

Clinical, Financial and Operational Impact of **Voice AI in Healthcare**



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Executive Summary

Apollo Hospitals is Asia Pacific's premier healthcare organization, operating over 70 private hospitals and 12,000 beds in the region.

They are the first hospital group in Asia (second in the world) to have achieved Stage 6 accreditations for three HIMSS digital maturity models—the Digital Imaging Adoption Model, the Outpatient Electronic Medical Record Adoption Model, and the Infrastructure Adoption Model.

The Group partnered with Augnito to leverage the latest Voice based artificial intelligence (AI) technology to further enhance their healthcare services. Augnito's proprietary Clinical Speech Recognition and Natural Language Understanding technology enables ergonomic data entry for Electronic Medical Records (EMRs)* with 99% accuracy. It makes clinical documentation faster and more user friendly for healthcare professionals.

Augnito's product was deployed in **37 Apollo sites, across 25 medical specialties**. The Group observed significant clinical, operational, and financial impact, highlighted below:



100% of doctors surveyed agreed that operating their HIS (Hospital Information System) was substantially simplified with the use of Augnito



There was an **89.5% consensus** on the improvement in quality of medical reports



96.5% of doctors noted faster turnaround times—saving an average of 44 hours per month



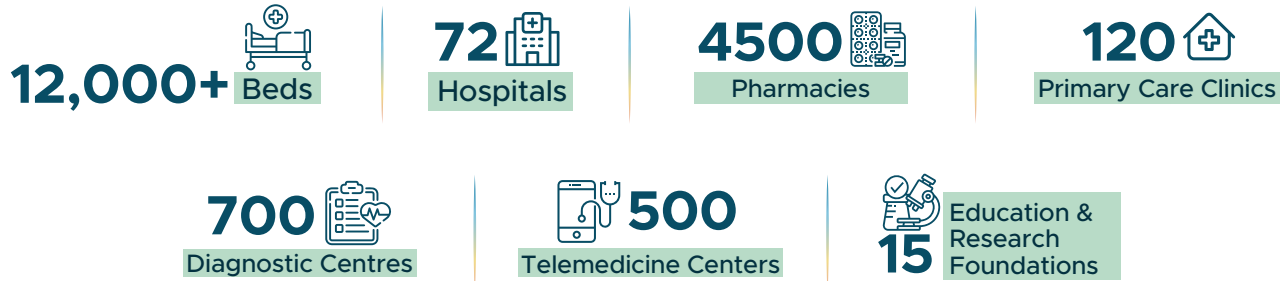
There was a **46% increase** in overall productivity, improved doctor satisfaction rates, as well as improved quality of consults and patient interactions



The Group realized a **21X return** on their investment (ROI) with Augnito within 6 months from roll out

About Apollo Hospitals

Established in 1983, Apollo Hospitals pioneered the private healthcare revolution in India. Their network includes:



Apollo Group is at the forefront of technology adoption to drive clinical and operational excellence. Apollo's mission is to leverage excellence in education, research, and operations to offer the best services across the continuum of healthcare.

About Augnito

Augnito is a Voice AI product innovator, founded in 2020. The company has a strong global presence—with over 300 healthcare enterprises, across more than 20 countries (including India, The UK, Middle East, USA, Canada, and Australia).

With Augnito, healthcare providers have been able to improve the usability of EMRs, reduce clinical documentation timelines, improve physician satisfaction, increase revenue, and improve overall patient outcomes.

Augnito has eased the process of data entry into EMR systems. Doctors can simply dictate their patient notes and navigate the EMR with voice commands. The products also come with built-in productivity enhancing features like Custom Vocabularies, Formatting Preferences, Templates, Macros, and support for popular text editors.

Augnito's product portfolio includes the following:

Spectra

A highly compatible, ready-to-use software that boosts productivity and empowers physicians with Clinical Speech Recognition & Natural Language Understanding technology.

Voice Services

Easy-to-integrate APIs (Application Programming Interfaces) & SDKs (Software Development Kit) that voice enable clinical systems.

Apollo's Vision for Voice AI

Apollo Hospitals operates a premier EMR system with one of the highest EMR adoption rates in the country. They chose Augnito to make the usage of EMR more user-friendly and less time consuming for doctors. The use of advanced Clinical Speech Recognition and Natural Language Understanding technology would enhance the quality of data that Apollo Hospitals would capture.



At Apollo Hospitals, we consider it our responsibility to remain at the forefront of technological innovation in healthcare. Widespread EMR adoption is the cornerstone of creating a patient-centric technology backbone. It will enable a seamless exchange of data across multiple stakeholders. Voice based Artificial Intelligence (AI) can make this transition easy and efficient, while also offering productivity gains to our healthcare providers."

Dr Hariprasad, President, Apollo Hospitals

Why Augnito?

Having evaluated similar technologies from other vendors, Apollo Hospitals chose to partner with Augnito because of their superior User Experience, high Automatic Speech Recognition (ASR) accuracy for all types of English accents, and a differentiated Customer Success strategy. Augnito's cloud-based applications enabled hassle-free pilots across multiple sites.



"Before Augnito, I had to type or physically write out my notes before handing them over to a transcriber. However, now I can study the case in more detail and then dictate it without losing my flow of thought. Augnito is extremely fast, and its ability to adapt to my unique accent is incredible. I think I save about 50% of time that I used to spend on reporting!"

**Dr Aruna, Radiologist,
Apollo Hospitals, BG Road**

A Differentiated Customer Success Strategy

Deployment & Installation

Apollo Hospitals opted for Augnito's **cloud-based AI applications**. This is an **enterprise-ready, SaaS (Software as a Service) solution** that enabled them to get started without any hardware or infrastructure investment. Augnito's cloud server is locally hosted, region specific, GDPR, HIPAA compliant and ISO 27001 certified—which **met all the data security requirements of the Group**.

Apollo started using Augnito Spectra an out-of-the-box application featuring a Windows desktop application, web application, browser extensions (Google Chrome & Microsoft Edge) and mobile applications (iOS & Android). Users were able to create an account with Augnito in just two simple steps. The **installation process took less than 10 minutes** and **doctors were able to start using immediately**. This **ease of access and interoperability** helped in seamlessly conducting large scale pilots in a timely and efficient manner.



Augnito's set-up procedures were some of the most seamless and modern that I have come across. The entire process took only about 48 hours! There were no time-consuming operations to be carried out at our end, and no additional funds were needed for infrastructure or installation."

**Rammohan, IT Head,
Apollo Hospitals, Hyderabad**



Augnito's team had shared all the pre-requisites for installation. All we had to do was open our port and enable the Augnito URL. Then, members of their IT team personally installed the software for each of our consultants. The best part was the hands-on training that they offered each physician. Even now, if one of our doctors face any issue, their Customer Service professionals resolve the query immediately."

Syed, IT Head, Apollo Hospitals, Greams Road

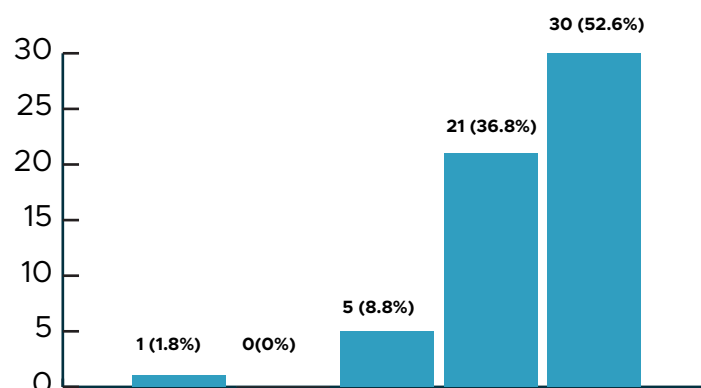


Activation & Adoption

Augnito provided **dedicated Customer Success Managers** to oversee onboarding and product adoption. They also provided a **24x7 Application Support team** available for any assistance (remote and on-ground). Their advanced Customer Success strategy included:

Augnito had differentiated programs for professionals who were switching from legacy speech recognition software and those who were completely new to the technology	Detailed demonstrations and working sessions were conducted	Individual meetings were set up to address product queries
Customer Success Managers monitored usage and drove adoption	Training videos and documentation were made available	Apollo Hospitals' Site IT heads were equipped with analytics data to aid the adoption

How was the onboarding, training & adoption experience? | 57 responses



Adoption Success Tips:

Apollo Hospitals ensured that organizational support was provided in terms of access, site visit permissions, regular usage monitoring, and encouraging end users to adopt a new way of doing things.



Augnito's Customer Success Managers were extremely hands-on in the training they provided to our affiliated doctors. All queries were addressed and clarified in real time. This service has continued well beyond the initial phase. The assigned managers are extremely responsive, for both physical and online addressal."

Shruti, IT Head, Apollo Hospitals, Karnataka



It's wonderful to have a dedicated SPOC for our establishment. Augnito's team members are so responsive and provide us with immediate support in any capacity that we need."

Ellayraja, IT Lead, Apollo BGS Hospital, Mysuru



An Intuitive User Experience

Augnito's Speech Recognition and Natural Language Understanding technology provided 99% accuracy out-of-the-box for doctors with all kinds of accents and different medical specialties, without any voice profile training.

The product interface was easy to grasp for doctors, as speech is the most natural way of communicating. Most doctors began using Augnito Spectra for 100% of their patient notes within the first two weeks of activation.

Today, Spectra is used across 37+ Apollo sites, for over 25 medical specialties. The use-cases include OPD (Outpatient Department), IPD (Inpatient Department), Surgery and Discharge Summaries.

In a survey conducted, Augnito received an industry-best Net Promoter Score (NPS) of 57.



"Augnito is an IT Head's dream solution - doctors love using it. The ease of implementing it, coupled with many tangible benefits and the team's prompt service, differentiate it from other technologies we have tried to adopt in the past."

Shrish, IT Head, Apollo Kolkata

The Impact

Doctors at Apollo have been using Augnito Spectra for over two years. An extensive survey was conducted to evaluate the qualitative and quantitative impact for doctors who had used the product for at least two months.

Here are the results that demonstrate the clinical, operational, and financial impact of introducing Voice AI in clinical documentation workflows.

Clinical Impact



Increased Ease of EMR Usage: 100% of doctors agreed that Augnito Spectra made it easier to operate EMR* systems.

Dictation and voice commands simplified the EMR experience by eliminating manual input and data retrieval (via typing & mouse clicks). Doctors found the voice enabled experience more intuitive and less time consuming than the traditional Graphical User Interface (GUI).



Time Saved in Clinical Documentation: Doctors save, on average, 44 hours (2 days) per month on administrative tasks.

Data entry through speech recognition is four times faster than typing and allowed doctors to instantly create high-quality, error-free patient notes. Augnito's predictive text, personalization and formatting capabilities also streamlined their workflow, resulting up to 46% more completed reports within the same time frame.



Improved Documentation Quality:
89.5% of doctors agreed that Augnito Spectra helped them improve the quality of reports.

With real-time speech recognition AI that understands complex medical terminology, doctors can create more detailed and accurate reports.



Improved Quality of Consultation:
24.6% of doctors believe there is a positive impact on the quality of patient interactions.

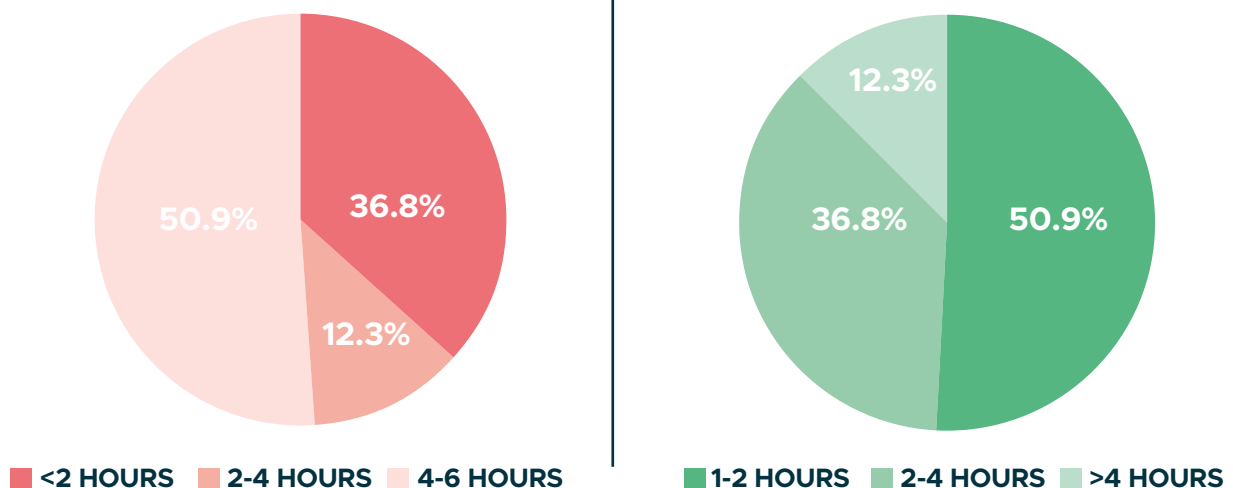
Earlier, doctors would spend 50% of the consultation looking at the computer and operating the EMR. Time saved on clinical documentation is now utilized to better engage with patients. Also, more detailed patient notes enable better follow up treatments.



Augnito has really simplified our workflows. I no longer depend on a transcriber to make my reports, so I save all the time that was spent going back and forth. I can even take a 10-minute break in between consults. Besides that, I can now prioritize things like writing research papers and journal reviews."

Dr Vandana, Radiologist, Apollo Hospitals, Teynampet

"Documentation Time (per day) before Augnito | Time Saved (per day) using Augnito"



Operational Impact

Doctors at Apollo have been using Augnito Spectra for over two years. An extensive survey was conducted to evaluate the qualitative and quantitative impact for doctors who had used the product for at least two months.

Here are the results that demonstrate the clinical, operational, and financial impact of introducing Voice AI in clinical documentation workflows.

Reduced TAT (Turnaround Time) for reporting: 96.5% of doctors can create and send reports faster.

Of those, 85.5% indicate that TAT has reduced by 4-5 hours and 14.5% indicate that it has reduced by a full day.

Augnito Spectra has shortened the report generation process. Doctors now work independently to create quality reports at source. The documentation timeline has improved by eliminating multiple rounds of proof reading and correcting spelling errors. Additional treatments and procedures can be started without delay, as reports get generated instantaneously.



Before Augnito, I would spend more time filing my reports and operating the EMR, than what I spent with my patients. Now, I don't have to scroll through such a complicated interface—I just speak to the software and tell it what to do! It has been easy to adapt to and saves me a lot of administrative trouble.”

**Dr Sutapa Dutta Biswas, Cardiologist,
Apollo Hospitals Kolkata**

Improved Physician Capacity: 35.1% of doctors claim that they can accommodate more consultations.

Time saved on reporting has enabled doctors to see more walk-in patients and reduced patients' wait times.

Optimized Human Resources: Transcribers were re-allocated from manual data entry role to value-adding Patient Service Management

With doctors preferring to work independently, human resources needed or assisting EMR usage were deployed to specialized roles within the hospital, such as Patient Service Management. This had a major impact on patient engagement.



My department consists of about 29 Radiologists, including 13 trainees. All of them are using Augnito. Within 1 year and three months, we have removed all secretaries and typists in our department and redeployed them to other functions. Some of them were promoted to executives and receptionists, depending on their capabilities and preferences as well. We now run our reporting system without any manpower—just the technology.

**Dr Ravikanti Prasad, HOD Radiology,
Apollo Hospitals, Jubilee Hills**



Reduced Paper Usage: IT Heads agreed that Augnito Spectra enabled them to be eco-friendlier and more cost effective

The product accelerated Apollo's Green Initiatives by eliminating pen-and-paper prescriptions and multiple printouts for proofreading iterations. It is estimated that Apollo has saved nearly ₹30 lakh on paper consumption across their 10,000 bedded operations.



We have been able to significantly reduce paper consumption and printing costs after deployment of Augnito. Now doctors dictate directly into their online systems, rather than making physical notes and sending it to typists. This has benefitted our 'Green Initiatives'".

Upendra, IT Head, Apollo Hospitals, Teynampet

Financial Impact

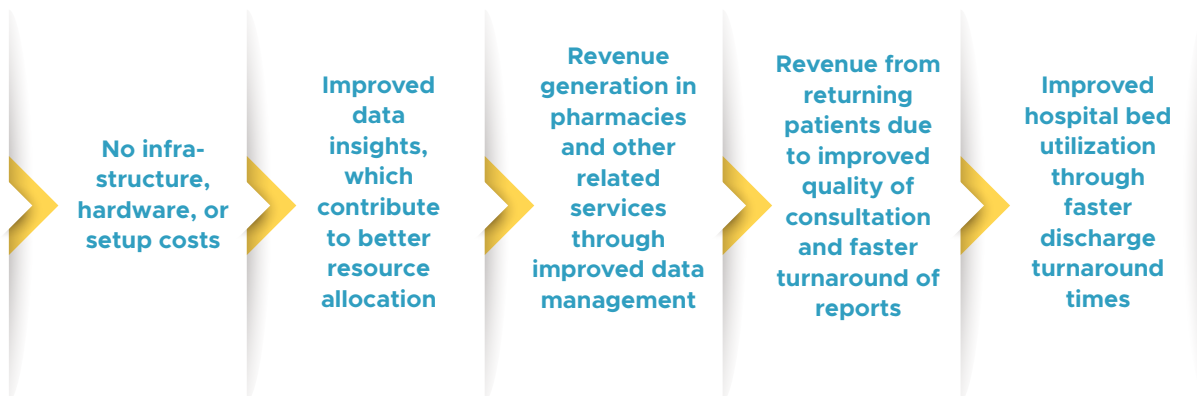


21X ROI (Return on Investment) within 6 months: Augnito has driven massive financial gains, wherein Apollo has earned 21 Rs for every 1 Rs invested in the software.

The use of Augnito's Voice AI provided measurable financial benefits by reducing the time cost of clinical documentation and enabling doctors to cater to more consultations.

Looking at a sample of 350 doctors across various medical specialties—Augnito saves an average of 1.74 to 5.7 hours per doctor, per week. This time can be reallocated for 23,800 additional patient consultations per month.

Augnito has also contributed to other direct and indirect cost-saving benefits, such as:



Our doctors are saving 44 hours per month on average with Augnito. As an AI tool for healthcare, it is the most comprehensive one out there. It drives efficiency, accuracy, and productivity. The fact that it is so easy to integrate and operate is the cherry on top."

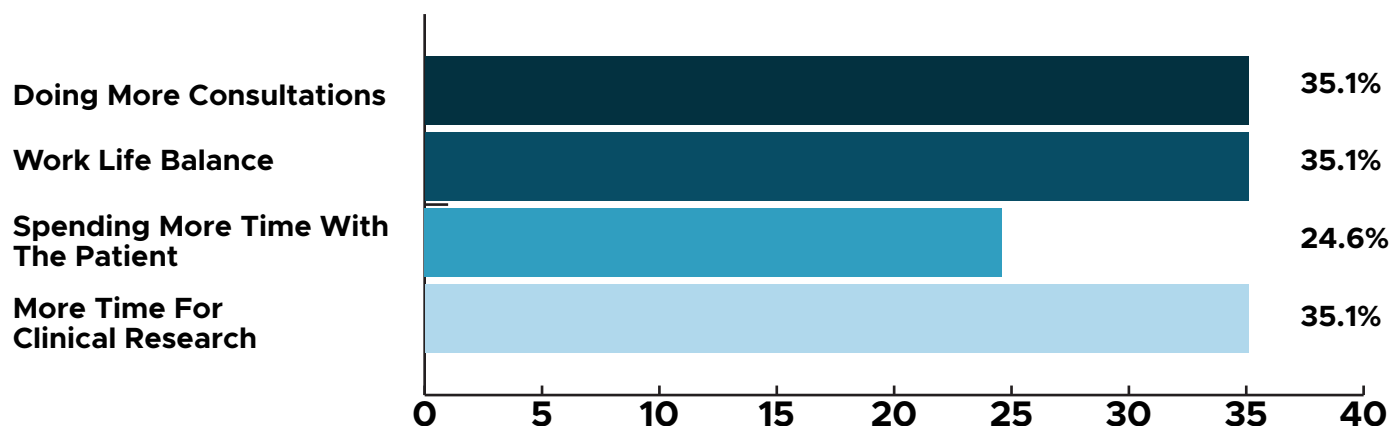
Dr Rohini Sridhar, SVP, Clinical Services



Physician Satisfaction

All-time high Physician Satisfaction: Doctors using Augnito Spectra have reported higher overall organizational satisfaction

Doctors expressed gratitude towards the Group for streamlining their clinical workflows and augmenting their capabilities with this innovative Voice AI technology. The time saved on clinical documentation is now utilized to see more patients, spend more time with their families, work on medical papers & journals, and engage in clinical research.



Vision for the Future



In the next stage of deployment, Apollo is integrating Augnito Voice Services into their EMR to voice enable and automate more complex clinical workflows. This deeper integration would unlock the first-of-its-kind voice interaction with EMR data.



Augnito's technology has been successfully adopted in over 37 of our locations, across 25 medical specialties. We hope to continue bolstering our internal operations with an enhanced partnership. Deep integration of Voice AI via their Voice Services APIs and SDKs, as well as a special focus on Nursing operations is the next phase. Having already made the EMR process so easy, we look forward to the benefits that Augnito will bring to other facets of our business.



Ashokkan, CIO, Apollo Hospitals

More About Augnito

Augnito Voice Services Key Features

Augnito creates healthcare's most attentive & meticulous Voice AI solutions. They have transformed two decades of clinical documentation knowledge into an AI accessible to every healthcare professional.



APIs for Clinical Speech Recognition and Natural Language Understanding



Built-in clinical data normalization and text formatting preferences



Custom SDKs for technology stacks (C#, JavaScript, Flutter, React & more) and editors (Microsoft Word, CKEditor, Plate.js & more)



Intuitive voice commands for your preferred clinical system



Macros, Custom Vocabularies, and built-in libraries for productivity features

Augnito Spectra Key Features

Augnito creates healthcare's most attentive & meticulous Voice AI solutions. They have transformed two decades of clinical documentation knowledge into an AI accessible to every healthcare professional.



Available as a Windows desktop application, web application, browser extension (Google Chrome & Microsoft Edge) and mobile application (iOS & Android)



Compatible with popular text editors such as Notepad, Microsoft Word, CK Editor



Out-of-the-box compatibility with popular clinical systems



Productivity-enhancing features such as Macros, Templates, Keyboard Shortcuts



Hyper-personalization features such as Custom Vocabularies, Formatting Preferences



"Spectra's Micro Editor helps me create my report while simultaneously scrolling through images. I don't have to stop to dictate and then toggle back to the images. The fluidity of this process helps me save a lot of time. I now spend almost one-third of the time that I used to on these reports."

Dr. Chinmay, Radiologist, Apollo Hospitals, Jayanagar

Technology

Augnito creates healthcare's most attentive & meticulous Voice AI solutions. They have transformed two decades of clinical documentation knowledge into an AI accessible to every healthcare professional.



Proprietary
Speech Recognition



Proprietary Natural
Language Understanding



23000+ Rules of Medical
Transcription Quality
Control Coded



99% Out-of-the-box
Accuracy



55+ Medical Specialties
& Sub-Specialties



Supports all
Global Accents



Trained With 236 Million+
Lines of Medical Data

Customers



Innovation Partners



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