

Ambient listening for enhanced AI transcription

Smarter documentation. Stronger care.

Secure, AI-enabled ambient listening can streamline clinical documentation and supports ongoing military modernization efforts to enable defense healthcare providers more time to focus on patient care.

Challenge

Administrative burden continues to place strain on military healthcare providers. Documentation demands often extend beyond clinic hours, creating challenges such as:

- Overwhelming administrative workload that increases stress and reduces time available for patient care.
- Increased burnout risk, contributing to fatigue and potential human error.
- Work-life balance challenges that impact long-term provider retention, which is critical to sustaining care for military service members and their families.

Solution

Ambient listening technology helps reduce documentation burden by securely capturing clinician-patient conversations via a secure, 4G LTE and 5G connected smartphone and automatically generating structured clinical notes in real time. Using secure, AI-enabled technology, conversations are converted into documentation that providers review and finalize within their existing Electronic Health Records (EHR) systems. Because ambient listening tools integrate into established workflows, it can be deployed across military hospitals, clinics, medical homes and specialty care environments with minimal disruption. The result is streamlined documentation that improves efficiency while supporting accurate, timely records.



The connectivity advantage: Beyond Wi-Fi

Military hospitals and clinics present unique architectural challenges – such as RF shielding in radiology suites and reinforced concrete structures – that frequently create Wi-Fi “dead zones.”

Penetration: Cellular signals, particularly on dedicated spectrums, are often better equipped to penetrate the heavy shielding found in clinical environments where Wi-Fi signals fail.

Seamless Roaming: Unlike Wi-Fi, which can drop a connection as a provider moves between access points in a hallway, cellular networks provide seamless handoffs, helping to ensure the AI transcription is not interrupted during a patient encounter.

Network Independence: Utilizing a cellular connection keeps clinical documentation traffic on a separate network from the hospital's internal Wi-Fi. This reduces the burden on local IT infrastructure and helps ensure high-priority AI processing never has to compete for bandwidth with patients or facility IoT devices, preventing “traffic jams” and keeping transcription responsive.

Real world impact

Military Health System pilots, including at the Navy Medical Center Camp Lejeune are demonstrating reduced documentation burden and improved provider focus through ambient listening technology.

Where connectivity meets clinical impact

Real-time documentation

Capture patient encounters as they happen, directly from the patient. Structured notes are generated automatically using a smartphone, reducing manual entry and keeping providers engaged.

Patient focus

Enable more meaningful patient interactions. With less attention on screens and typing, providers can focus on listening, building trust, and delivering higher-quality care.

After-hours reduction

Minimize time spent documenting outside of clinic hours, helping reduce fatigue and administrative overload.

Documentation accuracy

Support more complete and standardized documentation. Ambient listening helps reduce missed details and variability across documentation.

Workflow integration

Fit seamlessly into existing clinical environments. Solutions integrate with EHR systems and established processes with minimal disruption.

Retention support

Help sustain a resilient medical workforce by improving work-life balance and reducing administrative strain.

Benefits

Ambient listening delivers measurable improvements across military healthcare environments by reducing administrative burden and supporting long-term mission readiness.



Provider capacity

More time available for patient care through reduced documentation demand.



Burnout reduction

Less after-hours work supports provider well-being and workforce stability.



Documentation quality

More consistent clinical records improve continuity of care.



Mission readiness

A supported, resilient workforce remains prepared to deliver care when needed.

Why Verizon?

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