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Nuance and Microsoft partner to transform the doctor-patient experience

Microsoft Source

Strategic partnership accelerates the delivery of ambient technologies to reduce clinician burnout by enabling doctors to focus on patients, while AI focuses on administrative tasks

BURLINGTON, Mass., and REDMOND, Wash. — Oct. 17, 2019 — Nuance Communications Inc. and Microsoft Corp. on Thursday announced they have joined forces to help transform healthcare delivery for a more sustainable future. Together, the companies will accelerate the delivery of ambient clinical intelligence (ACI) technologies that will power the exam room of the future where clinical documentation writes itself.

The Nuance-Microsoft partnership brings together leading technologies from both companies:

- Nuance's healthcare-optimized speech recognition and processing solutions such as its Dragon Medical platform already used by more than 500,000 physicians worldwide; advanced conversational AI for ambient clinical documentation and decision support; voice biometrics; and specialized ambient sensing hardware
- Microsoft Azure, Azure AI and Project EmpowerMD Intelligent Scribe Service backed with advanced conversational AI and natural language understanding

"The Microsoft partnership will accelerate our ability to solve for healthcare's most pressing challenges — together," said Mark Benjamin, Nuance CEO. "The ambient technologies we will jointly deliver can improve productivity and professional satisfaction, while empowering doctors to focus on what they do best: take care of patients."

Physician burnout is at epidemic levels. A recent study shows that primary care doctors now spend two hours on administrative tasks for every hour they're involved in direct patient care. Physicians reported one to two hours of after-hours work each night, mostly related to administrative tasks.

Microsoft CEO, Satya Nadella, said, "We have an incredible opportunity to use advances in cloud and AI technology to transform healthcare delivery. Together with Nuance, we will apply the power of Azure and Azure AI to this challenge, with the aim of improving the day-to-day life of firstline healthcare workers everywhere — so they can provide better care."

Working in tandem with long-term electronic health record (EHR) partners to develop the technology, ACI will deliver a seamless and engaging interaction between clinicians and patients. Through patient consent, ACI will synthesize patient-clinician conversations, integrate that data with contextual information from the EHR, and auto-populate the patient's medical record in the system.

"Physician burnout has become one of the most important concerns facing the healthcare industry today," said Dr. James Linder, Nebraska Medicine CEO. "We're excited about the early results of ACI to help clinicians focus more on patients. We look forward to the innovations our two trusted partners, Nuance and Microsoft, will deliver together."

The companies will expand upon Nuance's early success with ACI and expect to introduce the technology to an initial set of physician specialties in early 2020. Built on Microsoft Azure, this new technology will marry the two companies' strengths in developing ambient sensing and conversational AI solutions, including ambient listening, wake-up word, voice biometrics, signal enhancement, document summarization, natural language understanding, clinical intelligence and text-to-speech.

As part of the agreement, Nuance will migrate the majority of its current on-premises internal infrastructure and hosted products to Microsoft Azure. Nuance already is a Microsoft Office 365 customer for its more than 8,500 employees worldwide, empowering them with the latest

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in collaboration and communications tools, including Microsoft Teams.

For more information on Microsoft and Nuance's exam room of the future, please visit Microsoft's AI blog.

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.

About Microsoft

Microsoft (Nasdaq "MSFT" @microsoft) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

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