

Nuance Brings Virtual Assistant Technology to 300,000 Dragon Medical One Cloud Users

According to new survey results, 81% of physicians believe virtual assistants in healthcare would reduce the burden on care teams and improve the patient experience

BURLINGTON, Mass., February 5, 2019 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that it will introduce its voice-enabled virtual assistant to all users of Dragon Medical One, the company's cloud-based clinical documentation platform. With this launch, Nuance will bring the strength of its trusted artificial intelligence (AI) technology, already used by leading brands such as FedEx, BMW and Citizens Bank, to approximately 300,000 healthcare providers across the country. This rollout comes in tandem with, and is supported by, the release of industry survey data that underscores clinicians' daily battle to overcome administrative burdens and bring [joy back to medicine](#).

Nuance's virtual assistant technology, which has been used as the core of electronic health record (EHR) workflows at organizations such as [Vanderbilt University Medical Center](#), is proven to not only reduce administrative burden on care teams, but to improve both provider and patient exam room experiences. Nuance's virtual assistant technology automates high-value clinical tasks and intelligent retrieval of information from the medical record, as well as the interaction, with specialized content to bring in-workflow knowledge to the point of care.

"At Vanderbilt, we believe that innovation in virtual assistants is essential to humanizing technology, enhancing the delivery of care and helping providers focus on their patients," said Dr. Yaa Kumah-Crystal, Assistant Professor of Biomedical Informatics and Pediatric Endocrinology at Vanderbilt University Medical Center. "With Nuance's virtual assistant technology we can empower our providers to feel more connected to their work and have seen quantifiable time savings. We have finally arrived at a place where technology has parity with human recognition."

Industry survey data spanning over 200 respondents across physician, nurse, and C-suite healthcare leadership roles (CMIO, CMO, and CIO) shows that 8 out of 10 agree that introducing a clinically-oriented, AI- and voice-driven virtual assistant into the EHR and exam room workflow will:

- Reduce the burden on care teams and improve the patient experience;
- Allow clinicians to spend more time with patients;
- Make it more convenient to login into healthcare applications versus using a keyboard;
- Ease the burden of accessing information in the EHR; and,
- Reduce the time spent documenting care

Likewise, respondents identified the following administrative tasks as benefiting most from a virtual assistant:

- Chart search (88%)
- Documentation and patient summaries (85%)
- EHR navigation (82%)
- Computerized Physician Order Entry (CPOE) (78%)
- Task management (76%)
- Scheduling (75%)

"By providing approximately 300,000 clinicians around the country access to this technology through Dragon Medical One, care teams will no longer need to grapple with the burdens of documentation and information

retrieval, allowing them to be fully present with their patients,” said Michael Clark, General Manager of Provider Solutions, Nuance. “Tasks that once took minutes will be reduced down to seconds. And, as we experience in our daily lives, a voice-driven experience in healthcare is now just a voice command away.”

Dragon Medical One, a [HITRUST CSF certified solution](#), is completely cloud-based and seamlessly integrated into existing workflows so users can count on consistent documentation experiences regardless of their location. Dragon Medical is trusted by more than 500,000 clinicians worldwide and used within 90 percent of U.S. hospitals.

To learn more, please visit:

- [Survey Infographic](#)
- [Nuance at HIMSS19, Booth #3345](#)
- [Session 164 at HIMSS19: Transforming EHR Interactions Using Voice Assistants](#) featuring Dr. Yaa Kumah-Crystal, MD, MPH, MS, Vanderbilt University Medical Center, Wednesday, February 13, 2:30 p.m. - 3:30 p.m.

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. For more information, please visit www.nuance.com.

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 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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Contact Information

Victoria Barnes

Nuance Communications, Inc.

Tel: 781-249-3738

Email: nuance@thinkrevivehealth.com

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