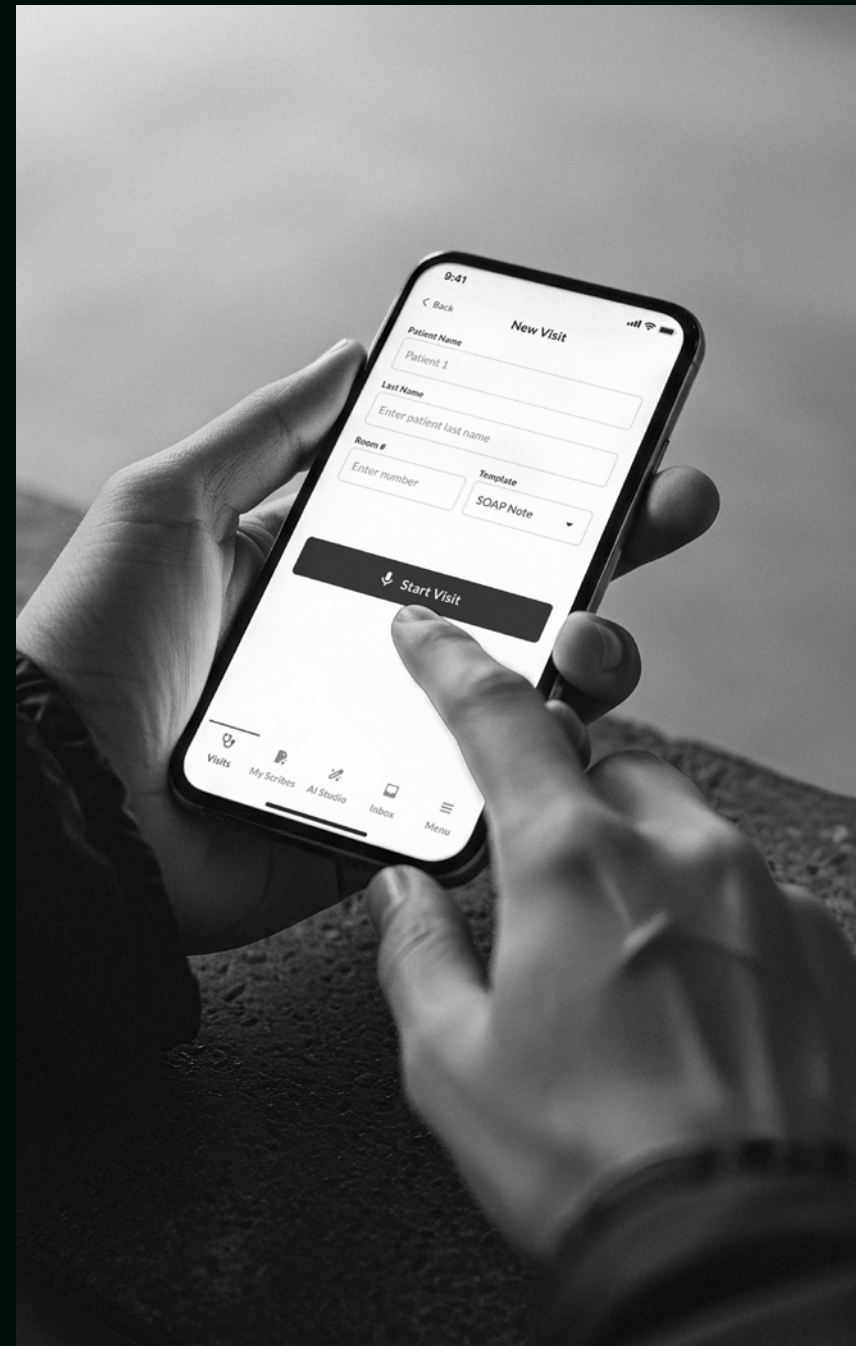


FROM DOCUMENTATION TO DOLLARS

Ambient AI in RCM



Custom content for Commure by studioID





from Dr. Bob Wachter's book "The Digital Doctor."

Max Krueger remembers visiting a healthcare facility where a child's drawing in a pediatrician's office spoke volumes to a universal experience shared by American healthcare consumers. The same image appears in Dr. Robert Wachter's *The Digital Doctor*.¹ The image showed a physician facing a computer, rather than the patient, during a routine checkup, said Krueger, Head of **Forward Deployed Engineering** at Commure, a healthcare AI infrastructure company.

Unfortunately, the child's drawing mirrors reality. Primary care physicians might spend 30 minutes on a visit, but even more time (36 minutes) documenting the interaction in the corresponding electronic health record (EHR), according to the American Medical Association.² Empowering clinicians to spend more time with patients represents a long-awaited opportunity to apply AI, decades in the making, in service of more human-centered care. But the benefits of ambient AI go beyond time savings and patient experience, it can impact a providers bottom line.



How **ambient AI** helps with healthcare's toughest challenges

Clinical documentation has long been a burden in healthcare, consuming provider time, driving burnout, introducing inefficiencies, and straining health systems under growing financial pressure. But ambient AI, defined as intelligent computing technology that automatically operates behind the scenes to streamline tasks, has the power to flip that equation in healthcare. Ambient AI scribes automate clinical note-taking, enabling physicians to spend more time on delivering patient care and less time on record-keeping.

Because of ambient AI's promise to alleviate the burden of documentation, over 50 AI scribe products have popped up in the market.



However, platform-powered solutions that connect the entire patient interaction, rather than stand-alone point solutions, are essential to provide additional value before, during, and after a visit.

Most deployments of ambient AI in healthcare fall short because they're treated as narrow tools for transcription rather than as operational levers. If the goal is to ease documentation burdens and improve margins, then healthcare leaders must move beyond vendor selection and reexamine where and how documentation fits into clinical, financial, and operational workflows. Such gains are especially crucial today when physician burnout continues unabated, wage inflation is making it more expensive to hire staff, and reimbursement rates fail to keep up with increasing costs.

82.3%

After adjusting for age, gender, relationship status and work hours, physicians were 82.3% more likely to be experiencing burnout than U.S. workers in other occupations.³

This playbook outlines how healthcare leaders can implement ambient AI and maximize its ROI across the care continuum. Through a structured “Before, During, and After” framework, we explore the stages where ambient AI can deliver measurable value—and how.

Whether you're a CIO, CMIO, CFO, innovation leader, or health IT executive, this playbook shows you how using ambient AI can reduce administrative overhead, improve the patient and provider experience, and strengthen your organization's bottom line.





Unlocking the true potential of ambient AI: A platform approach

Documentation in healthcare does not confine itself to the duration of a patient visit. A patient's EHR contains valuable information that sets the visit in context. Similarly, revenue-cycle management (RCM) systems and claims and billing databases include notes and documentation necessary for patient follow-up, care management, and speedy and complete reimbursement after a visit. Because each step of the care continuum requires documentation, each has opportunities for greater efficiency.

But how do you leverage those opportunities?

A platform approach that fully integrates with EHRs and revenue-cycle systems will allow ambient AI the access to documentation it needs before, during, and after a patient visit. Fully integrated documentation sets the foundation for ambient AI to do its work. At the same time, ambient AI solutions must prioritize security and conform to HIPAA and related regulations.



To help unleash the power of ambient AI to reduce documentation load throughout the care continuum, you need a platform that moves information in a totally seamless way.”

Dr. Jean-Luc Neptune,
Executive Medical Director at Commure.

Here's a road map for how **Commure Ambient AI** can help across the care continuum.



BEFORE THE PATIENT VISIT

Streamline pre-visit workflows to drive operational efficiency.

Many times when Dr. Neptune visits a doctor's office as a patient, he has to reshare his insurance details or the reason for his visit. "I'll fill out a clipboard with pages of questions that nobody will look at—it all drives me crazy," Dr. Neptune said. Unfortunately, this scenario plays out even when patients have completed an online check-in before the visit, due to disconnected data and systems that don't integrate with provider workflows.

The solution?

From patient access to the care appointment, Commure Ambient AI delivers:

- **AI-generated pre-visit summaries** based on chart history.
- **Rapid patient intake** with auto-ingestion into the EHR.
- **Improved patient experience** with a more focused visit.

“

Instead of going through 40 to 50 pages across multiple documents, we can now pull critical information from those pieces and present that to the clinician. It's additionally about delivering an ambient read, not just an ambient write.”

Max Krueger,
Head of Forward Deployed Engineering at Commure

Having access to this information also reduces the burden on the patient, eliminating the need to provide information that was already available in the chart.

The return on investment (ROI) for integrating ambient AI into the workflow before a patient visit? Reduced front-desk workload and patient intake time cut by up to half. In addition, healthcare organizations can support increased visit volume without increasing staff. And the patient experience improves through smoother onboarding.

 **Ambient AI**

50%

reduction in patient intake time





DURING THE PATIENT VISIT

Reduce the clinical documentation time and increase note accuracy.

Commure Ambient AI transcribes the patient-physician conversation for accurate and fast record-keeping. When integrated into the EHR, AI agents can use vast knowledge bases to intelligently inform a physician about specific treatment plans, provide care treatment nudges (or “CareCues”), and help explore a range of other options.

Even better, said Dr. Neptune, Commure Ambient AI can be customized to the doctor’s preferences, leading to improved adoption and utilization. Learning and adapting to every physician’s work habits also helps overcome cultural resistance to AI adoption. Commure’s Forward Deployed Engineering team embeds alongside healthcare providers to ensure that the solution works seamlessly with any health systems IT environment and workflows.

The value of bringing physicians on board early is critical.



“Provider organizations can realize the value of an ambient AI platform that their clinicians truly want to use. That hasn’t been the case historically with other IT in healthcare.”

Dr. Jean-Luc Neptune,
Executive Medical Director at Commure.

From care delivery to claim, Commure Ambient AI enables:

- Accurate and fast note generation embedded within existing EHR workflows.
- Clinical nudges and CareCues for compliance and accurate coding of patient conditions.
- Team collaboration with multiuser note editing and audit trails.

As a result, clinicians using Commure Ambient AI reclaim one to two hours per day that would otherwise be spent on charting and maintaining EHRs. Chart accuracy improves, which reduces downstream work, and organizations see decreased documentation-related provider turnover.

 Ambient AI

91%

of providers report a
reduction in digital fatigue

25+

specialties supported with
proven documentation reduction





AFTER THE PATIENT VISIT

Automate post-visit tasks beyond the note to accelerate revenue.

Hospitals large and small are struggling. Only 54% of organizations said their technology was sufficient to address existing revenue-cycle management demands, down from 77% two years ago, according to the American Academy of Professional Coders.⁴ Using ambient AI improves clinical care by delivering higher-quality documentation, which supports continuity of care. Ambient AI also improves financial performance by improving billing accuracy, reducing denials, shortening the revenue cycle, and protecting margins.

Post-visit Commure Ambient AI goes beyond the note to deliver:

- **Autogenerated discharge summaries** and referrals.
- **Follow-up automation** for care coordination.
- **Ambient support for nursing staff** by capturing flow sheet interactions automatically.
- **Autonomous CPT/ICD-10 medical coding** for reimbursements with real-time gap alerts.
- **Risk factor justification** for complex conditions.
- **Denial-prevention feedback loop** to close documentation gaps.



“What’s exciting is that ambient AI can plug into revenue-cycle management systems and make a difference there,” Krueger said. “This is technology that not only makes patients and clinicians’ lives better, it also can reflect the objectives that CEOs will care about.”

When integrated with Commure’s end-to-end RCM automation, Commure Ambient AI improves claims acceptance and reduces denials 20% to 30%. It accelerates reimbursement timelines by about 12 days and recovers 20% of net revenue via better documentation, coding, and charge capture. All this is especially good news for struggling hospitals. “Even before proposed Medicaid cuts, many hospitals are teetering on the edge of bankruptcy and many have closed around the country. That’s a terrible outcome, especially in rural communities,” Dr. Neptune said. **“Ambient AI technology will allow organizations to stay alive and continue to deliver much-needed care.”**

Ambient AI achieves these results by identifying root-cause patterns—such as issues in medical documentation acuity—and responding proactively to denial indicators such as CARC and RARC codes. As a result, documentation-related denials decrease and overall performance improves.

Commure RCM

20%

increase in revenue capture

25%

reduction in denials

CONCLUSION

Advancing Adoption and Future-Proofing the Health Tech Ecosystem

As ambient AI matures and agentic AI enters the mainstream, healthcare leaders must figure out adoption strategies that maximize the technologies' value.

Commure's platform flexibility focuses on delivering an orchestration layer for documentation, coding, and compliance across diverse EHR environments. From the first patient interaction to the final claim, Commure works to enhance care delivery, reduce administrative burden, and protect your bottom line.



There are many ways that we can start to string together a real suite of options in a platform, where the system is working in harmony and it's a symphony as opposed to a disjointed cacophony of solutions."

Max Krueger,
Head of Forward Deployed Engineering at Commure

Using a **forward-deployed engineering approach**, engineers work directly alongside healthcare teams across care settings to build tailored, scalable solutions that adapt to their environment. Such a model uncovers hidden pain points, accelerates implementation, and results in deeper trust and long-term ROI.

Adopting AI should not be a scary proposition, Krueger said.



Ambient AI finally does what technology is supposed to do, which is allow us to do things better, faster, and cheaper. This has all kinds of implications in the healthcare system, where we have chronic problems with limited access, high cost, and low quality. With ambient AI, we're really positioned to address those challenges in a positive way and to deliver healthcare more effectively."

Dr. Jean-Luc Neptune,
Executive Medical Director at Commure.



Checklist for Scaling Ambient AI

An EHR-agnostic approach across care environments is necessary to realize ambient AI's efficiencies at scale. "You need end-to-end breadth and visibility into the data across the system," said Krueger. EHRs and billing and claims systems need to work together. Scaling ambient AI using a high-touch vendor accelerates adoption and minimizes disruption, increases long-term user retention and utilization; and demonstrates value quickly in pilot and full-scale rollouts.

Commure Ambient AI integrates with 60+ EHRs, including Epic, MEDITECH, AthenaHealth, eClinicalWorks, and more. It also offers a tiered model, including Ambient Assist and Ambient Live, which include Medical Documentation Specialist support.

The elements of an ambient AI-friendly infrastructure in healthcare include:

- ☐ Deep integrations with EHR, claims, and billing systems.
- ☐ Unified fragmented workflows under an EHR-agnostic, scalable AI layer.
- ☐ Custom workflows for inpatient rounding, transitions to skilled nursing facilities, and emergency department discharges.
- ☐ High-touch support and custom templates.
- ☐ Flexible tiers with a range of ambient AI options, including human-in-the-loop support.
- ☐ Flexible onboarding from white-glove in-person support to virtual self-service.



What's Next: Agentic AI

Agentic AI represents the next leap in how AI will transform healthcare's operating model. Agentic AI systems operate more autonomously and can make decisions, take actions, and adapt to new information. While a human is still in the loop, the technology does not need constant human intervention.

Key use cases for agentic AI in the care continuum include:

- Voice-based scheduling agents to tackle patient calls for scheduling and rescheduling.
- Outbound agents for patient follow-ups.
- Text-based patient intake agents for pre-visit documentation.
- Web-based agents for extracting information from Explanation of Benefits (EoB) forms.
- Voice-based payer interaction agents manage phone calls with insurance providers.
- Denials co-pilot agents analyze denial details and identify the best cause of action.

Commure Agents deliver intelligent, customizable assistants that automate complex tasks at 1/100th the cost of a human.



References

1. <https://www.nlm.gov/reading-club/book/digital-doctor>
2. <https://www.ama-assn.org/practice-management/digital-health/primary-care-visits-run-half-hour-time-ehr-36-minutes>
3. <https://med.stanford.edu/news/all-news/2025/04/doctor-burnout-rates-what-they-mean>
4. <https://www.aapc.com/blog/91574-claims-denials-are-on-the-rise/?srsltid=AfmBOoq8Le1KUDoyAyzRhoX34jtIOPajzFOsKqxxRoQtdLHCa6Bbs8SY>

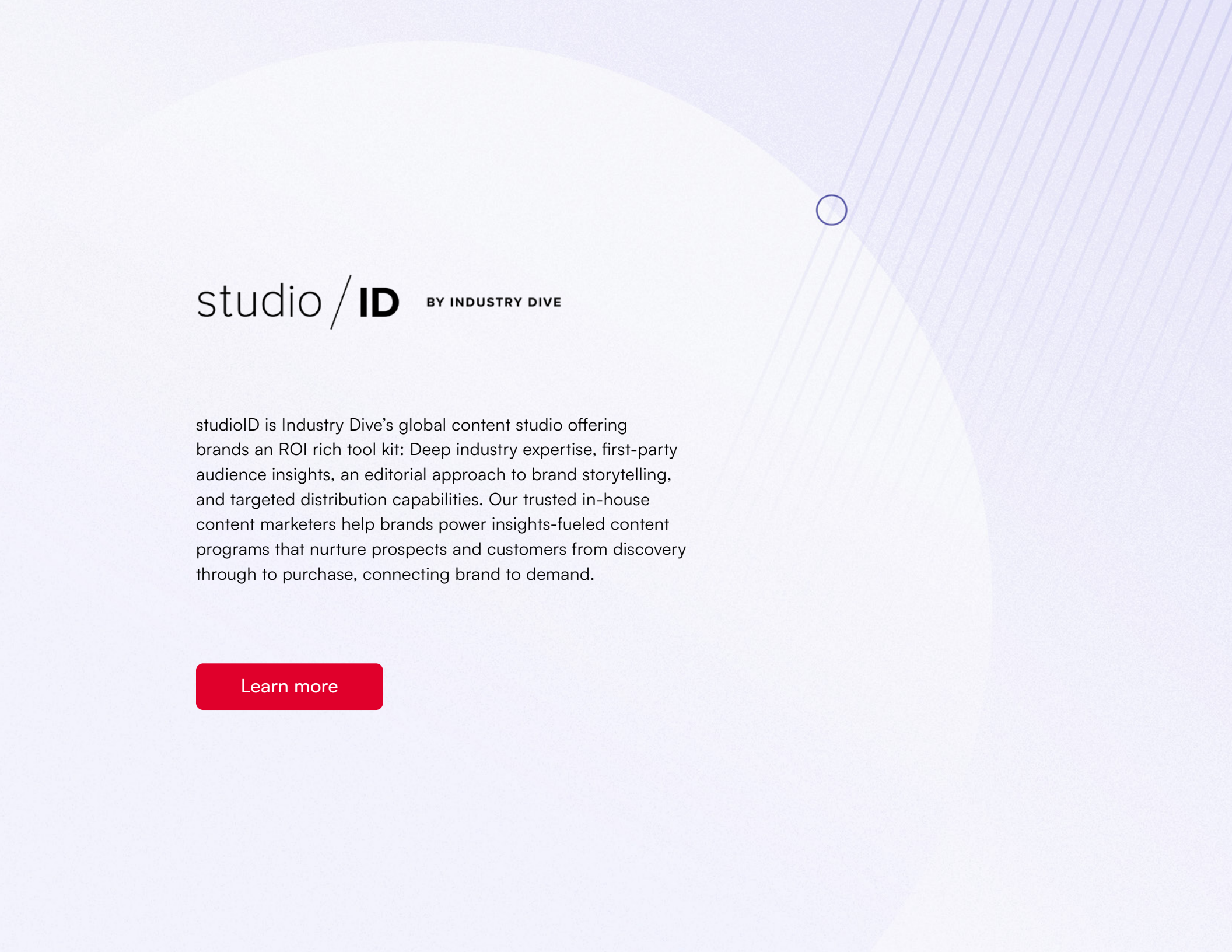


Commure is much more than a point solution or a subset of its products, like ambient documentation. We are an engineering-first company, born in Silicon Valley with an anti-outsourced approach and the highest engineering-to-operator ratio in the industry. Our in-sourced, best-in-class team co-develops customized AI solutions tailored to each health system's unique workflows, providers, and patients.

Our end-to-end AI operating system unifies patient engagement, digital navigation, ambient documentation, autonomous coding, intelligent claims, and denial management into a single revenue cycle backbone. This integration creates compounding value: when each capability works together, the results amplify, resulting in more time saved, more revenue captured, and more capacity returned to care.

We partner and co-develop solutions with leading health systems like HCA, Tenet, CommonSpirit, and Yale New Haven by turning time saved into dollars earned and care improved.

[LEARN MORE](#)



studio / **ID** BY INDUSTRY DIVE

studioID is Industry Dive's global content studio offering brands an ROI rich tool kit: Deep industry expertise, first-party audience insights, an editorial approach to brand storytelling, and targeted distribution capabilities. Our trusted in-house content marketers help brands power insights-fueled content programs that nurture prospects and customers from discovery through to purchase, connecting brand to demand.

[Learn more](#)