



Cue

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Cue

Service Description

1. Name and overview of the service

Cue is the first ambient AI documentation solution built directly into EMIS Web. Cue securely and safely captures and transcribes patient-clinician consultations, intelligently generating structured clinical notes aligned with EMIS Web headings, and creates structured clinical notes and clinical documentation informed by the consultation and patient context from the patient record. Suggested SNOMED codes are provided based on context, with full clinician control to review, edit and validate all outputs before finalising the consultation.

2. Key features

- Reduce clinician administrative burden with AI-generated structured consultation notes, created directly from the patient conversation and automatically formatted for the EMIS Web clinical record
- Avoid workflow disruption and multiple logins through native integration with EMIS Web, providing a single interface, single sign-on experience, built-in clinical safety checks, and seamless workflow automation
- Minimise manual coding effort and improve record quality through contextual SNOMED coding recommendations generated within the consultation summary directly within EMIS Web
- Support clinical governance, assurance, and continuous improvement with comprehensive audit logging, feedback mechanisms, and ongoing clinical safety monitoring
- Provide a trusted AI solution developed, evaluated, and monitored using real clinical data with oversight from Enlivo clinicians and subject matter experts
- Enable rapid adoption with no standalone system management by operating within existing EMIS Web workflows that clinicians already use every day

3. Benefits and unique selling points (USPs)

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- Built directly into EMIS Web, creating a seamless workflow. No additional logins, no copy and pasting, reducing risk of user error
- Integrated clinical safety with our Medical Knowledge Base (MKB) enabling checks against 76,000 clinical rules, surfacing clinical decision support, allergy warnings, templates and protocols
- Designed and built specifically for clinicians in the UK, using our deep understanding of clinical workflows with safety at the core, providing general practice with scribe in the system they have trusted for decades
- Intelligent and intuitive design in EMIS structure allows clinicians to see the AI summary of the consultations laid out in classic EMIS Web consultation structure, making edits and review easy in the familiar layout they've been using for decades
- Clinicians can be more present with patients during consultations as the note taking is handled, which will improve patient outcomes

4. Implementation, onboarding and training

- Cue has been designed to provide an intuitive, seamless, and easily navigable user experience. Findings from structured user testing and operational pilots consistently demonstrate that users can begin interacting with the system immediately, without the need for formal training or implementation support, due to the system's inherently self-explanatory interface.
- Should any practice require more bespoke support and training, Enlivo can offer tailored role relevant, structured flexible solution training aligned to project timelines and based on experience in the integration and implementation of technical solutions and tools in UK general practice. The key goal of the training is raising the comfort level of owners, managers and end users as they transition towards change, by allowing them to train effectively and efficiently while always maintaining their focus on patient care.
- Enlivo has secure data processing and hosting, compliant with UK GDPR, MHRA, NHS standards, and with patient and practice consent. Supporting materials are provided for practices to support completion of required IG and compliance documentation.

5. Customer examples

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Enlivio supports 58% of general practice across England and has engaged practising clinicians throughout the development of Cue. Early testing within GP settings has validated the need for an AI-powered documentation solution that is natively integrated into the clinical system and reduces administrative burden during consultations.

As Cue has not yet been deployed, formal customer case studies are not currently available. However, early and frequent testing throughout the development of Cue with GP clinicians has demonstrated strong alignment with primary care workflows and generated valuable feedback that continues to inform product development. Specifically, our testing below:

- Tested with GP clinicians in real-life simulated scenarios
- Strong Data Science and Clinical teams oversee testing and clinical evaluation throughout development and pilot phases to ensure high performance while maintaining patient safety
- Continuous monitoring of live product is planned to detect model drift, including hallucination rates, and ensure accuracy standards are maintained and material clinical risk is avoided
- Evaluated accuracy of generated consultation summaries and clinical notes
- Assessed usability and workflow fit within general practice
- Incorporated clinician feedback into ongoing product development

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