

Nuance Drives Tangible Results for Healthcare Customers Through Cloud-based Clinical Documentation Excellence

New and Existing Customers Experience Productivity, Financial, and Quality Gains with Combination of Nuance AI-Powered CAPD and CDI Solutions

BURLINGTON, Mass. May 21, 2019 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN), an industry-leading provider of AI-powered solutions, today announced the company's sustained momentum and strong ability to drive productivity, financial, and quality results for customers. Nuance has a proven track record of optimizing workflows and increasing collaboration between physicians, clinical documentation specialists, coders, quality directors, and case managers, thanks to its cloud-based solutions.

As part of its global user community of more than 500,000 clinicians across 10,000 global healthcare organizations, Nuance supports a growing list of customers turning to computer-assisted physician documentation (CAPD) and clinical documentation improvement (CDI) technology to ensure appropriate reimbursement, improve physician retention, manage costly denials, and achieve superior quality ratings. Customers that have made the transition to Nuance's cloud-based CDI solutions, [CDE One](#) and [CDE Triage](#), have experienced smart, efficient workflows, enhanced productivity, and improved CDI and care team satisfaction with cloud-based encounter prioritization, workflow management, collaboration, and insights.

"Our clinically-based approach to CDI is backed by thirty years of experience and is deeply embedded in workflows to maximize program impact and resources," said Michael Clark, senior vice president, general manager of provider solutions at Nuance. "We are focused on delivering productivity, revenue, and quality improvements for our growing base of customers, and proud to say 85 percent of customers achieve top-quality ratings, and 90 percent of clinicians agree that Nuance helps improve the quality of clinical documentation."

Nuance customers moving to the cloud:

Magnolia Regional Health Center in Corinth, Mississippi recently migrated to the cloud with CDE Triage. Building on an already successful deployment of Nuance's CDI program, CDE Triage further optimizes CDI team productivity and program efficiency with AI-powered encounter prioritization. "The Nuance solutions help our care teams get back to the bedside, while ensuring that the full patient story is documented and reflected in the medical record," said Jill Tays, vice president of clinical documentation, Magnolia Regional Health Center. "The advanced analytics allow us to monitor productivity, quality, and financial impact. One of the greatest benefits of the Nuance solution is the ability to share the analytics with our executive leadership and board on a monthly basis—helping us demonstrate how we're making a difference for the organization."

TriHealth in Cincinnati, Ohio was at the forefront of quality and core measures and seeking a modern cloud-based CDI program that would further improve their CDI team's productivity and efficiency. "We implemented Nuance CDE One with CDE Triage which made a world of a difference in prioritization," said Sharon Krug, clinical documentation system manager, TriHealth. "We evaluated several solutions and quickly discovered that none of them were able to demonstrate the same caliber of outcomes that Nuance has consistently delivered for our organization." With a clinically-based approach, and user-friendly and intuitive interface, these solutions capture key information all in one place, allowing the CDI team to easily look at classifications and access all diagnoses, along with complication or comorbidity and major complication or comorbidity, and secondary diagnoses paramount to accurate severity of illness.

Nuance will demonstrate the effectiveness of its CAPD and CDI solutions at [ACDIS 2019](#) Booth #407 from May

20-23, 2019. For more information about these AI-powered solutions, [click here](#).

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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