

Microsoft Dragon Copilot FAQs (nurse managers)

This resource offers additional information specifically relevant to nurse managers. Please consult the Dragon Copilot FAQs (nurses) document for a detailed list of frequently asked questions tailored for Dragon Copilot users.

How do I support nurses/users who feel they don't have time to do ambient recordings with Dragon Copilot? Dragon Copilot ambient recordings improve the experience for both nurses and patients. By recording interactions as they happen, nurses don't have to remember everything later, which helps avoid mistakes or missing important details. Once nurses get used to starting the recordings, it takes no extra time or effort compared to how they currently work, and it enables them to focus more on the patient.

How do I support nurses/users who do not feel comfortable verbalizing their patient care using Dragon Copilot? It's natural for nurses to feel hesitant about verbalizing patient care, especially during clinical conversations that may prompt patient questions. Supporting nurses in this transition involves acknowledging their concerns and reassuring them that these conversations are vital to patient-centered care. A gradual approach—starting with simple observations or guided prompts—can build comfort and confidence. With practice, many nurses find that verbalizing care enhances their communication skills and strengthens trust with patients.

How can I support nurses discussing Dragon Copilot's ambient technology with patients? Collaborate with nurses to understand their support needs and work alongside organizational leadership to resolve any challenges that may arise. Ensure that consent policies are reviewed in line with organizational guidelines. Consider creating a pamphlet that nurses can distribute to patients who have inquiries about ambient documentation.

Do nurses need to follow the structure of flowsheet templates for Dragon Copilot to accurately capture values from the conversation? No. The Dragon Copilot tool leverages generative AI to review the whole conversation and populate values in all ambient-enabled flowsheet templates. Dragon Copilot can capture values regardless of the structure of the conversation.

Will other voices picked up by the recording, such as the patient's voice or other people in the room, interfere with the Dragon Copilot's ambient recording? In Dragon Copilot, the primary speaker is the user, while the secondary speaker is usually the patient. When the conversational support feature is activated, both voices are captured to generate flowsheet data. If this feature is not enabled at an organization, the user must restate the patient's responses to ensure accurate capture and integration into the appropriate flowsheet. Regardless of whether an organization uses only the primary speaker or includes conversational support, it is crucial to minimize any controllable background noise. This can be accomplished by lowering the volume of the television or closing the room door, which will enhance the clarity of the recording.

Can a nurse manager review original transcripts from Dragon Copilot ambient recordings made by their nurses? No. Only the Dragon Copilot user who recorded the conversation has access to the transcript. The transcript is available to the user in the mobile app when the recording is paused. After the

recording is complete, transcripts are accessible to the user for a period of 48 hours in Rover or Hyperspace. A nurse manager may view a transcript only if they have personally conducted an ambient recording.

How much time do my nurses have to review and file data from their Dragon Copilot ambient recordings? Encourage nurses to review and file their ambient recordings as close to the time of recording as possible. Unfiled data is only visible to the user who recorded it and will be available for 48 hours in Rover and Hyperspace.

When I am reviewing charts, will I be able to see the documentation source for individual flowsheet values? Once values from an ambient recording are filed, they behave like any other flowsheet value. Occasionally, you may need to discover a value's documentation source for auditing purposes. If so, follow your EHR vendor's directions to display the documentation source for filed values.

What reporting can I review about Dragon Copilot ambient documentation? You can review a range of metrics, including click/taps saved, number of recordings, and total cells from Dragon Copilot, on the Ambient Nursing Overview dashboard in Hyperspace.

If the flowsheet shows a "Failure to Process" notice, what should I direct the user to do? If the user encounters a Flowsheet status labeled as "Failure to Process," inform them that while they may have access to a Transcript, a flowsheet will not be available for review. Currently, there is no option to discard the Failure to Process Flowsheet. The system will automatically remove the flowsheet after 48 hours. In such cases, instruct the user to utilize the Feedback feature to report the issue. From the flowsheet, they should select the ambient menu and choose "Give feedback."

If a nurse does not have assigned patients but wants to help the team with patient care can they still use Dragon Copilot? Yes, a nurse can follow EHR guidelines to locate the patient and then use Dragon Copilot to record their assessments aloud.

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