

Success storie

From Digital Interest to Practical Solutions – More Efficient Documentation with Voicepoint Xenon® Fusion

July 2026

Dragon Medical, Voicepoint Xenon®



Claas Hüttenrauch, M.D., a specialist in general medicine, has been working on the digitalization of medical workflows for many years. He closely follows international developments in artificial intelligence as well as new solutions for clinical documentation. For him, the focus is not on the technology itself, but on its practical value in everyday medical practice.

“The AI debate is often too technology-centric. What matters is not whether artificial intelligence can theoretically do more, but whether it meaningfully reduces the workload in everyday medical practice.”

In primary care, with regular consultations as well as home and nursing home visits, documentation takes up a significant portion of working hours. For years, Mr. Hüttenrauch used various speech recognition systems – first Dragon Medical Practice Edition, later Dragon Medical One – while simultaneously evaluating other national and international AI solutions. Despite significant improvements, there remained a desire for a system that would systematically capture conversations in the background and provide more comprehensive support for the documentation process. The decision to adopt Voicepoint Xenon® Fusion was therefore not based on individual features, but on a broad, practical comparison of various systems conducted over several years.

With Voicepoint Xenon® Fusion, he opted in early 2026 for a solution that combines traditional speech recognition, dictation, and Ambient documentation into a single platform.

Less Reconstruction – Better Documentation

Before implementation, consultations during home visits were often documented – including essential details – only after returning to the practice. This meant additional time spent daily on documentation work and required the retrospective reconstruction of numerous conversation details.

Today, consultations are recorded via the smartphone app during the patient encounter immediately after explicit consent is given. At the end of each patient consultation, Mr. Hüttenrauch summarizes the key findings, assessments, and treatment steps himself in direct conversation with the patient. This joint summary improves patient education and, at the same time, provides the AI with a structured medical context for generating a high-quality draft report.

The summary of the most important findings, which patients receive at the end of each consultation, also offers them a benefit: it improves shared decision-making and reduces misunderstandings.

“I consider this combination of physician communication and AI support to be one of the system's greatest strengths and a key advantage of this workflow,” says Dr. Hüttenrauch.

Medical responsibility remains entirely with the treating physicians. The AI does not replace medical reasoning or clinical decisions but primarily supports documentation.

Measurable Relief in Day-to-Day Practice

The difference is most evident in the daily workflow.

Criterion	Before	Today
Documentation effort	Approx. 2–3 hours daily	About 1 hour per day
Home visits	Retrospective documentation	Immediate, structured data collection
Conducting interviews	Regular attention to documentation	Full focus on the patient
Quality of documentation	Partial reconstruction from memory	Timely, structured reports
End of the workday	Often until 8.00 PM	A clearly predictable end to the workday

“Using Voicepoint Xenon® Fusion reduces my daily documentation work by around two hours,” says Dr. Hüttenrauch.

With about 220 working days per year, this amounts to a reduction of approximately 440 working hours annually. For Mr. Hüttenrauch, the benefit lies not only in the time saved: since reports are created promptly and less needs to be reconstructed from memory, they become more complete and consistent. It is precisely this improvement in quality that Mr. Hüttenrauch believes should be at least as compelling to fellow physicians as the reduction in administrative workload itself.

Particularly Well-Suited for Mobile Primary Care

A key advantage becomes apparent during home and nursing home visits. The combination of the smartphone app and automatic synchronization with the practice's workstation enables a seamless digital workflow without any disruption.

“I'm particularly impressed by the structured recording of complete consultations followed by a semantic summary, as well as the seamless synchronization between the smartphone and the desktop,” says Mr. Hüttenrauch.

This not only reduces the administrative burden after visits but also minimizes the number of interruptions during practice operations.

Data Security as a Prerequisite

In addition to functionality, data protection plays a central role in daily use. Data processing in a Swiss cloud with servers located in Zurich was an important deciding factor for Mr. Hüttenrauch. It builds trust and facilitates use in the sensitive medical environment.

Conclusion

For Mr. Hüttenrauch, the greatest benefit of Ambient AI lies not in the automation of medical decisions, but in making the documentation process more efficient. Medical responsibility remains entirely with the physician. The real benefit lies in reducing routine work and thus creating more time for clinical reasoning and direct communication with patients:

“Ambient scribe systems such as Voicepoint Xenon® Fusion are not autonomous documentation systems, but powerful tools designed to support physicians' daily work. When implemented correctly – with clear processes, physician oversight, and realistic expectation management – they improve the quality of documentation, reduce administrative burdens, and free up more time for what matters most: direct patient care.”



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