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 your top and bottom line**
The Nuance Dragon Ambient eXperience offers unprecedented opportunity to transform 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 dedicated mobile app, or purpose-built ambient device captures a multi-party conversation. Epic users can access their patient schedule directly through the DAX mobile app.

- **Ambient documentation:** Deep-learning-based AI securely converts encounter conversations into clinical notes tailored to each specialty that adhere to established documentation standards, reducing the burden of compliance expertise, and enabling appropriate coding.

- **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.

**Available for telehealth, urgent care, primary care, and ambulatory specialties**

**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 from within their Teams workflows.
- 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.
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.

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.

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

“DAX has saved us an enormous amount of time. It’s a huge satisfier for our providers and we get paid faster because all the coding and documentation is done faster.”
— Dr. Monte Hunter, Augusta University Health System

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.