

Train your DAX™ Copilot

Verbalization: Learning how to verbalize a more concise and accurate summary.



1. Starting the visit

- Start the recording with 2 patient identifiers:
 - Name + DOB/Age/MRN
- State the patient's gender and preferred pronoun
- State the problem(s) about to be addressed:
 - Consider verbalizing with the diagnosis name that you intend to use within your EHR/EMR
 - For multiple problems, list them in the order that you want them written

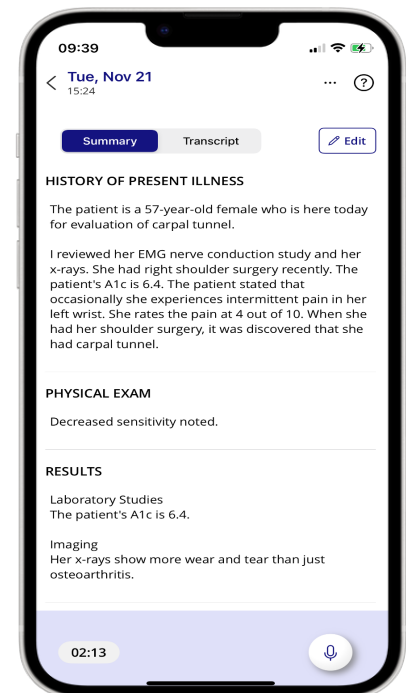
Verbalization Example: Next patient is Jane Doe, 57-year-old female who prefers she/her. Here today for evaluation of carpal tunnel. I reviewed her EMG nerve conduction study and her x-rays. She had right shoulder surgery recently. The patient's A1c is 6.4.

2. Verbalizing findings and visual information

- State any appropriate interpretation of diagnostic tests
- Capturing physical exams:
 - Use alert words
 - Call out location and lateralities
 - Call out anything visual that needs documenting:

If the patient points at body areas, remember to say things like *"So, do you feel the pain in just the frontal area of your left wrist?"* Or, if a patient points and says, *"It hurts the worst right here,"* be sure to specify where the patient is pointing.

Verbalization Example: Let's examine your right wrist. It shows decreased sensitivity. Your x-rays show more wear and tear than just osteo-arthritis. I would like to order a full autoimmune blood panel to check for other inflammatory diseases, such as gout or Lyme disease.



3. Verbalizing treatment and intent

- Verbalize all limitations and/or treatment alternatives
- Verbalize your intent for:
 - Medication orders
 - Refills
 - Imaging
 - Referrals, etc.

Verbalization Examples:

"I'm ordering a lipid panel" indicates an active request.

"I recommend you follow up with a cardiologist" suggests a proposal.

"I am ordering Lasix 40 milligrams twice a day."

"I'm going to order an x-ray for your left shoulder."

Say, *"I will get you a refill of your metformin"* instead of *"Why don't we get your metformin refills."*

4. Verbalizing problem(s) and plan (assessment & plan)

- Verbalize the diagnosis/problem and associated plan in a problem-based format (problem-oriented charting)

5. Post encounter/summary

- Benefits:
 - Ensures documenting and addressing key points
 - This ensures everyone is on the same page
 - Recap outside the room allows you to verbalize things not stated in front of the patient but would like in your summary
- Best practices for summary/recap
 - Use alert words/cue words:
 - In summary
 - To recap
 - On exam
 - Verbalize the key points
- When to complete summary/recap
 - Can complete after each section during the encounter
 - We recommend doing a recap right at the end of the visit
 - Can do a recap post encounter with diagnosis and key exam findings

LEARN MORE

nuance.com/traindaxcopilot

About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.

