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GETTING STARTED

Why do I not see the Dragon Copilot activity button in Haiku?

There are many reasons why you might not see the Dragon Copilot in Haiku. Please make sure the following is true:

1. You have completed the Sharp AI training and notified your Clinical Informatics team if you still don't see it.
2. You are logged into the correct department in Haiku that is currently configured for Dragon Copilot.
3. You have selected your patient encounter from the ED Track Board or Schedule and are in the correct encounter.

If you have completed the above and still do not see the activity tab, please call TAC.

How do I create the note?

For the recorded information to populate your note, you need to have the following smartsections in the note (either pre-built in your template or entered in AdHoc):

SmartSection name	Display Name	Comments
.HPISEC	History of Present Illness	
.PESEC	Physical Exam	
.RESULTSEC	Results	
.APSEC	Assessment & Plan	
.AMBIENTCONSENT	N/A	<i>Consent documentation approved by Sharp HealthCare to be included in every note.</i>

If you don't have the smartsections in the note, you will see the following warning:

Generated note text is available from Abridge.
To include it in your note, switch to a template with ambient listening-enabled sections.

Why is my note not populating the recording information?

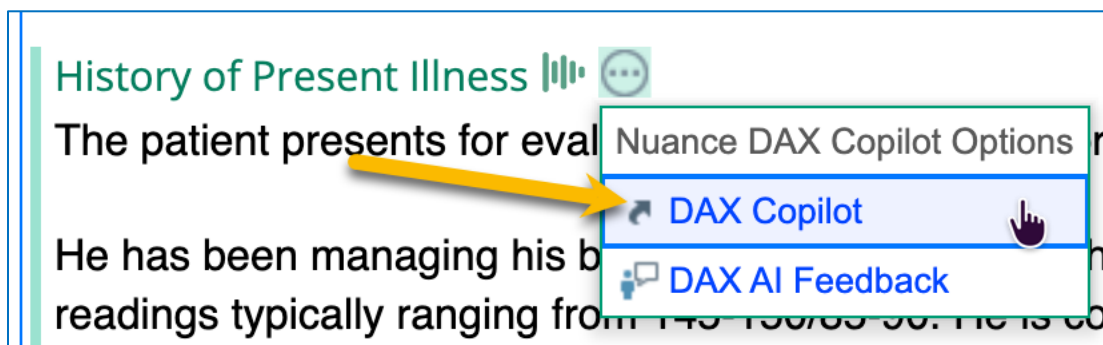
If your smartsections are not showing Dragon Copilot recording information, there are a few things to consider:

1. Make sure your Bluetooth is off (this can impact the conversation not properly being captured due to the microphone being connected to another device).
2. Make sure your wifi connection is strong OR you can try toggling-off the wifi if we are having network interruptions.
3. Ensure you are using the most up-to-date version of Haiku on the phone.

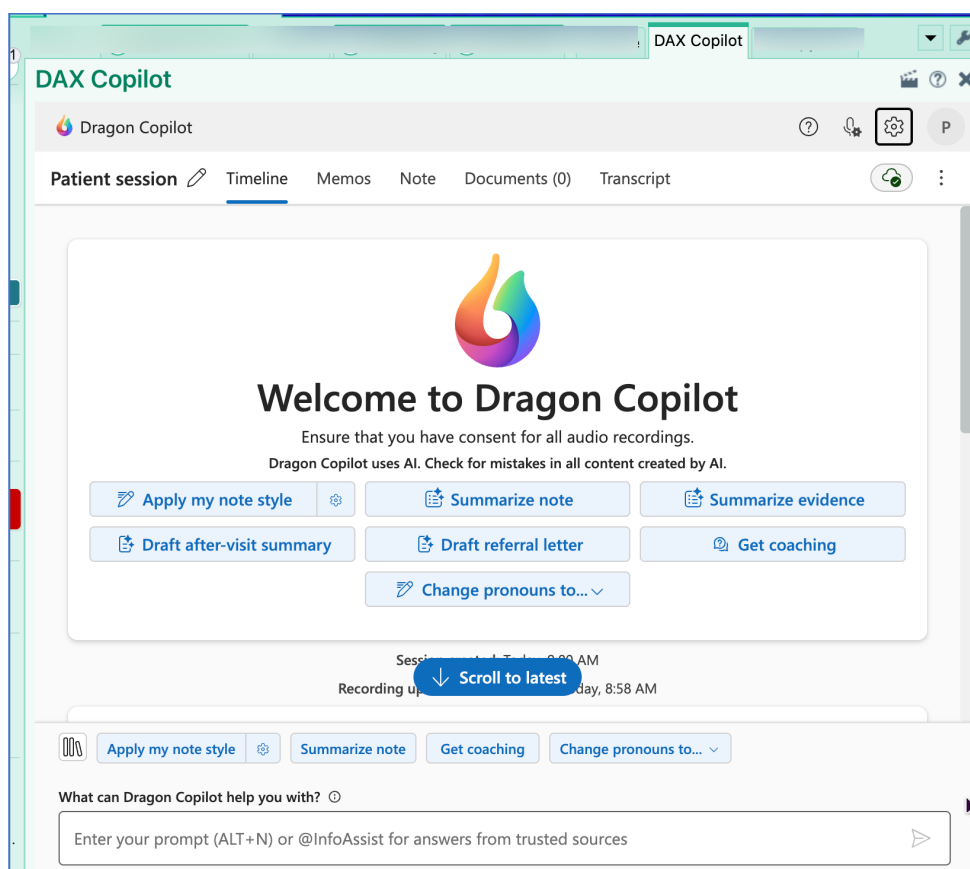
What can I do from the Dragon Copilot Activity tab in Epic?

The Dragon Copilot tab is available when select the ... icon next to the smartsections in your note.





This activity is where you can adjust your profile settings, review your generated note, review the transcript, and more. This is a space Microsoft will leverage when new functionality comes available for Dragon Copilot.



ONGOING USE OF DRAGON COPILOT

Why am I experiencing a lag in the note processing?

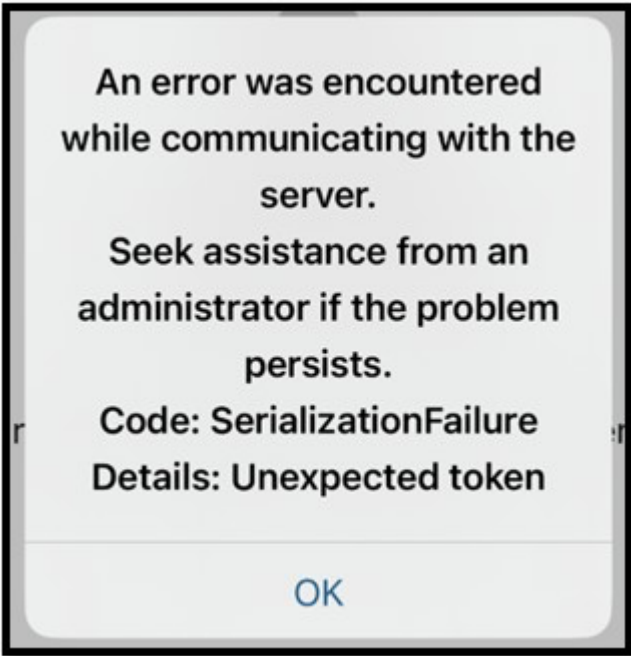
There are many reasons why the note isn’t processing immediately. Please check the following:

- 1. Your phone is connected to the wifi. Conversely, if we are having network interruptions, you can toggle the wifi off and that might help until the event is resolved.
- 2. Your phone is updated on the latest version of Haiku.
- 3. You selected “create note” on Haiku to send the data over to Epic.

If your note lag is over 10 mins before processing, please call TAC to report.

What do these error messages mean in Dragon Copilot?

Error message in Haiku on ambient page. This needs to be immediately reported to TAC to engage the appropriate technical teams to investigate.



Error message in Epic on the Dragon Copilot tab. This needs to be immediately reported to TAC to engage the appropriate technical teams to investigate.

Unable to launch DAX Copilot

Status code: 400
Error code: 7
07/30/2026 06:04:14 PM (UTC)

Please try launching again and if the issue persists, contact the administrator.

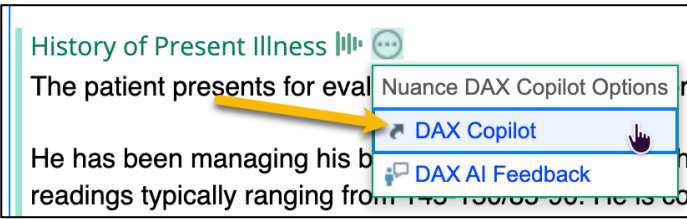
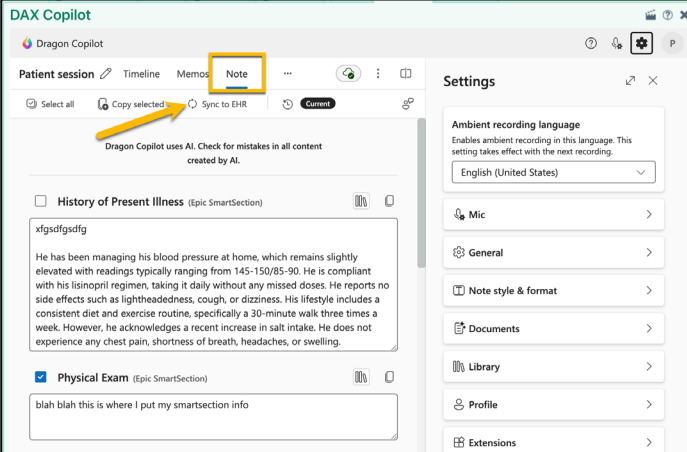
Why didn't a note generate?

There are many reasons why the note isn't generating. Please check the following:

1. Your phone is connected to the wifi. Conversely, if we are having network interruptions, you can toggle the wifi off and that might help until the event is resolved.
2. Your phone is updated on the latest version of Haiku.
3. You have the appropriate smartsections within the note template or are including them manually.

Why didn't my note update with more recording data?

Dragon Copilot allows you to continuously add more information to the recording. If you have started your note and you want to include more recorded information into your smartsections, you need to resync the Dragon Copilot information with Epic. Follow the below steps:

Open the Dragon Copilot activity tab.	
Click on Note, and then select "sync with EHR"	

The updated smartsections will appear with a green highlight to let you know they have been updated.

Assessment & Plan

Older male presents with cough. Symptoms have been present for 2 weeks and are mostly dry with occasional clear sputum. Reports increased fatigue and mild exertional dyspnea when climbing stairs. Reports no fever, chills, chest pain, or severe shortness of breath. Recent sick contact with grandson who had a cold and recent travel to Africa 2 weeks ago.

Differential Diagnosis:

- Viral upper respiratory infection
- Infectious disease

Clinical presentation was felt to be most consistent with a lingering viral upper respiratory infection given clear lung sounds and reassuring vital signs. Additional laboratory evaluation was pursued due to recent travel to Africa to assess for possible infectious disease.

Disposition:

Discharge

Follow-up with primary care was advised. Return precautions were discussed for worsening symptoms, fever, chest pain, or shortness of breath.

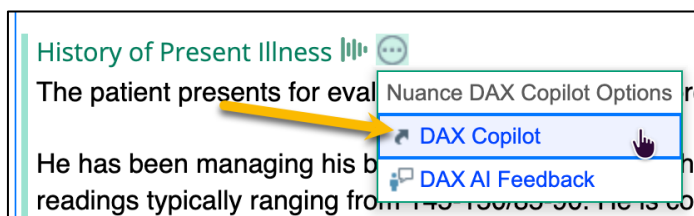
Labs Ordered:

Extra infectious disease lab work

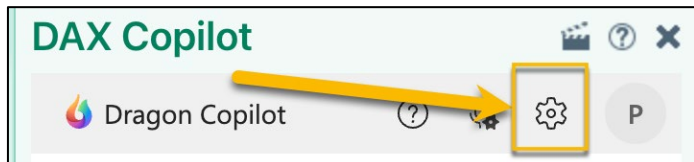
How do I edit my settings?

You can edit your Dragon Copilot settings from the DAX Copilot Activity tab within Epic. Follow the below steps to edit your profile settings:

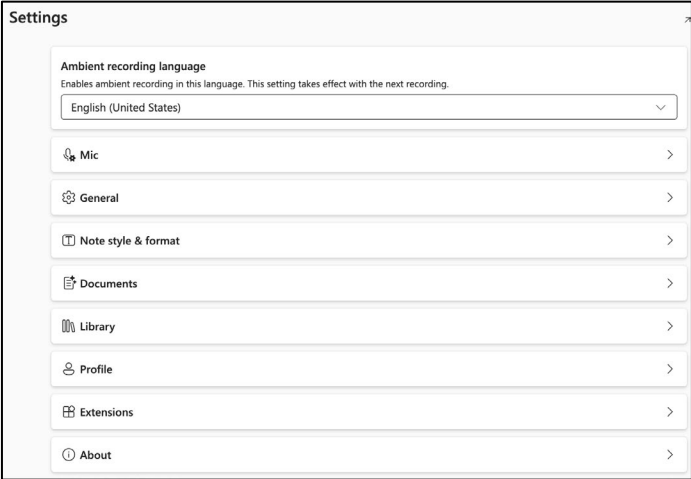
Within your note, click on the ... by the smartsection and select DAX Copilot



On the top toolbar, select the cogwheel to open the settings sidebar.

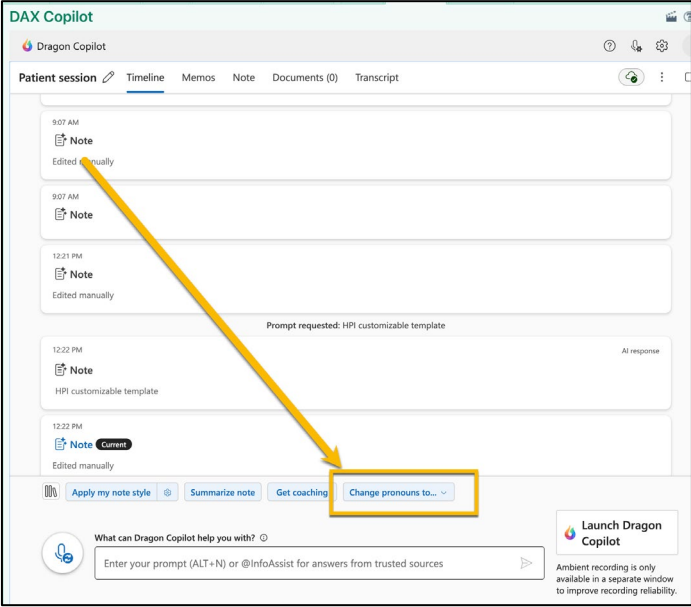


You can work your way through the sections to make any necessary changes to your profile.

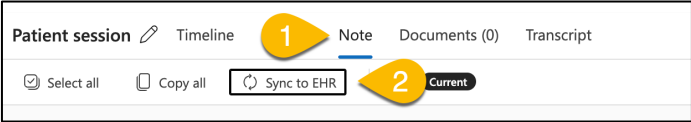


How do I edit the patient’s pronouns?

From Dragon Copilot Activity page in Epic, the pronouns are present in a link at the bottom of the page.

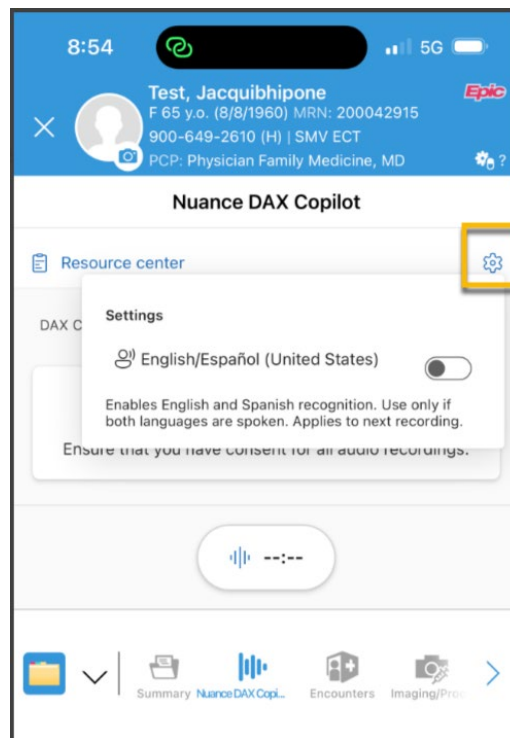


On you make a change, go to the Note section and select “Sync to EHR”.



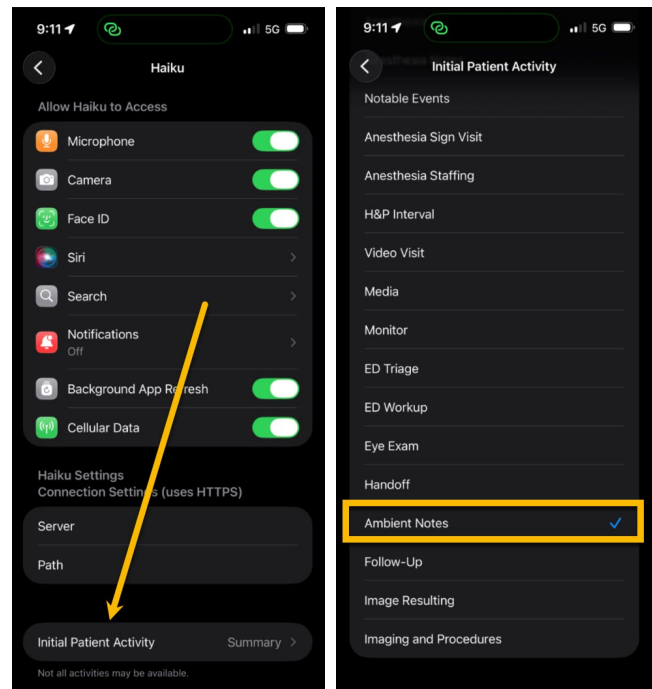
How many languages can Dragon Copilot translate?

Sharp is currently configured with English and Spanish for recorded languages. We are working with Microsoft on multi-language functionality that will be available to users. Toggle the settings in the Nuance DAX Copilot tab in Haiku to include Spanish.



How do I default the Dragon Copilot button to default when I select my patient from the ED Track Board/Schedule in Haiku?

On your phone, go to Settings > Apps > Haiku. Scroll to “initial Patient Activity” set it to Ambient Notes.



ALL THINGS CONSENT

What does consent look like for Ambient AI scribe?

California requires all-party consent for recording confidential communications. That means that each person in the room should give consent prior to the recording.

Is verbal consent enough?

If all people in the room have been properly consented, then yes verbal consent is appropriate. Obtain consent each time, by each person you might record. Give clear notice and indication that you are recording. Allow people to opt-out.

Should I be moving to a written consent?

Currently California and Federal Law do not require written consent for our use of ambient AI scribe.

What statement do I need for using Dragon Copilot as a dictation only tool?

No statement necessary for any tools used by providers. Think of it like using Dragon.

Do patients need to be consented separately for the use of AI?

AB3030, explains that physicians may use AI to assist them in their work without consent with proper oversight and with proper safe-guards in place. If a communication is generated by generative artificial intelligence and read and reviewed by a human licensed or certified health care provider then consent is not required for that communication.

Can we get the patients to consent once a year?

No. We should continue to obtain encounter specific consent. Each and Every visit.

Can patients opt out of Ambient AI scribe?

Yes. Patients are allowed to decline recording without compromising their care.

How should we document consent?

Notes should accurately reflect that consent was obtained – we have a system SmartPhrase available to use called .AMBIENTCONSENT which includes Corporate Compliance-approved verbiage.

