Automatically document care with the Dragon Ambient eXperience

The exam of the future has arrived with clinical documentation that writes itself.

Greater demands and higher expectations

The administrative burdens of managing higher patient volumes and meeting increasing compliance and documentation requirements are frustrating clinicians and interfering with their ability to practice medicine. Too often they spend more time documenting care than delivering it—with their gaze fixed more on a screen and less on the patient.

Efforts to improve efficiency and meet quality and financial objectives can come at the expense of clinician satisfaction and at the risk of alienating patients who increasingly expect more from their healthcare experience. To help, Nuance is revolutionizing the patient encounter through ambient clinical intelligence that reprioritizes the human connection as part of the healing process.

Sophisticated conversational AI and ambient sensing technology

Nuance® Dragon Ambient eXperience™ (DAX™) offers unprecedented opportunities to securely and unobtrusively gather, transform, and put information to use. Nuance DAX transforms the physician-patient experience by securely capturing and contextualizing conversations to automatically write clinical documentation.

Built on the secure HITRUST CSF certified, Microsoft Azure platform, Nuance DAX is available for an array of medical specialties and includes:

– **Ambient device:** Clinicians engage in conversation with their patients while a purpose-built ambient device securely captures a multi-party conversation using a highly optimized microphone array, large interactive display, integrated biometrics, and multi-sensory capabilities.

– **Ambient documentation:** Deep-learning-based AI securely converts encounter conversations into structured notes that go through a quality review process to check for accuracy, omissions, and appropriateness before being delivered to the clinician for signature in the EHR—creating an AI learning loop for continuous improvement.

– **Ambient skills:** Simply say, "Hey Dragon," to get information in and out of the EHR. Integrated virtual assistant capabilities enable care teams to complete a growing list of tasks in real time within their EHR and other third-party applications.
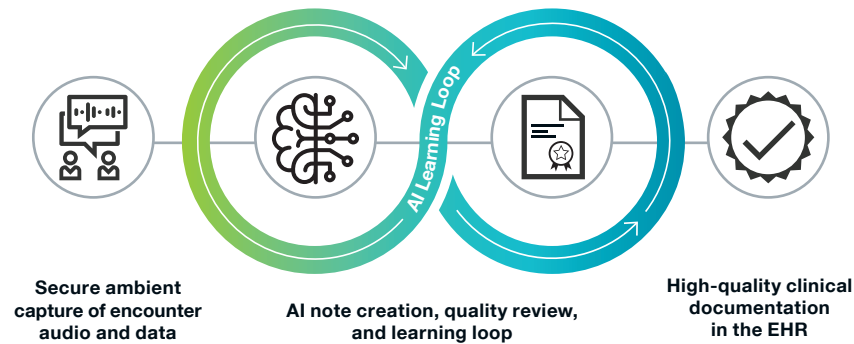
Benefits

– Boosts clinician satisfaction by alleviating administrative burdens.

– Rehumanizes the patient experience by promoting a more natural physician-patient conversation.

– Increases clinic throughput and operational efficiency while accelerating data availability in the EHR.

Innovated by Nuance and Microsoft
Nuance and Microsoft have partnered to transform the physician-patient experience. This partnership accelerates the delivery of ambient clinical intelligence by combining Nuance's healthcare expertise and track record of proven outcomes with Microsoft's AI research investments and enterprise cloud services.

How it works

During an encounter, conversations between clinicians and patients are securely recorded and automatically converted into clinical notes using discrete data to populate clinical documentation directly in the EHR. Physicians speak naturally, and key information is translated into clinical terminology through intelligent summarization.

Secure ambient capture of encounter audio and data — **AI note creation, quality review, and learning loop** — **High-quality clinical documentation in the EHR**

To ensure documentation quality, the AI-generated note is sent through a quality review process before being presented to the physician for signature. Beyond high-quality notes, this process creates an AI learning loop where every word teaches and reinforces meaning, allowing the technology to better predict and understand how to contextualize new information as it continually learns.

Extend the power of Dragon Medical One

Nuance DAX extends the power of Dragon Medical One with the latest advancements in ambient sensing technology and AI to create a fully voice-enabled and ambient exam room environment. Take advantage of the industry's most widely used cloud-based speech recognition technology and benefit from increased levels of workflow, task, and knowledge automation.

A better experience for patients and care teams

Nuance DAX makes more valuable use of clinicians' time and helps restore their sense of professional satisfaction. For patients, this inspires trust and builds a better relationship with their provider, which can significantly reduce stress and anxiety at a time when they are most vulnerable.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit nuance.com/ambient.

"With the Nuance Dragon Ambient eXperience solution, our providers can spend more time with their patients and less time on administrative tasks. This helps providers and patients communicate more clearly and build stronger relationships. That results in better care, which is everyone's goal."

Ann Cappellari, MD
VP and CMIO, SSM Health

Commitment to data security
Cloud-based infrastructure encrypts and transmits patient health information (PHI) over SSL-secured HTTPS connections, consistent with HIPAA requirements. Breach Notification and Response Policy, risk assessments, and the full complement of HIPAA-based controls are also available.

About Nuance Communications, Inc.
Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn, and Facebook.

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