

3M™ M*Modal virtual assistant solutions

- Designed for clinicians to help create time to care and increase face time with patients
- Leverages a secure, cloud-based conversational artificial intelligence (AI) and ambient intelligence platform
- Automates routine clinician tasks to reduce administrative burden and transform the experience of care delivery and electronic health record (EHR) documentation

The 3M advantage

With M*Modal now part of 3M, we are combining our strengths to close the loop between clinical care and revenue integrity.

Our conversational AI and ambient clinical intelligence solutions are designed to transform the experience of health care, optimize the EHR, drive higher-quality documentation and improve the well-being of both patients and physicians.

Incremental innovation to drive an ambient experience

Administrative burden and lack of time remain top challenges to physician well-being and satisfaction, which are driven by a clinician's ability to deliver high-quality care. The patient experience is better when clinicians interact directly with them instead of technology – less screen time and more face time. According to an article in the Annals of Internal Medicine, primary care physicians spend nearly two hours on electronic health record (EHR) tasks for every one hour of direct patient care.¹

To reduce that administrative burden and give physicians time to care, **3M™ M*Modal virtual assistant solutions** enable more intuitive and efficient physician workflows. Clinicians can now access a conversational interface and ambient intelligence designed to enhance the patient-physician interaction, drive higher-quality care and reduce physician burnout.

Starting with 3M speech understanding and contextual awareness of the entire patient record, 3M technology continuously analyzes the note and delivers proactive nudges to clinicians via next-generation computer-assisted physician documentation (CAPD) functionality. Widely deployed across large and small health care organizations, CAPD delivers in-workflow clinical insights designed to help physicians close care gaps and improve specificity as they document in the EHR.

From proactive nudges to ambient AI

From interacting with physicians in a more natural, conversational manner, 3M virtual assistant solutions further help clinicians care for patients and document the care provided.

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In addition to EHR documentation and proactively engaging with clinical documentation integrity (CDI) and Hierarchical Condition Category (HCC)-related insights, clinicians can directly ask **3M™ M*Modal Fluency Assistant** to perform time-consuming, routine tasks including:

- **Information look-up:** conversationally search the patient chart to get the right information, right away.
- **Conversational order entry:** speech enable computerized physician order entry (CPOE), which accounts for 12.1 percent of physician clinic hours (43 minutes) in the EHR.¹
- **Easy EHR navigation:** completely transform the way clinicians experience and interact with the EHR with intuitive, conversational workflows.
- **Documentation tasks:** quickly and easily capture a note in free form, and complete EHR documentation with task and command management using ambient speech.
- **Ambient experience:** enable real-time patient-physician interaction with an unobtrusive and secure device with multichannel microphones and a speaker to allow two-way conversations when appropriate, as well as visual indicators for non-verbal cues.

Transforming the user experience

To enable clinicians to keep their complete focus on patients without the interference of technology, 3M virtual assistant and augmented AI solutions are designed to work unobtrusively in the background so that clinical documentation is ultimately a by-product of the patient visit – not a separate, burdensome task for the clinician.

¹Tethered to the EHR: Primary Care Physician Workload Assessment Using EHR Event Log Data and Time-Motion Observations, *Annals of Internal Medicine*®, 2017



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