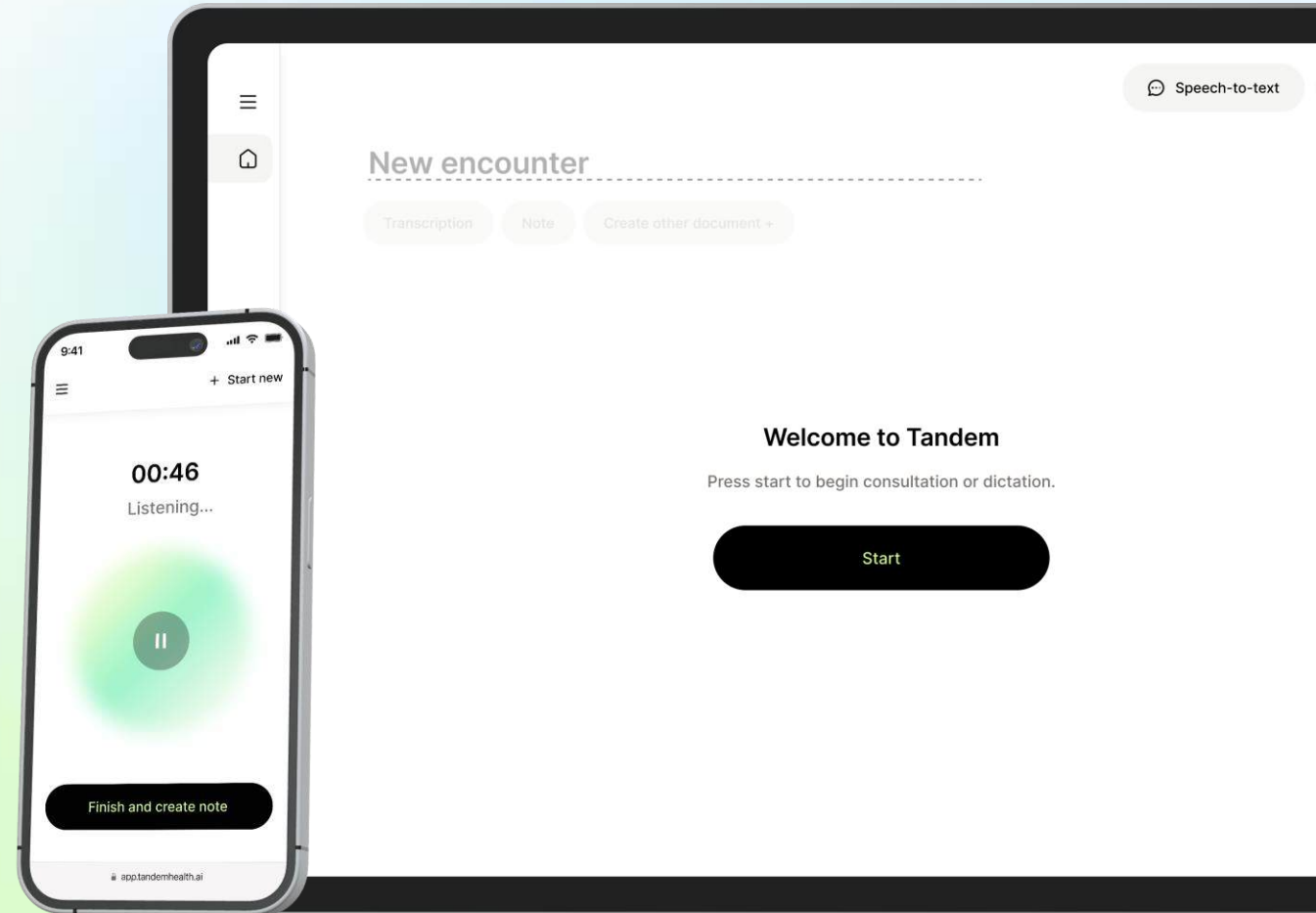


Tandem Health

AI Native Clinic Operating System



Content

Intro to Tandem

AI medical scribe

Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

Too much time is spent on admin in healthcare



+40%

of clinician time
is spent on admin



65M

clinicians globally



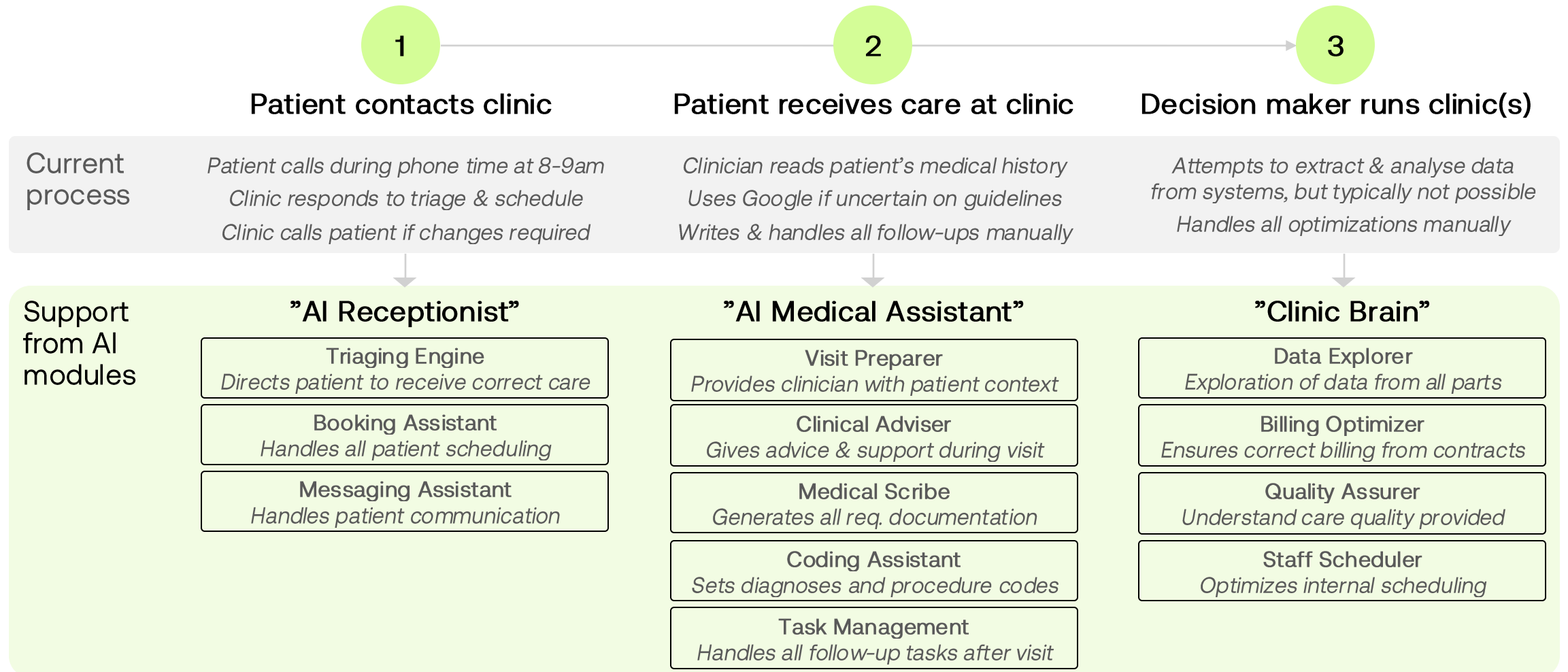
3%

of global GDP is spent on
admin in healthcare

We're solving this – building the AI native operating system of clinics

Enabling clinicians to focus on providing care instead of on admin
– with higher quality

AI will revolutionise workflows & care delivery



We started with building Europe's leading AI medical assistant



1,000+ care organizations

Across Europe use & trust Tandem



10+ markets

With local operations in Nordics, UK, France, Spain, Germany, Netherlands, Estonia & Middle East



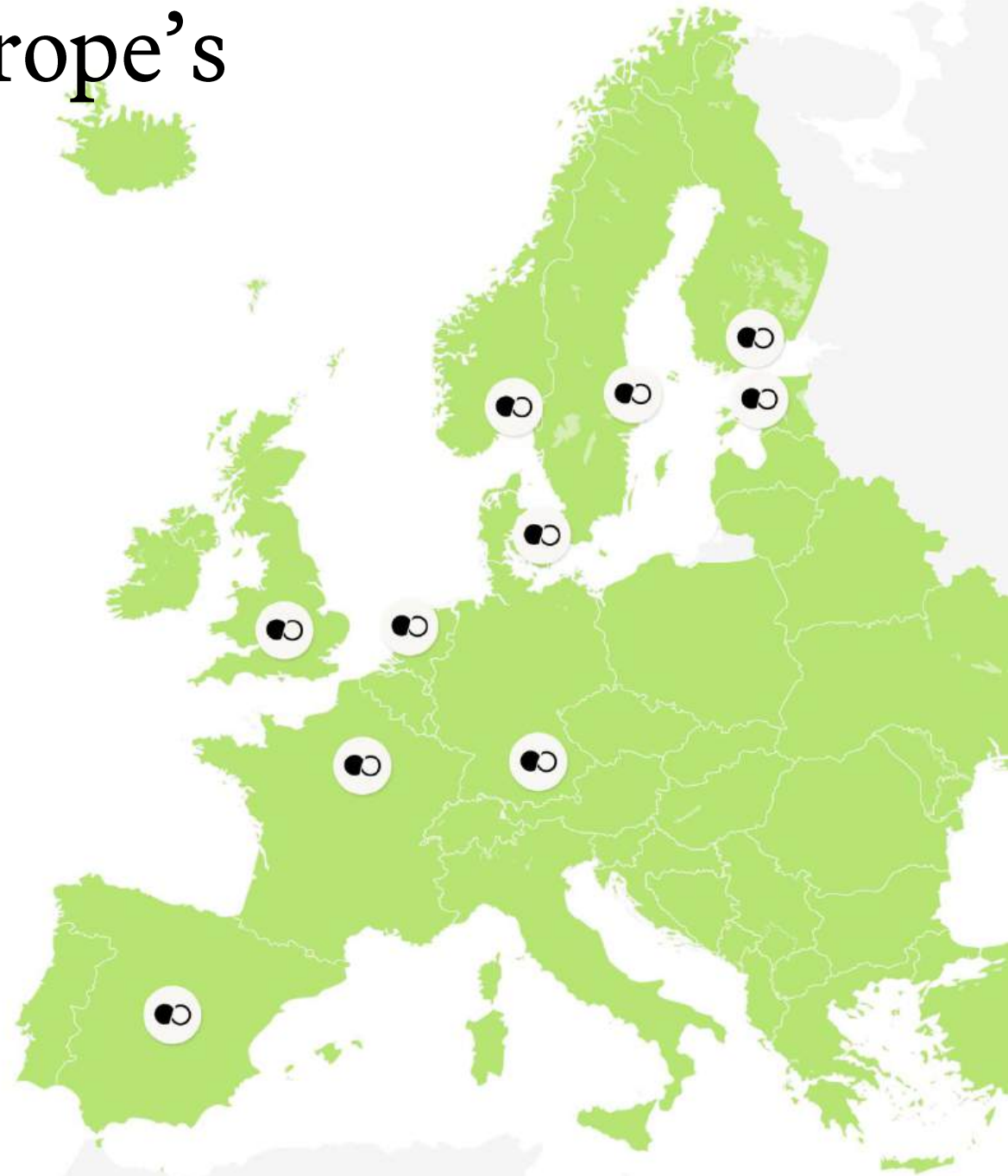
Largest AI deployments

In healthcare ongoing, incl. to +200,000 clinicians in NHS and +10,000 clinicians across Capió Ramsay Santé



€50M funding

From top tier VCs Kinnevik & Northzone and angel investors from OpenAI & Google DeepMind



Our core pillars for delivering the highest quality solutions

1

By clinicians, for clinicians

>80% of our commercial team has a clinical background, ensuring premium service & support and a 'lived' understanding of your challenges



Some of the clinicians on our team

2

Deep workflow integration

We always integrate with your EHR to enable one-click transfers, to ensure minimum friction for users

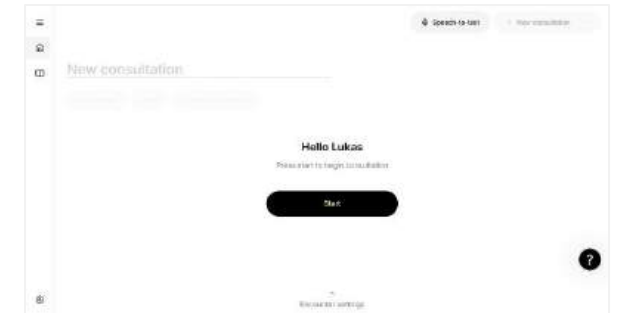


Sample systems we are integrated with

3

Simple & intuitive

Everyone should be able to directly understand and use Tandem, and we handle all key configurations for you before onboardings



Tandem's welcome screen

We recognise the sensitivity of your data and always ensure full compliance & highest security



Compliant with regulations, incl. GDPR, patient data laws, MDR, and EU AI Act



External oversight by external Data Protection Officer, penetration testing firms and validated certifications



Fully Europe-based both for us as a company and for our data processing



Purposeful data handling, we don't store any audio and never train models on your data

Examples of our certifications



ISO 27001:2022



GDPR Compliance



Cyber Essentials



NHS Data Security & Protection Toolkit



Level High Spain National Security Framework



UK Medical Devices Regulations 2002



CE marked in EU according to MDR

See our [trust center](#) for more detailed documentation

We are CE marked and ISO 13485 certified - fully committing to clinical safety & quality

CE marked AI medical scribe

To demonstrate our commitment, our AI medical scribe is CE marked and registered in EU & UK



QMS ISO 13485 certified

To ensure we develop safe medical devices, we have certified our Quality Management System



What is Medical Device Regulation (MDR)?

MDR is a European regulatory framework to ensure medical devices are clinically safe and effective

AI medical scribes are medical devices according to guidelines from the NHS¹, as info is summarized

CE marking indicates conformity to European MDR

An ISO 13485 certified QMS demonstrates that strict quality controls have been independently audited

1. NHS England, Guidance on the use of AI-enabled ambient scribing products in health and care settings, April 2025,[link](#)

Clinical Safety

DTAC

Tandem is DTAC compliant and has forms for its products available on request by commissioning organisations.



DPST

Compliant with the NHS Data Security and Protection Toolkit, demonstrating that we meet the required standards for data protection and cyber security.



DCB0129

We strive to ensure that our systems meet the highest clinical safety standards, by maintaining compliance with the DCB0129.

Our DCB0129 documentation (e.g. clinical safety case report and hazard log) are available from our trust centre.

We undertake regular risk management activities in line with DCB0129 and our clinical documentation (clinical risk management system, plan, hazard log and case report) are continuously reviewed and updated across our product suite.

Content

Intro to Tandem

AI medical scribe

Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

Clinical documentation is the first area being revolutionized by AI



Doctor writing

Time consuming
Takes focus from the patient
Skips info due to lack of time



Doctor dictating, secretary writing

Costly & time consuming
Delay in note being available
Easy to miss details



Doctor dictating with speech recognition

Requires new way of working
Relatively time consuming
Easy to miss details



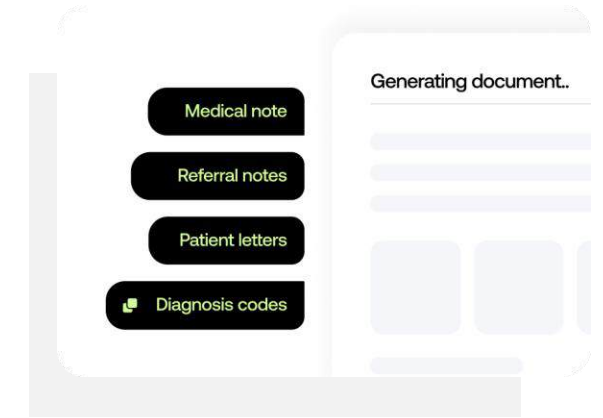
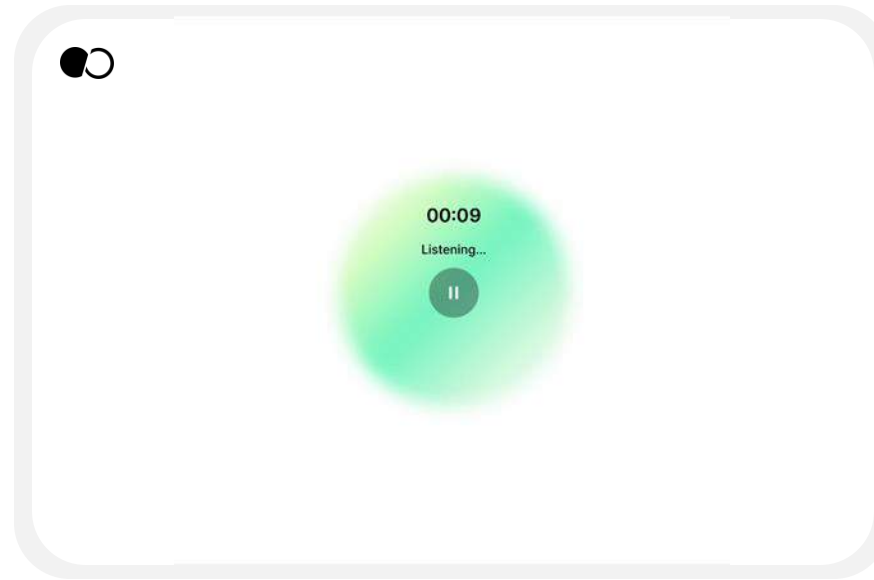
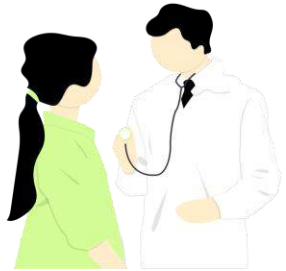
Medical notes that write themselves

Fits current way of working
Full notes available directly
Saves time & reduces stress

Medical note writing today

New AI solutions

Tandem writes your notes for you



Doctor meets patient as usual

Tandem transcribes in background

Structured documentation is generated

This improves productivity & quality of care



Capio study showed 29% time saved after 375,000 notes

Background

Capio Ramsay Santé is the largest private care provider in the Nordics, spanning primary, secondary and hospital care

Initiated rollout of Tandem in Jan 2025 across care settings, following successful pilots where every single participating clinician wanted to continue using the solution

375,000 notes created by 1,300 clinicians by Dec 2025, using Tandem

Research study conducted based on:

1. Survey to users
2. Usage statistics

Largest European AI medical scribe study, demonstrating the potential value from these solutions in European healthcare

[Link to research study](#)

Results

-29%

Time on admin

+30%

Work environment

+16%

Meeting presence



Tandem users really save time on admin

80 sec

Average time from draft to complete notes¹

86%

Say that Tandem reduces the time spent on admin tasks²

69%

Say saving at least 40% of time

49%

Say saving at least 60% of time

1. Average time from the end of the consultation to the final clinical history being entered into the EHR system (already reviewed by the physician). Data sourced from the Tandem Health pilot with the Medtanken Group based on 4 000+ generated notes [\[Link to the full story\]](#).

2. Based on a survey with Tandem users

Content

Intro to Tandem

AI medical scribe

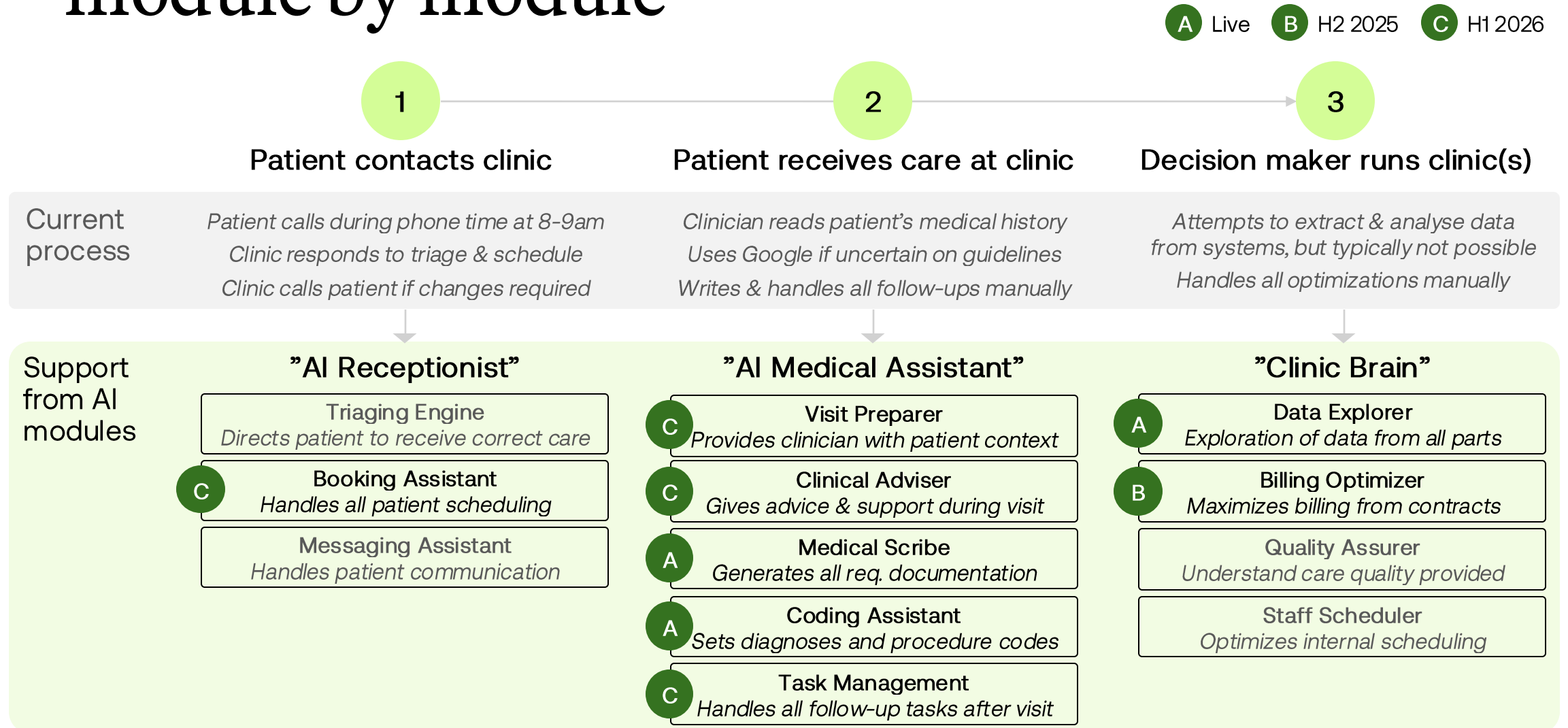
Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

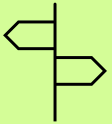
Developing the AI native clinic operating system – module by module



We are committed to be your long-term AI partner through this journey



Technology is today changing the world quicker than ever before – but the potential is also larger than ever



It will be a journey to fully capture the potential of an AI native clinic operating system – we recognize this



We are committed to not only develop high quality solutions – but to also help you navigate this journey

Founded by an experienced team that will support you



Lukas Saari, CEO

Led McKinsey Healthcare Analytics Nordics & AI developer at Spotify



Oliver Åstrand, CTO

AI researcher at GoogleX & Uber in Silicon Valley



Oscar Boldt-Christmas, CCO

Led McKinsey Healthcare Europe, with 20+ years experience

Deep-dive: Coding Assistant to improve efficiency & reimbursement

Problem

Codes are not assigned correctly for consultations, resulting in revenue loss & manual coding efforts being required to adjust codes at a later point

Solution

List relevant codes with each note in Tandem, based on the consultation transcript, and allow clinics to select both which coding frameworks & which set of codes to include

Value

Increases reimbursement as codes are selected more accurately and exhaustively, and saves time from clinicians & secretaries that currently code fully manually

Selected codes (3) ⓘ

Click each code to select and copy, then paste it manually into the medical record system.

ICD-10	J45.8	Mixed asthma
ICD-10	J30.1	Pollen-induced allergic rhinitis
ICD-10	H10.1E	Atopic conjunctivitis triggered by animal allergens
Relevant codes found:		
SNOMED CT	271442005	Spirometry
SNOMED CT	250603003	Peak expiratory flow rate measurement
SNOMED CT	399208008	Radiography of sternum

Relevant codes are listed with each note in Tandem

Deep-dive: Task Management to enable the next generation workflow

Problem

Beyond writing the medical note, there are many other tasks that are currently done manually and kept track of via memory or post-its

Solution

Identify relevant tasks to do based on the consultation, list these to the clinician, and assist in completing the tasks

Value

Improves productivity as support is provided to complete more tasks, and increases patient safety as tasks are kept track of

Examples of activities that Tandem will help you perform after a patient visit



- | | |
|--------------------------------------|---------------------------|
| ✓ Create medical note | Transfer to record system |
| ✓ Set diagnosis & procedure codes | Transfer to record system |
| ✓ Send X-ray referral | Create & send |
| ✓ Provide visit summary to patient | Create & send |
| ✓ Call in 3 days with test results | Create reminder |
| ✓ Book a follow-up in two weeks | Book an appointment |
| ✓ Perform blood tests | Book an appointment |
| ✓ Respond to a referral received | Send to secretary |
| ✓ Consult cardiologist about patient | Send inquiry |

Deep-dive: Clinical Adviser to provide clinical support in real time

Problem

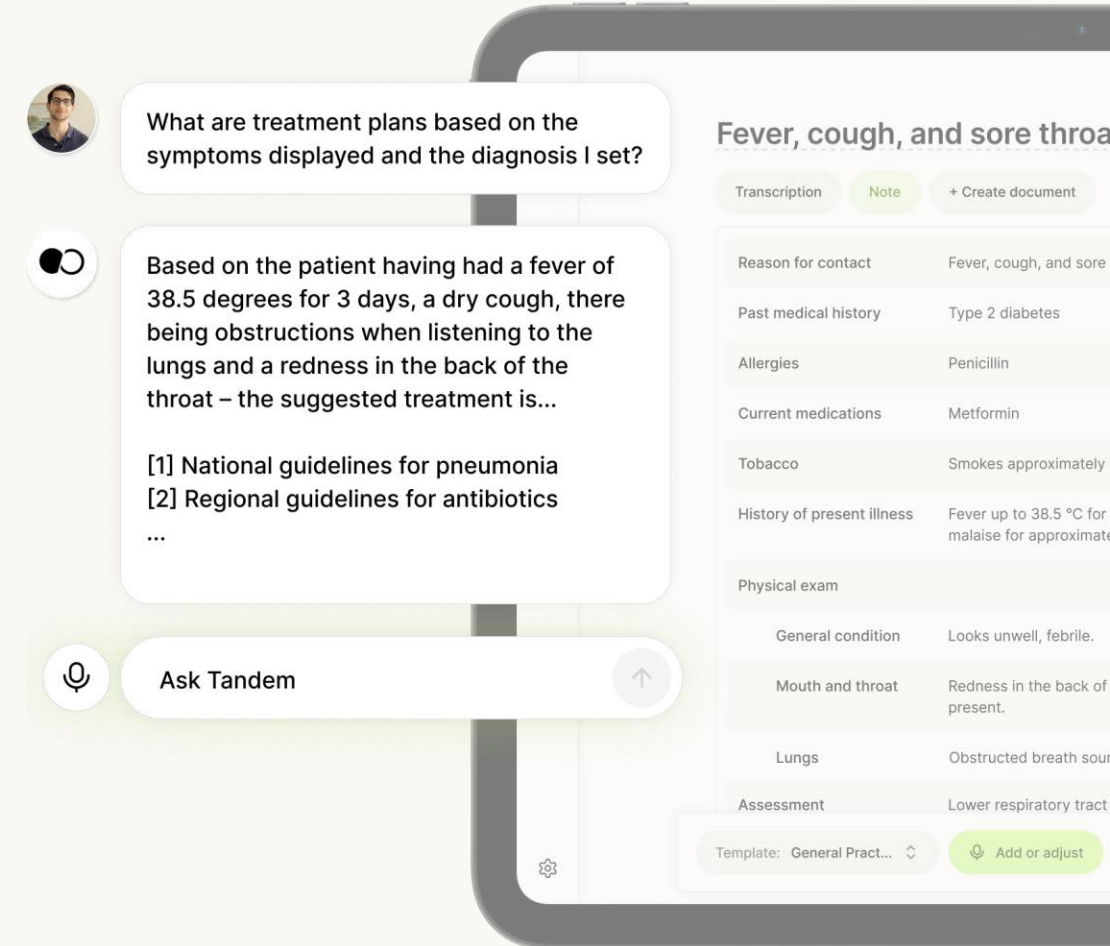
Clinicians provide care based on their experience, and if uncertain use third party sources for support, which is time consuming and risks that guidelines are not followed

Solution

Surface relevant guidelines and documentation during and after consultation, and enable clinicians to ask any questions based on validated sources & patient context

Value

Improves quality of care as guidelines are available more easily to clinicians, and saves time spent looking up facts



Examples of how the clinician could pose questions and get responses based on guidelines & context

Deep-dive: Visit Preparer to ensure clinicians are ready for each patient visit

Problem

Before seeing a patient, there are typically hundreds of past notes to review to understand the patient’s medical history, which takes time and is impossible to read entirely

Solution

Provide clinicians with a summarized patient history ahead of each visit, containing key medical details and with functionality to easily find more information quickly

Value

Saves time on preparing for patient visits and improves quality of care as the clinician can better utilize the full medical history of the patient for clinical decision making

Today's Visits

08:00 - Sara Smith ...
Persisting headaches for thr...

09:15 - John Lee ...
Diabetes follow-up

10:45 - Maria Gonzalez... ...
Asthma management

13:00 - Peter Novak ...
Cardiology referral

Patient summary

Sara Smith, 39 years old
Date of birth: 12/04/1986

Reason for visit

Referral after chronic daily headaches for four months. Rule out secondary causes, consider imaging and further specialist treatment

Last visits

6/5-25 Persisting headaches for three months

23/11-24 High blood pressure control

10/7-23 Fractured left arm after ski accident

Medication

Active Propranolol 40mg x 2

Prescribed Topiramate 25mg x 1

Stopped Amlodipine 5mg x 1

Examples of visit preparation brief for a clinician, summarizing reason for visit and medical history

Content

Intro to Tandem

AI medical scribe

Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

Recommended activities for getting started

- 1 Demo for key stakeholders** Confirm interest in Tandem & define involved parties in project
- 2 Contractual setup**
 1. Compliance review, see our [Trust center](#) for details, certifications and documents
 2. Commercial discussions to sign contract
- 3 Start using Tandem**

Select first care units to start using Tandem to build success cases

Arrange practical details on installations, microphones, templates & access to Tandem

Run onboarding session and then follow-ups to gather feedback & confirm value
- 4 Scale usage across org**

Leverage first success cases to create interest across org

Onboard additional care units according to defined rollout plan

+ Suggest setting up a project group to lead the project & continuously check-in on progress

Sample project plan for adoption (to be tailored to your needs)

Week number	Goal	Key activities	What we need from you
0 (before start)	You are ready to start using Tandem with patients	Sign agreement for commercial & DPA Align plan for implementation & set targets Ensure Tandem can be run on your computers Create accounts & set up templates in Tandem Validate notes can be transferred to your EHR Select first clinics & users to start using Tandem	Session(s) to align & answer pot. questions Create draft and align jointly Test Tandem in your environment Names, emails and template contents Access to EHR to test, or that you validate it List of clinics & users
1	First clinics start using Tandem	Onboarding with first clinics & users	Schedule 60min onboarding per clinic
2-4	Ensure success at first clinics	Weekly check-in per clinic with users for feedback and tips & tricks sharing Usage data monitoring and sharing with you	Schedule 30-60min weekly check-ins -
5-8	Scale Tandem to more clinics	Onboarding with wave 2 of clinics, in line with defined implementation plan Check-ins as needed & continuous usage review	Schedule 60min onboarding per clinic Support for scheduling if needed

We suggest setting up a project group with 1-2 key representatives from your org, to drive & oversee the implementation

Integration possibilities with your system



Transfer data from Tandem to you

Integration alternatives:

1. Browser plug-in: We build the integration using a browser plug-in that can read from Tandem and write to your system's browser tab
2. Browser events: We send a browser event from Tandem with a standardized JSON-format, that you can pick up and input into your system
3. API: We integrate with your API to push data into your system in the format your APIs support
4. RPA: The RPA interacts with the EHR through windows accessibility, clicking and pasting.



Make Tandem feel part of your system

(Optional) Provide your users with:

1. Tandem shortcut: Add a shortcut in your system to allow users to easily open Tandem
2. Single Sign-On (SSO): Add functionality to automatically authorize the user in Tandem, when opening Tandem using the shortcut
3. Co-branding: Include your logo and company name in Tandem (only offered if significant volumes are expected)

We integrate with your EHR for seamless one-click transfers of medical notes

Integration possibilities

A

RPA¹: Tandem browser plug-in (web based EHRs)

If you have a web based EHR, we can integrate using our browser plug-in

Works via RPA, as the plug-in can read from Tandem and write to the EHR

We can build it fully outside-in, we just need access to a test login to your EHR

B

RPA: Tandem Windows app (native Windows EHRs)

If you have a native Windows EHR, we can integrate using our Windows app

Works via RPA, as our Windows app can read the screen and simulate quick clicks

We can build it fully outside-in, we just need access to a test login to your EHR

C

API (deeper integrations)

If your EHR has an API that can be used to write medical notes

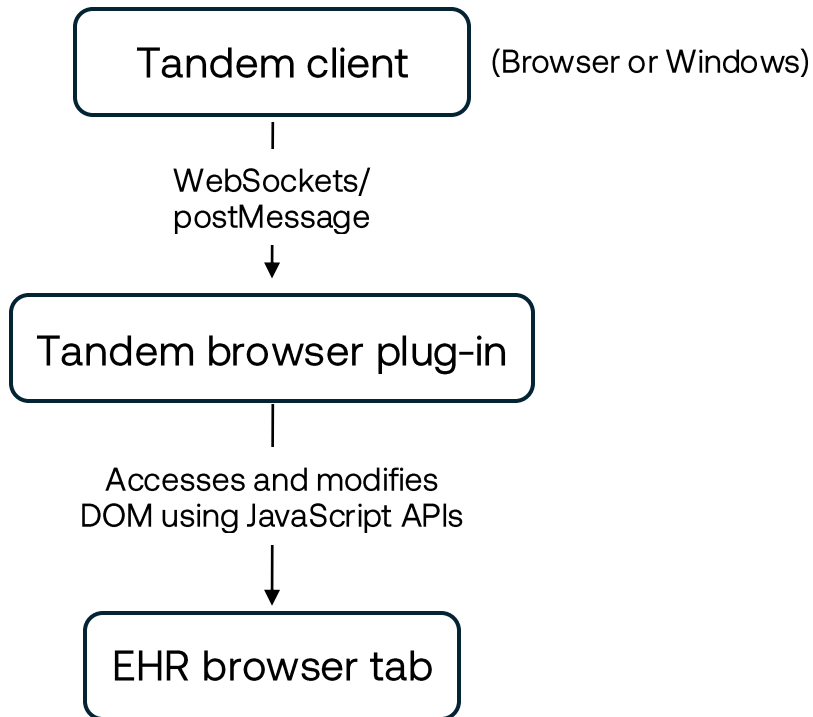
We use your API to push data into the EHR in the correct format- including HL7 FHIR

Requires access to the API and documentation on how to use

Tandem RPA: an outside-in & lightweight integration

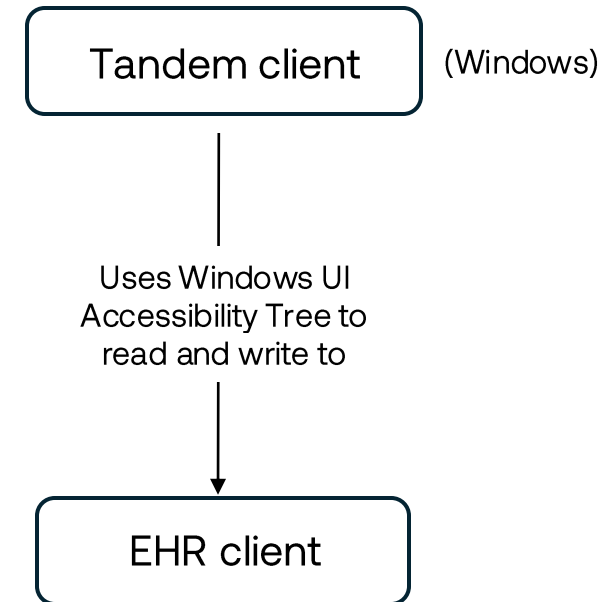
A

RPA: Tandem browser plug-in
(web based EHRs)



B

RPA: Tandem Windows app
(native Windows EHRs)



We have built over 60 integrations, including...



And many more!

Content

Intro to Tandem

AI medical scribe

Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

Europe's largest study on AI-assistants in Healthcare with Capio Ramsay Santé

Notes created by 1,295 unique healthcare workers

375,000+

Patient notes generated

Primary care

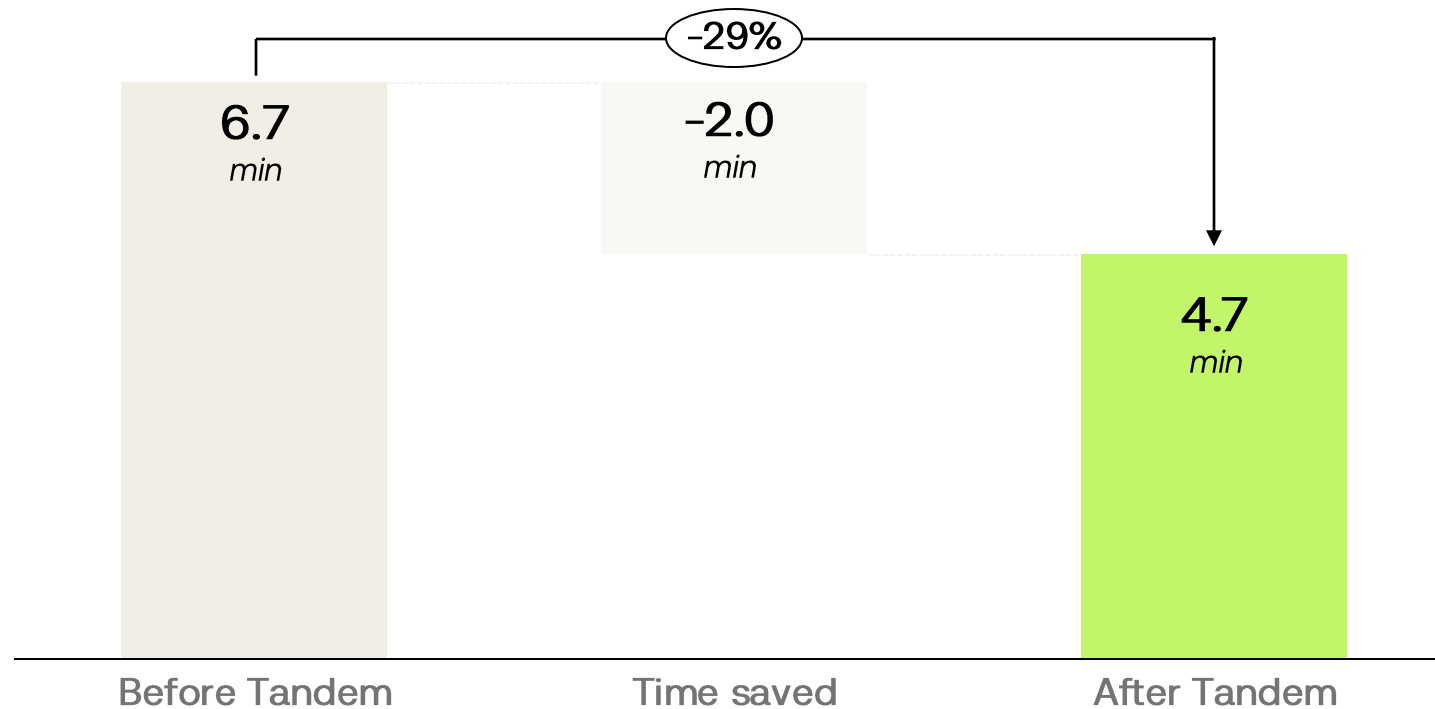
Hospital and special care



Showed that Tandem frees up one third of the time spent on documentation

Average time spent on finishing a note

According to survey data



Median value, editing time

According to user data



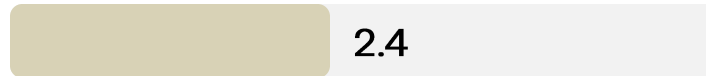
Stress levels were reduced and meeting presence improved

Survey responses from 177 healthcare workers, who in total have created ~68,000 notes



I can work without feeling stress

Without Tandem



2.4

With Tandem



3.1



+29% (0.7)
Improvement



I feel fully present with the patient

Without Tandem



3.7

With Tandem



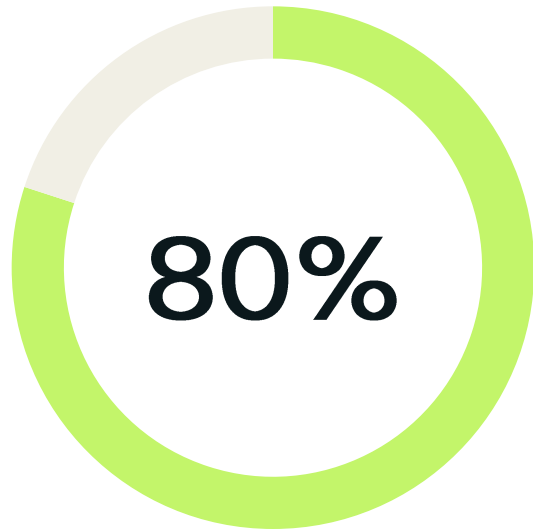
4.3



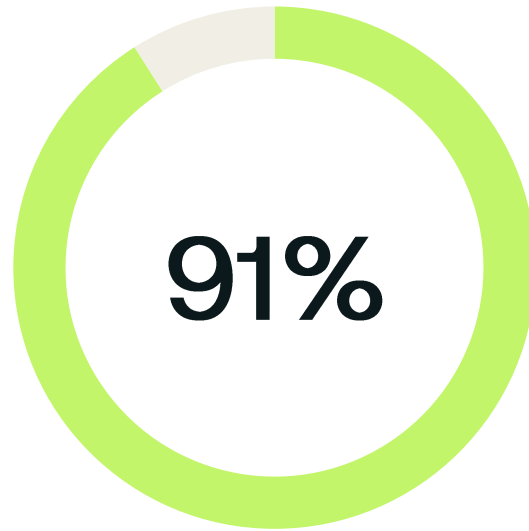
+16% (0.6)
Improvement

Users had a positive perception of the solution

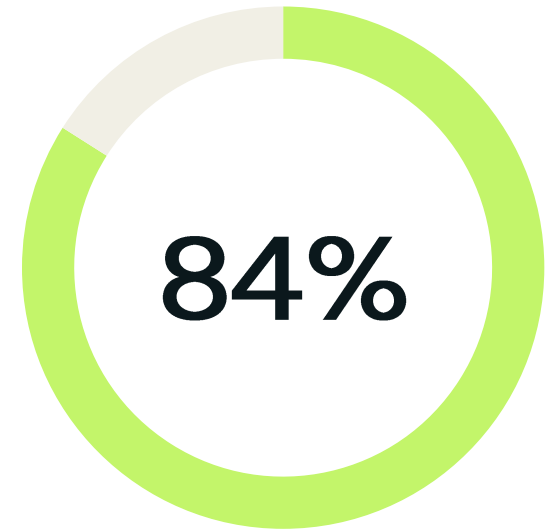
Survey responses after implementation



Sees improvement
for their profession



Want to continue
using Tandem



Recommends
to colleagues

Study addresses research gap regarding AI scribe in EU



The background: Clinicians spend up to 50% of working hours on EHR-related documentation, and less than 30% of time is devoted to direct patient care. Document burden is also linked to stress and burnout



The promise: AI medical scribes are often sold with the promise to reduce admin workload and improve the experience for both the clinician and patient by transcribing consultations and generating structured draft notes



The evidence gap: Existing studies are almost exclusively focused on the US, with results being mixed, and sometimes even contradictory. Benefits vary by specialty, workflow and implementation strategy



A different Europe: Europe has distinct regulatory environments (MDR), multilingual clinical context, and a heterogeneous EHR landscape. Moreover, there is limited large-scale real-world European data



This study

- **Large-scale, real-world study** across primary, secondary and hospital care, using real clinical data
- **Mixed evidence approach;** system metadata and clinician perspective
- **Conducted under European regulatory** and operational conditions



Capio employees report that less administrative work reduces stress and contributes to a working environment where the clinician-patient meeting can be in the centre – Chief Medical Operations Officer at Capio

Examples from the 2000+ care organizations that use Tandem



Ongoing rollout to 200,000+ clinicians, one of the world's largest health AI deployments



Nordic's largest private care provider, now used by 1,000+ clinicians



Leading Nordic specialty care provider, now used by 750+ clinicians



Leading care provider in Spain with 50+ hospitals & clinics



International digital mental health provider with operations across 5 countries

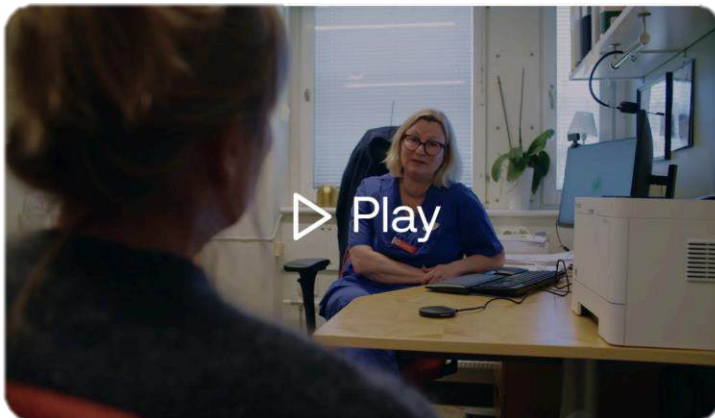


German care provider providing care in 20+ specialist areas

Sample video case studies with our customers

Praktikertjänst

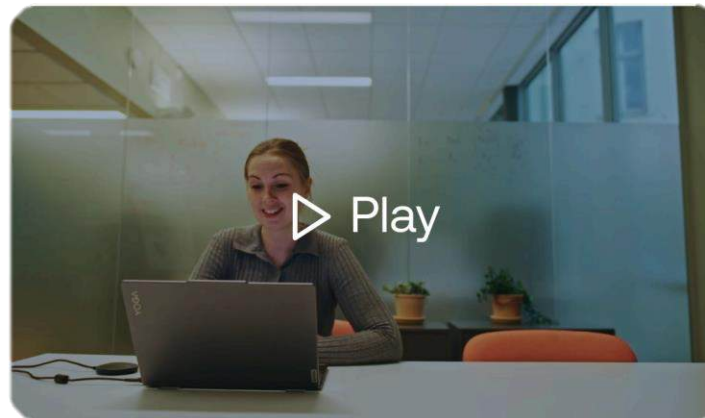
Leading Nordic care provider
with 7,000+ employees



[Link to case study](#)

Mindler

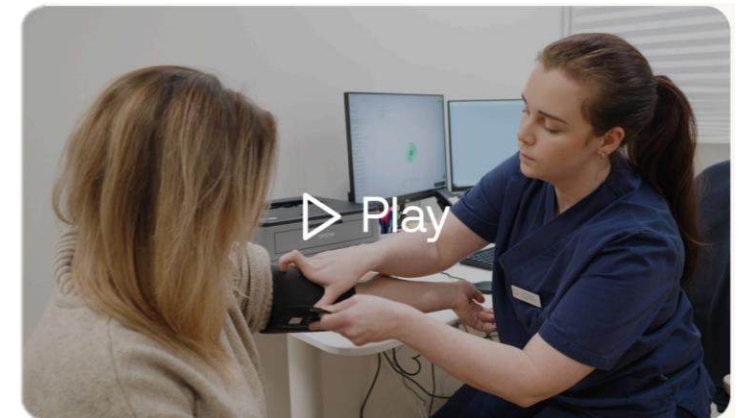
International digital mental health
provider across 5 countries



[Link to case study](#)

Familjeläkarna

Primary care provider with 750+
clinicians across 20+ clinics



[Link to case study](#)

St Wulfstan Research Study: 97% of GPs said Tandem reduced their admin burden

Methodology

Over four months, clinicians at St Wulfstan Surgery alternated between using and not using Tandem, and surveys & interviews were conducted with both clinicians and patients plus notes were audited for quality

Results

97% of GPs said Tandem reduced their admin burden

43.6% of notes were completed in <1 minute (vs 1.4% without Tandem)

99% of patients felt their GP was fully engaged (vs 83.6% without Tandem)

Case Study

St Wulfstan Surgery

Overview

Health System	Independent GP Practice, NHS
Practice Size	~12,000 patients
Headquarters	Worcestershire, UK

St Wulfstan Surgery in Worcestershire, one of the UK's top-rated GP practices, has adopted ambient AI technology to help GPs stay focused on patients, reduce admin load, reduce stress, and improve job satisfaction. Early results suggest the transformation is not just operational, but cultural.

Methodology

Over a four-month period (February-May 2025), selected clinicians at St Wulfstan Surgery participated in a structured pilot alternating between using and not using Tandem's Ambient AI feature during consultations. The pilot involved extensive preparation, including data governance (DPA, DCBO60), training, and IT setup. Clinicians received onboarding support, and structured feedback mechanisms were employed throughout. Data were gathered via post-consultation surveys and interviews with both patients and clinicians, alongside structured audits of clinical notes. The mixed-methods approach aimed to evaluate impacts on patient experience, clinician workload and satisfaction, and the quality and safety of documentation.

Background

Like many primary care providers, St Wulfstan Surgery has faced rising pressure from a combination of administrative overload, workforce strain and the growing complexity of patient needs. Yet the practice, which last year won the RCGP Primary Care Provider of the Year award, has never rested on its reputation. "We're always looking at how we can go further, even when we're performing well," says Dr Faris Al-Ramadani, a GP partner at the surgery. "Digital innovation is part of our strategy not because we're struggling, but because we want to future-proof the quality of our care."

This proactive mindset led the Worcestershire-based practice to trial Tandem Health's ambient AI suite designed to reduce clinical paperwork by automatically capturing and structuring notes from GP consultations.

GPs using the tool were still responsible for reviewing and approving every note. But with most of the documentation already drafted, the shift allowed doctors to spend more time listening and engaging with their patients. "We looked at what technology could take out of our workflow," explains Dr Al-Ramadani. "The goal was to free up time, so clinicians could focus on what they're trained to do - care, listen, and treat."

Impact

Feedback from both clinicians and patients has been overwhelmingly positive. Patients reported feeling more engaged and better understood. In consultations where Tandem Health was used, 88.9% of patients strongly agreed their GP was fully present, up from 85.0% in standard appointments. A similar uplift was seen in patients who felt actively involved in the discussion.

From the clinician side, the improvements were equally clear. Time spent documenting consultations fell significantly: 43.6% of notes using Tandem were completed in under a minute, compared to just 1.4% of notes without it. Stress levels also dropped, with administrative burden cited less frequently by GPs using the tool.

Dr Al-Ramadani sees the benefits as both personal and systemic. "It's helped me be more present during consultations. I can pick up on non-verbal cues, build rapport, and give patients my full attention - something that's often lost when you're trying to take notes at the same time."

He adds that the tool does not eliminate the need for scrutiny. "It does about 80% of the work. I still review the final note - and that's how it should be. Clinical responsibility can't be automated."

"When you find a tool that simultaneously improves patient experience and helps GPs, then it's worth every GP taking a look."

Dr. Faris Al-Ramadani, GP Partner, St Wulfstan Surgery



[Link to full study](#)

Accurx: Partnering to provide Tandem to 200,000+ users across NHS in the UK

Company background

Accurx is a communication solution that is installed as a toolbar, with buttons for sending messages, booking consultations & now also for launching Tandem

Have +200,000 weekly active users, with 98% NHS primary care penetration and 70% NHS specialty care penetration

Have contracts with NHS, distribution ability via their toolbar, and integrations with EHRs

Decision process

Accurx determined they wanted to partner rather than attempt to build in-house, to optimize speed & quality

Ran competitive RFP process with multiple stages, inviting various providers to submit proposals

Decided to partner with Tandem, due to product quality, track record of delivery, product roadmap and our team

Rollout process

Built integration to launch Tandem from Accurx's platform with single sign-on

Accurx leads marketing & commercial efforts and contract signing, while we provide product & technical expertise

Launched at Accurx's yearly user conference and created waitlist for access

Continuously switching on access for users & doing growth activities to boost adoption

Marks one of the world's largest AI deployments in healthcare ever

10,000+ clinicians onboarded across 2,500+ clinics

[Launch video](#) from user conference, and [sample webinar](#) showcasing product

Mindler: Rolling out to one of Europe's largest digital mental health providers

Company background

Mindler is one of Europe's largest digital mental health providers with 250+ licensed psychologists

Operates across five European countries with a mission to increase access to mental healthcare

Previously used manual documentation workflows, now started exploring AI-powered clinical documentation to increase efficiency

Decision process

Ran a pilot with 14 psychologists in Sweden

Bi-weekly check-ins with participating users during 2-month period, to continuously receive and act on feedback

Total of 10 000+ notes created, and ran internal evaluation surveys, measuring documentation time and user experience

Clinician feedback led to decision to scale across entire organization across markets

Rollout process

Made Tandem available to all psychologists, inviting interested to opt in

Built momentum through team meetings where pilot users shared experiences, and leadership presented aggregated survey data to highlight impact and build trust

Clinicians that signed up were onboarded internally, supported by pilot participants, standard materials and Tandem support

Scaling through a phased, market-by-market approach

13/14 psychologists in pilot gave NPS 10/10 in the evaluation

Praktikertjänst: Rolling out to Sweden's second largest private care provider

Company background

Praktikertjänst is the second largest private care provider in Sweden with 7,000+ employees

Business units for primary care, specialty care, and dental care

Cooperative of care units that are co-owned among Praktikertjänst centrally and clinicians

Have a minority of care units that are centrally owned & operated

Decision process

Initiated pilots across 4 primary care units

Regular check-ins with participating units during 3-month period, to continuously receive and act on feedback

Total of 6000+ notes created during pilot, and ran evaluation surveys with both users & patients

Results shared at clinic business owner day, incl. panel interview with pilot users

Decided to roll out to their primary care business unit (~100 care units)

Rollout process

Central project team to coordinate primary care rollout and facilitate contacts

Rollout performed per region in waves of 5-10 care unit clusters at a time

Prioritization based on shown interest to get started, with having formed a waitlist

Standardized process with educational sessions by Praktikertjänst per cluster, followed by onboarding sessions by Tandem per care unit

Now pursuing also other business units

Majority of primary care units expressed interest to get started, before pilot completion

[Full case study, including case video](#)

Time to Care Report: Research study of 1,200 clinicians and patients related to AI tools

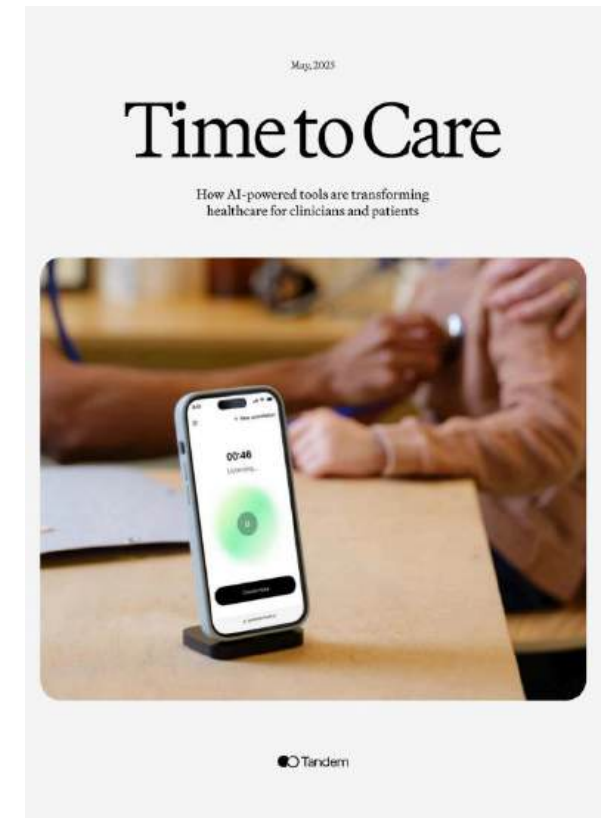
To better understand how clinicians and patients perceive the use of AI tools in healthcare, we conducted a survey with over 1,200 participants

Results from clinician survey:

- 75% say documentation is too time-consuming
- 62% say documentation negatively affects patient interactions
- 8% have access to AI tools
- 88% believe AI tools will become standard in 5 years

Results from patient survey:

- 77% support the use of AI if it reduces admin
- 56% say their doctor seems too focused on the screen
- 70% believe AI could help doctors focus more on them
- 25% has found mistakes in their medical record



[Link to full report](#)

Aleris: Rolling out to one of the largest specialty care providers in the Nordics

Company background

Aleris is one of the largest Nordic specialty care providers with 5,000+ employees

Covers ~30 different specialties

Operations across Sweden, Norway and Denmark

Had previously tested speech-to-text solutions that didn't deliver sufficiently high performance in their specialty care setting

Decision process

Showcased Tandem to key stakeholders

Validated functionality with group of clinicians from select specialties

Built business case for Tandem

Central decision to roll out across full Swedish organization

Rollout process

Formed a central project group to coordinate rollout across care units

Created implementation plan with timeline for all care units

Demoed Tandem at leadership meetings for all business units to build interest

Secured early champions in each medical specialty

Shared weekly data reports on usage per clinic and clinician to enable follow-ups

750+ clinicians onboarded across 60+ clinics, creating 25,000+ notes per month

Content

Intro to Tandem

AI medical scribe

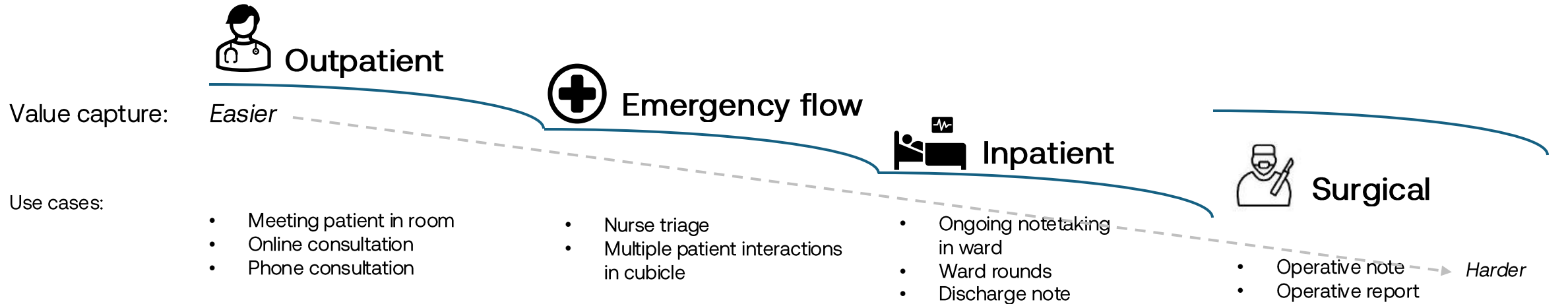
Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix

Tandem provides massive value-capture opportunities in secondary care



Which type of *interactions* are easier to capture value from?



Shorter
Standardized
Dictation style
Different locations



Longer
Variable
Patient interaction
Same location

Which *specialities* are easier to capture value from?



(General) surgery
Pathology
Radiology
Dermatology
Anaesthesiology



Cardiology
Haematology
Paeds
Oncology
Orthopaedics
Ob-gyn
Ophthalmology



General medicine
Psychiatry
Psychology
Internal medicine
Neurology
Nephrology
Urology

Q&A - Product

What differentiates Tandem from competitors?

1. It is the most accurate product which is also why it is the most widely deployed ambient scribe in Europe with more than 1000 organizations using us
2. Best integration with other systems be it EHRs, RIS/PACS, lab-systems or more – if you do not easily get the data into your core systems, half the value is lost
3. Usability and easy onboarding. We get lots of praise for how easy it is to use Tandem and a clinic is typically onboarded with a session of about an hour. To this we also have our support which offers instant access to a fellow clinician within 20 minutes.

What would you say are unique features of your product?

- Very high accuracy in generating note
- Seamless integration with most systems
- Completely modular documentation whereby you can create any document downstream from the original note
- Ability to adjust and edit notes and documents using voice and open command
- Full-coding module

Q&A - Product

What happens if there are many people in the meeting for example if the patient brings a relative?

Tandem is excellent at understanding context and who is who. Tandem will understand for example whether it is the doctor proposing a medication or a patient just wanting to have a medication. The same applies to other people in the room. Tandem will understand the roles and attribute text accordingly in the note. Some users choose to help the system by actively referring to the people in the room e.g. “Your daughter suggests that...”, “If I understand your mother right....”.

What happens if the meeting uses an interpreter?

It will work as normal and Tandem will pick-up mainly on the information provided by the interpreter in the joint language.

Can Tandem translate meetings?

You can have an interaction with a patient in one of the 56 languages supported by Tandem. Thus, if both you and the patient speak the language you can interact in that language and have the note written in another language of your choice. This is a common use case across our 1000 organizations we serve.

Q&A - References

Which are your largest customers?

We serve more than 1000 organizations today. The largest accounts are NHS through our Accurx partnership, Ramsay/Capio and Aleris group across the Nordics. All of these are 1000 + accounts customers.

Do you have any public sector clients?

Yes. Half of our business is public sector. Largest customer here is NHS in the UK, and we also serve e.g. public regions in the Nordics.

Can we speak to someone who is using Tandem today?

We are always happy to connect you with our customers. First I would suggest you have a look at <https://www.tandemhealth.ai/sv/customer-stories> where you can see some of our official references. We can also send you a case study from one of the leading practices in the UK who have done an independent analysis. If you also want to go out visit someone we can discuss that as part of our partnership.

Q&A – Security and regulations

Where is the data stored?

All data is certified and stored within the EU. We use Microsoft Azure who has the highest standard of security and integrity.

Who can access our data?

We at Tandem would become a data processor to you as data owners. We have then made sure to use one, and only one, sub-processor to us who is Microsoft Azure Europe who does the storage and some of the data processing. It is thus a very contained model and one that we have found to be working well with our now more than 1000 organizations across Europe.

Are you an MDR certified product?

We are registered as a medical device in both the EU and the UK, giving you confidence that our product meets the highest standards of quality and safety, with ongoing post-market surveillance to ensure it continues to improve over time.

Content

Intro to Tandem

AI medical scribe

Roadmap: AI native operating system

How to get started with Tandem

Case studies & research

Appendix – Service Description

Solution Overview

- 1 Solution Description** Europe's leading AI documentation solution, with leading functionality and useability.
- 2 LLM Used** Open AI GPT-4o, Open AI GPT-5o hosted on Microsoft Azure
- 3 Adaptation to Medical Language** Tandem Health's proprietary validation layers sit above the LLM to reduce hallucinations, promote factual accuracy and ensure alignment with NHS clinical terminology- optimised with the BNF, SNOMED to support industry leading accuracy.
- 4 Transcription Model** Whisper transcription model is used, trained on 400,000 hours of English language, across a variety of accents, ensuring high-quality performance across diverse populations. Suitable for >56 languages
- 5 Coding Modules Offered** SNOMED-CT
ICD-10
OPCS-4

Manual Note Audit- Evidence of Summarisation Quality

The quality and accuracy of the summarisation engine are validated through rigorous auditing and real-world performance metrics.

Note Summarisation Accuracy: Audits of 1,750 real-world NHS clinical consultations conducted between May and November 2025 demonstrated that 97% of notes had no clinically significant summarisation errors (defined as hallucinations, inaccuracies, or omissions). Of those that did have summarisation errors, over 92% of these were corrected by the human-in-the-loop.

Validation Layers: To ensure this high level of quality, Tandem's validation layers sit above the Large Language Model (LLM). These layers are specifically engineered to reduce hallucinations and promote factual accuracy, aligning the output with standard NHS clinical terminology.

Human-in-the-Loop: To maintain absolute safety, the system enforces a "human-in-the-loop" workflow. Clinicians must review and approve the structured note before it is saved, a process supported by on-screen warnings and intervention prompts.

Product Information

Product Name:	Tandem AI Medical Scribe
Type:	Software as a Medical Device (SaMD) class I, according to UK MDR and Medical Device Software (MDSW) class I, according to EU MDR. Tandem have already submitted for class IIa certification.
Manufacturer (EU):	Tandem Health AB
Manufacturer Address (EU):	Manufacturer Address (EU): Malmskillnadsgatan 44a, 111 57, Stockholm, Sweden
Service description:	Tandem is an AVT- and MHRA-registered Class I medical device, with its application for Class IIa medical device registration currently in progress. The platform delivers secure dictation, real-time transcription, and AI-assisted summarisation of clinical consultations and professional meetings, including complex multi-speaker interactions. Tandem supports the generation of structured clinical notes and enables downstream clinical workflows through integrated secretarial functionality, clinical coding, and clinical decision support. Documentation is saved directly to the patient record via electronic patient record (EPR) integration, supporting data accuracy, traceability, and audit readiness. By standardising and streamlining clinical documentation across care settings, Tandem enhances operational efficiency while supporting clinicians in meeting regulatory, governance, and legal documentation requirements.

Indications and Users

- **Indications for Use:** Healthcare administration
- **Contraindications:** None
- **Intended Patient Population:** There is no specific target medical condition or patient population.
- **Intended Users:** Tandem is intended to be used by healthcare professionals and healthcare administrative staff in general practice clinics, outpatient clinics in secondary care and for use in Emergency Departments.

Product Intended Purpose

- The Tandem AI Medical Scribe is intended for use as a documentation and clinical consultation workflow aid to assist healthcare professionals with dictating, transcribing and summarising consultations and meetings, including generating clinical codes, drafting downstream messaging and communications relevant to the consultation and health records.
- It is not to be used to inform clinical diagnosis, treatment, or medical decision-making.
- The device also offers non-medical administrative assistance to support the post-consultation actions set out by the responsible healthcare professional.
- All outputs generated by Tandem, including notes, clinical codes, summaries, and documents, must be reviewed and verified by the responsible healthcare professional prior to use.

Onboarding Support

Tandem Health AB provides structured onboarding and training to support safe and effective adoption.

A four-week email campaign will include a clear training and joint communication plan. Tandem will use its prior services experience to tailor and initiate the onboarding process for each organisation.

Onboarding includes:

- **In-Product Onboarding:** An intuitive, step-by-step activation guide with contextual tooltips and interactive walkthroughs.
- **Live Training Sessions**
- **On-site presence** during deployment delivering, structured live training sessions accommodate different learning styles driving uptake and awareness whilst accommodating shift patterns of users, including:
 - System configuration
 - Clinician - Department-specific demonstrations
 - Administrative staff
- All sessions will be recorded for hosting internally. User guide with build-in short video clip, FAQs and online articles are available.

Additional training includes:

- Regular live onboarding and daily drop-in sessions.
- Webinars for all users, tailored to specialties and groups, led by Super Users.
- 'Local champions' sessions to empower early adopters to reinforce best-practice.
- On-Demand Training: 24/7 access to online materials for flexible learning, including:
- Online Help Centre: Comprehensive library of articles, FAQs, case studies, and step-by-step guides.
- On-Demand Video Content: Short demo videos on in product User Guide. Recordings of webinars and training sessions.
- Interactive Demos: Embedded in in product User Guide.

User support model

- Tandem Health provides responsive user support delivered by a dedicated support team.
- We are built on the principle that every user should be able to reach friendly, responsive and user-centred support. It also serves as a valuable channel for direct user feedback enabling us to continuously improve our product.
- Core hours support is provided by a dedicated, in-house and UK-qualified clinicians available five days a week via secure support channel - Intercom. Hours of operation: Mon–Fri: 9 am–6 pm excluding weekends and Bank Holidays. Clinical and transcription concerns are prioritised by clinicians and all inquiries are responded to within an hour.
- Users can raise requests via Intercom web chat, and email support@tandemhealth.se, where incoming messages are triaged by the Tandem Support Team and logged into the Intercom and QMS complaint registers.
- Webchat supports 1000 support interactions/month with a target response time of 60 minutes.
- Reports concerning AI accuracy, hallucinations, omissions, or any potential patient-safety risk are escalated directly to the Tandem Medical Operations Team for investigation. Escalations are reviewed daily, with all critical or high-severity issues immediately routed to the Chief Technology Officer (CTO) and CSO.

Accessibility

Tandem has achieved **WCAG 2.2 AA** compliance for our AI scribe in line with our published accessibility statement. The Tandem user interface and product design align with **NHSE standards**, and our solutions support the four principles of web accessibility (perceivable, operable, understandable, and robust). Additionally, Tandem systems align with **NHSE development standards**, the **NHSD Service Manual**, and **Mobile/Tablet First** design principles—supporting consistency with policy and best practice.

Tandem improves uptake and use of digital tools through an intuitive, easy-to-use design and consistent layouts across channels (mobile, tablet, and web). We use clear language, large clickable targets, and considered colour choices. The Tandem platform also supports users with learning difficulties and those in areas with slower connections through efficient, low-bandwidth design.

Customisation

- Users can configure document templates, note formats, shortcuts, language detection and organisational settings to meet local workflow and governance requirements. The Tandem AI Medical Scribe offers customisable documentation styles and templates to adapt to different workflows and individual needs. It enables users to customise some aspects of the way in which they utilise the software.
- Customisation options include:
 - Document templates: Tandem is actively used in over 100 specialties across all care settings. Standard templates are readily available, with additional templates co-developed in just a few days. The platform automatically generates structured notes using the applicable template with multiple templates available to use from a single consultation.
 - Dot (Quick) Phrases: Users can create custom phrases for quick, consistent entries of commonly used terms and text. These can be inserted into notes in just two clicks, standardising common inputs and saving time.
 - Note Style Adaptation: Users can customise the output style of their notes, choosing between brief or long formats.
 - Language detection: The "Detect Language" feature can be toggled for bilingual or multi-lingual clinicians.

The platform supports configuration at the organisational level to meet governance, reporting, and workflow requirements, including:

- Configurable data retention
- Customisable reporting dashboard
- Workspaces and RBAC controls

Technical Requirements

- Software operates as standalone, web-based/native application or integrated with EHR
- Standalone application/native application, a modern web browser is required.
- Ensure internet connectivity and compliance with minimum IT security standards.
- Including protection against unauthorised access.
- Microphone is required for real-time transcription use.
- Daily normal operations traffic less than 10MB
- Tandem Scribe requires access to the domains [login.tandemhealth.ai] and [app.tandemhealth.ai]
- 0.5 Mb/s internet upload speed is required.
- Weekly client update requires 15MB download.

Service constraints

- Our technology stack auto-scales as demand requires, with no overhead. Built on scalable Microsoft Azure architecture (TypeScript, Python, Kubernetes, PostgreSQL). Load-tested for high concurrency, auto-scales via Kubernetes (Azure Kubernetes Service).
- Capacity planning in line with ISO27001. Compute heavy processing like transcription and summarisation is balanced within the Azure EU data boundary for low-latency and redundancy.
- Our technology's ability to scale is proven as we have scaled to support 3,000 practices, 25 trusts and ~17,000 users in 8 months in England. Average uptime of >99.97%. We operate a zero planned downtime process including making changes backwards compatible, enabling enhancements without downtime.

Outage Reporting

- Tandem employs a structured protocol for communicating and reporting service outages, ensuring transparency and timely updates for NHS partners.
- Communication of Outages
 - Public Status Page: Tandem maintains a public-facing, real-time status page: <https://status.tandemhealth.ai>. This is the primary source for active monitoring of service health and performance.
 - Proactive Alerts: In the event of user-facing disruption, Tandem initiates proactive communication via email to affected users. Regular progress reports are provided throughout the incident until a final resolution summary is issued.
 - Incident Reporting and Management - Centralised Logging: All incidents are identified through automated monitoring or user reports and are logged centrally on the platform incident.io. This ensures a unified audit trail for tracking and resolution.
 - NHSE and Regulatory Reporting: Tandem has a trained team experienced in working with individual organisations and NHS England (NHSE) to report high-severity incidents via the NHSE service bridge where necessary.
 - Additionally, adverse events related to the medical device component are reported via the MHRA Yellow Card Scheme within prescribed timelines.
 - Performance Reporting - Service Reviews: Outage data and uptime performance are formally reported during monthly or quarterly service reviews. - Dashboards: Real-time access to system performance data via customisable dashboards.

Backup and disaster recovery plan

- Tandem Health AB delivers a high-performing, resilient service built on a "cloud-first" architecture designed to ensure clinical safety and continuous availability.
- All services and data are hosted within EU Microsoft Azure data centres, compliant with UK-GDPR adequacy decisions and NHS Blueprint. Uptime guarantee is provided through zone-redundant infrastructure and storage with validated database recovery processes for fault tolerance. Enabled through high availability Kubernetes cluster (multi-zone), active read replica, data replication and active monitoring.
- Load-tested for high concurrency, auto-scales via Kubernetes (Azure Kubernetes Service). Capacity planning in line with ISO27001.
- Supported by NHSE witnessed BCDR plan and point-in-time restore. 24/7 On-Call Engineering Rota: Continuous investigation/resolution of alerts.
- Tested by NHS England, earning the highest score for its fail-over mechanism. This infrastructure enables minimal latency across UK regions, supports high availability, and ensures robust national scaling without unnecessary architectural complexity.
- Software is designed for continuous, zero-downtime deployment. Mature CI/CD pipeline enables frequent, incremental releases without service interruption.
- The infrastructure is monitored 24/7 using industry-standard tools. This supports a 24/7 on-call engineering rota with a target response time within minutes for urgent incidents.
- Our current Recovery Point Objective is 3 minutes, Recovery Time Objective is 1 hour.
- Backups are performed daily, encrypted, and stored with zone redundancy in Microsoft Azure, with point-in-time recovery available between backups. Backup and recovery procedures are regularly tested to confirm that agreed recovery time (RTO) and recovery point (RPO) objectives are met.
- Tandem Health has a documented disaster recovery (DR) plan and business continuity plan (BCP), both tested at least once annually. The DR plan test (most recently November 2025) includes failover of infrastructure within the EU data boundary, verification of RPO 3 minutes and RTO 1 hour, along with data recovery from backups. The BCP is also exercised yearly, covering continuity of critical systems and processes.

Vulnerability management approach

- Tandem maintains a formal vulnerability management process as part of its ISO-27001–certified ISMS.
- Potential threats are identified and assessed using risk-based methods supported by automated tools such as GitHub Dependabot, CodeQL, Microsoft Defender for Cloud plus annual external penetration tests.
- Patches, fixes are handled within our documented change/patch management and vulnerability management procedures under ISO-13485/ISO-27001, with prioritisation, deployment speed based on severity and risk.
- Information about potential threats comes from security tooling and findings from internal/external audits and penetration tests. Vulnerabilities are mitigated as per vulnerability management policy.
- High/critical risk vulnerabilities have a target mitigation time of within 24 hours.

Information Security

- Tandem maintains comprehensive security policies covering risk management, secure development, vulnerability management and staff training.
- Tandem servers are in the Microsoft Azure Data Centre. Data sent is encrypted when in transit and at rest. Policy framework aligned to ISO 27001, DCB0129/0160, DSPT, NCSC guidance, Cyber Essentials; regular training and reviews.
- We have a policy framework in place that aligns with information security and governance practices based on our certifications and standards/bodies guidelines: ISO 27001, NHS Digital (DCB0129, ODS code 8JT17), NHS DSP Toolkit, UK National Cyber Security Centre, Cyber Essentials.
- Tandem has a dedicated information security and privacy team, the CISO reports directly to the executive team, and takes a risk-based approach towards securing Tandem's ecosystem and information. A security strategy, aimed at maintaining an acceptable level of risk across the organization, is documented and iteratively adapted as the organisation and guidance changes.
- Policy documents include, but are not limited to: a vulnerability management policy requiring regular penetration testing; a secure coding policy requiring privacy and security by design in our products; Data Protection Impact Assessments for all new products and forms of data sharing. All are reviewed on a yearly basis.

Access on data upon exit

Data export approach

- If an organisation, user or patient requests a Documented Data Extract, we will provide a structured JSON file with every piece of Data we hold about them.
- Data import and export formats: CSV

Warnings and Precautions

Tandem AI Medical Scribe is a safety-critical clinical tool and must be used with care.

Warnings:

- Scribe outputs must be reviewed before saving or acting upon. Do not rely solely on AI for accuracy.
- Outputs should be specially reviewed when the language of the consultation differs from the output or documentation language of the software, as the appearance of inaccuracies is more likely. In such cases, the healthcare professional shall ensure that all generated content is correctly translated, reviewed and validated prior to use.
- Risk of software corruption may result in partial or complete loss of device functionality, potentially leading to incomplete or delayed output.

Precautions:

- AI may introduce transcription or summarisation errors.
- Do not copy or transfer unverified content into medical records or other downstream systems.
- All risks related to the device have been reduced as far as reasonably possible. There are no residual risks related to the device.

Incident Reporting

Incident management approach:

- Tandem has a documented, ISO-27001 and GDPR-aligned incident response process with predefined workflows for common event types (e.g. security incidents, data protection breaches), including classification (P0-P3), containment, remediation, and post-incident review.
- Users report potential incidents via our support channels which are then logged and triaged in our incident management tools.
- All reported events are logged in a central system and formally documented within Tandem's workspace to ensure traceability and secure record-keeping. Tandem follows established internal incident management procedures to ensure that, should an incident occur, all applicable regulatory requirements are met. Incident reports can be shared with customers on request.

