

AUGNITO

King's

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King's College Hospital

KCH's Seamless Transition to Augnito for Enhanced Medical Documentation



Augnito made our transition from Nuance smooth and efficient. Our doctors quickly adopted it, improving workflow almost immediately. The tool's flexibility, accuracy, and excellent support make it a standout choice.

- Saurabh Bhatnagar
ICT Program Director

Challenges

- **Pre-Transition Challenges:** The organization faced frequent support issues with the previous vendor, which disrupted workflow and decision-making processes. The lack of reliable support led to inefficiencies and frustration among staff.
- **Training Time:** Staff previously spent a significant amount of time training the AI system, which added to the overall inefficiency and hindered productivity.
- **Flexibility and Efficiency:** The healthcare organization sought a more adaptable and effective solution to replace Nuance Dragon. The limitations and costs associated with Nuance Dragon led to the exploration of other options.

About:

King's College Hospital Dubai delivers world-class healthcare with cutting-edge facilities and a team of highly trusted professionals. Their doctors, trained extensively in Britain and experienced in the UK's National Health Service (NHS), uphold the high standards of care set by King's College Hospital's 183-year legacy. Their clinics and hospitals provide comprehensive care, from consultations to complex treatments, ensuring the highest standards of patient care. With a legacy of excellence, we are dedicated to delivering trusted, evidence-based healthcare to our community.

Industry: Multispeciality Hospital
Location: United Arab Emirates
Website:

<https://kingscollegehospitaldubai.com/>



80%
User
Adoption Rate



98%
Customer
Satisfaction Score



9.5/10
Overall Rating
for Augnito

Solution

- **Excellent Support and High Accuracy:** Augnito offers reliable support, promptly resolving any issues. Its accurate speech recognition minimizes errors, resulting in high-quality medical records.
- **Immediate Adoption and Workflow Improvement:** Doctors quickly integrated Augnito into their daily practice. Its intuitive design enhanced ease of use and significantly improved workflow efficiency.
- **Confidence in Seamless Transition:** Augnito provided a straightforward transition from Nuance Dragon, crucial for maintaining operational stability and avoiding disruptions.
- **Evaluation of Alternatives:** Though other tools like 3M were considered, Augnito was chosen for its simplicity, flexibility, and seamless transition from Nuance Dragon.



Augnito stood out for its simplicity, flexibility, and seamless transition. Its advanced automation and user-friendly interface have streamlined our documentation processes, freeing up more time for patient care.

- Saurabh Bhatnagar
ICT Program Director

Impact

- **Improved Patient Care:** The productivity gains from using Augnito have led to better patient care and faster turnaround times, significantly enhancing overall patient outcomes.
- **Superior Support:** With Augnito, KCH resolved numerous support issues they previously faced with their former vendor, resulting in improved workflow efficiency and time management.
- **Increased Efficiency:** After transitioning to Augnito, healthcare professionals no longer needed to spend significant time training the AI, allowing them to use the system immediately.

Future Vision

- **Continued Workflow Optimization:** Leveraging Augnito's advanced automation and user-friendly interface, KCH expects to further streamline their documentation processes. This will free up even more time for patient care and boost overall efficiency.
- **Expansion and Customization:** As KCH continues to integrate Augnito into their practice, they plan to explore its new product, Ambient, for their OPD consultations. This will enhance documentation quality and provide more time for patient care.
- **Exploring Technological Innovations:** KCH is adopting advanced technologies in healthcare, including AI-driven insights and predictive analytics, to enhance patient outcomes and operational efficiency across their hospitals.

About Augnito

Augnito revolutionizes clinical documentation with intuitive Voice AI technology which uses Machine Learning, Natural Language Understanding (NLU), Generative AI, and Automatic Speech Recognition (ASR) to streamline workflows & help clinicians prioritize patient care.

Used by **400+** Hospitals
across **25+** countries

12+ years of deep
R&D

55+ Clinical
Specialties

Developed with inputs
from **Doctors & Scientists**