

Automatically document care with the Dragon Ambient eXperience

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

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 by reprioritizing the human connection as part of the healing process.

Improve the patient-provider experience and financial outcomes

The Nuance Dragon Ambient eXperience (DAX) is an AI-powered, voice-enabled solution that automatically documents patient encounters accurately and efficiently at the point of care. It can be used for in office and telehealth settings in ambulatory to scale efficiently across the healthcare organization.

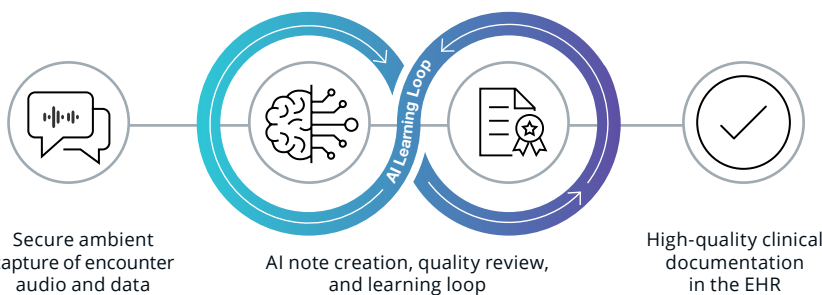
Available for ambulatory specialties, primary care and urgent care in office and telehealth settings

Benefits

- Boosts clinician satisfaction by alleviating administrative burdens.
- Rehumanizes the patient experience by promoting a more natural physician-patient conversation.
- Integrated with Microsoft Teams to enable physicians to activate Nuance DAX within Teams.
- Increases clinic throughput and operational efficiency while accelerating data availability in the EHR.
- Accelerates the revenue cycle with accurate clinical documentation that enables appropriate coding.

Innovated by Nuance and Microsoft

The Nuance and Microsoft 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.



DAX is a HITRUST-CSF certified solution and is built on Microsoft Azure, a HITRUST-CSF certified platform. It consists of the following features:

- **Captures a multi-party conversation ambiently.** Clinicians engage in natural conversation with patients and other family members. A dedicated mobile app securely captures the conversation accurately and efficiently at the point of care, allowing providers to connect with patients without using explicit voice commands.

- **Creates clinical documentation automatically.** Converts encounter conversations into comprehensive clinical notes tailored to each specialty that adhere to established documentation standards, reducing the burden of compliance expertise, and enabling appropriate coding. AI-generated notes go through a brief 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.
- **Delivers accurate documentation efficiently and consistently.** Integrates subject matter expertise and clinical knowledge with real-world experience to produce high-value, adaptable, cross-specialty documentation. DAX AI learns the patterns of each provider over time and can accommodate multiple documentation formats and templates.
- **Integrates with electronic health records to streamline workflows.** Pulls out patient context and delivers the final note in the EHR. Enables care teams to complete a growing list of tasks in real time with virtual assistants.

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.

DAX and Dragon Medical One for all your charting needs

Nuance DAX extends the power of Dragon Medical One with the latest advancement in AI to create a fully voice-enabled and ambient exam room environment in ambulatory settings. Dragon Medical One, the #1 rated conversational AI workflow assistant and documentation companion, enables clinicians to create documentation and navigate workflows using just their voice in all clinical settings.

LEARN MORE

To learn more about how Nuance DAX can help you improve quality of care, the patient-provider experience, and financial performance, please contact us at 1-877-805-5902 or visit nuance.com/ambient.

“DAX will truly transform how our physicians engage with patients. It addresses the industry-wide problem of physician burnout from administrative overload while increasing both physician and patient satisfaction. DAX is a true differentiator and one that we are certain will draw top talent to our organization.”

- Dr. Snehal V. Gandhi, Medical Director, Cooper University Health Care

Commitment to data security

Cloud-based infrastructure encrypts and transmits protected 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](https://nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.