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.

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.

**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.
— **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.

**Extend the power of Dragon Medical One**
Nuance DAX extends the power of Dragon Medical One with the latest advancements in 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](http://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.

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**About Nuance Communications, Inc.**
Nuance Communications (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.

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