VNS Health and Nestmed Launch AI Documentation Platform for Home-Based Care

New York's largest home and community-based health care nonprofit becomes first in the state to scale ambient AI technology aimed at reducing clinician workload.

NEW YORK, NY and SAN FRANCISCO, CA – VNS Health, one of the nation's largest nonprofit home and community-based health care organizations, today announced a partnership with Nestmed, the leading AI-powered clinical documentation platform for enterprise home-based care. The partnership will roll out an ambient AI documentation platform across VNS Health's home-based care teams, making it the first organization in New York to deploy the technology at scale.

Nestmed's AI works by listening during patient visits and automatically generating structured clinical notes. It filters background noise, recognizes multiple languages, and organizes information by speaker. Notes are then transferred directly into the electronic medical record through a one-click workflow, allowing clinicians to review and approve rather than document manually, and saving significant time on documentation.

The technology is designed to address one of the most persistent challenges in home-based care: time-consuming documentation that often extends beyond patient visits. By reducing administrative burden, the platform enables clinicians to focus more on patient care, while also supporting the day-to-day well-being of hundreds of frontline workers at VNS Health.

VNS Health clinicians serve patients across New York in diverse settings and communities, often traveling between visits by car, public transit, foot, or bike—making documentation especially burdensome. Nestmed's platform is designed to function in these real-world conditions, supporting care delivery across varied environments. Prior to launch, VNS Health went through a

rigorous evaluation and pilot testing period with the new technology to ensure it could effectively meet the needs of their home-based care clinicians.

“Our clinicians are the heart of our organization, providing compassionate care to more than 61,000 patients last year,” said **David Rosales, EVP, and Chief of Provider Services at VNS Health**. “By partnering with Nestmed, we are leveraging advanced technology so our clinicians can focus on what matters most: delivering high-quality, one-on-one care for our patients. We also see this as an important step in supporting the well-being of our team members.

“We share VNS Health’s belief that clinician experience and wellbeing is at the heart of high-quality patient care,” said **Moiead Charawi, CEO and Co-Founder of Nestmed**. “That’s why we’ve taken a clinician-first approach to designing a platform that supports and simplifies everyday challenges for clinicians in the home.”

This partnership is a significant step in VNS Health’s 133-year mission commitment to innovation and patient-centered care. By reducing administrative burden and improving efficiency, the organization aims to enhance both clinician experience and patient outcomes, while expanding access to high-quality care for New Yorkers.

About VNS Health:

VNS Health is one of the nation’s largest nonprofit home- and community-based health care organizations. Innovating in health care for more than 130 years, our commitment to health and well-being is what drives us—we help people live, age, and heal where they feel most comfortable, in their own homes, connected to their family and community. VNS Health offers a full range of health care services, solutions and health plans designed to simplify the health care experience and meet the diverse and complex needs of those we serve across New York State

About Nestmed:

Nestmed is the leading AI-powered clinical documentation platform designed specifically for home health and hospice organizations. Trusted by over 15,000 clinicians and powering millions of annual visits, Nestmed’s technology automates documentation, quality assurance and coding processes with industry-leading accuracy and intelligence. By reducing the administrative burden on frontline staff, Nestmed helps agencies improve clinical outcomes, ensure compliance, and become the employer of choice for top clinical talent.

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