

Nuance Continues Global Expansion to Meet Growing International Demand for AI-Powered Clinical Documentation Platform

Company builds on established global footprint as countries continue to prioritize the digitization of their healthcare systems

BURLINGTON, Mass., August 20, 2018 – [Nuance Communications, Inc.](#) today announced that it is continuing to expand globally to meet growing international demand for its conversational artificial intelligence (AI)-powered clinical documentation solutions. By strengthening its solution portfolio and presence in EMEA, APAC, Canada, and ANZ, Nuance is giving more clinicians around the world the ability to effectively capture patient stories and streamline workflow. Nuance’s expansion comes as many countries outside of the U.S. continue to invest in the digitization of their healthcare systems which includes increasing electronic health record (EHR) adoption rates and achieving paperless clinical documentation objectives. Nuance provides solutions for a scalable workflow catering to those transitioning from paper-based systems, including those without a clinical IT framework.

The majority of Nuance’s cloud-based and on-premise clinical documentation solutions, which are available in more than 20 languages and accents, run on the company’s conversational AI platform. The platform optimizes the experience healthcare providers have with technology, freeing them to focus on high quality patient care, and a better patient experience. The portfolio capabilities include front-end and back-end speech, workflow and mobile dictation delivered via on-premise and hosted offerings. The portfolio also has a broader set of service offerings such as training, project management, integration, and shortly, outsourced transcription.

“Nuance has long served international markets and our solution portfolio expansion deepens our commitment to enable clinicians and care teams around the world to maximize time with their patients by providing solutions to enhance productivity and efficiency across the care continuum,” said Satish Maripuri, executive vice president and general manager, Healthcare division, Nuance Communications. “By continuing to expand the full suite of Nuance solutions globally, Nuance is providing AI-powered innovation to help clinicians relieve the burden of documentation, accurately capture the full patient story, and focus their time on patient care.”

Expansion Spotlight – The UK and Canada

As hospitals in the UK are goaled to have their clinical documentation digital, real-time and interoperable by 2020, Nuance will serve as a trusted partner to help with this digital transformation. This rollout has already begun with Nuance’s cloud-based, AI-powered [Dragon Medical One](#) platform. It provides a personalized experience to [support clinicians on-the-go](#) and ease the burden of clinical documentation, providing personalized tools designed for speed, accuracy and flexibility across the widest range of devices in the industry.

In the UK, where Nuance is already serving more than 100 trusts, Dragon Medical One is securely connected into the NHS England national broadband network. Meeting comprehensive data security standards, Nuance uses [Microsoft Azure in the UK](#) to host its UK Cloud Services so that they are highly available and secure 24x7. In the UK the solution portfolio has been expanded to include back end speech, workflow solutions, mobile dictation, and outsourced transcription.

Dr. Andrew Adair, ED Consultant and CCIO at South Tees Hospitals NHS Foundation Trust found that Nuance’s Dragon Medical speech recognition freed doctors and nurses from much of the burden associated with clinical documentation. “Speech recognition has transformed our ED, releasing our doctors and nurses from the

shackles of clinical documentation, and enabling them to spend more time treating patients," said Dr. Adair.

Earlier this year, Dragon Medical One was launched for Canadian healthcare organizations. To support this and assist with compliance with Canadian federal and provincial patient privacy regulations, Dragon Medical One is hosted in a state-of-the-art data center on Microsoft Azure, a HITRUST CSF certified hosting infrastructure.

"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."

About Nuance Healthcare

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. (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com.

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