

# The Listening Revolution: Change Management Considerations with Ambient AI

**Urgent Message:** The ultimate goal of ambient AI is to reclaim time for patient care by offloading burdensome administrative processes. Building trust is the first of several success factors in this revolution.

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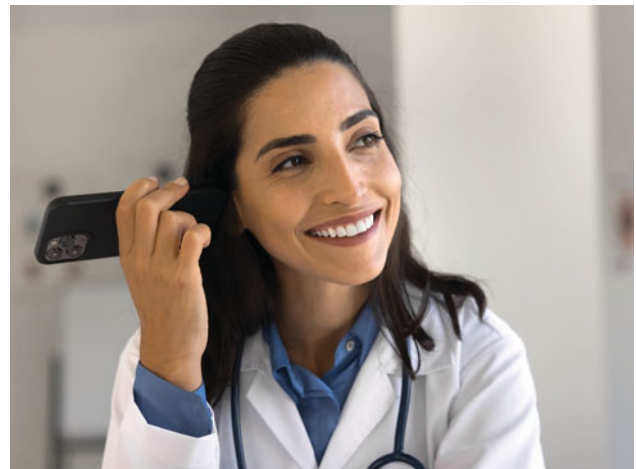
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Urgent care providers face immense demands: high patient volumes, tight schedules, and the ongoing expectation to deliver exceptional care. Yet amid these pressures, documentation continues to consume valuable clinical time and energy—time that could be spent connecting with patients. According to the American Medical Informatics Association, nearly three-quarters of providers say that documentation tasks impede patient care.<sup>1</sup> Additionally, a recent systematic review showed that documentation burden is strongly associated with decreased career satisfaction and increased burnout.<sup>2</sup>

Artificial intelligence (AI)-driven ambient scribes offer a promising solution that frees providers from excessive administrative burdens and allows them to focus more fully on the patient in front of them. Early adopters across multiple care settings have reported thousands of hours saved, improved satisfaction, and renewed engagement in patient care.<sup>3,4</sup>

However, to fully realize this potential, organizations must approach implementation as a positive transfor-



mation—one that equips and empowers providers rather than disrupts them. Successful change management means helping clinicians gain confidence in new tools so they can adapt workflows thoughtfully and see firsthand how AI can enhance, not replace, their expertise.

## 7 Success Factors for Provider Adoption of Ambient Scribes

### 1. Building Trust and Confidence

Adopting an ambient scribe represents a shift from *note creator* to *note verifier*. This change invites providers to embrace a more efficient, technology-supported role in documentation. Confidence grows when clinicians see

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real results such as time saved and improved patient focus without losing accuracy.

Organizations can build this trust by sharing early success stories, offering hands-on demonstrations, and emphasizing that the provider remains in control of every signed note. Clear guidelines for verification and ongoing transparency about performance help transform skepticism into confidence.

*“The most successful implementations prioritize workflow harmony.”*

## 2. Aligning the Technology With the Clinical Workflow

The most successful implementations prioritize workflow harmony. Providers should be able to verify notes in the way that best fits their routine. This may be in-room, immediately postvisit, or later in the day. Flexibility and customization help providers find their rhythm with a new tool.

Teams that collaborate on identifying the optimal routine for review, then standardize and share best practices, can make ambient scribe use feel natural and seamless.

## 3. Integrating Seamlessly Into the EHR to Decrease Cognitive Burden

Integration is where technology becomes invisible. Ambient scribes work best when they fit effortlessly into existing EHR templates and note structures. By aligning AI-generated notes with familiar SOAP formats (Subjective, Objective, Assessment, Plan note structure) or dot phrase templates, organizations eliminate friction and enhance clinician comfort. Although it may not seem burdensome at the surface, simple “copy-and-paste” documentation actually increases subjective cognitive load and is consistently associated with more after-hours EHR time and higher burnout risk.<sup>2,5</sup>

Choosing a seamlessly integrated scribe reduces this risk for additional cognitive burden so providers can simply verify, sign, and move on rather than reformat or re-edit.

## 4. Reclaiming Clinical Focus and Reducing Cognitive Load

The ultimate goal of ambient AI is to reclaim time for patient care by offloading the mechanical act of typing.<sup>4,6</sup> Far from increasing mental effort, this technology shifts cognitive load from data entry to clinical reason-

ing, allowing providers to work at the top of their license. This reduction in administrative burden leads to improved mental flow and greater focus on the patient encounter. To ensure these gains are realized, organizations should define clear standards for what a “quality note” looks like; this prevents providers from over-editing or taking unnecessary backup notes, ensuring the AI truly lightens the load rather than just redistributing it.

## 5. Creating Transparent Patient Engagement and Consent

Successful adoption isn’t just about the provider; the patient is the other half of the equation. A brief conversation with the patient can serve to obtain consent and set expectations. Rather than treating this as a compliance hurdle, providers should frame the technology as a tool that benefits the *patient*. Simple scripts like, “I’m using this secure tool to capture our notes so I can look at you instead of my computer,” usually elicit a strong positive response. When patients understand that the technology is there to facilitate a human connection rather than serve as a surveillance device, resistance fades. Establishing a consistent workflow for obtaining and documenting consent—whether verbal or written, depending on local regulations—protects the practice while reinforcing a culture of transparency and respect.

## 6. Leveraging Strengths For Return on Investment

Not every urgent care visit requires the same documentation approach, and providers should be encouraged to use Ambient AI where it offers the highest return on investment. The technology shines most in complex, history-heavy presentations (eg, abdominal pain, dizziness, or chest pain) where capturing a nuanced narrative is time-consuming. It is also invaluable during procedures (eg, laceration repair or incision and drainage), allowing the provider to narrate their technique in real-time while their hands are busy, rather than relying on memory later.

Conversely, for high-volume, low-complexity visits like school physicals or simple pharyngitis, a standard template or dot phrase may actually be faster than reviewing and editing an AI-generated note. Helping providers distinguish between these “high-utility” and “low-utility” use cases prevents frustration and ensures the tool is used as a force multiplier rather than a bottleneck.

## 7. Preserving Autonomy and Trust

Clinician autonomy remains central to successful adop-

tion. Ambient listening should feel like a partner, not a monitor. Maintaining transparency about how recordings are used, who has access, and how privacy is protected ensures that providers see the technology as a personal assistant, not a surveillance device.<sup>4</sup>

Empowering clinicians to control activation, review, and editing reinforces their ownership of the clinical narrative and strengthens trust in the system.

*“Ambient listening should feel like a partner, not a monitor.”*

### From Adoption to Empowerment

Introducing AI ambient scribes in urgent care is not just a technical rollout—it’s a cultural evolution toward more human-centered care. When providers are supported through training, transparency, and workflow alignment, AI becomes an enabler of connection rather than a source of disruption.

Early adopters have already demonstrated that when implemented thoughtfully, AI scribes can save thou-

sands of documentation hours, improve satisfaction, and reduce burnout.<sup>3,4</sup> These gains translate directly into more time with patients and higher-quality interactions.

Change management, at its heart, is about alignment between people, processes, and technology. With the right strategies in place, AI ambient scribes can help urgent care teams deliver more efficient, focused, and fulfilling care and reclaim time for what matters most: the patient. ■

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