitive conversations, and guide employees to appropriate resources.

Third, many recommended the implementation of awareness initiatives and regular workshops to foster an open and informed workplace culture. These could

help normalize mental health discussions and reduce stigma, encouraging employees to seek help when needed.

Employees demonstrated a clear understanding of the necessary steps to improve the organization's mental health environment. The emphasis on structural changes, professional support, and preventative education reflects a desire for long-term solutions that go beyond surface-level efforts.

Summary of Key Themes

Theme	Key Insight
Acknowledgement Without Structure	Mental health is recognized, but lacks organizational backing or formal policy.
Absence of Institutional Support	No dedicated team, services, or trained personnel available for mental health.
Demand for Structured Initiatives	Strong support for professional counseling, supervisor training, and workshops.

Conclusion of Analysis

The findings clearly show that while there is a cultural foundation of care at Augmedix, it is not reinforced by systems or policies that can meaningfully support employee mental health. The current state is characterized by goodwill without structure—where managers may care, but lack the training, and the organization may recognize mental health as important, but fails to act systematically. The employees' suggestions point toward a desire for tangible and consistent action: access to counseling, manager education, and mental health normalization through awareness initiatives. What we can understand from the findings in summation is the fact that not only do Augmedix need to understand the importance of implementing strategies that will cover the necessary issues regarding mental health around their company, but they must also realize the adverse effects of long term negligence of such a core part of a human resource.

7. Recommendations

From the insights gathered during this research, it's clear that while there is a sense of emotional awareness at Augmedix, the company lacks a structured, reliable system to actively support employee mental health. The following recommendations aim to address this gap by suggesting practical yet impactful steps that can be taken to promote a healthier work environment.

Firstly, one of the most urgent needs expressed by employees is access to professional mental health support. Introducing counseling services—either through external partnerships or by hiring in-house professionals—would provide a crucial outlet for those facing stress, burnout, or emotional strain. These services should be confidential, easily available, and normalized across all levels of the organization, ensuring that seeking help is seen as a responsible, encouraged choice rather than a weakness.

Another important step involves equipping team leads and supervisors with proper training. At present, many of them may want to support their team members but lack the tools to do so effectively. Structured training sessions that focus on mental health literacy, empathetic communication, and early intervention techniques would help managers respond more sensitively and guide employees toward the right resources when needed. This not only builds trust but also shifts responsibility from individual goodwill to organizational preparedness.

Moreover, Augmedix would greatly benefit from having a clear and documented mental health policy. This should include guidelines on confidentiality, how to seek help, how to handle disclosures, and steps for crisis management. Having such a policy would bring clarity and consistency, especially for new hires or those unsure about where to turn during tough times. It's also important that this

information is easily accessible—whether through internal communication channels or during onboarding.

Alongside formal structures, the company should consider investing in awareness campaigns and regular well-being events. Workshops, seminars, or even casual group discussions on mental health topics can help foster an environment where these conversations are normalized rather than avoided. Initiatives like mental health days or interactive wellness challenges can also make a difference in helping employees feel supported, connected, and more in tune with their own well-being.

Finally, the issue of workload and scheduling cannot be overlooked. Several employees described feeling exhausted, emotionally distant, or socially withdrawn due to demanding work hours. While the flexible scheduling system is appreciated by some, a more deliberate effort to ensure work-life balance is needed. This might involve reviewing shift patterns, encouraging time off, or regularly checking in on employee fatigue through internal surveys.

Altogether, these recommendations are not just about ticking boxes—they're about building a work culture that respects and protects the mental health of every individual. If implemented with sincerity and consistency, these steps could significantly improve overall employee morale, productivity, and long-term retention at Augmedix.

These recommendations aim to establish a comprehensive, proactive, and employee-centered mental health strategy at Augmedix. By acting on these insights, the company can enhance employee satisfaction, reduce turnover risks, and demonstrate a genuine commitment to the well-being of its people.

8. Conclusion

This research set out to explore how employees at Augmedix perceive the organization's approach to mental health. Through honest, reflective responses, it became clear that while there is an underlying awareness of the importance of mental well-being, there remains a significant absence of structured support, dedicated resources, and institutional commitment to the mental health of employees.

Across every response, one message echoed clearly—employees are navigating high workloads, emotional fatigue, and a lack of accessible mental health support systems, often in silence. While there are occasional instances of individual managers showing empathy or adjusting hours informally, these isolated efforts cannot replace a formal, well-communicated framework that prioritizes mental wellness as part of the company culture.

What also emerged strongly was the sense of hope and willingness among employees to engage—if the organization chooses to act. Their suggestions reflect a collective call for structured mental health programs, counseling services, regular workshops, and training for supervisors—not just as crisis management tools, but as ongoing investments in employee well-being.

Ultimately, this report is not just a critique—it is an invitation. An invitation for Augmedix to recognize that taking care of mental health is no longer optional or secondary. It is fundamental to building a resilient, engaged, and productive workforce. By listening to its employees and acting on their insights, Augmedix has the opportunity to lead with empathy and create a workplace where people feel truly seen, supported, and empowered—not only as professionals, but as human beings.

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Appendices:

Questions from the Form:

1. How would you describe Augmedix's approach to employee mental health?
2. What challenges or gaps do you see in Augmedix's current mental health support system?
3. What suggestions do you have for Augmedix to improve mental health awareness and support for employees?

Letter of Appointment



Internship Agreement

Date: February 21, 2025

Name: Anzar Noor Baig

Address: House-156/A, Bara Maghbazar, Ramna Model, Dhaka GPO - 1000, Dhaka

This Internship Agreement between Augmedix Bangladesh having its office at Rahman's Regnum Center (15th Floor), 191/1, Tejgaon-Gulshan Link Road, Tejgaon C/A, Dhaka-1208 (hereinafter referred to as the "Company") Anzar Noor Baig Son of Late. Parvez Baig and Tanima Baig permanent resident of House-156/A, Bara Maghbazar, Ramna Model, Dhaka GPO - 1000, Dhaka (Hereinafter referred to as the "Intern") is made on February 21, 2025.

The Company, based on the application of and interviews with the Employee, wishes to offer Internship to the Employee on following terms and conditions, which the Employee accepts by signing below.

Position	HR Intern
Assignments	The Company will provide job assignment and/or job description separately to the Intern, which the Company may change, as it finds necessary at any time.
Reporting to	Rashed Noman
Joining	The Intern is expected to join on Feb 24, 2025 , after submitting the required papers. a) Release letter from the previous employer (if any) b) Copy of National ID/Passport c) Copies of educational and professional certificates
Workstation	The Intern's workstation will be at Rahman's Regnum Center (15th Floor), 191/1, Tejgaon-Gulshan Link Road, Tejgaon C/A, Dhaka-1208, Augmedix Bangladesh Office and depending on business s/he may be transferred at any other place as may be decided by the Company.
Contract Period	The Intern will be on contract for a specific period of three (3) months, from 3 Months, which may be extended at the discretion of the Company.
Compensation	The Intern will be paid consolidated gross compensation of Tk. 7,000 /- per month
Rules and Regulations	The Intern will abide by the general rules and regulations of the Company, which may be changed by the Company from time to time.
Transportation	Pick and Drop vehicles will follow the routes decided by the facilities team based on the location of available users only within the Dhaka Metropolitan region. A pick-up service will be provided only to those eligible employees who have to come to the office between 10:00 PM - 07:00 AM. Drop off Vehicles will be available for employees on office days from 10:15 PM - 7:30 AM.
Confidentiality	The Intern shall not divulge matters relating to the Company's operation in any respect, which Intern may come to know/learn during his/her Internship in the Company. The Intern shall, both during and after his/her Internship, take all reasonable precautions to keep all such information confidential. The Company has the right to seek damages from a competent court for any breach of this provision.
Limitation of Authority	The Intern shall not make any financial commitment on behalf of the Company and/or engage in any dealings, which may involve the Company financially unless specifically authorized by the Company.
Termination of Internship	The Company has the right to terminate the Internship by giving a one-month notice in writing or by paying the Intern an amount equivalent to his/her basic compensation for one month. The Intern has the right, subject to any additional agreement with the Company; to terminate the Internship with one-

Abu Muhammad Rashed Mujib Noman
Managing Director, Augmedix BD Limited

month's written notice to the Company or by paying one month's basic compensation to the Company

**Termination of
Internship with due
cause**

If the Intern commits a breach of any of terms of this agreement, or is found guilty of misappropriation of money, unauthorized absence, insubordination to lawful orders of the superiors, borrowing money from any client or Intern of the Company, or any act subversive of discipline, or any other acts of misconduct or conflict of interest, then the Intern will be liable to suspension at the discretion of the company, and discharge/dismissal after a proper inquiry by the Company. If the Internship is terminated for due cause, the Intern is not entitled to any compensation due to such termination.

Settlement

On leaving the Internship of the Company, any amount due from the Intern shall be recovered by the Company from Intern's final payment, and in the event, there be any amount due from the Intern after such deduction/adjustment the Intern shall make good the same by payment to the Company and obtain clearance thereof. The Intern shall, upon the termination of the Internship/leaving the Company, deliver to the Company all property of the Company which may be in the Intern's possession including materials, memoranda, notes, records, files, mobile, google glass, or any other gadgets, or any other documents, etc. which belongs to the company.

Amendments

The terms and conditions contained herein may be amended according to changes in the Company's personnel policy or the Company's general rules on Internship at any time at the discretion of the Company.

**Copies of this
Agreement**

This Agreement is being executed in two identical originals, one to be retained by the Intern and the other by the Company.

Acceptance

The Intern accepts the Internship under the conditions mentioned above.

Name: Rashed Noman

Abu Muhammad Rashed Mujib Noman
Managing Director, Augmedix BD Limited

Title: Country Director, Augmedix Bangladesh

On behalf of Augmedix Bangladesh

Date: February 21, 2025


Signature of the Employee
Date: 2/21/25

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