ZONES®

Addressing Clinical Documentation Challenges with Dragon Copilot

Healthcare organizations are grappling with mounting administrative demands that threaten clinician wellbeing, patient care, and financial performance. Studies show that clinicians spend nearly half their working hours on documentation rather than direct patient care, leading to fatigue, burnout, and increased operational costs. Healthcare organizations face mounting administrative burdens:

- **Nearly 50% of clinicians' working hours are spent on documentation** rather than patient care, leading to fatigue and burnout.
  (Source: Microsoft survey of 879 clinicians, July 2024.)

- **70% of clinicians report that administrative workload negatively impacts their work-life balance and increases burnout.**
  (Source: Microsoft survey, July 2024.)

Manual data entry, outdated tools, and compliance pressures reduce productivity and increase the risk of errors—putting both clinician wellbeing and patient care at risk.

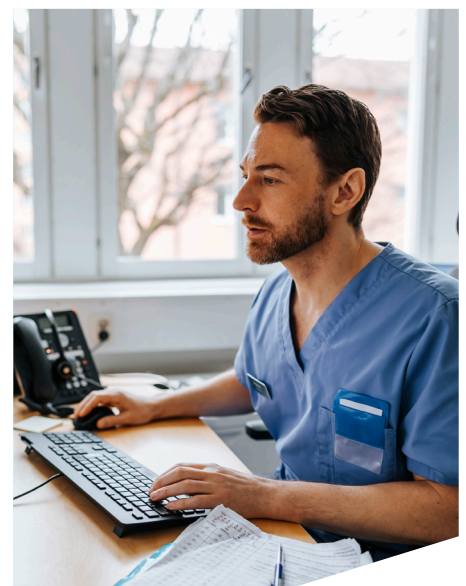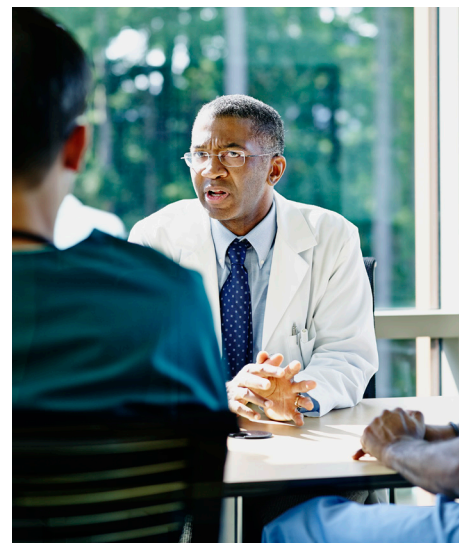## THE SOLUTION: *MICROSOFT DRAGON COPILOT*

Dragon Copilot is Microsoft's unified AI assistant for clinical workflow, combining ambient listening, natural language dictation, and generative AI to automate and optimize clinical documentation.

Northwestern Medicine saw a 112% return on investment and a 3.4% increase in monthly appointments per provider.

KEY BENEFITS:

- Ambient conversation capture and automatic note generation
- Seamless EHR integration and AI-powered editing
- 5 minutes saved per clinician per encounter (enabling 13–26 more appointments per month)
- 93% of patients say their physician is more personable and focused
  (Microsoft surveys, July 2024).

Visit **zones.com** or call **800.408.9663** today.

First Choice for **IT**®

ZONES SERVICES: ACCELERATING SUCCESS WITH THE ADIM APPROACH

As a Microsoft & Nuance specialized partner, Zones delivers Dragon Copilot through a proven, services-led methodology tailored for healthcare organizations:

THE ADIM FRAMEWORK

- **Assess:** Deep dive into clinical pain points, EHR landscape, compliance needs, and user readiness.
- **Design:** Co-create success metrics, customize workflows, and plan integrations with EHR, Microsoft Teams, and internal systems.
- **Implement:** Deploy Dragon Copilot in pilot environments, deliver focused training, & ensure seamless integration.
- **Manage:** Monitor performance, provide change management, frontline support, and scale with KPI-driven confidence.

WHY ZONES?

- Clinician-centric design, led by former providers and informatics experts
- Seamless integration with Epic, Cerner, & Microsoft Cloud for Healthcare
- Tailored change management and support for HIPAA, PHI, and healthcare security
- Outcome-focused: Metrics tied to burnout reduction, documentation time savings, and EHR optimization

With Zones, you de-risk your AI investment—aligning Dragon Copilot with your organization's financial, operational, and compliance goals, and accelerating outcomes through expertise, scale, and trust.