

Dragon Copilot Ambient Voice Technology

This service provides structured onboarding, adoption, optimisation and operational enablement for Microsoft Dragon Copilot within NHS organisations. It does not include the supply of Dragon Copilot licences, core EPR systems, or unsupported third-party custom development unless explicitly agreed.

Service name

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Trustmarque and Microsoft Dragon Copilot Ambient Voice Technology in Health and Care

About your service

Service description

The end to end support to design, deploy, adopt, implement, optimise and management of Dragon Copilot.

Delivery follows a structured, repeatable framework covering discovery, technical readiness, pilot deployment, adoption enablement, and optimisation. Activities are then tailored to the Trust's clinical, technical and operational context.

Trustmarque does not provide the Dragon Copilot software itself, but delivers design, implementation, adoption and ongoing support services to enable its safe and effective use within NHS environments. Trustmarque / Ultima does supply IA Connect software for integration including supportive services.

Service features and benefits

We work collaboratively with NHS organisations, partnering closely with clinical frontline teams and NHS Trust technical teams to plan, implement, and safely embed the solution. Working together, we provide the following onboarding services:

1) Technical Implementation Support

End-to-end technical enablement to deploy the solution in an enterprise healthcare environment, including:

- Cloud and landing-zone readiness: Environment creation, tenancy preparation, and baseline configuration aligned to Trust policies.
- Network and connectivity assessment: Verification of bandwidth, Wi-Fi/wired stability, and clinical room connectivity.
- Identity and access integration: SSO/MFA setup, role-based access, and joiner–mover–leaver alignment.
- Security and governance alignment: Configuration to Trust standards (e.g., policy, logging, monitoring), with change control support.
- Endpoint readiness: Browser, desktop, and mobile configuration; microphone and peripheral guidance; VDI considerations.

2) Clinical Service and Environment Assessment

Joint review with clinical leaders and operations to de-risk adoption and tailor to local workflows:

- Service readiness & workflow mapping: Specialty-specific pathways, documentation patterns, EPR touchpoints, and safety considerations.
- Clinical room and acoustic review: Layout, noise profile, microphone placement, and infection-control-friendly set-up.
- Phased rollout planning: Prioritisation of specialties/sites, cohort selection, and go-live scheduling to minimise disruption.
- EPR workflow alignment: Template, section, and transfer behaviours coordinated with existing documentation practices.

3) Adoption, Training & Change Management

Role-based enablement to build confidence and sustain usage:

- Training for clinicians, super-users, and administrators: Classroom, virtual, and in-product learning; quick-reference materials.
- Go-live support and hypercare: On-the-day floor-walking and rapid triage for early issues; feedback capture loops.
- Coaching & best practice: Specialty-aligned note-style setup, vocabulary optimisation, and time-saving techniques.
- Communications & engagement: Targeted comms packs, stakeholder briefings, and leadership dashboards for visibility.

4) Implementation, Configuration & Managed Services

Operational wrap to keep services running smoothly:

- Environment configuration: Feature flagging, organisational hierarchies, and user grouping.
- Template & vocabulary setup: Localised templates, saved prompts, and custom terminology for accuracy.
- Workflow optimisation: Early-life improvements, click-reduction opportunities, and rapid iteration on feedback.
- Service monitoring & support: Incident, request, and change processes; performance and adoption reporting.
- Licensing & user lifecycle: Provisioning, reconciliation, and ongoing adjustments as teams evolve.

5) Dragon Copilot ↔ EPR Integration Services

This service is available as a separate G-Cloud offer from both Trustmarque Solutions and Ultima Business Solutions and is not automatically included within this service.

These services enable secure automation and data transfer between Dragon Copilot and existing EPR systems where native integration is not available.

Operational wrap to implement and sustain seamless Dragon-to-EPR data flows:

- Integration blueprint and readiness: Map clinical pathways, EPR touchpoints, and Dragon outputs; confirm Citrix/RDP/AVD access, identity, and audit requirements.
- Connector and orchestrator setup: Deploy IA-Connect Orchestrator and workers in the Trust's Azure tenant; enable Dragon Copilot API calls and Power Automate triggers.
- Remote EPR automation enablement: Configure secure, agentless automation over Citrix/RDP for EMIS, Epic, Cerner, SystemOne and other UIs, including double-hop scenarios.
- Workflow builds (two-way):
 - Transcription → EPR notes: Post-encounter Dragon summaries inserted into the correct record, section and template.
 - EPR → Dragon context: Diary, patient, and encounter context synchronised to Dragon to pre-stage sessions and reduce clicks.
- Template and vocabulary alignment: Localise note styles, sections, saved prompts and terminology to match specialty and Trust conventions.
- Security, compliance & logging: Implement role-based access, least privilege, encryption in transit/at rest, and audit trails aligned to Trust policy and NHS standards.

- Test, simulate & validate: Run non-prod rehearsals for Citrix/remote UI paths; validate data accuracy, error handling, and performance under load.
- Go-live & hypercare: Floor-walking and rapid triage for first-of-type clinics; fast iterations on selectors, templates, and latency fixes.
- Monitoring & optimisation: Proactive run-state checks for orchestrator/workers, queue health, and success rates; click-reduction and pathway tuning.
- Handover & documentation: Admin runbooks, support models, change playbooks, and governance artifacts for sustainable in-house operations.