

Nuance Launches Cloud-Based Dragon Medical One in Canada

Award-winning speech recognition platform hosted in state-of-the-art data center to ensure compliance with Canadian federal and provincial patient privacy regulations

Vancouver, B.C., Canada, May 30, 2018 – At the [eHealth Conference](#) booth #235 today, [Nuance Communications, Inc.](#) launched its universal cloud-based speech recognition platform, [Dragon® Medical One](#) to the Canadian market. Dragon Medical One, brings the power of speech directly to electronic health records (EHRs), enabling physicians to quickly and conveniently capture a patient's complete story at the point of care. To support the launch and assist with compliance with Canadian federal and provincial patient privacy regulations, Dragon Medical One is hosted in Microsoft Azure, HITRUST CSF certified hosting infrastructures.

Nuance's deep product integration with leading EHR vendors provides physicians with unified voice-driven clinical documentation to optimize productivity and more fully utilize the EHR's functionality. The completely cloud-based solution is seamlessly integrated into existing caregiver workflows and eliminates up to one hundred million clicks per day¹ through its speech-enabled functionality. Dragon Medical One's intelligent voice technology enables Canadian healthcare providers to produce documentation up to 45 percent faster and capture up to 20 percent more relevant content².

"Providers need efficient tools and access to create timely and relevant clinical documentation for their patients. Nuance's Dragon Medical One will help enable Canadian physicians have up-to-date technology as it fits seamlessly into their workflow and easily integrates with existing EHR technology," said Sumon Acharjee, Joint CIO for North York General and Michael Garron Hospitals. "Physicians no longer create their documentation within the four walls of our organization. Nuance's cloud gives clinicians access to the latest versions of Dragon Medical, and a consistent workflow and process regardless of whether they are here, or in their offices, clinics or homes."

With Dragon Medical One running in Microsoft Azure, clients benefit from a zero-speech server footprint. Nuance can deliver its speech recognition software with responsiveness and performance across devices, including thin client and virtual deployments. Moving heavy processing workloads to Azure, eliminates that burden for clients who can easily run Dragon Medical One with minimal network impact. In addition, Nuance can easily conduct software updates, ensuring clients have and are using Nuance's latest innovations.

Dragon Medical One is a scalable solution that supports acute and ambulatory IT infrastructures. Using Dragon Medical One, physicians enjoy a consistent experience and workflow regardless of location. This is especially meaningful in today's fast-paced hospital environment where physicians regularly move between hospitals, clinics, home offices, various EHR systems, and other software applications. Dragon Medical One is typically the one technology that remains consistent throughout their day. The consistency physicians experience with Dragon Medical One saves them time that can be reinvested in patient care.

"Dragon Medical One's speech recognition is extremely accurate, even with my strong accent," said Nishtha Kapur, MD, CCFP, a family practice doctor in Scarborough, ON. "Using Dragon Medical One and its integrated productivity tools with our EHR saves me a few hours every day that I can re-dedicate to patient care. Also, I'm able to move freely between seeing patients at the office and having access to the same technology and great experience whether I'm mobile or at home."

Flexible Solutions Improve Physician Satisfaction and Patient Experience

With documentation workflows increasingly being split between desktop, mobile devices and new tools outside of the EHR, the artificial intelligence (AI)-powered Dragon Medical One provides a personalized experience and unprecedented mobility. With cloud-based dictation, clinicians achieve the flexibility to access Nuance's industry-leading speech recognition regardless of application, device or physical location. The embedded solution offers the same personalized, consistent speech-enabled documentation experience across mobile devices, improving physician satisfaction. By freeing physicians with time to devote to meaningful interactions with patients, patient care will also reap the benefits with advanced patient engagement and accurate accounts of patient health.

"Launching Dragon Medical One in Canada will expand the adoption of speech-enabled workflows and further unburden clinicians," said Duncan Salt, General Manager of Canada and Vice President of Client Outcomes, Healthcare, Nuance. "By implementing a truly integrated solution, Dragon Medical One will help physicians achieve greater flexibility when documenting care, resulting in improved reporting quality and reduced costs. With less time spent on administrative tasks, physicians can spend more time focused on their first priority – their patients."

Discover why 90 percent of clinicians agree that Nuance helps improve the quality of clinical documentation and visit Nuance's booth #235 at [e-Health 2018](#), May 27-30, 2018 in Vancouver, British Columbia.

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. 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.

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1 Data on file

2 Nuance Customer Success Organization Survey of 250 healthcare organizations, July 11, 2017

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