

Microsoft Dragon Copilot: Best practices for verbalizing ambient nurse/patient conversations

Clear communication to the patient

- Have a natural conversation with the patient
- Inform the patient what you are doing as part of the assessment

The nurse informs the patient, "I'm about to listen to your lungs. My stethoscope is a little cold."

Nurse: "Right breath sounds coarse; Breath sounds right lower lobe crackles. I can hear chest congestion on your right side from the pneumonia."

One question at a time

- Make sure you speak each question clearly and wait for the patient response before moving to the next question

Nurse: "You said you're hurting. Where is your pain?"

Patient: "My left knee."

Nurse: "How would you describe your knee pain – is it sharp or dull?"

Patient: "Sharp."

Nurse: "Sharp, so, like a shooting pain?"

Patient: "Yeah, shooting."

Speak monologue when needed

- For clarifying patient responses for capturing as a clinical observation
- For observations that may not be comfortable to speak in front of the patient

The nurse informs the patient, "I'm going to listen to your lungs now."

Nurse: "You have chest congestion on your right side due to pneumonia."

Nurse (in room or away from patient): "Patient has crackles in the right bases."

Pause recording when needed

- For interruptions in the room (ex: other care team providers)
- For adding monologue recording after the patient conversation

Ensure device can capture best audio

- Reduce extraneous noise (TV, other devices)
- Mic placement to capture both nurse and patient