

# Automatically document care with Ambient Clinical Intelligence

Putting conversation back in the encounter with clinical documentation that writes itself.

## Greater demands and higher expectations

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 inadvertently 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 encounter experience to create a more positive care-setting and reprioritizing the human connection as part of the healing process.

## The anatomy of Ambient Clinical Intelligence (ACI)

Ambient Clinical Intelligence offers unprecedented opportunities to unobtrusively gather, transform and put information to use. This AI-powered, voice-enabled solution accurately and securely captures and contextualizes every word of the patient encounter.

Nuance has firmly established the foundation for this new frontier in medicine. Our deep conversational AI expertise and extensive healthcare-specific machine learning are closing the gap between clinical conversation and documentation.

- **Purpose-built ambient device** captures complete patient encounter conversations using a wall-mounted multi-microphone array and integrated machine vision to improve speaker tracking and ambient speech recognition.
- **Virtual assistant capabilities** simplify the documentation process and use natural language to reduce the time it takes to document care, navigate patient charts, and follow up on documentation details.
- **Automated Documentation Services (ADS)** surround the encounter with AI that converts conversations into a structured note.

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## Benefits

- Boosts clinician satisfaction by alleviating administrative burdens.
- Rehumanizes the patient experience by promoting a more natural patient/physician conversation.
- Increases clinic throughput and operational efficiency while accelerating data availability in the EHR.

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## Designed for healthcare

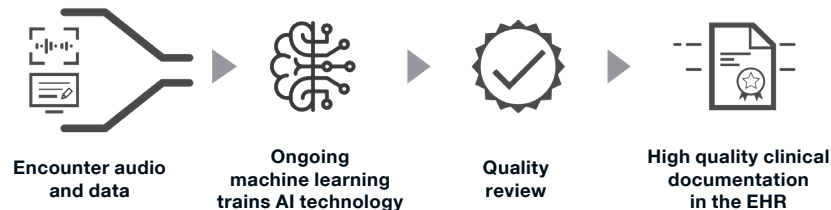
ACI builds on decades of healthcare experience, an extensive market footprint, and a highly scalable, multi-channel virtual assistant platform.

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## How it works

During an encounter, conversations between clinicians and patients are securely recorded and automatically converted into draft clinical notes using discrete data to populate clinical documentation in the EHR.

Audio files are routed through a quality review process, and resulting documentation is presented to clinicians to review and approve quickly and easily as part of their day-to-day workflow.



## Combines sophisticated conversational AI with decades of clinical expertise

- **Diarized speech recognition.** Every word of the encounter is captured while punctuation and formatting happen automatically. Physician statements and relevant patient responses are added to the clinical note, eliminating the need to reenter information.
- **Intelligent translation and summarization.** Physicians speak naturally, and key information is translated into clinical terminology through intelligent summarization.
- **Secure voice biometric authentication.** Voice biometrics is used for secure authentication as well as speaker identification.
- **Extensive quality review.** Clinical notes go through a rigorous quality process to check for accuracy, omissions, and appropriateness.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit [nuance.com/go/ACI](https://www.nuance.com/go/ACI).

## Delivering the promise

ACI technology makes more valuable use of clinicians' time and helps restore their sense of professional satisfaction. They can listen to patients—focus on their stories without the distractions of data entry. 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.

## Commitment to data security

Cloud-based infrastructure encrypts and transmits patient 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, 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](#).