



Microsoft Dragon Copilot On-the-go support



Your voice & patient voice = source of the documentation

Have Rover ready with patient list at the start of the shift

Record **inside** patient room

- While assessing your patient
"Is it okay if I use this device to document our conversation while we discuss how you're feeling today?"
- Your conversation with patient is captured as documentation. Clarify responses as needed.
"Hi there. I'm going to do my morning assessment using a device that will listen and help me document it. I may repeat myself or your answers to ensure accuracy."
- Limit background noise (ex: TV)
"Today we'll be using new technology that will listen to me during my assessment. Can we make the room quieter and mute the TV? I may repeat your answers or my findings out loud."



**On-the-go
with Rover**

- Position Rover so it can hear both you and the patient
- Use pause to add recordings inside or outside the room for more complete documentation.



Record **outside** patient room

- When needing privacy or when patient is asleep
- Right after assessing the patient or completing a task (I/O's, ADLs)
- Speak naturally and ensure no other voices are captured

Step 1: Record on every patient, every shift – Get comfortable voicing care

5 Simple Steps Every Time

Pick up device and log in

Start a recording

Verbalize care out loud

Review AI output

Edit and file documentation

Weeks
1-2

Document frequent patient rounding observations by voice

Pain assessment/reassessment

Intake/Output

Safety checks

Purposeful rounding

Daily Cares

<Leader defined per organization>

NA: "Checking on you, you rang your call light?"

Pt: "Yes, can you help me turn over?"

NA: "Yes. Two person assist, turned to left side, bilateral heel protection on How is that?"

Pt: "Much better. Thanks."

Hourly rounding done, 2 of 4 side rails up, call light within reach.

NA: "Good Morning. Did you enjoy your breakfast?"

Pt: "Yes, it tasted good. I enjoyed the eggs."

NA: Patient had 500 cc's po intake and ate 100% of breakfast. I will take your breakfast tray. Is there anything else you need?"

Pt: "No, I am okay now. Thanks."

Nurse: "How is your left knee pain after the pain medication?"

Pt: "It's much better. I would say it is about a 2."

Nurse: "Oh good. I am glad you are feeling better. How would you describe it?"

Pt: "It is still aching."

<Customer defined
Macro>



Step 2: Expand to body system assessments as confidence grows

5 Simple Steps Every Time

Pick up device
and log in

Start a recording

Verbalize care out
loud

Review AI output

Edit and file
documentation

Weeks
3-4

Add focused assessment verbalizing exceptions

Record single body system assessment

- *Unit defined focused assessment*
- *Reassessment*
- *Reason for admission*

Nurse: "How are you feeling?"
Pt: "I was coughing, but otherwise I am okay."
Nurse: "I would like to listen to your lungs."
Pt: "Ok."
Nurse: "Wheezing bilaterally. Productive cough. Small amount of thick green sputum."
Pt: "Can I get something for my cough?"
Nurse: "I will check with your doctor to get something for your cough."
Pt: "Thanks."

NA: "Do you need anything?"
Pt: "Yes. Do you know where my phone is?"
NA: "Yes, I will put it on your bedside table on your right. Also, here is your call light."
Pt: "Thanks"
NA: "I will come back shortly with your supper tray and check on you."
Pt: "Okay"

Nurse: "Afib on the monitor. Crackles in bilateral lower lung fields. 3+ pitting edema to bilateral ankles."

Nurse: "Abdominal distended and firm to palpation. Tenderness to the left lower quadrant. Hypoactive bowel sounds in all quadrants. Last bowel movement 3 days ago. Reports passing gas."



Putting it all together

5 Simple Steps Every Time

Pick up device
and log in

Start a recording

Verbalize care out
loud

Review AI output

Edit and file
documentation

Weeks
5-6+

Add initial assessment on every patient for every shift

Record initial assessment at bedside
following verbalization best practice
guidelines

Combine recording patient
conversation with verbalizing
observation findings

Nurse: "How are you feeling after that
breathing treatment?"

Pt: "I'm feeling better. I'm not short of
breath anymore."

Nurse: "That's great. I'm going to take a
listen to your lung sounds. Your lung
sounds are much better! I still hear some
end expiratory wheezes in both lower lobes,
but much improved."

Tip: Inform your patient what you are doing as part of your assessment

Nurse: "I am going to listen to your belly."

Pt: "My belling hurts here."

Nurse: "So your belly hurts in your lower left
abdomen?"

Pt: "Yes"

Nurse: "Have you had a BM?"

Pt: "Yesterday."



NA: "Great job walking in the hall today.
You walked for 10 minutes! How do you
feel?"

Pt: "I feel pretty good."

NA: "I'm glad you tolerated that much
movement so well."

A day in the life of a Day Shift- Registered Nurse

7:00 am

After getting report from the night shift RN, Rhonda is doing a walkthrough to greet patients. Confirmed the patient has call button available, bed alarm reset and bedrails are up.

Rhonda:
"Good morning! Just checking in—can you reach your call button okay?"

Patient:
"Yes, I've got it. Thanks."

Rhonda:
"Great. Your bed alarm's on, rails are up, and the bed's locked for safety. Need anything right now?"

Patient:
"Nope, I'm good. Just resting."

6:30 pm

Before starting her shift report, her patient's bed alarm starts to go off down the hall. After rushing to the room, Rhonda finds the patient sitting on the side of the bed, trying to go to the bathroom.

Rhonda:
"Hi, I heard your bed alarm—are you okay?"

Patient:
"I was trying to get up, but my hip really hurts. It's about a 6."

Rhonda:
"Let's hold off on walking. I'll give you IV pain meds and check back soon."

8:00 am

Rhonda starts her patient assessments for the shift and encounters an elderly woman who complains of some difficulty breathing in deeply. She is diagnosed with pneumonia and is on IV antibiotics.

 **Dragon Copilot**

What to say: "Patient has diminished breath sounds with crackles in the bilateral lower lobes. She complains of mild shortness of breath. Oxygen delivered at 2 liters nasal canula, increased to 4 liters."

4:00 pm

A newly arrived patient from the emergency room has just been delivered to the floor. The assigned CNA is busy giving another patient a bath, so Rhonda does the admission vital signs.

 **Dragon Copilot**

What to say: "Temperature 98.4 taken orally, heart rate of 88 per cardiac monitor, respiratory rate 18, oxygen saturation 98% on room air, blood pressure 128/84 taken in right upper arm."

11:00 am

After the morning rush, Rhonda checks on her patient who was admitted overnight for CHF exacerbation. She is complaining of shortness of breath after standing to go to the bathroom. Rhonda checks her blood pressure and notices increased edema in her feet.

Rhonda:
"How are you feeling?"

Patient:
"Short of breath—worse after trying to walk."

Rhonda:
"Your BP is 165/108, and I see 4+ swelling in both feet. I'll page the doctor. Just rest for now."

1:00 pm

Rhonda checks on her patients after lunch and finds one of them who reports that her right hip that she had surgery on yesterday is very painful and is asking for pain medication to help her postop pain.

Rhonda:
"How's your hip?"

Patient:
"Sore—pain's about a 6."

Rhonda:
"Got it. Your goal's a 3?"

Patient:
"Yes."

Rhonda:
"I'll give you IV pain meds and check back soon."

Rhonda
is a Day Shift Nurse



A day in the life of a Night Shift-Registered Nurse

7:00 pm

After report, Cherita checks on her patients again before gathering her medications. Her patient states that he had some coughing and congestion over the night. Cherita assesses him and notifies his provider.

Cherita:
"Hi, just checking in. Any issues overnight?"

Patient:
"Yeah, I had some coughing and congestion."

Cherita:
"Your throat looks red and the cough's dry. I let Dr. Jennings know—he'll stop by shortly."

8:00 pm

The day shift nurse gave report on her patients, and one was admitted for a TIA. The CT was negative and patient unable to get an MRI due to pacemaker. Now upon entering the room Cherita finds patient has slurred speech and a slight facial droop.

 **Dragon Copilot**

What to say: "Patient speech is slurred and has slight right facial droop. Rapid response called."

11:00 pm

After completing the morning assessments, Cherita noticed that the patient's IV site dressing was coming loose. The IV appeared good, so she goes back into the room to assess and redress the line.

Cherita: "Hey, I noticed your IV dressing was starting to come loose during the morning assessment."

Patient: "Oh really? Is the IV still okay?"

Cherita: "Yes, the IV itself looks good—it's a 20-gauge in your left forearm, and the site is clean, dry, and intact with a good blood return. Since the dressing was lifting, I went ahead and changed it just now at 11:33 PM to keep everything sterile and secure."

Cherita
is a Night Shift Nurse



06:30 am

Before shift change, Cherita gets a phone call from the lab. They tell her that the patient's potassium from this morning's draw is 3.4. She notifies the doctor of the critical lab value, and he gives orders.

 **Dragon Copilot**

What to say: "Dr. Crispin notified of critical lab values at 6:44 am, orders received, doctor en route to the floor."

4:00 am

A patient calls Cherita to complain of abdominal pain. Cherita comes to the room and does a focused assessment without any specific findings.

Patient: "Hi Cherita, my stomach's been hurting. It's about a 3 out of 10 right now."
Cherita: "Thanks for letting me know. I'll take a quick look."

-(Cherita performs a focused abdominal assessment)-
Cherita: "Your bowel sounds are normal in all areas, and your abdomen feels soft and not tender. I'll go ahead and give you some Reglan to help with the discomfort."

1:00 am

Cherita is rounding on her patients and discovers that the continuous bladder irrigation is clogged. She empties the collection bag and irrigates the 3-way catheter and dislodges some dark red clots. The CBI fluid is now clear and pink.

 **Dragon Copilot**

What to say: "Patient 3-way Foley catheter is in place but with dark red blood clots obstructing the irrigation flow. Catheter flushed and draining properly with clear pink return. Foley bag emptied of 1,600 ml."



A day in the life of a Day Shift- Nursing Assistant

7:00 am

After shift change and report, Harold begins his morning vital sign and patient rounding.

Dragon Copilot

What to say: "Patient has a temperature of 100.2 orally, pulse of 98, respiratory rate of 24, oxygen saturation of 92 percent on 2 liters, and blood pressure of 94/63 in the left upper arm. RN notified."

8:00 am

Harold has completed his morning vitals, and the patient's breakfast trays have arrived. As they finish their meal, Harold takes the empty trays to the cart and documents the patient's intake.

Harold: "Looks like breakfast is here—I'll help you get set up."

-----*(After the patient finishes eating)*-----

Harold: "All done? I'll take your tray back to the cart. You ate about 75% of your meal, I'll make a note of that."

Patient: "Thanks, I even had another cup of coffee—needed that this morning!"

Harold: "Glad to hear it. I'll make sure to document 240 cc coffee"

11:00 am

Harold is called by the nurse to empty a patient's Foley catheter as it is getting pretty full. He empties the Foley and records the output.

Dragon Copilot

What to say: "Patient has output of 850 ml clear yellow urine from Foley catheter."

6:30 pm

Before report, a patient requests assistance to the bathroom. Harold helps him and repositions him after returning to bed.

Patient: "Excuse me, could you help me to the bathroom before shift change?"

Harold: "Of course, let's get you up safely."

----- *(Harold assists the patient to the bathroom)*-----

Harold: "Alright, we'll get you cleaned up—looks like there was some stool incontinence. I'll take care of peri care and get you comfortable again."

--- *(After cleaning and repositioning)*-----

"I've changed your gown, bed pad, and linens, and applied a moisture barrier cream to protect your skin. You're all set."

4:00 pm

Harold helps his patient complete oral care.

Dragon Copilot

What to say: "Assistance with oral care due to weakness. Teeth brushed thoroughly with fluoride toothpaste. Dentures cleaned and stored in denture cup. No bleeding observed. Patient reported no pain. Notified nurse of slight tongue coating."

1:00 pm

After lunch, Harold helps to assist physical therapy in walking his patient down the hallway.

Dragon Copilot

What to say: "Patient ambulated in hallway therapeutically with use of a wheeled walker, standby for assistance. Nonskid footwear on. Ambulated for a total of 120 feet."

Harold
is a Day Shift CNA



A day in the life of a Night Shift-Nursing Assistant

7:00 pm

After report, a patient tells Jocelyn that she would like to get back into bed, that she has been in the bedside chair for most of the day.

 **Dragon Copilot**

What to say: "Patient requested to go back into bed. Ambulated patient out of chair to bed with 1 assist, able to stand and pivot from chair to bed. Repositioned to right side."

8:00 pm

At shift change report, patient asked Jocelyn if she could have a bed bath tonight before bed.

 **Dragon Copilot**

What to say: "Complete bed bath given. Patient unable to assist but cooperative with turning. Skin on both legs dry and flaking, complains of severe itching. Lotion applied after bath. States itching is less bothersome after bath. Gown and bed linens changed."

11:00 pm

The nurse has just completed a blood transfusion for the patient and asked Jocelyn to capture post transfusion vitals 15 minutes after stopping.

 **Dragon Copilot**

What to say: "Post blood transfusion vitals: temperature 99.1 orally, respirations 18, oxygen saturation 99% on room air, pulse 84 and blood pressure 115 over 73 in the right arm."

Jocelyn
is a Night Shift CNA



06:00 am

Jocelyn has a transporter show up at shift change to take her patient for a CT scan. She helps set up the patient for transfer.

Transporter: "Hi, I'm here to take your patient down for a CT scan of the abdomen."

Jocelyn: "Perfect timing. Let me help get them set up."

----(Jocelyn prepares the patient)----

Jocelyn: "Alright, we've got the portable oxygen tank ready, the bed siderails are locked upright, and everything looks good for transfer. You're all set to head down to radiology."

2:00 am

Overnight arrival patient has asked for a snack. Jocelyn tells the patient that breakfast was on the way soon, but patient insists they need something to eat.

Patient: "Hi Jocelyn, I'm really hungry. Can I get a snack?"

Jocelyn: "Breakfast is on the way soon, but let me check with the nurse since you're diabetic."

----(Jocelyn checks blood glucose and consults nurse)----

Jocelyn: "Your blood sugar is a bit low—it's 64. Since there aren't any dietary orders noted yet, I brought you some graham crackers and apple juice to help bring it up."

1:00 am

Jocelyn is quietly rounding on her patients and one patient is sleeping.

 **Dragon Copilot**

What to say: "Rounding complete. Patient is sleeping soundly on their left side."

