

# Document the veteran patient encounter efficiently and accurately

Enable physicians to easily document care in the EHR using speech recognition.

With Nuance Dragon Medical Network Edition (DMNE), your staff will be more productive, freeing up time for patient care. By integrating Dragon Medical into care team workflows and providing a proven training methodology, you can help physicians realize improved productivity and value from speech recognition technology. Nuance Dragon Medical Professional Services equips your care teams and clinicians with best practices and skills needed to decrease clinical documentation time without impacting the thoroughness and quality of documentation. Dragon Medical Professional Services helps to:

- **Improve adoption for high ROI and improved satisfaction** by reducing the number of provider hours spent on documentation and freeing up time to spend with patients.
- **Improve patient care** by making it easier for clinicians to add context to the narrative, improving communication among care team members.
- **Improve compliance and quality scores and reduce denials** by enabling providers to generate up to 25% more specific clinical content than average users can, in less time.

## Flexible training options to meet your needs

Hospitals and clinicians have varying needs, so to ensure your implementation is smooth and meets your objectives, Nuance Healthcare provides comprehensive professional services with programs that are customizable. Facilities that purchase three or more days of on-site training in any combination will receive local administrator training at no extra charge.

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## KEY BENEFITS

- **Improves** patient care with better documentation and communication.
  - **Increases** provider efficiency.
  - **Facilitates** DMNE adoption for high ROI.
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## WHAT ATTENDEES ARE SAYING

“I really appreciate this training. Using Dragon for my charting will save me so much time and stress on my hands. THANK YOU!”

— **VA physician**

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## Training options

### End-user training

Recommended for ensuring high adoption and productivity rates for your clinicians. Nuance delivers one-on-one or group training for users. Our certified trainers will work with your physicians to bring them to a highly productive level, within the clinical context. Users will learn how to:

- Quickly access DMNE and integrate with the Computerized Patient Record System (CPRS)
- Use microphones and headsets most effectively
- Dictate efficiently using custom commands and new words

The average one-on-one training session is two hours per user. Group sessions typically accommodate up to six users in a four-hour session with a maximum of two groups (12 users) per day.

### Train-the-trainer strategy

Organizations with fully staffed training departments may choose a “train-the-trainer” strategy, where we focus resources on ensuring your internal training team acquires the skills to train your clinicians. This three-day training session is held with on-site groups, limited to five students per group in a classroom and interactive setting, and includes:

- Classroom education
- Trainees shadowing Nuance trainers
- Nuance trainers observing VA trainers

### Local administrator training

Dragon Medical Professional Services will train your administrators to triage and solve routine technical and clinician support issues. During this half-day training session held in a one-on-one or classroom setting, attendees will learn how to:

- Manage settings and configuration
- Create user accounts and groups
- Manage command sets and auto-text
- Generate usage reports

### LEARN MORE

To learn how Nuance can help clinicians document more efficiently, please call 1-877-805-5902 or visit [nuance.com/healthcare](https://nuance.com/healthcare).

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### WHAT ATTENDEES ARE SAYING

“Great ability to tailor training in real time to knowledge level and experience of both our Dragon admins and users. One of the best computer training sessions I’ve attended.”

— VA local administrator

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### About Nuance Communications, Inc.

[Nuance Communications](https://www.nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.