

VNS Health Clinicians Are Now Using Ambient AI During Home Visits

We've begun rolling out an AI-powered clinical documentation platform to its Home Care clinicians for use during patient visits. The organization is the first home care agency in the New York City area to use an ambient AI tool during in-home visits—reflecting our ongoing commitment to advancing care delivery and providing an enhanced patient and clinician experience.

Why it matters: By reducing time spent on documentation, the AI platform allows our clinicians to stay fully focused during their visit—leading to a better patient experience. This enhanced patient focus, combined with the evidence-based “4Ms” Age-Friendly Care framework that the organization implemented last year, enables our clinicians to build trust, explore patient concerns, and educate patients on their plan of care—resulting in a patient-centered approach that's been linked to improved outcomes.

How it works: We're partnering with Nestmed, an ambient AI platform created specifically for use in home care and hospice settings. At the start of each home visit, the clinician taps the Nestmed app on their tablet screen, and the app then uses ambient listening to capture clinically relevant information from the visit. At the end of the visit, the platform automatically generates structured clinical documentation. Clinicians then review, edit as needed, and seamlessly upload notes into the patient's electronic medical record—significantly reducing administrative burden.

Source

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