

# To make your job easier, we work harder on partnerships

Creating value for healthcare organizations through AI-powered solutions optimized for Epic.

Given all the platforms, devices, and unique demands of the people who use them, creating a seamless experience is not easy. That's why we partner with Epic to make it easier for clinicians to document care without taking their focus off what matters most—their patients.

## Deeply embedded across the continuum of care

Deep integrations between Nuance and Epic solutions allow physicians to engage with conversational user interfaces to practice medicine and create effective clinical documentation—while maximizing the value healthcare organizations receive from their EHR.

- **Nuance EHR Services** for training, go-live, optimization, and service desk support delivered by 1,500+ leading experts in Epic and Nuance solutions with 8 years average experience
- Full **Dragon Medical One** support and embedded speech in Epic mobile apps for physicians and nurses
- **Dragon Medical Virtual Assistant** for Epic Haiku and Rover
- In-workflow documentation guidance through **Dragon Medical Advisor**, **Epic NoteReader CDI**, and **Epic NoteReader**
- Cloud-based CDI workflow management, documentation guidance, and encounter prioritization through **Nuance CDE One** and **Nuance CDE Triage**
- **Critical test results** and actionable findings integrated into the Epic InBasket
- **PowerShare Image Sharing** integrated into EpicCare and Epic MyChart

## Joint innovation and strategic development

Technical strategy is the backbone of our partnership. That's why we engage in joint development and innovation projects—and here are just a few of the areas where we work alongside Epic to deliver a seamless user experience:

- Virtual assistants and ambient clinical documentation
- Speech recognition, NLP/NLU, and voice-enabling Epic
- Advanced radiology reporting and image sharing
- Call center operations and CRM



4 out of 5 facilities that use Epic use Nuance

## Why Epic clients choose Nuance

- AI-powered solutions—including speech recognition, CAPD, CDI, and virtual assistants—for Epic
- Clinical approach and content backed by 25 years of expertise
- Proven technology portfolio uniquely combined with Epic expertise and knowledge
- EHR-enabling services with a proven track record of implementing and advancing clinician use of Epic
- Improved costs, better outcomes, and better overall experience

**More than just a technology partner**

Of course, Nuance is more than just technology. Organizations using Epic depend on Nuance EHR Services to help optimize the care team's experience, leading to improvements in satisfaction, productivity, and patient care. Our experienced team includes credentialed and certified professionals to help with training, go-live, optimization, and professional staffing—but we don't stop there. Our Clinical Service Desk and MyChart Service Desk teams are there to help support clinicians and patients, respectively, and ensure real-time support is available whenever it is needed.

**Delivering unmatched outcomes for more than 300 Epic clients and counting—here are just a few examples:**

- **University of Kansas** exceeded three-year Dragon Medical One rollout in less than three months, and 99% of physicians state that Dragon Medical One makes it easier to capture patient stories.
- Among **Nebraska Medicine** physicians, 94% state that Nuance helps them do their jobs better, and 71% state that the quality of their documentation has improved.
- **Massachusetts General Physicians Organization** alleviates physician burnout and advances use of the EHR while achieving 83% Clinical Service Desk physician satisfaction, and shortened issue resolution from days to minutes with the help of Nuance EHR Services.
- Among **Rush University Medical Center** physicians participating in Nuance-lead Epic optimization, 97% agree that their EHR efficiency improved, and the average ambulatory documentation time per appointment decreased by 45%.
- **TriHealth** recognized a \$12.8 million increase in appropriate reimbursement within 12 months, and sustained financial impact over 13 years through Nuance CDI.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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“The strategic development partnership between Epic and Nuance is extremely important to us because full integration—working seamlessly within the infrastructure of the native EHR—is the only way to get improved cost, better outcomes, and better experience, all in one package.”

**Dr. John Lee**  
CMIO, Edward-Elmhurst Health

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**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).

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