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A Guide to Microsoft Dragon® Copilot for Healthcare Leaders

Five practical strategies to streamline documentation, save clinicians time and elevate efficiency

> Explore this guide

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A Guide to Microsoft Dragon® Copilot

"Dragon Copilot streamlines documentation, surfaces information and automates tasks. The opportunities that this is going to enable for healthcare providers are going to be tremendous."

Dave Galich, Advisory Lead, U.S. and Canada, Avanade

Elevate efficiency and patient care with AI-driven documentation

Microsoft Dragon Copilot streamlines documentation, surfaces information and automates tasks across care settings.

It's an artificial intelligence (AI) extensible workspace that offers a unified experience, integrates with electronic health records (EHRs) such as Epic and supports clinicians across all stages of their workflow.

Part of Microsoft Cloud for Healthcare, Dragon Copilot is built on Microsoft Azure for HIPAA compliance and robust data protection.

Dragon Copilot's integration of conversational AI into clinical workflows represents a step forward in leveraging AI-powered technology to create a new care model of efficiency, financial return and personal satisfaction.

Explore five key strategies

Let's explore five strategies for how Dragon Copilot helps create more personal connections and deeper conversations while making the most of each appointment time.

Discover how Microsoft Dragon Copilot is transforming provider-patient interactions.

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A Guide
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Dragon® Copilot

Let's start with streamlining clinical documentation

With the power of conversational commands, Dragon Copilot enables clinicians to quickly edit and query their documentation, reducing time spent on administrative tasks. It seamlessly integrates with most existing EHR systems, providing a smooth transition into the daily workflow.
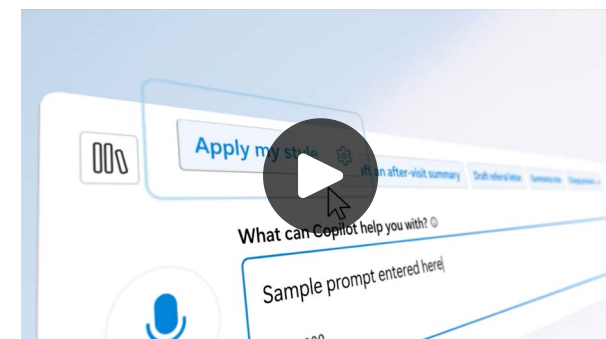
Clinicians can also automate repetitive tasks using personalized shortcuts, ensuring that their time is devoted where it matters most: with patients. By reducing documentation burden — a key contributor to clinician burnout — healthcare leaders can improve both operational efficiency and the patient-provider experience, creating a healthier environment for everyone.

Key benefits of Microsoft Dragon Copilot

- **Adaptable documentation:** Choose the right method for each clinical scenario to ensure accurate, efficient notes.

- **Dynamic templates:** Automatically update documentation based on patient interactions, streamlining the process.

- **Voice-driven editing:** Use conversational commands to make quick edits and queries without manual input.

- **Seamless EHR integration:** Easily integrate with existing systems, improving the overall workflow.

- **Time-saving shortcuts:** Automate repetitive tasks with personalized shortcuts, reducing administrative time.

By adopting and implementing Dragon Copilot, healthcare organizations not only save valuable time but also foster a more engaging and efficient patient care environment. It's a comprehensive solution that benefits both clinicians and patients alike.

See how clinicians can customize their documentation with Dragon Copilot.

The power of natural language: Clinicians can interact with their documentation naturally – editing, querying, and even creating new content in natural language. This modality transforms the review process, enabling multiple updates at once to deliver further time savings.

Dictation

Natural language input

Ambient listening: Clinicians can securely capture multiparty, multilingual patient-clinician conversations and convert them into comprehensive, specialty-specific notes. This allows clinicians to focus on patient care rather than screens, fostering a more personal and attentive connection.

Ambient

Dictation

The power of voice dictation: Clinicians are often highly proficient using voice dictation for tasks such as documenting outside the patient visit and reviewing and navigating clinical content.

A seamless experience for clinicians

Organizations often use a hybrid solution that combines ambient and speech recognition capabilities from separate products, leading to an inconsistent user experience. This is not the case with Dragon Copilot.

Clinicians can easily transition between voice dictation, ambient and natural language input — all working seamlessly together in one system for better clinical documentation workflow.

Microsoft's integration of Dragon technologies with its existing ecosystem (Microsoft Azure, Microsoft 365) creates a seamless experience unmatched in the market. The widespread adoption of Microsoft products across healthcare organizations and integration with most major EHRs facilitates smoother implementation and adoption.

Revolutionizing patient care with ambient AI

Discover how ambient AI scribes are transforming care for over 10,000 physicians and staff — delivering powerful results and earning near-perfect documentation quality scores (48 out of 50 across key domains). Read the NEJM Catalyst report: Ambient Artificial Intelligence Scribes to Alleviate the Burden of Clinical Documentation.

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Elevate efficiency and patient care with AI-driven documentation

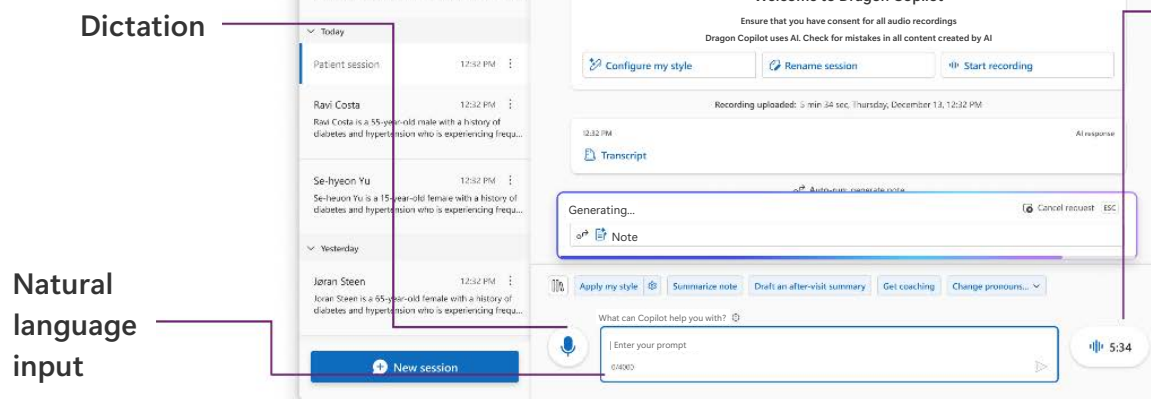Let's start with streamlining clinical documentation
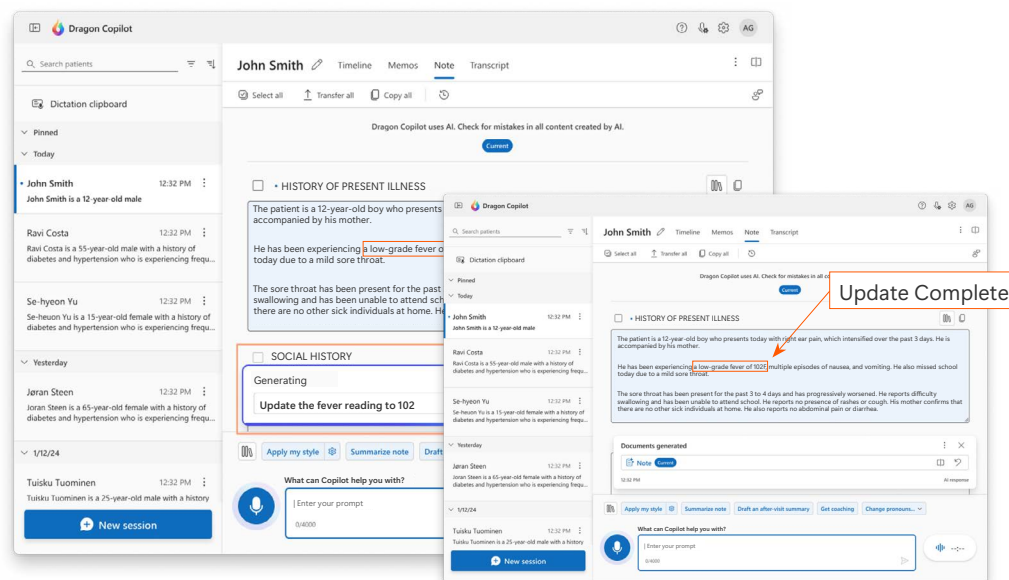
A seamless experience for clinicians

Find more time to talk, instead of type

Engage patients naturally while capturing better notes

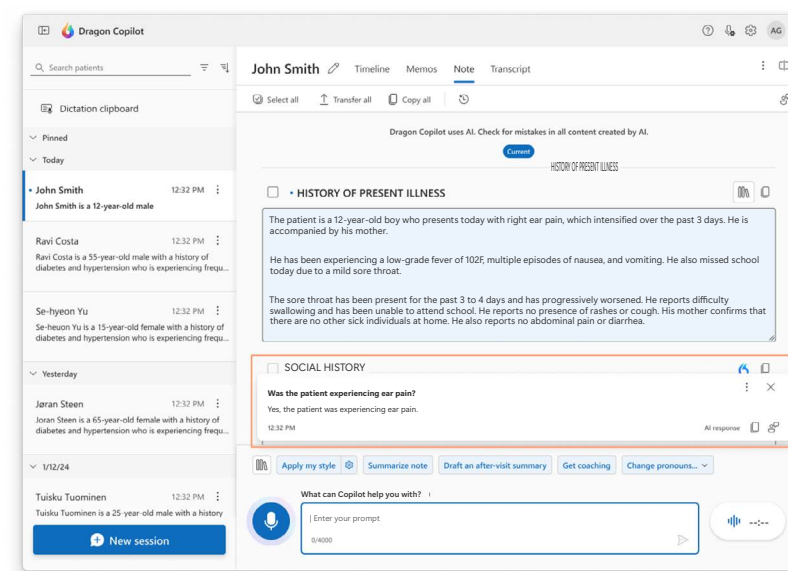Quickly surface information whenever and wherever needed most

Natural language allows you to edit query and create clinical documentation

Clinicians can use the prompt interface to quickly edit — "Update the fever reading to 102 (insert the symbol for degrees after the 2)" — generating — complete.

Query encounter notes

Clinicians can query encounter transcripts for information:
"Was the patient experiencing ear pain?"
"Yes, the patient was experiencing ear pain."

Find more time to talk, instead of type

Transform your clinical documentation workflow with natural voice interaction — simply speak to create, edit and query your notes. Generate specialized outputs with commands and save favorite prompts for frequent tasks. Copilot's AI enables clinicians to manage documentation efficiently, whether simple or complex, while conversing naturally with their notes.

A unique approach

What makes Dragon Copilot unique is its human-centered approach. Rather than replacing clinical decision-making, it augments healthcare professionals' capabilities by handling documentation while preserving critical thinking skills. This helps reduce burnout by freeing clinicians from doing documentation hours after their workday officially ends.

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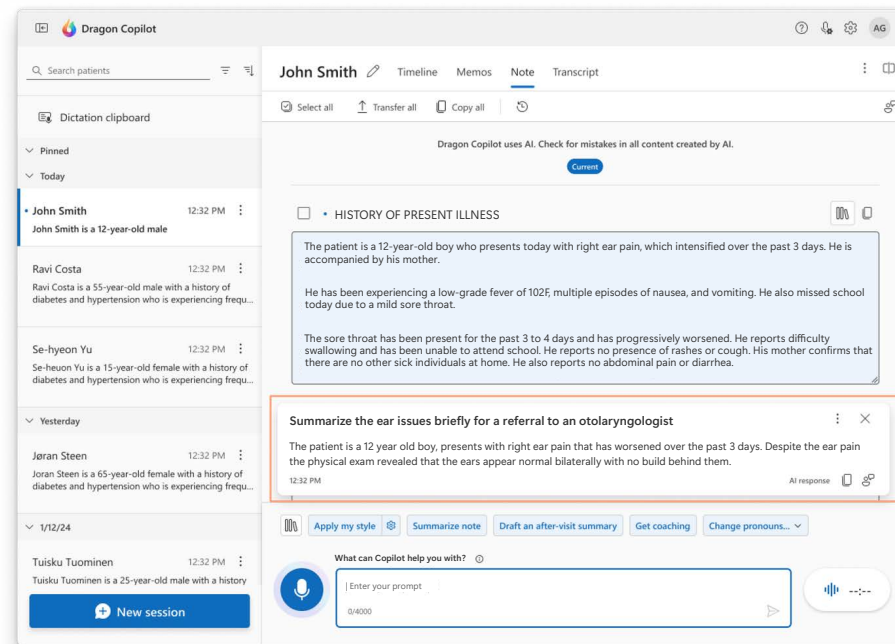Find more time to talk, instead of type

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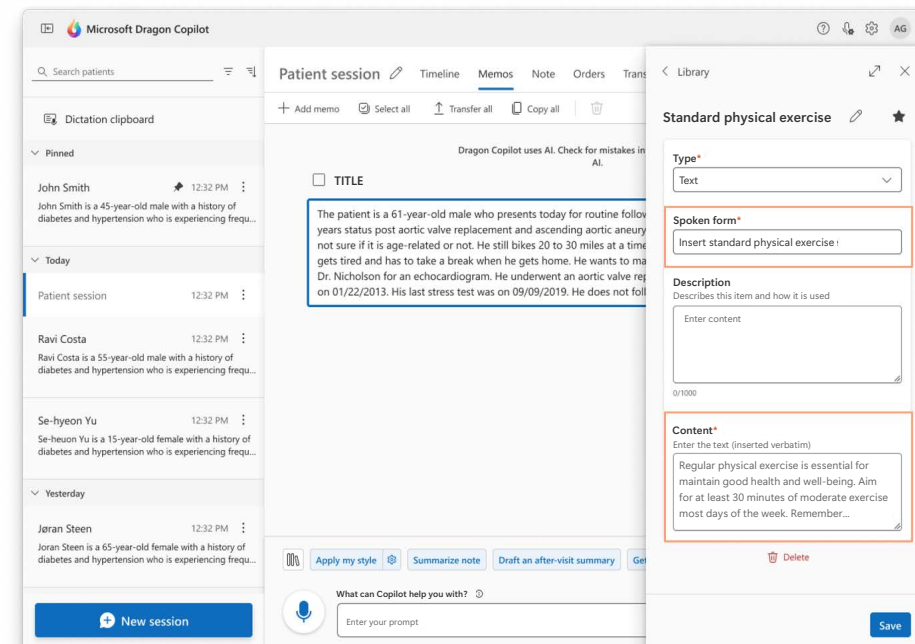
Create new clinical documentation

Clinicians can create new outputs:
"Summarize the ear issues briefly for a referral to an otolaryngologist."

Manage prompts

Clinicians can easily create and reuse their favorite prompts for frequent tasks to save time.

Engage patients naturally while capturing better notes

With Dragon Copilot, clinicians can quickly create new outputs within their own documentation. No rigid templates to follow or restrict individual note-taking style. It's also quick and easy to find the information needed to help clinicians better engage patients with more up-to-date and complete documentation.

Manage prompts

Dragon Copilot also enables clinicians to easily create and reuse their favorite prompts for frequent tasks. Whether simple or complex, prompts help clinicians, particularly by specialty, to get the most out of the power of AI.

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Surface information whenever and wherever needed the most without disrupting a clinician's workflow. Dragon Copilot provides access to relevant information on multiple devices including mobile and desktop. Data can be quickly gathered when needed — from querying notes and getting medical information from certified content sources to receiving encounter recording suggestions.

Automate tasks with a single click

Dragon Copilot helps automate clinical and non-clinical tasks, such as summarizing notes and evidence, prepping orders and drafting pre-defined referral letters and after-visit summaries. This saves time and increases productivity.

Repeatable tasks

Dragon Copilot enables clinicians to easily manage their own library of highly repeatable, custom tasks to activate when needed.

"With our deep healthcare industry expertise and team members who have worked as clinicians and administrators, we know how to effectively engage with clinical staff to drive rapid adoption of these tools."

David Galich, Advisory Lead, US and Canada, Avanade

Avanade – A Leader in Microsoft Copilot Technologies

Avanade's leadership in Copilot technology is underscored by its deep Microsoft partnership, industry-specific innovations, and a consistent record of delivering AI-powered business transformations.

We have earned **90+ Microsoft Partner of the Year awards** including Microsoft Global System Integrator (SI) Partner of the Year 2024 for the 19th time in a row.

We are **Copilot leaders winning Microsoft's Global Business Transformation Partner of the Year for Copilot 2024**.

We are committed to building AI that is **trustworthy, secure, safe and private**.

Avanade is the world's leading expert on Microsoft. Trusted by over 5,000 clients worldwide, we deliver AI-driven solutions that unlock the full potential of people and technology, optimize operations, foster innovation and drive growth. Learn more at www.avanade.com

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