



Microsoft Dragon  
Copilot

# Sales Enablement Resources

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## Product Overview

Microsoft Dragon® Copilot is a cutting-edge AI-powered clinical assistant that combines conversational, ambient, agentic, and generative AI to revolutionize clinical documentation for physicians. It streamlines clinical workflows, reduces cognitive burden, and enhances overall clinical efficiency.

Dragon Copilot empowers users to engage in a personal, hands-on examination and conversation with patients by automating transcription and documentation for the highest workflow efficiency in healthcare.

Dragon Copilot uses conversational, ambient, and generative artificial intelligence technology to automatically document care while you complete your normal patient workflow, capturing the patient's story and transforming it into actionable data in real time.

Copilot goes beyond transcription. It understands context, listens actively, and generates a standardized clinical summary in seconds. Each summary reflects the specific encounter and appears instantly in Dragon Medical One, ready to move into any Windows or cloud-based EHR.

Dragon Copilot runs on GPT-5.2, the latest generation of AI technology. Backed by Microsoft's investment in OpenAI, it leverages advanced AI capabilities to deliver deeper insight and greater context from every patient encounter.

Dragon Copilot's mobile application enables this powerful technology with the push of a button to document your patient encounters from exam room to exam room and make any additions, updates, or edits in real time wherever and whenever you need to document a patient record.

Natural language dictation, ambient speech technology, and advanced AI within one intelligent workspace.

Dragon Copilot is more than a documentation solution; it's an operational efficiency platform. Clinics use it to reduce administrative friction, improve revenue predictability, support staff well-being, and deliver better care at scale. When positioned correctly, it becomes a strategic investment rather than just another point solution in customer workflows and tech stack.

## Benefits:

**Support clinician wellbeing** by reducing burnout and cognitive strain while creating a healthier work-life balance.

**Boost operational efficiency** with advanced AI that increases throughput and delivers more than just patient notes, all without adding extra work.

**Improve care quality** and patient experience by helping clinicians focus on patients, consistently capture the complete patient story, and expand access to care.

**Strengthen financial performance** with increased revenue, faster and more accurate reimbursements, fewer denials, and stronger physician retention.





## Selling Points

### **Revolutionary Efficiency:**

Dragon Copilot revolutionizes clinical documentation, allowing healthcare providers to spend more time with patients and less time at their computers. It instantly transforms the patient encounter into a well-documented, actionable record.

### **AI-Powered Transcription:**

Powered by GPT-5.2, Dragon Copilot doesn't just transcribe; it understands context and content, providing accurate and contextually relevant documentation. Contextual AI interprets intent, medical terminology, and sequence of care, transforming speech into actionable outputs that fit seamlessly into the EHR. Convert speech into draft notes and flowsheets, orders, referrals, and summaries. Supports conversational interaction between care teams and patients

### **Real-Time Decision Support:**

Utilizing the latest in AI technology, Dragon Copilot compiles clinical summaries instantly to transfer into your chosen EHR and helps formulate diagnostic reports and treatment plans in real time based on patient interactions. Natural language dictation, ambient speech technology, and advanced AI within one intelligent workspace.

Ambient AI listening: records and transcribes patient-clinician conversations without manual triggering.

Natural language dictation & editing: speak naturally - AI captures meaning and context for accurate clinical notes.

Automated summaries & templates: encounter summaries, referral letters, after-visit summaries, and customizable templates delivered automatically.

### **Seamless EHR Integration:**

Patient data captured by Dragon Copilot seamlessly integrates into Windows-based and Cloud-based Electronic Health Records (EHR), reducing manual data entry and ensuring accuracy in documenting the patient story.

Dragon Copilot supports seamless push of finalized documentation into leading EHRs (Epic, Cerner, athenahealth, etc.) via Dragon Medical One.

Multi-device accessibility: clinicians can start documentation on mobile and finish on desktop without friction.

Minimizes EHR Clicks and Cognitive Load. Dragon Copilot reduces reliance on manual EHR navigation, drop-down menus, and copy-and-paste workflows. Providers spend less time clicking and more time engaging with patients, which improves efficiency without requiring major changes to existing EHR systems.

### **Physician Burnout Prevention:**

By eliminating repetitive, time-consuming documentation tasks, Dragon Copilot helps combat physician burnout, promoting a healthier work-life balance.

Generating complete, high-quality notes at the point of care, Dragon Copilot significantly reduces the

need for evening and weekend documentation. Providers close charts faster, finish their day on time, and spend less mental energy revisiting patient encounters, leading to higher satisfaction and improved retention.

### **Comprehensive Patient Care:**

Dragon Copilot enables more comprehensive yet personalized care by freeing up time for healthcare providers to focus on patient interactions.

Surface critical information: embedded AI enables contextual search of trusted medical content without disrupting workflows.

Task automation: conversational requests can generate orders, evidence summaries, coding suggestions, and more.

### **Enhances the Patient Experience Naturally:**

Because clinicians are no longer focused on typing or navigating screens, visits feel more personal and conversational. Providers maintain eye contact, listen actively, and build stronger patient relationships, often leading to higher satisfaction scores and better clinical outcomes.

### **Scales Easily Across Clinics and Locations**

Dragon Copilot is designed for growth. Once workflows and preferences are established, clinics can quickly onboard new providers, standardize documentation practices across locations, and maintain consistency as they expand, all without increasing administrative burden. »



## Selling Points continued

### **Captures the Full Care Team Conversation:**

Dragon Copilot supports team-based care by capturing clinically relevant dialogue from providers, nurses, and medical assistants during the encounter. This results in more complete histories, fewer repeated questions, and smoother handoffs between staff, helping clinics improve patient flow and reduce inefficiencies throughout the day.

### **Handles Real-World, Multi-Problem Patient Visits:**

Most patient encounters involve multiple conditions discussed out of order. Dragon Copilot intelligently organizes complex conversations into structured, compliant clinical notes, separating problems, assessments, and plans automatically. This leads to cleaner documentation, fewer billing questions, and stronger support for accurate coding and reimbursement.

### **Improves Billing Accuracy and Revenue Cycle Performance:**

Consistent, well-structured documentation produced by Dragon Copilot helps streamline coding and billing workflows. Clinics experience fewer clarification requests, reduced claim denials, and faster reimbursement, allowing administrative teams to focus on higher-value tasks instead of chasing documentation gaps.

## Elevator Pitches

### **Dragon Medical One/Dragon Copilot Flex:**

Dragon Medical One is the most accurate and popular speech recognition solution in healthcare today. It's an efficient way to speak and have all your words dictated directly into documents and your Windows-based or cloud-based EHR. Wherever you see a blinking cursor, DMO will allow you to use your voice to quickly enter your information.

DMO utilizes machine learning and AI technology to correctly process your speech while understanding medical terminology and medical formatting. Simply talk and it will do the typing for you.

Dragon Medical One has efficiency tools like auto texts and step-by-step commands to swiftly navigate your daily workflows, eliminate manual and repetitive data entry tasks,

and help generate full documents and charting with a few phrases as opposed to typing or dictating every single word.

This way, you can streamline each day following the patient story and not miss a thing. As you know, it's not what you do, it's what you document.

### **Dragon Copilot:**

Imagine a healthcare experience where you step out from behind your workstation or computer, and the burden of recalling every patient detail from memory when documenting simply disappears. With Dragon Copilot, we've reimaged healthcare documentation.

Our mobile app empowers you to engage in a personal, hands-on examination and conversation with your patient. Just press a button, and Dragon Copilot comes to life. It transcribes everything said, captur-

ing the complete patient story and transforming it into actionable data, all in real-time.

Dragon Copilot is powered by GPT-5.2, the latest in AI technology. It doesn't just transcribe; it understands. It listens, learns, transcribes the whole interaction, and suggests clinical summaries tailored to this specific encounter. After your review and confirmation, this invaluable patient data seamlessly integrates into your Windows-based or cloud-based EHR.

By documenting each encounter and initiating the treatment plan within seconds, Dragon Copilot removes repetitive, time-consuming tasks from your day. It helps reduce physician burnout and supports more comprehensive, personalized care in real time. With Dragon Copilot, you can extend your impact and deliver meaningful results across your practice.



## Elevator Pitches continued

### Alternative Pitch:

Step from behind your workstation/computer and no longer need to recall every patient detail off the top of your head when documenting, with Dragon Copilot, all you need to do is press a button on our mobile app and begin a personal hands-on examination and conversation with your patient.

Dragon Copilot will transcribe

everything that is said, capturing the complete patient story and turning that interaction into actionable data instantly. Utilizing GPT-5.2, AI will automatically create summaries and clinical notes for this encounter.

After review and confirmation by the provider, these tailored summaries are immediately available in DMO to be transferred to all Windows-based and cloud-based EHRs.

Documenting this entire encounter and putting treatment into motion within seconds allows each provider to accomplish so much more in a day by removing repetitive, time-consuming tasks, eliminating physician burnout, and providing the most comprehensive yet personalized care to more patients in real-time.

## Dragon Copilot Benefits + Selling Features

- » A unified AI clinical assistant that combines Dragon Medical One dictation with ambient speech AI and advanced generative tools to reduce administrative work and streamline workflows.
- » Built with a clinician-first focus, it helps physicians, nurses, radiologists, and care teams spend more time with patients and less on documentation.
- » Natural language dictation, ambient speech technology, and advanced AI work together in one intelligent workspace.
- » Capture patient conversations instantly during every consultation.
- » Receive a complete transcription of each encounter and convert it into actionable data.
- » Categorize each encounter with a customized description of the patient and the reason for the visit.
- » Move transcriptions and summaries directly into the correct sections of your Windows or cloud-based EHR. Clinicians can edit, update, and place information exactly where it fits their workflow for a tailored, efficient experience.
- » Generate clinical summaries in real time, organizing key details into the appropriate categories as you speak.
- » Saves conversations for 30 days or until finalized, approved, and properly documented in your chosen EHR by the provider.
- » Allows providers to move from patient room to patient room, treating large daily caseloads, while not missing a word from every conversation and encounter for easy review, treatment planning, and documentation.
- » See more patients without missing critical details. Access essential information in real time while delivering hands-on care and a stronger patient experience. Enhance bedside manner and streamline workflows so providers can treat more patients each day with confidence.
- » Utilize the Dragon Copilot application to have a scribe/transcription of every patient encounter and medical update you need to document wherever you go and at the ready with the push of a button on your smartphone.
- » Role-based experiences for physicians, nurses, radiologists, technicians, and medical administrators.
- » App and agent extensions, fueled by conversational context, for specific tasks and specialties.
- » AI in healthcare is ultimately about restoring humanity to care. When AI handles the administrative load, clinicians regain the time, clarity, and presence needed to deliver exceptional care.



## Competitive Advantages

- » Dragon Copilot's seamless integration with clinical workflows.
- » Continuous learning and adaptation to evolving clinical needs.
- » Out-of-the-box readiness for quick implementation.
- » Enhanced clinical efficiency and reduced documentation time.
- » Conversational AI: Enables natural language interactions with clinical documentation systems.
- » Ambient AI: Enhances clinical encounters by providing real-time support and suggestions.
- » Generative AI: Generates accurate clinical content, saving time and effort.
- » Continuous Learning: Constantly improves accuracy and adapts to various clinical specialties.
- » Most Accurate and Popular Speech recognition in healthcare.
- » Best in KLAS awards in consecutive years.
- » 30+ years developing and revolutionizing medical speech dictation.
- » 49% stake in OpenAI with access to the emerging trends and the most advanced AI in GPT-5.2, not available to other emerging developers.
- » Backed by Microsoft and works in all Windows and Cloud-based solutions running on windows operating system.
- » We have SOC 1, 2, 3, and HITRUST certification, and are fully HIPAA compliant, while safely running in the Microsoft Azure cloud, providing the most secure AI speech recognition solution on the market.
- » Security Certification Docs Available
- » “Nuance and Dragon Medical are the most accurate and popular speech recognition solutions in healthcare today. We have over 30 years of market excellence, providing the most cutting-edge technology tools and ever-evolving vocabulary and language models.
- » With further Microsoft advances, we can grow our AI technology capabilities, providing the most effective and customizable solutions in documentation and workflow efficiency. We're the golden standard in medical dictation and continue to pioneer the latest advances in conversational AI voice automation.
- » We're always ready to present our current solutions and will go toe-to-toe (do the Pepsi challenge) with any emerging startups in the market. We can demo our solutions, test integrations to see them firsthand in your environment, or set up a Trial to experience the power of our advanced workflow solutions.”

## Specialties:

- » Family Medicine
- » Foot and ankle
- » General Pediatrics
- » Geriatrics
- » Gynecology
- » Internal Medicine
- » Obstetrics
- » Orthopedic Surgery
- » Orthopedics
- » Psychiatry
- » Physical Medicine and Rehabilitation
- » Podiatry
- » Primary Care
- » Sports Medicine
- » Urgent Care (General Medicine; care setting)
- » Allergy & Immunology
- » Cardiology
- » Colon and Rectal Surgery
- » Dermatology
- » Endocrinology
- » Gastroenterology
- » General Surgery
- » Hematology
- » Hepatology
- » Home Care (primary care setting)
- » Nephrology
- » Neurology
- » Oncology
- » Ophthalmology
- » Otolaryngology
- » Pain Medicine
- » Plastic Surgery
- » Pulmonology
- » Radiation Oncology
- » Rheumatology
- » Surgical Oncology
- » Urology
- » Psychiatry



## Target Audience

Dragon Copilot adapts to the way clinicians actually practice. Notes can be tailored by specialty, visit type, and provider preference, ensuring documentation reflects how each clinician thinks and works. This customization reduces post-visit editing, speeds up chart completion, and creates more consistent documentation across providers without forcing rigid templates.

- » Healthcare institutions and hospitals.
- » Physicians, nurses, and clinical staff.
- » Healthcare IT decision-makers and administrators.

- » Role-based experiences for physicians, nurses, radiologists, technicians, and medical administrators.

### Common Use Cases:

- » Streamlined Documentation: Speeds up clinical documentation, allowing physicians to focus on patient care.
- » Reduced Cognitive Burden: Assists clinicians in creating accurate records, reducing mental fatigue.
- » Clinical Specialization: Adapts to various medical specialties and subspecialties.

## Objection Handling

### Cost Concerns:

Highlight long-term savings and improved clinical efficiency.

### Integration Challenges:

Emphasize seamless integration capabilities.

### Privacy and Security:

Explain robust data security measures.

### Cost Concerns:

#### Objection: "It seems expensive."

Response: "Consider the long-term benefits. Dragon Copilot not only enhances efficiency but also contributes to better patient care, potentially increasing patient volume and revenue over time. We eliminate several arduous minutes following every exam and patient encounter. This time goes right back to you to see more patients, take a break between them, and eliminate all frustrations in documenting patient care."

### Learning Curve:

#### Objection: "Our providers are not tech-savvy. Will it be hard to learn?"

Response: "Dragon Copilot is designed with user-friendliness in mind. We provide comprehensive

training and ongoing support to ensure a smooth transition. Many users find it intuitive, and with a push of a button, Dragon Copilot comes to life and captures your full patient interaction with powerful AI tools and suggestions to make caring for your patients quick and easy while putting all that actionable data into your EHR."

### Integration Issues:

#### Objection: "Will it integrate smoothly with our existing systems?"

Response: "Absolutely. Dragon Copilot is designed for seamless integration with all Windows-based and Cloud-based EHR systems. We don't want to shake up what you have in place and are comfortable with; we just want to provide added efficiency and remove repetitive time-wasting tasks while removing most of your manual data entry. To ensure that, our implementation team will work closely with your IT department to ensure a smooth integration process."

### Privacy and Security Concerns:

#### Objection: "How secure is patient data?"

Response: "Nuance prioritizes data security. Dragon Copilot complies with healthcare data protection regulations, ensuring that patient information is handled with the utmost care and in accordance with industry standards. Copilot is fully HIPAA-Compliant, and if you need any certifications, we'd be happy to send that right over to you." »



## Objection Handling continued

- » Health Insurance Portability & Accountability Act (HIPAA)
- » Personal Information Protection and Electronics Documents Act (PIPEDA)
- » International Standards including ISO 27001, ISO 27017, and ISO 27018
- » US Federal Risk and Authorization Management Program (FedRAMP)
- » Security Organization Controls

(SOC 1, SOC 2, and SOC 3)

- » EU General Data Protection Regulation (GDPR)

### **Resistance to Change:**

**Objection: "Our providers are used to the current system."**

Response: "Change can be challenging, but the benefits of Dragon Copilot in terms of time savings and improved patient care are substantial. Our focus is to give you back so much more of your day, see more

patients, with far less lift, and eliminate the more tedious part of your day in documentation. We know no one got into healthcare to do paperwork, and that's what we want to remove for you. We don't want to reinvent your processes, we just want to streamline the ones you're already comfortable with."

Remember to tailor your responses based on the specific objections and concerns raised by potential customers.



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