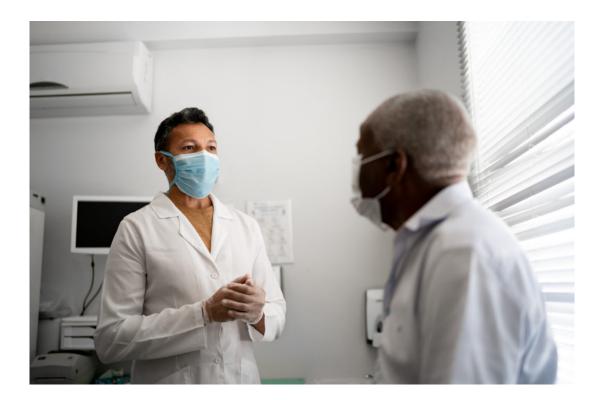![Nuance] **WHAT'S NEXT BLOG**

Healthcare AI, Ambient clinical intelligence

Why use medical scribes when you don't have to?

Nuance Guest Blogger

March 1, 2021

To improve safety at healthcare facilities during the pandemic, organizations are minimizing the number of people at their facilities to decrease risk. With PPE shortages, social distancing, limited visitation, daily screening, and other safety measures in place, why use scribes if you don't have to?

This blog was contributed by Dr. Jared Pelo, co-founder at Bionic Health.

Healthcare facilities are re-assessing their scribe programs and embracing innovative solutions that do much more than create clinical documentation. For example, an innovative AI-based solution, known as ambient clinical intelligence, automatically captures the physician/patient conversation at the point of care. But it's more than just listening and converting speech to text. It's contextualizing conversations, understanding intent, producing accurate documentation with consistency and efficiency, extracting information from the EHR, and performing tasks such as ordering labs and meds with voice.

These solutions far surpass what you get from scribes without the constant churn and the re-training necessary to get the new scribes up to speed. Then, there's the inconsistency of scribes' documentation output, which is not surprising considering there's no formal training or licensure, which adds to physicians' administrative overload and burnout because they need to QA the documentation. 44% of scribes have no prior training. And, the use of scribes doesn't scale. You need one for each physician-scribe relationship, and they can only be used for some specialties.

Nuance's ambient clinical intelligence solution, the Dragon Ambient eXperience (DAX), can replace scribe programs and all the associated hassle. With Nuance DAX, clinicians engage in conversation with their patients while the mobile app or purpose-built ambient device securely captures a multi-party conversation. Deep-learning-based AI converts encounter conversations into standardized, structured notes tailored to each specialty that adhere to established documentation standards, reducing the burden of compliance expertise and enabling appropriate coding. Nuance DAX scales and can be used for telehealth and in-person visits in all ambulatory specialties, including urgent care and primary care.

Improved quality of care and the patient experience, increased provider efficiency and satisfaction, and better financial outcomes are the benefits that can be realized with DAX.

Here's what Nuance DAX users are saying:

> *"Having this amazing technology has been a complete life changer for me. I see several more patients a day, and my notes are completed when I leave. My only regret is not having done this sooner. Since using DAX, I have not had to do any notes at home. It's been a complete game-changer for my family and me."*
>
> *– Dr. Jesse Affonso, Orthopedic Surgeon, Cape Cod Orthopedics and Sports Medicine, PC*

> *"The Nuance DAX solution 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, CMIO, Cooper University Health Care*

A growing number of healthcare innovation leaders are adopting Nuance DAX as part of a comprehensive strategy to increase care quality and access, improve patient experience and physician satisfaction, and take major steps forward to alleviate physician burnout.

To learn more about Nuance DAX and view the explainer video, please click here.

Tags: Dragon Ambient eXperience

More Information

See the Dragon Ambient eXperience

Discover how you can automatically document care to improve the patient-provider experience, decrease provider burnout and improve financial outcomes. Join us for a virtual demonstration of the Dragon Ambient eXperience (DAX).

Learn more