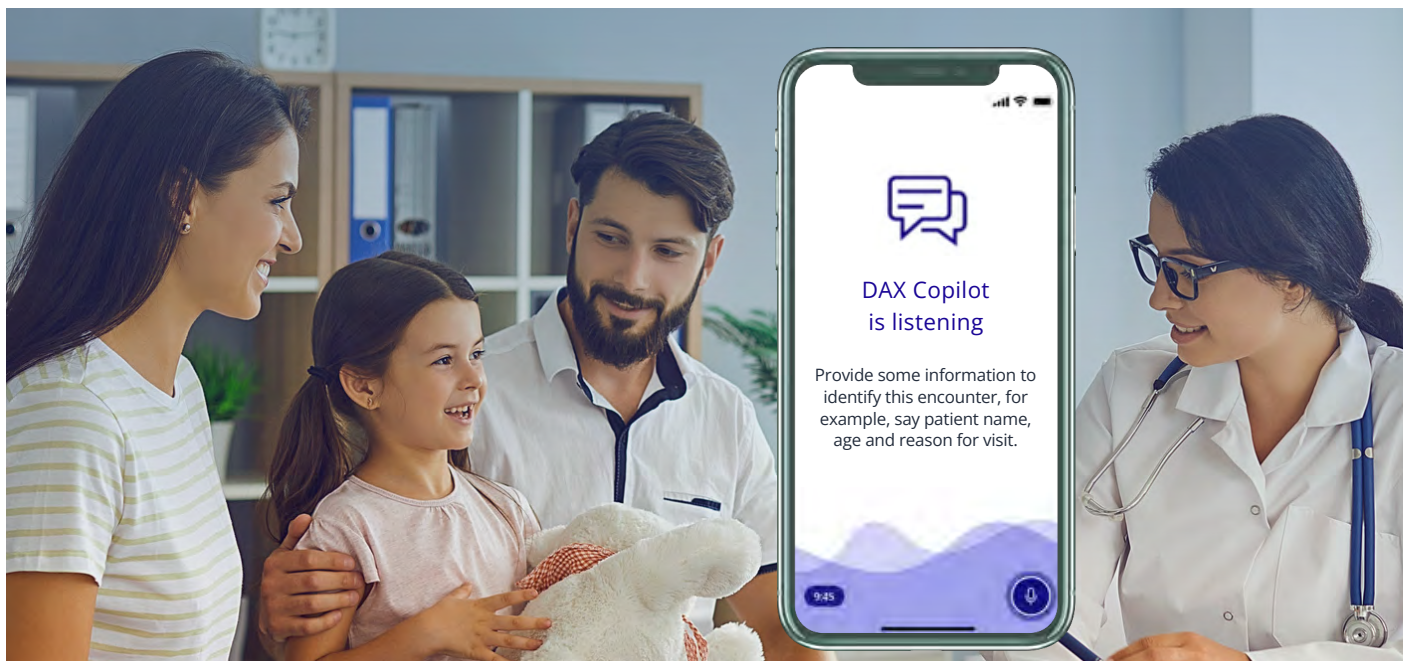# Transforming healthcare with AI-powered solutions

Nuance® DAX™ Copilot + Dragon® Medical One

Dragon Ambient eXperience (DAX) Copilot works seamlessly with Dragon Medical One (DMO), allowing you to capture complete patient documentation without touching the EHR.

DAX Copilot is listening

Provide some information to identify this encounter, for example, say patient name, age and reason for visit.

9:45

Capture a multi-party conversation ambiently

Automatically create clinical documentation from patient visits with delivery to your EHR in seconds with DAX Copilot and Dragon Medical One. As a simple add-on to your DMO license, DAX Copilot does NOT require an interface with your EHR and can be set up with a brief training session so you can conduct your own proof of concept.

The positive impact on care delivery

7 min — saved per visit, reducing documentation time by 50%.

70% — reduction in feelings of burnout & fatigue.

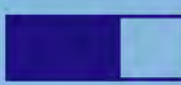**3** of **4** — physicians state DAX Copilot improves documentation quality.

85% — of patients say physician is more personable & conversational.

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Benefits of DAX Copilot

DAX Copilot automatically captures patient encounters accurately and efficiently at the point of care. Exceeding the capabilities of a virtual or on-site scribe, DAX Copilot scales across your organization affordably to deliver better healthcare experiences for clinicians and patients.

79% better work-life balance

86% physicians **recommend** DAX

3 out of 4 physicians state DAX **improves documentation quality**

70% **reduction** in feelings of **burnout and fatigue**

2/3 experience **higher** job **satisfaction**

$100-500K incremental **revenue potential** per provider, per year (varies by specialty)

cuts cognitive **burden** by nearly half

less likely to leave medicine and organization

7 mins saved per encounter
reducing documentation time by 50%

5 **additional appointments** added on average per clinic day

40% increase in **first-time approval** of prior authorizations

85% say their physician is more **personable** and **conversational**

80% say their physician is **more focused**

82% say their physician spends **less** time on the computer

★★★★★

SOURCE: Over 600 patient survey responses (2/2023) Over 1,000 clinician survey responses (2/2023) Independent studies conducted at healthcare organizations

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DAX Copilot and Dragon Medical One

Positively impacting the healthcare experience by freeing clinicians from the burden of patient documentation

Pre-Visit (Primary DMO)	During Visit (Primary DAX)	Post-Visit (Primary DMO)
Review history, pre-charting	Capture relevant conversation & generate note automatically	Perform common tasks, post-chart

Benefits span across the waiting room, exam room, after clinic & beyond:

— Appointments run on time

— Capture note automatically during exam while you focus on the patient

— Document virtually anywhere & personalize AI-generated content

— Automate repetitive, time-consuming tasks

— Enjoy more free time after clinic to spend however you choose

A natural combination with unparalleled potential

Explore why DAX Copilot and Dragon Medical One are THE solutions you need to simplify your clinical documentation process and enhance the patient-physician relationship. Contact us to schedule a personalized demonstration for your practice.

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Automatically document care with Dragon® Ambient eXperience (DAX™)

Transform healthcare with clinical documentation that writes itself.

Staffing shortages, increased demand for services fueled by the growing aging population, poor patient experiences and burned-out clinicians are the many challenges facing healthcare systems today.[1] Administrative burdens exacerbate these issues with clinicians spending up to two hours on administrative tasks for each hour of care provided.

Turn your words into a powerful productivity tool
Nuance DAX is an AI-powered, voice-enabled solution that relieves clinicians from administrative burdens. It automatically documents patient encounters accurately and efficiently at the point of care saving them time, which improves satisfaction, patient experiences, operational efficiencies, and financial outcomes.

Automated notes in seconds
DAX Copilot, formerly DAX Express, combines proven conversational and ambient AI with the most advanced generative AI in a mobile application that integrates directly with physicians' existing workflows. This cloud-based app securely captures the complete patient story and automatically converts multi-party conversations into specialty-specific, structured, clinical summaries immediately after a patient encounter Using just their voice, clinicians can tap into a full suite of customizations, templates, and shortcuts that allow them to personalize their notes using Dragon Medical One's advanced speech capabilities and time-saving EHR workflows.
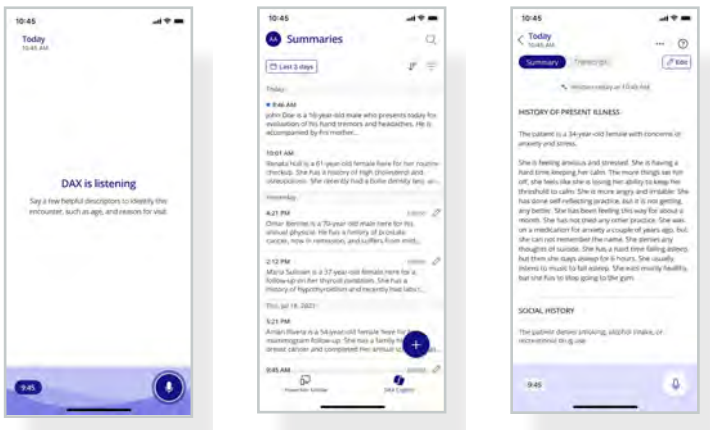
Healthcare Technology winner

#1 Improving Physician Experience

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

BENEFITS

— **Improves the quality of care and the patient experience** by enabling physicians to focus on patients, capture the full patient story, and expand access to care.

— **Boosts clinician satisfaction** by alleviating administrative burdens.

— **Increases throughput and operational efficiency** with time savings.

— **Improves financial outcomes** with accurate clinical documentation, improved retention, and additional revenue from increased throughput and incremental services.

Features

DAX is a HITRUST-CSF certified solution built on Microsoft Azure and includes the following features:

— **Captures a multi-party conversation ambiently.** Clinicians engage in natural conversation with patients and other family members while the mobile app securely captures the conversation at the point of care, allowing clinicians to connect with patients rather than screens.

— **Creates clinical documentation automatically.** Converts encounter conversations into comprehensive specialty-specific clinical documentation summaries and delivers them into the mobile app and the EHR for clinician review and editing.

— **Produces high-quality documentation.** Uses the latest AI technologies and is trained on over 10M+ encounters to produce accurate documentation efficiently and consistently.

— **Works seamlessly with electronic health records.** DAX is used in conjunction with Dragon Medical One which integrates with over 200 EHRs, streamlining implementation.

— **Customizable templates.** Clinicians can customize and personalize note templates with Dragon Medical One and functionality in the EHR to ensure consistency and a streamlined workflow tailored to individual needs.

Our AI approach sets us apart

DAX delivers accurate notes and an improved clinician experience by combining proven AI and Large Language Models (LLMs) backed by Microsoft's scale, strength, and security. Our award-winning AI is built on a rich clinical data set anchored in more than 1B+ minutes of medical dictation annually and 10M+ ambient encounters. As part of the Microsoft Cloud for Healthcare, DAX is delivered through a trusted infrastructure and global platform, guided by an established responsible AI framework and core set of principles.

LEARN MORE

To learn more about how Nuance DAX can help you improve quality of care, the patient-clinician experience, and financial performance, please contact us at **1-866-977-3324 | 1-877-272-8280** or visit 1st-dragon.com/dax-copilot.

Endnotes

1 Sinsky, Christine, MD; Colligan, Lacey, MD; Li, Ling, PhD; Prgomet, Mirela PhD; Reynolds, Sam, MBA; Goeders, Lindsey, MBA; Westbrook, Johanna, PhD; Tutty, Michael PhD; Blike, George, MD.(December 6, 2016). Allocation of Physician Time in Ambulatory Practice: A Time and Motion Study in 4 Specialties. Annals of Internal Medicine https://www.acpjournals. org/doi/10.7326/M16-0961

"Nuance continuously delivers innovations that clinicians need and want to overcome technological barriers and administrative burdens, improve care quality, and re-prioritize human relationships in medicine. With decades of experience creating proven clinical documentation solutions, it is no surprise that Nuance is leading the way in bringing the most advanced generative AI to the exam room at scale."

— Jeffrey Cleveland, MD, FAAP
   CMIO, Advocate Health Southeast

Real world outcomes across specialties and care settings

On average:

7	minutes saved per encounter reducing documentation time by 50%.
5	additional appointments added per clinic day.
70%	reduction in feelings of burnout and fatigue.

About 1st-Dragon/CME

The origins of 1st-Dragon/CME began during the 1990s when we started working with earlier versions of voice recognition software. As the development of EHR/EMRs appeared on the market, we focused our efforts on customizing Dragon Medical to compliment the workflow of each provider based on their utilization of the EHR/EMR.

Today, we are the leading Nuance Platinum Partner with over 25 years of experience helping thousands of healthcare organizations enhance their workflow using Dragon Medical One. We have the experience to work with and support all practice sizes, offering our clients a customized approach designed specifically for their clinical workflow.

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