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AI That Listens: DAX Brings Relief to Clinical Documentation

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Documenting in Epic can continue long after the last patient leaves. But with Dragon Ambient eXperience (DAX), that's beginning to change.

To reduce burnout and support physician well-being, Northwestern Medicine is implementing DAX, an AI-powered ambient listening tool that:

- Automatically captures the conversation between a physician and patient
- Generates a draft progress note within seconds
- Allows clinicians to focus on the patient during the visit and review the note afterward — often with minimal editing

Streamlining documentation and reclaiming time

Physicians across specialties report that DAX helps them in several ways.

- **Reduces after-hours work:**
 - “I get to see my family before they go to bed now, which didn’t always happen before,” says **Elizabeth Retzer, MD**, an interventional cardiologist in the northwest suburbs. While she doesn’t document in the room, DAX still significantly improves her workflow.
 - “I have zero pajama time,” says **Lori Williams, MD**, a primary care physician at Northwestern Medicine Florida Medical Group in Naples. “Now when I leave here at 5:00, I’m done. I do not open my computer at home.”
- **Improves the quality and speed of notes:**
 - For **Avni Vora, MD**, an endocrinologist in the southwest suburbs, DAX has been especially helpful with complex visits. “If I’m in a room for 40 minutes, there is a lot of information to process and document into a note. DAX organizes the conversation, and I can edit what is already written instead of typing everything myself.”
- **Streamlines workflows:**
 - “I used to spend 5 to 10 minutes per note. Now it’s closer to 2 to 3 minutes for most patients,” says **Karthik Subbu, MD**, an endocrinologist in the west suburbs. “That adds up fast.”
- **Enhances patient interactions:**
 - “I love that I can sit down at the desk with the computer, sign in, and then just slide the chair back and look directly at the patient,” says **Cheryl Wilkes, MD**, a primary care physician at Northwestern Memorial Hospital. “I can listen without typing. The body language just lets them know they are truly being heard and valued.”

Enhancing the patient experience

With the DAX implementation, many patients share that their physicians seem more present, hold stronger eye contact and are more conversational. One patient noted, "The notes from my appointment were in MyNM the next day and were easy to understand."

User experience and features

DAX is being implemented into Epic through the Haiku mobile app.

- Some features are already integrated into Epic.
- Upcoming enhancements include coding recommendations and queueing up orders directly in Epic.
- Most users adapt quickly.
- Users can customize their workflows by blending DAX-generated content with their own templates.

DAX isn't perfect. Users should always review and proofread DAX notes to ensure they meet clinical documentation standards and accurately reflect the patient encounter.

As Dr. Williams put it, "This is saving medicine. It's that important."

Availability

- DAX is currently available in Epic to ambulatory physicians and advanced practice providers.
- It is being piloted in Immediate Care Centers and emergency departments.
- A rollout to inpatient and hospital outpatient departments is planned.

To learn more or sign up, visit the [DAX CoPilot](#) page on NM Interactive (login required).

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