

# In-workflow guidance for better documentation quality

Evidence-based advice engages physicians at the point of care.

There is no need to choose between quality documentation and quality time with patients. Physicians can easily capture all details—including a full history of complaints, assessments, and treatment plans—that inform care decisions and impact quality outcomes. Dragon Medical Advisor, an industry-leading computer-assisted physician documentation (CAPD) solution, is backed by artificial intelligence and fits naturally into existing physician workflows through Dragon Medical One.

Dragon Medical Advisor provides in-workflow guidance that integrates evidence-based advice with real-time guidance across care settings. This support allows physicians to add important details to existing diagnoses, discover evidence of undocumented and unspecified diagnoses, and guide improved Hierarchical Condition Category (HCC) capture to drive better documentation quality including:



#### Earlier discovery

Enables physicians to better capture the true severity of illness and acuity of each patient at the point of care through a virtual clinical conversation to identify and add critical details that may impact treatment and expected outcomes.



#### More time for patients

Provides clinical documentation improvement (CDI) and enhances quality to give care teams more coordinated and timely access to information. Shifting guidance to the point of care reduces retrospective queries by up to 40%, drives overall quality improvements, and allows teams to dedicate more time to patient care.



#### Proven outcomes

Engages physicians with high acceptance rates and captures documentation that drives appropriate reimbursement and accurate quality ratings and risk adjustment; shortens the billing cycle; and helps improve the denials management process.

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#### Key benefits

- Earlier discovery of undocumented and unspecified diagnoses for better documentation detail.
- Ensures documentation supports appropriate reimbursement and quality.
- Reduces retrospective queries, improves effectiveness, and avoids rework—freeing up more time to spend with patients.
- Covers resource gaps and augments staff coverage, allowing CDI teams to reallocate resources to more complex cases or broaden case coverage.

#### Key features

- Prompts only when there is high confidence and sufficient clinical evidence to support the clarification.
  - Built-in sentence builder allows easy and intuitive note editing to increase physician productivity and satisfaction.
  - Flexible configuration supports personalized filtering for an enhanced user experience.
  - Monitors program performance and helps identify improvement opportunities.
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With a secure, cloud-based design, Dragon Medical Advisor reduces the strain on IT resources while having a positive effect on deployment and maintenance costs. The integrated solution is hosted on Microsoft Azure, a HITRUST CSF-certified hosting infrastructure, to support privacy, security, and compliance.

Dragon Medical Advisor Analytics allows organizations to easily track and drive adoption of the solution by providing users with in-depth dashboards that highlight advice trends and individual and patient usage.

### Get even more from your Dragon Medical Advisor investment.

A comprehensive set of evidence-based guidance options designed to support your organization's needs at the right time, in the right care setting.

#### Clinical Guidance

Searches for clinical clarification opportunities based on evidence of symptoms, vital signs, diagnostic findings, and treatments as well as unspecified diagnoses. Drives documentation detail supporting improved comorbidity/major complications comorbidities (CC/MCC) capture, which promotes more appropriate reimbursement and higher quality.

#### HCC Guidance

Identifies chronic conditions and prioritizes focus to drive appropriate reimbursement and risk adjustment factor (RAF) scores in outpatient clinics. For those organizations contemplating risk-based contracts, establishing a foundation of clinical documentation excellence provides critical support needed for success.

#### Pediatric Guidance

Offers specific support designed to improve how care is documented in pediatric settings. Real-time advice helps physicians add important specificity details to existing diagnoses, discover evidence of missing diagnoses, and guide improved documentation quality for pediatric medicine.

### Consultative advice to design your program

Each organization is unique, and any technology, content, or analytics implemented should be chosen to match program goals and readiness while laying a foundation for future growth. Our team of experts offers the support you need to plan, deploy, and adopt our solutions and achieve clinical documentation excellence. Let our team help you plan the level of education, leadership training, and ongoing support needed to maximize the return on your investment.

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### Supporting clinical documentation excellence for healthcare organizations of all sizes

Our comprehensive portfolio of cloud-based documentation guidance technologies and services enables care teams to focus on quality while improving clinical and revenue integrity.

Our clinically focused program allows organizations to take advantage of AI-powered physician documentation guidance, encounter prioritization, workflow management, clinical and financial analytics, and CDI best practice to meet organizational goals.

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To learn how our clinical documentation excellence solutions, including Nuance Dragon Medical Advisor, can ease the burden for your care teams, please call 1-877-805-5902 or visit [nuance.com/healthcare](https://nuance.com/healthcare).

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#### 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](https://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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