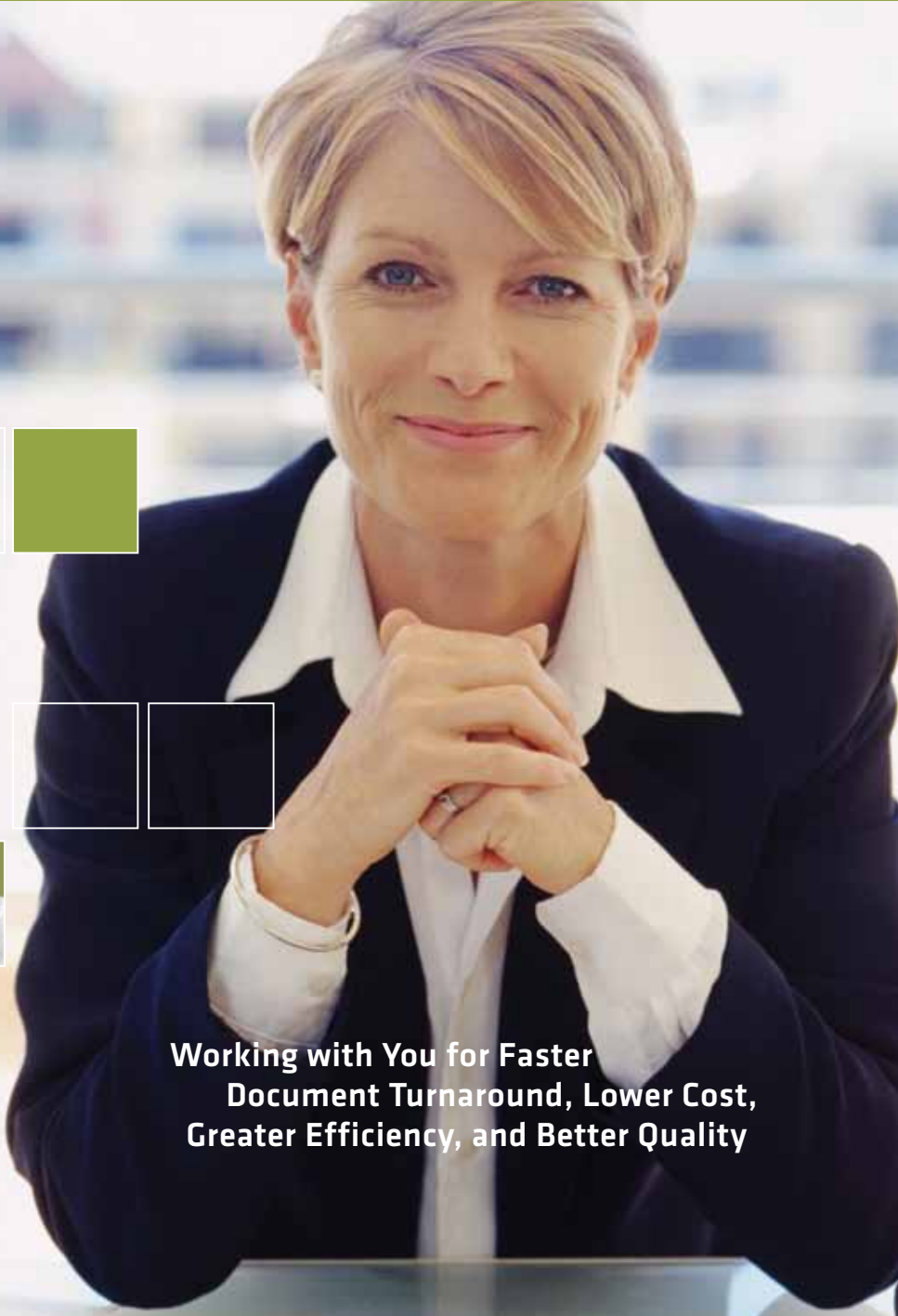
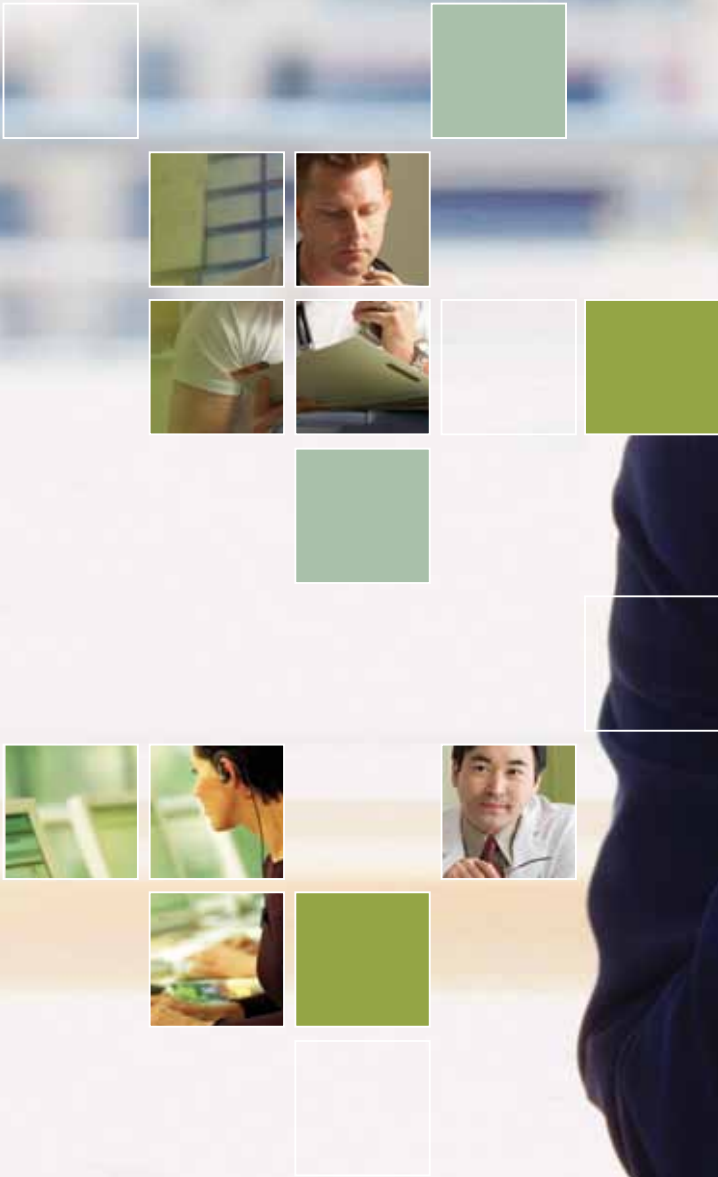


Speech-Driven Clinical Documentation and Communication

Strategies for Health Information Management Professionals



Working with You for Faster
Document Turnaround, Lower Cost,
Greater Efficiency, and Better Quality



The pressure is on...

for the healthcare industry, and for you as a Health Information Management Professional.

Clinicians count on you for quality documentation to support the best care for patients. You strive to meet demanding document turnaround times. Budgets are tight and costs are under scrutiny. You work hard to meet the challenge of finding transcriptionists or managing outsourced services.

You deliver under pressure to keep the clinical documentation process running as smoothly as possible.

Yet, today more than ever, the pressure is on because the world of medical records is expanding swiftly in the face of industry-wide changes and challenges. Information technology offers a promise of relief—and opportunity. Your healthcare organization depends on HIM professionals like you to help realize that promise.

How do you turn the expectation into reality? How do you deliver documentation more quickly and at a lower cost, while improving clinician satisfaction? How do you drive toward ICD-10 and Meaningful Use of the EHR with integrated speech recognition and clinical language understanding solutions that automatically extract medical facts from clinician dictation?

Find an innovative, strategic healthcare information solution provider committed to meeting your goals today and in the future.

Get to know Nuance Healthcare, the proven leader in speech-driven clinical documentation and communication.

“Financially, we’ve met our goals and are seeing huge savings with eScripton. Also, we’ve achieved turnaround times that are better than we thought we would.”

—Susie Oborn
Corporate Manager, Transcription Services
Intermountain Healthcare
Salt Lake City UT

Faster Turnaround Time
On-Site and On-Demand
Cost Savings ROI



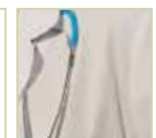
Industry-leading Transcription Solutions

Nuance Healthcare meets the needs of HIM professionals with leading transcription solutions utilizing background speech recognition. This technology turns clinician dictation into formatted draft documents that Medical Transcriptionists (MTs) can quickly review and edit, typically doubling productivity when compared to traditional transcription. As a result, you can achieve faster turnaround times and substantial cost savings without interrupting clinician workflow.

Nuance Healthcare offers three exciting HIM offerings: **eScription** for on-demand deployment, **Dictaphone® Enterprise Speech System** for on-site deployment, and our **Nuance Transcription Services powered by eScription** for complete outsourced transcription workflow management with the industry's most experienced speech editors. Whether you currently have in-house or outsourced transcription, our solutions meet the needs of HIM professionals, clinicians, IT departments, and healthcare executives alike, delivering proven results in hospitals and clinics.

Our solutions are deployed at nearly 1,500 healthcare organizations and generate more than 5 billion lines of medical transcription per year. With our pioneering technology and years of transcription and speech-editing experience, Nuance Healthcare HIM solutions can deliver these proven results to your organization:

- Reduced document turnaround times
- Significant transcription cost savings
- Standardized documentation and streamlined workflows
- Increased MT productivity with less strain
- Multiple integration options with your clinical information systems
- Clinician satisfaction and adoption with multiple dictation options: microphone, wireless PDAs, direct to EHR, telephone, and smartphones
- Smooth, on-time installation and ongoing, dedicated account management and support



Single Clinical Documentation Workflow

Nuance's offerings can be configured as a single workflow giving clinicians freedom of choice—whether their preference is front end, “real-time” dictation or back-end speech-assisted transcription, to document care into an EHR or RIS/PACS system.

Dragon® Medical offers powerful front-end speech recognition for clinicians who want to dictate, edit, and sign notes directly in their EHR systems.

RadPort™, PowerScribe® 360, Veriphy™, and RadCube™ offer integrated **Closed-Loop Radiology Reporting and Communication™** for a continuous view of the order-to-delivery process.

As your HIM partner, we can help you determine the solutions that will bring the greatest value to your organization.



Supports EHR Adoption
 Cost Savings **Increased MT Productivity**
 Faster Turnaround Time



When a clinician dictates:

“Exam...vital signs...two twelve...eighty eight and regular ...thirteen...BP one forty one hundred and one thirty five ninety five”

Nuance intelligent speech recognition produces:

PHYSICAL EXAMINATION

VITAL SIGNS:

Weight 212, pulse 88 and regular, respiration 13, blood pressure is 140/100, 135/95.

“The increased productivity from Enterprise Turbo Speech allowed us to eliminate our outsourcing. Our transcription staff loves the new system.”

—Donna Godwin
 MT Manager
 Forrest General Hospital
 Hattiesburg MS

HIM Platforms

It’s faster to edit than to type.

Nuance HIM platforms are complete solutions—including dictation, speech recognition, transcription tools, document distribution, and electronic signature—for a highly efficient workflow. They can be integrated with your EHR system in a variety of ways to meet your organization’s specific needs.

Selecting either our on-demand or on-site platform—or our complete outsourced option—ensures that you’ll receive a smooth installation, reliable operations, high-quality completed documents, proactive customer service, and rapid results. All solutions deliver significant time and cost savings, and transform traditional transcription into a competitive advantage for your organization.

Our solutions include:

- **Digital Dictation Options:** From telephone to direct to the EHR, from digital recording device to PC microphone to today’s smartphone, Nuance HIM platforms offer clinicians multiple, advanced dictation interfaces to meet their varied schedules and patient care demands.
- **Background Speech Recognition:** Intelligent speech models interpret and format dictations into high-quality draft documents. Based on MT corrections, the speech technology continually improves, resulting in better and better drafts over time.
- **Transcription Tools:** Nuance transcription tools facilitate the editing process for high MT productivity. Supervisors control priority rules, audit trails, user access rights, and other features to ensure security, high quality, and fast turnaround times.
- **Automated Document Distribution:** Document distribution is fully automated and includes a range of options for complex workflows. Distribution options include printing, faxing, and email, as well as batch delivery.
- **Clinician Access and Electronic Signature:** Clinicians are able to access documents securely for review, revision, and electronic signature from remote locations via the Internet.
- **“Real-time” Speech Recognition:** Nuance’s industry-leading Dragon Medical software works with all of the leading EHRs for immediate report creation and completion by clinicians. In addition, using Dictaphone Enterprise Speech System, clinicians can dictate notes directly into templates and no transcription is required.



eScription Computer Aided Medical Transcription

eScription is Nuance's on-demand transcription solution for healthcare organizations. Based on an advanced Application Service Provider (ASP) architecture, the eScription platform reduces customers' upfront costs and simplifies maintenance. What's more, our software draws on the combined speech data of all speakers to continually improve draft documents.

Streamlining your HIM department workflow, a single administrative tool lets you manage the entire clinical documentation process, from dictation through document distribution and e-signature.

The bottom line for HIM professionals faced with cost-cutting pressure is that eScription customers have documented savings from hundreds of thousands to millions of dollars per year in transcription costs. Customer satisfaction is demonstrated by the fact that eScription has received a **Best in KLAS®** award for seven consecutive years (2004 to 2010), ranking No.1 in the KLAS market segment "Speech Recognition."

Dictaphone Enterprise Speech System

The **Dictaphone Enterprise Speech System** is for healthcare organizations that prefer a transcription platform with full operational controls and system flexibility, installed in servers on-site at their facilities. Customers who have invested in Nuance's **Enterprise Express Voice and Text** systems will find the **Enterprise Turbo Speech** extension an easy choice for realizing the benefits of background speech recognition.

The Dictaphone Enterprise Speech System also offers the **Enterprise Workstation**, a unique dictation option for clinical documentation without transcription. Clinicians utilize PC-based dictation with powerful "real-time" speech recognition to create and distribute their own finished documents.

Enterprise Turbo Speech and Enterprise Workstation are both powered by Nuance's Dragon Medical speech technology for highly accurate recognition and for efficient and cost-effective clinical documentation. Upgrading to Enterprise Turbo Speech leverages your technology investments and offers significant cost savings and turnaround time improvements.



Our solutions were developed with input from HIM professionals like you, and are continually enhanced based on customer feedback.

"I always thought that speech recognition would make us more efficient. I never thought that it would allow us to compete with offshoring."

— **Dennis P. L'Heureux**
CIO & Sr. Vice President for Planning
Rockford Health System
Rockford IL



ROI **Increased MT Productivity**
Clinician Satisfaction
 Faster Turnaround Time



Nuance Transcription Services Powered by eScription

Nuance Transcription Services powered by eScription provides a full-service solution for clinical documentation. Nuance sets up and maintains your transcription system and provides all speech-editing and transcription workflow management. Customers partner with Nuance Healthcare to produce and deliver completed documents within your prescribed turnaround time and quality requirements. You don't need to devote your internal resources to managing this process.

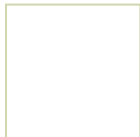
Setting us apart from competitive offerings is the eScription technology at the core of our service—including its unique interpretative model driving unprecedented combinations of high speech yield and MT productivity gains. As a result, we can deliver the consistent outcomes you expect in document quality and turnaround time.

Nuance Transcription Services powered by eScription reduces capital expenditures and direct IT costs through minimal investment in hardware. A single, dedicated account manager services your organization from the implementation process and beyond, and ensures that each customer's unique goals are met.

Healthcare organizations that outsource benefit from our years of experience in speech recognition technology and editing services. Most of our speech editors have more than five years of speech recognition training and are held to the highest standards in the industry, so you can be sure of excellent quality and fast turnaround time. To help healthcare organizations optimize cost savings and efficiencies, Nuance offers customers both an on-shore model and a "follow-the-sun" model that blends resources and rates domestically and globally to achieve cost savings balanced with turnaround time requirements.

"Investing in an advanced technology such as eScription speech recognition, with minimal to no disruption for our physicians, while demonstrating significant cost savings and improved turnaround time, is a win-win proposition for any hospital provider."

– Sue Schade
 CIO
 Brigham and Women's Hospital
 Boston MA





Customer Services

Nuance Healthcare supports healthcare organizations through a range of services supporting our HIM platforms. We take pride in the attention we devote to customers and to the community of users we have created over the years.

- **Installation Services** are delivered by project managers who help new customers with complete solution installation. Working with your HIM and IT staff, they analyze current workflows and the means to meet new objectives. They work with you to set milestones for a timely rollout without disrupting HIM operations or clinicians.
- **Account Management** means that a single point of contact is available to address your needs and requests, whether regarding transcription quality and turnaround time, updates to system configuration, or a new software version upgrade. Your account manager helps monitor improvements and reports on results to ensure that your goals are met.
- **Training** with professional Nuance Healthcare staff is available throughout the customer experience. From introductory hands-on classes for new customers to ongoing instruction in classroom and online settings, training improves your transcription productivity and return on investment.
- **Technical Support** is responsive, fast, and personalized. We've built a 600-person service and support organization to help our customers get the most out of their Nuance solutions.
- **Programs for MTs** support their performance and help ensure your organization's success by providing ongoing motivation. Newsletters, training resources, online forums, and contests are well-received by participating MTs.
- **Detailed Reporting** helps your organization fully understand its workflow and identify opportunities for improvement and optimization.

"When we selected eScription in 2006, we did so because we believed that the eScription technology and overall approach to medical transcription was the best out there. Despite phenomenal growth, we have always received excellent service and support. It is comforting to know we made the right choice. We've never looked back"

—Cathy Ptak
HIM Director
Aurora Health Care
Milwaukee WI

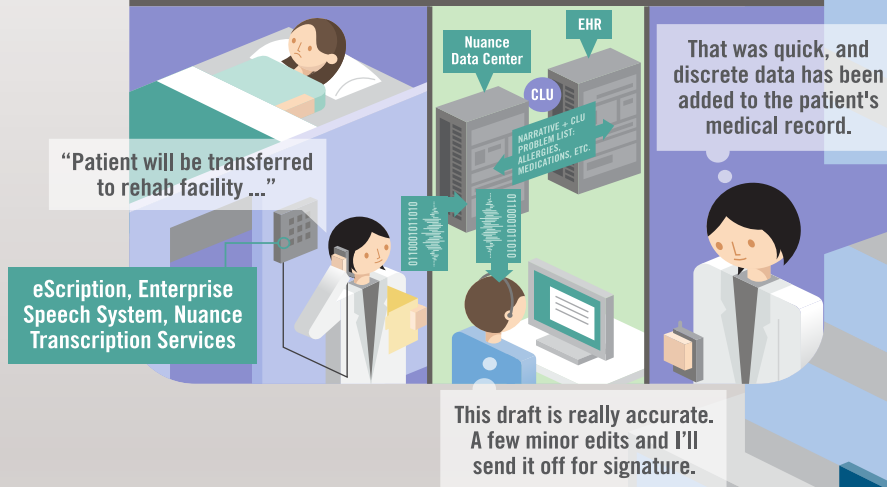


NUANCE HEALTHCARE

Our broad range of clinical documentation and communication solutions streamline processes and reduce costs, replacing systems like traditional transcription, handwriting, or typing with advanced speech-recognition technologies and customized workflows to deliver significant results for your healthcare enterprise.

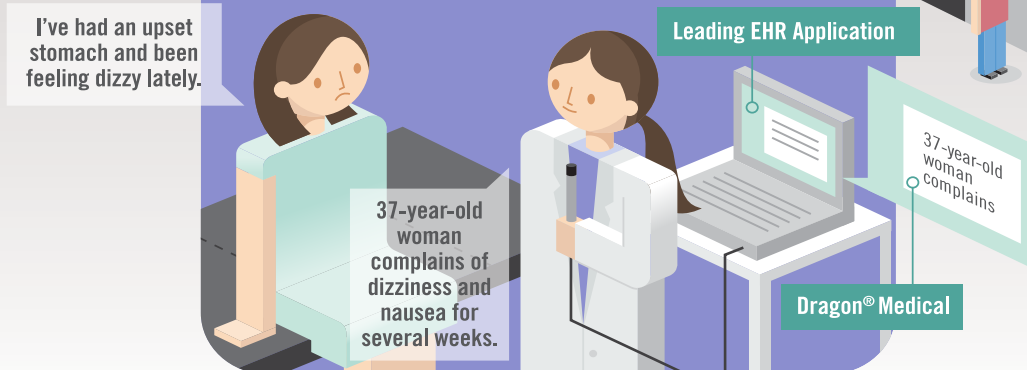
Transcription Services and Platforms

use background speech recognition to address the need for cost-saving, enterprise-wide dictation with EHR integration, and to streamline transcription processes without impacting clinician workflow. With Clinical Language Understanding, discrete patient data is automatically extracted from dictations to populate the EHR.



Real-Time Speech Recognition in the EHR

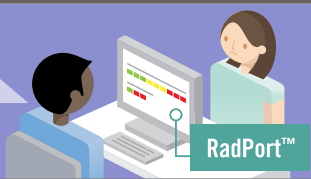
and voice navigation for the EHR are for organizations looking to accelerate clinician adoption and productivity when compared to typing, keyboard, and mouse navigation within their EHR.



Closed-Loop Radiology Workflow Solutions

provide a complete end-to-end, closed-loop process for the ordering clinician, the radiologist, and imaging administrators covering appropriate exam ordering, pre-certification, speech recognition reporting, communication, data mining, and outcomes analysis.

Your CT scan is approved. Let's schedule your appointment.



Suspicious density seen in upper right quadrant.



Suspicious density seen in upper right quadrant.

Veriphy™



I'll admit her to the hospital as soon as possible.

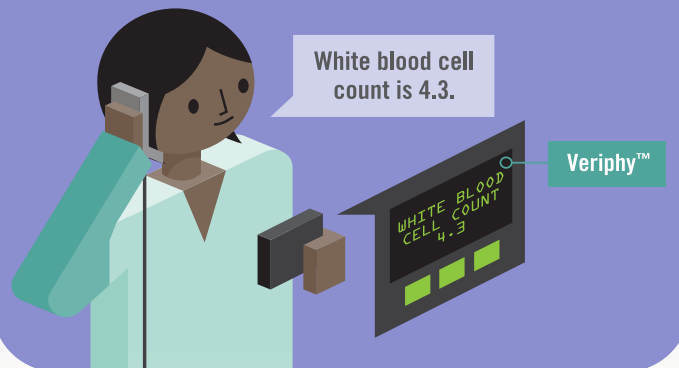
I can analyze operational aspects of my department for better clinical and business decisions.



Critical Test Result Management

ensures that time- and care-critical imaging and laboratory test results get to the right clinicians using the right delivery approach, and meet compliance standards and patient safety guidelines.

White blood cell count is 4.3.



Partnership
Responsiveness
Excellence



Nuance Healthcare—Your Ideal Partner

Nuance Healthcare, a division of Nuance Communications, is dedicated to helping healthcare organizations provide better care through speech-driven clinical documentation and communication solutions across your healthcare enterprise.

Nuance solutions increase efficiency and streamline processes. They deliver significant cost savings and compelling ROI. They improve your revenue cycle times and impact the success of your EHR.

Keeping pace with your clinical documentation needs, we continue to work together with our customers to bring valuable, innovative solutions to market. For instance, we are incorporating into our solutions **Clinical Language Understanding (CLU)**, which automatically extracts medical facts from narrative dictation and provides data directly to the EHR system. In addition, our mobile applications for smartphones leverage the convenience and power of point-of-care dictation and are fully integrated with both our background and real-time speech recognition solutions.

Nuance Healthcare's financial strength, vision, commitment to transcription excellence, and technology leadership make us the ideal partner for your healthcare organization.

The Proven Leader

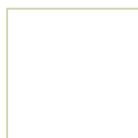
- 3,500 healthcare organizations rely on Nuance Healthcare solutions.
- 450,000 clinicians in more than 10,000 healthcare facilities worldwide—including the top 21 U.S. hospitals—use Nuance solutions.¹
- Nuance invests an unparalleled \$100 million in R&D annually.
- The eScripton platform has received a Best in KLAS award for seven consecutive years (2004 to 2010).

Better patient care is our shared goal. As a HIM professional, you contribute to better, more affordable care by managing information more effectively. This is also how Nuance Healthcare makes its contribution—by providing the right solutions and services to manage the information that supports each clinician, procedure, and patient.

Your excellent health information management skill speaks for itself. Let proven Nuance Healthcare solutions help you expand that excellence.

“The technology gives patients the benefit of receiving better quality and more efficient healthcare. Information appears in the patient’s record more quickly, ensuring that physicians have all the necessary information, and no transcription work needs to be outsourced by the clinic, which lowers costs and improves the bottom line.”

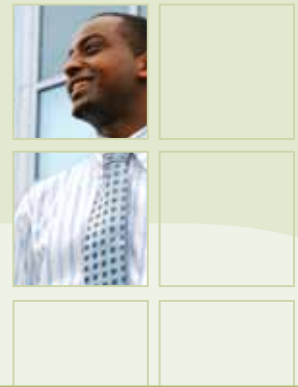
— Ashok Rai, MD
President and CEO
Prevea Health
Green Bay WI



¹ “America’s Top Hospitals, 2009,” U.S. News and World Report

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“2010 Top 20 Best in KLAS Awards: Software & Professional Services” (December 2010)

Experience
Excellence
Service Leadership



Nuance Healthcare Solutions

Dictaphone® Enterprise Speech System—On-site dictation/transcription platform with background and front-end speech recognition with full controls and advanced workflow flexibility.

Dragon® Medical—A real-time speech recognition program that works with virtually any Windows®-based or Citrix® EHR system for efficient report completion, and easy navigation and adoption of the EHR system.

Dragon® Medical Mobile—Advanced point-of-care solutions that allow physicians and other caregivers to document patient encounters and access clinical information using their smartphones and other mobile devices.

eScription—On-demand platform for computer aided medical transcription using background speech recognition to turn clinician dictation into formatted draft documents that medical transcriptionists—whether in-house or outsourced—can quickly review and edit, typically doubling productivity.

Nuance Transcription Services powered by eScription—A full-service, outsourced solution for clinical documentation, including technology and all speech editing, QA, and transcription workflow management.

PowerScribe® 360—A powerful radiology reporting platform that combines speech recognition technology, peer review, data capture, multisite workflow, and structured reporting in a single solution.

RadCube™—A comprehensive yet flexible data warehouse for multidimensional business analysis and visualization.

RadPort™—A secure web-based decision support application that ensures appropriate high-tech diagnostic image ordering.

Veriphy™—A critical test result management, solution that enhances patient care, increases physician productivity, improves risk management, and automates compliance.

To learn more about how Nuance Healthcare can partner with you to improve financial performance, support clinicians, and help raise the quality of care, **contact us at 888-350-4836 or www.nuance.com/healthcare.**

Nuance: 2010 Corporate Snapshot

FY 2010 revenues:	\$1.2 billion
Stock symbol:	NUAN (NASDAQ)
Market capitalization:	\$6.2 billion*
Employees:	4,500
Speech patents:	650+
Speech scientists:	450
Professional services:	600+

*As of January 2011.

Nuance Communications is the leading provider of technologies, applications, and services that transform the way people create, share, and use information. Every day, millions of users experience Nuance when calling directory assistance, looking up account information, dictating patient records, or directing a GPS system. Nuance mobile speech solutions are used in more than 2 billion phones, cars, and navigation systems. Nuance spends nearly 10% of revenue each year on research and development to maintain its position at the forefront of advanced speech technologies and applications. Making each of those experiences productive and compelling is Nuance's business.



eScription

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The experience speaks for itself™