Healthcare virtual assistants
The future of clinical documentation

All the benefits of technical innovations without distracting from the delivery of care. Virtual assistants listen to the patient-physician conversation and automate high-quality clinical documentation.

Nuance surveyed more than 200 healthcare professionals about the role of virtual assistants and the technology’s potential to promote a better experience.

Physicians spend nearly 2 hours in the EHR and on administrative “desk” work for every 1 hour of direct patient care.

Source: 2017 Annals of Family Medicine

Increasing face time

98% of physicians believe patients will appreciate them focusing more on them, and less on the computer screen.

Improving the results

- Allow clinicians to spend more time with patients: 81%
- More easily access information in the EHR: 81%
- Reduce the time they spend documenting care: 79%
- Reduce burnout for physicians: 76%
- Increase patient satisfaction scores: 75%

Top 5 administrative tasks that could improve with virtual assistants

- Chart search: 88%
- Documentation and patient summaries: 85%
- EHR navigation: 82%
- Computerized Physician Order Entry (CPOE): 78%
- Task management: 76%

Listen up!

92% of clinicians believe virtual assistant capabilities would reduce the burden on care teams and improve the patient experience.

When physicians interact with patients directly—without the intrusion of technology—they are perceived as more compassionate, more professional and better communicators.

See how Nuance advanced AI capabilities can improve satisfaction, efficiency and overall performance for your organization. Learn more at nuance.com/healthcare

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