

Fluency Align Service Definition Document – G-CLoud15

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(Prepared for G-Cloud 15 Submission)

1. Service Overview

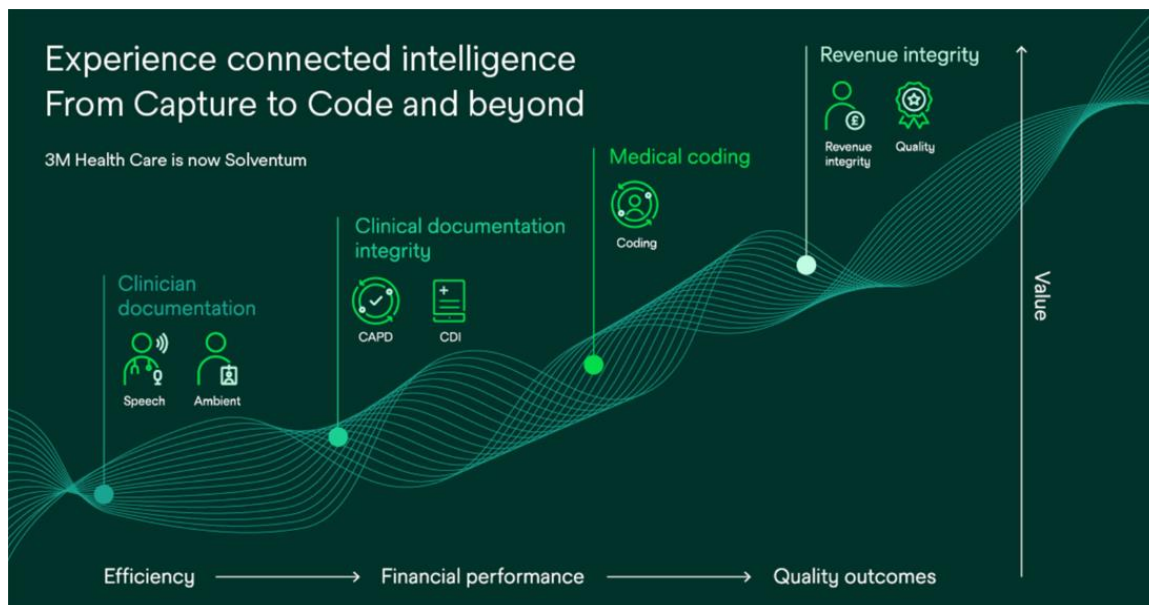
Service Name:

Solventum™ Fluency Align – AI-powered Ambient Clinical Documentation and Virtual Assistant Solution.

Summary:

Fluency Align is an advanced **AI-powered ambient voice technology (AVT)** solution designed to transform clinical documentation into an automated by-product of patient care. It captures real-time clinician–patient conversations unobtrusively and generates accurate, structured clinical notes integrated into Electronic Health Record (EHR) workflows. This enables clinicians to focus fully on patient interaction, reducing administrative burden and improving efficiency, accuracy, and compliance.

Fluency Align is part of the **Solventum Fluency Suite**, which includes Fluency Direct (front-end speech recognition) and Fluency Flex (digital dictation and transcription workflow). Together, these solutions provide a unified platform for clinical documentation across multiple care settings.



2. Features & Benefits

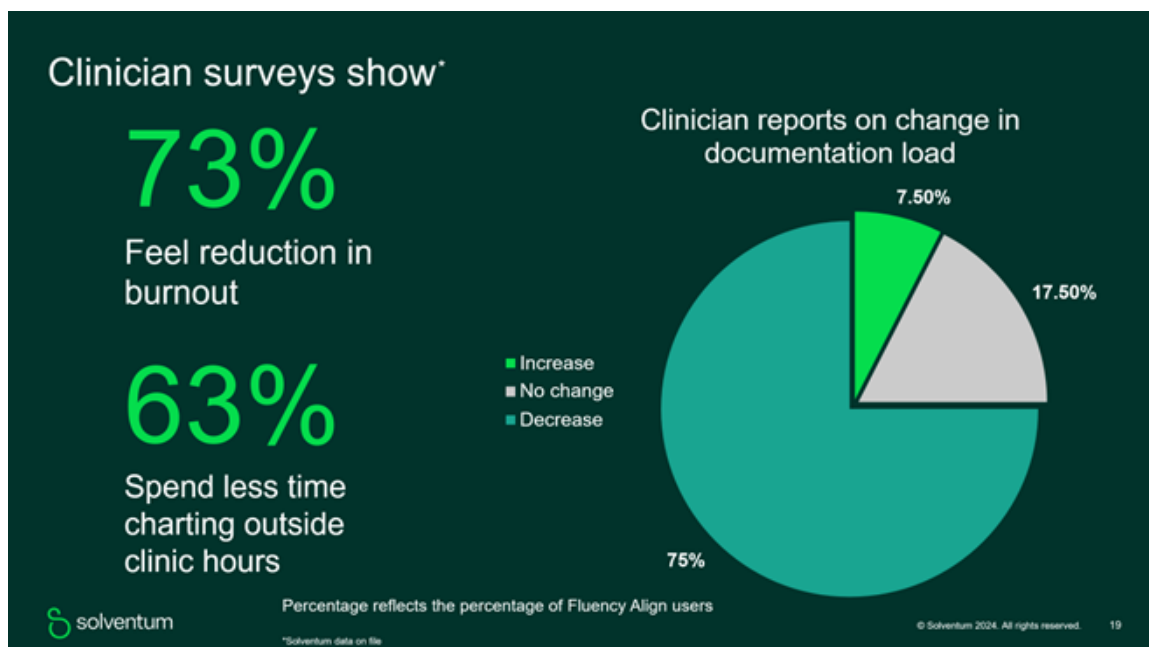
Key Features

- **Ambient Listening:**
Passive, real-time capture of multi-party conversations using a secure iOS mobile app or the Solventum Ambient Device equipped with six beamforming microphones for superior audio fidelity.

- **Generative AI Note Creation:**
Automated generation of structured clinical notes tailored to provider preferences, including configurable templates for specialties such as cardiology, oncology, orthopaedics, and general medicine.
- **Speaker Diarisation:**
Differentiates clinician, patient, and other participants for accurate attribution of dialogue within the note.
- **Virtual Assistant Integration:**
Embedded EHR voice commands for navigation, order entry, and information retrieval. Clinicians can say commands like “Show me the patient’s last lipid profile” or “Order full blood count” directly within Epic or other integrated EHRs.
- **Evidence Mapping:**
Links generated note content to source audio for transparency and clinician confidence. Each sentence can be traced back to the original conversation.
- **Responsible AI Framework:**
Built on Solventum’s Responsible AI principles, ensuring transparency, auditability, and compliance with NHS governance standards.
- **Multi-Device Support:**
Works seamlessly across desktop (via Fluency Direct Control Bar), mobile (iOS and Android app), and dedicated ambient hardware.

Benefits

- **Reduce Documentation Time:**
Average time savings of **5–10 minutes per note**, confirmed by EMR analytics (e.g., Epic Signal data), equating to a 28% reduction in documentation time.



- **Improve Clinician Well-being:**

Reduces cognitive load and “pajama time” documentation, supporting burnout reduction and better work-life balance.

Outcomes & Performance

Measurable impact at 2 months

26%

reduction in
burnout

35%

less time
documenting
outside clinic hours

31%

Reduction in
documentation load



- **Enhance Patient Experience:**

Enables clinicians to maintain eye contact and focus during consultations, improving communication and trust.

- **Increase Accuracy:**

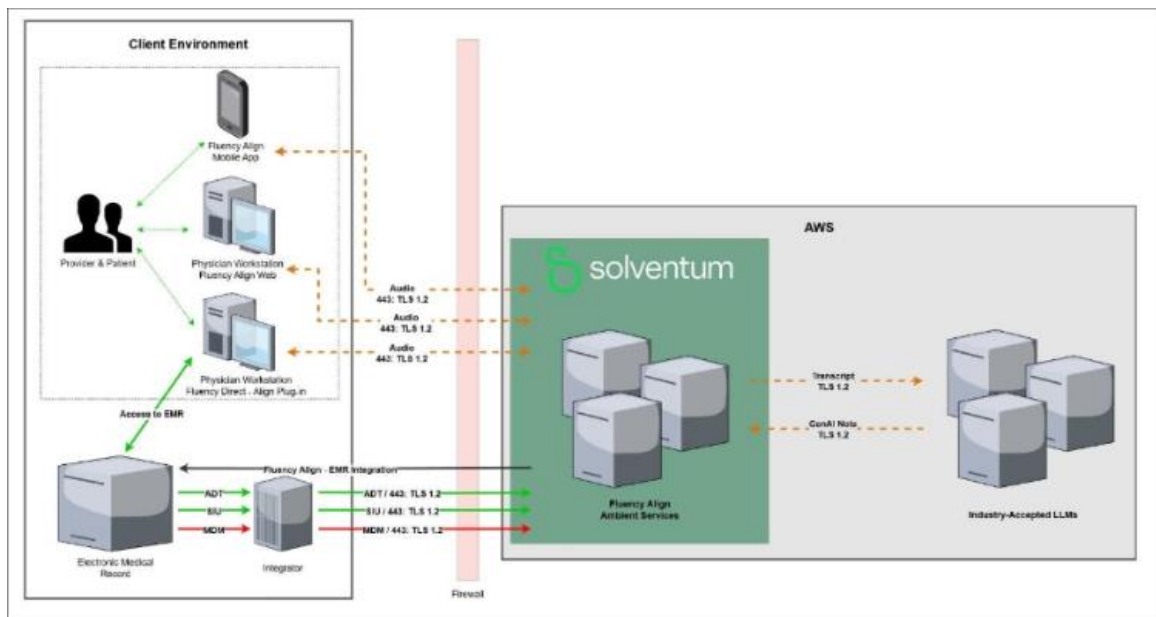
AI models trained on millions of clinical conversations ensure high fidelity and compliance with UK documentation standards.

- **Support Coding & Revenue Integrity:**

Integrated ICD-10/CPT detection and CAPD nudges help improve documentation specificity and coding accuracy.

3. Technical Architecture

- **Architecture:**
SaaS hosted in **AWS London region** (UK data residency), ensuring compliance with NHS data protection standards.
- **Platform:**
Multi-tenant cloud with elastic scalability, designed for enterprise rollouts.
- **Supported Devices:**
 - iOS mobile app (iPhone 10+, iOS 14+).
 - Windows desktop via Fluency Direct Control Bar.
 - Solventum Ambient Device (six beamforming microphones).
- **Integration Standards:**
HL7 (ADT, SIU, MDM), FHIR, Epic SDE API, and proprietary integrations for Oracle Cerner and Meditech.
- **Security & Compliance:**
AES-256 encryption at rest; TLS 1.2+ in transit; SOC 2 Type II, ISO 27001, NHS DTAC, GDPR compliance.



4. Service Options & Pricing

Core Package

- Ambient documentation via mobile app and/or ambient device.
- Automated note generation with provider preference settings.

Optional Add-ons

- Virtual Assistant (“Hey Epic!”) for EHR navigation and order entry.
- CDI Engage for real-time documentation nudges.
- Integration with Solventum coding and revenue integrity tools.

Indicative Pricing

Service Component	Price
Ambient Voice AI (Fluency Align)	£50 per user per month
Professional Services	£895 per day
Enterprise Discounts	Available on request

5. Implementation & Support

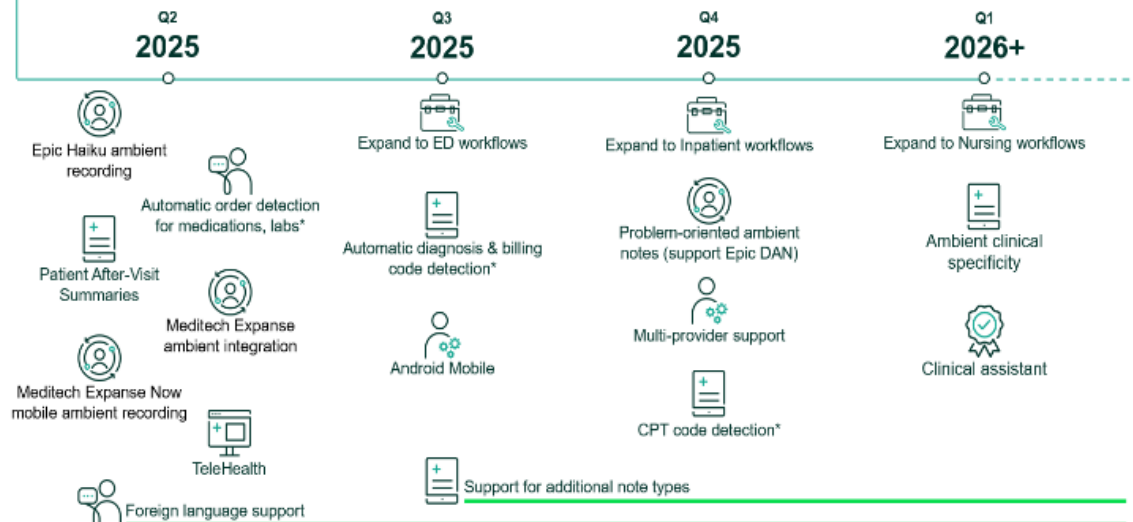
- **Deployment Approach:**
PRINCE2 Agile methodology with phased rollout, including governance via a joint Project Board.
- **Training:**
Train-the-Trainer model for clinician onboarding; interactive eLearning modules and at-the-elbow support during go-live.
- **Support Model:**
 - 24/7/365 UK-based support desk.
 - Dedicated Solution Advisor for adoption and optimization.
 - Regular reporting on usage, adoption, and performance metrics.

6. Roadmap

- **2025:**
 - Android app release (Q3).
 - Multilingual support (Spanish, German).
 - Enhanced API integration for discrete data capture.
- **2026+:**
 - Advanced GenAI features for patient education and visit summaries.
 - Expanded specialty-specific templates and workflow automation.

Solventum Fluency Align

Product Roadmap



[Privacy Notice](#) Product roadmap documents are intended to outline general product direction. These documents are intended for informational purposes only and are not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described herein remains at the sole discretion of Solventum.

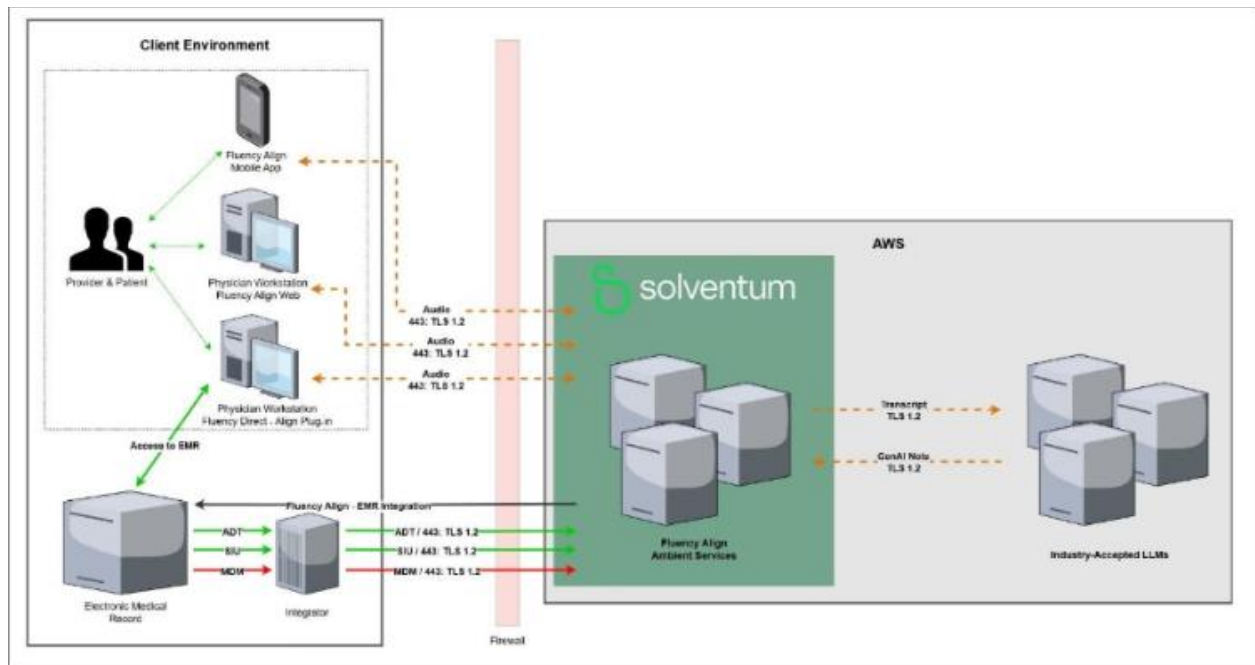
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7. Social Value & Sustainability

- Commitment to **Net Zero by 2050** (PPN 06/21 compliance).
- Hosted in energy-efficient UK AWS data centers.
- Inclusive design supporting neurodiverse users and accessibility needs.
- Solventum Cares initiatives for community health and workforce well-being.
- ESG governance aligned with NHS sustainability goals.

8. Security & Compliance

- GDPR, NHS DSPT, DTAC compliance.
- Data hosted in AWS London region.
- Encryption at rest and in transit.
- Regular penetration testing and audit readiness.
- SOC 2 Type II and ISO 27001 certifications.



9. Case Studies

ESNEFT:

UK's first AVT and VR tender supporting 2,000 users across multiple sites integrated with Epic. Demonstrated improved documentation workflows, reduced administrative burden, and enhanced clinician satisfaction.

10. Exit Strategy

- Data export in HL7 CDA/FHIR format.
- Assistance with migration to alternative solutions if required.
- No additional license costs for transition within contract term.