

Nuance Announces Expansion of AI-Powered Dragon Medical One Cloud Platform to Denmark, Finland, and Sweden

Nordics-based physicians can now use native-language conversational AI to effectively capture patient stories, reduce administrative workloads, and improve care quality with the EHR-integrated solution

BURLINGTON, Mass. May 5, 2020 – [Nuance® Communications, Inc.](#) (NASDAQ: NUAN) today announced the availability of its [Dragon® Medical One](#) cloud-based platform in [Denmark](#), [Finland](#), and [Sweden](#). Integrated within the electronic health record (EHR), Dragon Medical One enables physicians to capture the patient’s complete story at the point of care, reducing administrative workloads, while improving documentation quality and care.

The three Nordic markets are among eight European countries added in 2020 as part of Nuance’s continued international expansion of the Dragon Medical One cloud platform. Widely used in the U.S. and trusted by hundreds of thousands of clinicians worldwide to ease the burden of clinical documentation, Dragon Medical One also is available in the [U.K.](#), [Canada](#), [Australia](#), [France](#), [Belgium](#), [the Netherlands](#), [Germany](#) and [Austria](#).

“By implementing Nuance’s cloud-based Dragon Medical One, the University Hospital Antwerp has laid the foundation for a smarter and more efficient input of medical data into its electronic patient record system. Ultimately the conversational intelligence of the platform will allow doctors more time with their patients,” says Reinhart Martens, CIO at the University Hospital Antwerp (UZA) in Belgium.

“Relentless paperwork is not the reason why physicians trained for so many years. They did it because they are passionate about caring for and healing people. Physicians are doing their best to manage all the required documentation and other administrative requirements. Dragon Medical One reduces administrative work and improves both documentation and quality of care,” said Robert Dahdah, Executive Vice President and Chief Revenue Officer at Nuance. “With the international expansion of Dragon Medical One, we are accelerating the adoption of conversational AI to help clinicians worldwide focus their attention on their patients instead of the administrative requirements.”

Physicians now spend about twice as much time entering or re-entering data into computers than they do interacting with patients, causing what the president of the World Medical Association has called a “pandemic of physician burnout,” with 51 percent of physicians reporting frequent or constant feelings of burnout. An [international study](#) showed that physicians in Sweden are among the most stressed in the 11

countries included in the study, with about 65 percent reporting that their work is very or extremely stressful. Swedish physicians also reported the most dissatisfaction with their workloads. Now in times of COVID-19, the pressure has increased, and the digitalization of the healthcare system is more important than ever.

Dragon Medical One helps physicians produce clinical documentation up to 45 percent faster and capture up to 20 percent more relevant data using personalized tools on a wide range of workstations and mobile devices. Doctors can document care efficiently from any location and gain more time to spend on patient care. They simply open the application, choose the section they want to document, and start speaking to update the EHR.

Dragon Medical One is hosted in the Microsoft Azure-certified hosting infrastructure. Users benefit from secure and responsive performance across their choice of devices and automatically gain access to version updates via the cloud. “The ability to handle data efficiently is the biggest enabler for improved quality in healthcare. Cloud solutions and AI are important to successfully automate processes and routines that free-up time for healthcare professionals, which they can spend on their patients instead. Nuance Dragon Medical One is a great example of how digitalization can create new opportunities in healthcare,” said Jennica Andersson, head of public sector at Microsoft Sweden.

For more information about Dragon Medical One, 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 (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 people – amplifying human intelligence to increase productivity and security. With decades of domain and AI expertise, Nuance works with thousands of organizations globally across healthcare, financial services, telecommunications, government, and retail – to empower a smarter, more connected world. For more information, please visit www.nuance.com.

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