

Broadcast- One (big) step to reclaim the joy in medicine

AI ambient listening tool allows physicians to put more focus on patient

ANCHOR LEAD IN:

Artificial intelligence or AI is transforming everyday lives and while some are concerned about the power of it, Peoria-based OSF HealthCare is seeing no downside to AI-backed ambient listening technology, that it's rolling out in medical and specialty offices.

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Pediatrician Dr. Mike Endris says in the six months he's used Microsoft's DAX Copilot technology, he hasn't left the office late once, and he's able to be much more engaged with his patients. Dr. Tyler Fitch, chief medical information officer for OSF says the technology is the equivalent of the introduction of a tractor to farming because it automates a labor-intensive process.

"As you heard from Dr. Endris, he can really focus on talking to the person rather than having to worry, multitask at the same time... because you can really trust it. You can actually engage in the conversation. That brings the joy or the vision people have going to medical school – it is not simply writing notes and talking to patients, (but) helping them."

OSF is not making the use mandatory for doctors or patients, but Dr. Fitch says once many providers try it, they realize the summary notes generated are reliably accurate, well written and allows them to spend less pajama time documenting and updating medical records after hours.