

What's next



Documentation Capture, Healthcare, Healthcare AI

How does conversational AI accelerate clinical workflows?

Hundreds of thousands of clinicians already rely on the advanced speech recognition in Dragon Medical One to help them save time on documentation. But many of them also take things to the next level, using powerful conversational AI commands to automate common tasks and quickly access EHR information, clinical content, and medical data. We look at how Dragon Medical One brings new voice-enabled capabilities to clinical workflows—and the impact those capabilities have on the day-to-day lives of clinicians.

Brad Morrison

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Dragon Medical One has built a strong reputation as an award-winning speech recognition solution in the healthcare sector in. Of course, [Dragon Medical One](#) still has unmatched speech recognition accuracy, and dictation certainly saves clinicians time compared to clicking and typing. Today, however, clinicians use Dragon Medical One for much more than dictating notes. It's become a conversational AI workflow assistant and documentation companion, helping them radically reduce the time they spend on all kinds of everyday tasks.

A documentation aid

The clinicians who get the most value from Dragon Medical One use voice commands to accelerate common documentation tasks.

AutoTexts, for example, allow clinicians to insert commonly used text with a simple voice command, reducing documentation time and improving consistency. By using automation to eliminate repetitive data entry tasks, clinicians can save vast amounts of time over and above what they can save through dictation alone.

A powerful workflow assistant

Integrated voice skills in Dragon Medical One allow clinicians to automate tasks like placing orders, signing notes, or even drafting personal emails. Advanced skills enable clinicians to quickly find clinical content and medical reference data using only their voice. And EHR-specific skills let them interact effortlessly with Epic, Cerner, or MEDITECH to rapidly find relevant information.

Together, voice commands and voice skills [transform the speed and efficiency of clinical workflows](#) because clinicians simply tell Dragon to complete common tasks and find information for them. As Dr. Ahmed Foda, CMIO Ambulatory Practices at [Temple University Health System](#) recently told us: "Our executives recognized the need for doing what we could to optimize the work environment for our clinicians, and Dragon Medical One was by far the one most significant intervention that we could have in an Epic environment to streamline workflow for physicians."

An always-on medical advisor

Importantly, Dragon Medical One doesn't just *accelerate* clinical workflows—it *enriches* them. Dragon Medical Advisor offers evidence-based, in-workflow advice that improves documentation quality, promotes patient safety, and drives appropriate reimbursement.

A source of valuable insights

Self-service analytics and peer benchmarking in Dragon Medical One provide insights to help boost efficiency and performance even further. Microsoft Power BI reports and visualizations make it easy to understand where the most significant efficiency gains are being made, identify top performers making the best use of the technology, and prioritize opportunities for

improvement.

With actionable insights from analytics, organizations can determine which users require training or encouragement to go beyond dictation and begin using voice commands and voice skills to turbocharge their efficiency.

More efficient clinical workflows—and better quality of life for clinicians

When clinicians take advantage of all the capabilities in Dragon Medical One, we've seen many of them free up two hours per shift. Over months and years, those hours add up, enabling them to see more patients without burning out—and maybe even go home earlier, spend more time with their families, and return to work refreshed. And on that note, I'll give the final word to Dr. Foda's colleague at Temple University, Dr. Delana Wardlaw: "Dragon Medical One has changed my life. This was the first week in a long time that I was able to leave the office on Friday without any open encounters."

Tags: [Clinical Documentation Improvement](#), [clinician experience](#), [Dragon Medical One](#), [Future of Healthcare](#), [healthcare AI](#)

More Information



Go beyond dictation

Learn more about the power of the advanced AI capabilities in Dragon Medical One—the #1 clinical documentation companion.

[Learn more](#)



About Brad Morrison

Brad leads the Nuance Healthcare Customer Success Organization (CSO), which focuses on creating a holistic customer experience from pre-sales through lifetime management. He has 20 years of experience in healthcare IT with leadership roles in Sales, Operations, and Customer Success. Brad joined Nuance in 2013 to lead Account Management and Sales Support. Prior to joining Nuance, he served in Senior Leadership positions at M*Modal, where he oversaw the strategic sales and account management organizations. He holds a B.A. in business and computer science from the University of Alabama.

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