

Nuance's Dragon Medical One Accelerates Adoption among Clinicians for Clinical Documentation

More than 600 Organizations Go Live in Last Year; 25,000+ Clinicians Choose Dragon Medical for Cloud in Last 90 Days to Improve Documentation and Efficiency

BURLINGTON, Mass., August 24, 2017 – Nuance Communications, Inc. (NASDAQ: NUAN) today announced that in the past year, more than 600 healthcare organizations – from large multi-site integrated delivery networks to community hospitals and ambulatory clinics – have chosen Nuance's Dragon® Medical One. In addition, more than 25,000 new users have gone live with Dragon Medical One in the past 90 days alone – the highest-ever quarterly increase in active users for Dragon Medical One.

[Dragon Medical One](#) is a secure, cloud-based speech recognition solution hosted on the [Microsoft Azure](#) HITRUST CSF certified platform. Dragon Medical One's adoption is driven by technological advancements in artificial intelligence (AI) and machine learning techniques that increase physician efficiency and return on investment.

Prospect Medical Holdings and University of Kansas Medical Center are among the 600 healthcare organizations experiencing productivity gains with their EHR, mobility and physician satisfaction that Dragon Medical One provides. Comments from leaders at these facilities include:

- “University of Kansas Medical Center needed technology that would make it easier for physicians to document within the Epic EHR and improve documentation quality. After a head-to-head competitive evaluation period, Nuance was the clear choice due to technical responsiveness and the overall experience,” said Dr. Greg Ator, chief medical information officer, University of Kansas Medical Center. “Since implementing Nuance Dragon Medical One, not only have we achieved these two documentation goals but we have also seen improvements in physician speed, mobility and satisfaction across the organization. In fact, we achieved our three-year deployment goal in just three months, and 95% of KUMC physicians surveyed believe Dragon Medical One makes it easier to document within the EHR.”

[Click here to read the University of Kansas Medical Center case study.](#)

- “The future of medicine is a fusion of clinical practice and technology, and Nuance offered a vendor agnostic platform that allowed us to unify documentation on an enterprise level,” said Dr. Manuel Sacapano, national chief medical informatics officer, Prospect Medical Holdings. “The primary reason we chose Nuance over competing vendors was quality. Considering reliability, accuracy, functionality, convenience, mobility and strong healthcare IT partnerships — each time the nod went directly to Nuance. Its speed and ability to increase efficiencies greatly helped with physician willingness to adopt Dragon Medical One and supporting solutions, like PowerMic Mobile.”

[Click here to watch a video interview with Dr. Manuel Sacapano.](#)

Increased User Confidence Leads to Greater Adoption

A recent year-over-year comparison reveals that Dragon Medical One users are spending 37% less time editing their notes, while also capturing up to 20% more relevant content for a more complete patient story. These benefits are drivers behind the [wave of hospitals that are choosing Nuance Computer-Assisted Physician Documentation \(CAPD\)](#) solutions to further improve documentation quality.

“Nuance has invested heavily in AI and machine learning innovations and solutions that enhance the experiences of patients, employees and providers, and improve clinical and financial outcomes,” said Satish Maripuri, executive vice president and general manager, Healthcare division, Nuance Communications. “Our clients are sharing in this commitment to innovation through their adoption of Dragon Medical One, which helps reduce their documentation burden and does not get in the way of their time with patients.”

Dragon Medical One requires no voice profile training, provides automatic microphone calibration, intelligently detects accents, and allows seamless switching between devices and microphones – both physical and virtual – without degrading speech recognition accuracy or system performance like other competing solutions. These advancements are so well received that 98% of clinicians say they would recommend Nuance cloud-based speech solutions to a friend or peer based on a survey of physicians using Dragon Medical One.

In addition, Nuance EHR Services offer healthcare organizations expert services aimed at helping clients successfully plan, execute, advance and maintain EHR implementation to achieve financial, patient care, clinician satisfaction and productivity objectives.

Nuance provides intelligent systems that support a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for patients. Nuance healthcare solutions capture, improve and communicate more than 300 million patient stories each year, helping more than 500,000 clinicians in 10,000 global healthcare organizations to drive meaningful clinical and financial outcomes. Nuance’s award-winning clinical speech recognition, medical transcription, CDI, coding, quality and medical imaging solutions provide a more complete and accurate view of patient care.

About Nuance Communications, Inc.

[Nuance Communications, Inc.](http://www.nuance.com) is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, please visit www.nuance.com.

[1] Nuance Customer Success Organization Survey of 250 healthcare organizations, July 11, 2017.

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