HEALTHCARE AI BUYING GUIDE

Dragon Copilot: Six Problems Your Practice Should Consider

Dragon Copilot promises to liberate physicians from the tedious task of documentation. Before a practice commits to Dragon or any AI, leaders should look closely at value, daily use, privacy, workflow, oversight and cost.

5 minute read

The promise of AI-powered medical documentation is enormous. In March 2025, Microsoft combined Dragon Medical One, which it said more than 600,000 clinicians had used, with the ambient listening of DAX Copilot.

So why is the work still so hard? Buying an AI scribe isn't transforming a practice.

PROBLEM 1 · VALUE
The value gap: where's the money? →

PROBLEM 2 · DAILY USE
"The more I see you, the more I hate you" →

PROBLEM 3 · PRIVACY
Patient privacy creates another headache →

PROBLEM 4 · WORKFLOW
Integration isn't the same as automation →

PROBLEM 5 · OVERSIGHT
Too much manual work, and too much oversight →

PROBLEM 6 · COST
The subscription isn't the total cost →

PROBLEM 1 · VALUE

The value gap: where's the money?

The biggest question isn't whether Dragon Copilot saves time. It's whether that time produces measurable financial returns.

In March 2025, the Peterson Health Technology Institute found that AI scribes appear to lessen burnout and the mental load of documentation, but that their financial impact for health systems was still unclear. Physicians may finish notes faster, but unless the practice increases patient capacity, improves coding accuracy or reduces operating costs, the savings may never reach the bottom line.

What AI saves

- Minutes per note
- Mental load
- Documentation frustration

What reaches the bottom line

- Added visits
- More accurate coding
- Less overtime
- Lower turnover

→ **More efficient charting isn't necessarily more profitable medicine.**

PROBLEM 2 · DAILY USE

"The more I see you, the more I hate you"

The real test of AI isn't the first impressive demonstration. It's the hundredth patient encounter. Dragon Copilot may delight physicians at first by drafting notes in seconds. Daily use can expose the friction: incorrect terminology, missing details, repetitive corrections, awkward EHR handoffs and additional review.

The published gains are real but modest. A University of Chicago study of ambient AI scribe users, published in JAMA Network Open in October 2025, found about 8.5% less time in the EHR per appointment, roughly 2.4 minutes, and no change in after-hours documentation time.

What improved

- 8.5% less EHR time per appointment
- About 2.4 minutes saved per appointment

What didn't change

- After-hours documentation time

→ **The measure of success isn't how quickly AI creates a draft. It's how much easier the physician's whole workday becomes.**

PROBLEM 3 · PRIVACY

Patient privacy creates another headache

Medical conversations contain extraordinarily sensitive information. Practices need answers about recording consent, data storage, retention, access controls and whether protected health information is used to improve AI models.

Microsoft publishes some of those answers. Its documentation says Dragon Copilot keeps audio, transcripts and related data for up to 90 days, and that data is de-identified or pseudonymized before it is used for AI model improvement. Enterprise security features still don't replace the practice's own work: confirming the business associate agreement, patient consent, access rules and appropriate use.

Dragon Copilot
Microsoft's security, encryption and retention rules

What the practice still has to manage

- Patient consent
- Business associate agreement
- Who can access notes
- Other AI tools staff use
- Retention policy

→ Microsoft can secure its product. Only the practice can secure its process.

PROBLEM 4 · WORKFLOW

Integration isn't the same as automation

Connecting an AI scribe to an electronic health record doesn't mean it completes the workflow. Documentation still has to connect to diagnoses, orders, referrals, coding, billing and follow-up care.

When those steps stay disconnected, staff bridge the gaps by hand. A practice can end up with an expensive AI system sitting inside an inefficient process.

AI
Drafts the note

→

STAFF
Orders, referrals and coding

→

STAFF
Billing and follow-up

→ A faster note doesn't fix a slow process.

PROBLEM 5 · OVERSIGHT

Too much manual work, and too much oversight

Doctors remain responsible for reviewing AI-generated notes. They must catch omitted findings, incorrect medications, misleading summaries and unsupported clinical statements. Microsoft's own guidance notes that some sections of a draft may be empty if the information wasn't captured in the recording.

Independent research shows why review matters. A UC Davis Health study of 356 ambient AI notes, published in JMIR Medical Informatics in 2026, found omissions in 18% and hallucinations in 11.5%. Most errors were mild to moderate, but 5.3% of notes had errors rated as serious, and the authors concluded that careful clinician review remains essential.

AI
Drafts the note

→

PHYSICIAN
Checks every finding

→

PHYSICIAN
Signs the record

→ **Human oversight is essential. The real question: how much work does AI actually eliminate?**

PROBLEM 6 · COST

The subscription isn't the total cost

Microsoft hasn't published commercial subscription prices for Dragon Copilot, so practices have to get a quote. Software fees are only the beginning.

Add training, implementation, integration, staff support, workflow redesign and quality assurance, and the price moves from Toyota to Ferrari. Without a baseline for documentation costs and measured results after go-live, practice executives can't know whether the investment pays.

What the quote covers

- The subscription

What the practice also pays for

- Training
- Implementation
- Integration
- Staff support
- Workflow redesign
- Quality assurance

→ **Measure the whole bill and the whole result, not just the license.**

A documentation tool isn't an AI strategy.

Dragon Copilot may be an effective documentation tool. But practices need to measure the complete workflow, from patient encounter through collected revenue, not just the minutes saved drafting a note. The opportunity isn't only better AI software. It's better management of the entire process.

That management doesn't have to come from a full-time executive. A Fractional Chief AI Officer can set a practice-wide strategy, evaluate competing technologies independently, put privacy and clinical safeguards in place and document financial results.

Curated Analytics helps healthcare practices find high-value AI opportunities, evaluate technology independently, implement secure workflows and measure results.

One workflow	One baseline	One measurable before-and-after result

See where your practice stands.

Take the two-minute assessment or talk with a Chief AI Officer.

Take the assessment | Book a strategy call

Read this paper online

SOURCES

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SAMexpert: Dragon Copilot licensing guide (December 2025)

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