

Nuance DAX drives Thomas Eye Group's modern approach to patient care



CHALLENGE: Support the mission of patient-centered care, using technology as a tool for empowerment rather than as an obstacle.

SOLUTION: Nuance Dragon® Ambient eXperience (Nuance DAX™)

RESULTS:

- Completely restructured patient care teams, centered on enhanced communication and focus on patient needs.
 - Improves practice efficiency by redeploying high-quality staff, reducing impact of labor shortages, and ensuring accurate documentation and billing.
 - Avoids canceled visits due to scribe staffing shortages and generates additional revenue by seeing more patients.
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A surgeon at Thomas Eye Group, a leading eye care provider in the Atlanta area, arrived at his clinic one morning and discovered his scribe was ill and could not come to work. Like many providers nationwide during the COVID-19 pandemic, the organization was facing staffing shortages, and no replacement scribes could be found on short notice. The surgeon had to determine whether he could adequately treat his patients that day without his typical support staff.

“We’ve been looking at how we can be more efficient and how we can leverage technology to make an impact and improve the patient experience. That’s why we have really embraced DAX.”

— Kristy Gleaton, Director of Operations, Thomas Eye Group

He had deployed Nuance DAX two weeks earlier and told his practice he would be comfortable completing his patient schedule as planned. At the end of the day, he emerged with a big smile—and, with DAX, accomplished his mission.

“That’s when the light bulb went off for us,” said Gleaton.

Since that time, Thomas Eye Group has expanded its use of DAX and continues to roll-out the solution to its doctors, including new hires during the onboarding process. DAX has positively transformed the approach Thomas Eye Group takes to ensure the highest-quality patient care by repurposing support teams, alleviating impacts of labor shortages, and facilitating expanded patient access, among other benefits. “DAX has been a very valuable investment for us,” Gleaton said.

Perhaps most impactful for the organization is how Thomas Eye Group is changing the paradigm for utilizing scribes and support staff. With the pandemic exacerbating labor challenges throughout the healthcare industry, Thomas Eye Group has been committed to finding solutions for administrative and support responsibilities that would limit the effects of scribe turnover and maximize physicians’ attention to patients. With DAX, Gleaton says Thomas Eye Group has found far more than a stopgap solution: they are using DAX as a tool to empower teams to rethink their roles in treating patients.

3-4

additional patient visits per day
by adopting DAX

With DAX creating accurate, well-structured notes by automatically capturing the conversation in the exam room, scribes are being repurposed to focus on patient communications and education. Physicians and their scribes, facing significantly reduced administrative workloads, are spending more time prioritizing patient needs and strengthening relationships—between physician and patient, and between physicians and support staff. And because DAX fulfills necessary documentation responsibilities, Thomas Eye Group can operate without disruption, even when scribes and administrators are unavailable—avoiding cancelled patient visits and lost revenue.

“Utilizing DAX has been critical in meeting our mission and values: compassion, excellence, and ownership,” Gleaton said. “We’re seeing better stability for our doctors by utilizing DAX, as they are able to reduce the stress that comes from not knowing if the scribe support team will be available.”

The effects of DAX are quantitative as well as qualitative for Thomas Eye Group: some of its physicians have been able to add more appointments to their standard clinic sessions. In one instance, after establishing a new optometric clinic at its flagship location, the adoption of DAX by the primary optometrist has facilitated three to four incremental patient visits per day—driving a meaningful increase in revenue for the clinic.

Thomas Eye Group has been a fixture in the Atlanta region for 50 years. Gleaton highlights that the organization’s adoption of DAX has been a valuable catalyst as it grows rapidly with new practices and an expanding roster of physicians. The concept of using cutting-edge technology at scale for a wide variety of benefits—enhancing patient care, increasing care team communication, improving operational efficiency, and ultimately generating additional revenue—is very much in line with Thomas Eye Group’s emphasis on instituting forward-thinking and creative approaches to drive impact.

“I love that our patients see us being progressive and know we’re looking to adapt with the times,” Gleaton said. “It says a lot about us as a healthcare provider that, with DAX, we’re investing in our future and where the industry is going.”

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