HITLAB

sayvant

Advancing Emergency and Acute Care Documentation Through Sayvant's Purpose-Built AI Platform

AN EVALUATION BY HITLAB

This report presents HITLAB's evaluation of Sayvant, an AI-powered clinical documentation platform purpose-built to support real-time documentation in acute care settings.

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Executive Summary

This white paper presents HITLAB's heuristic evaluation of Sayvant, an AI-powered ambient clinical documentation platform designed for acute care environments. Sayvant aims to reduce documentation burden, cognitive load, and workflow friction by transforming real-time clinical conversations into structured, high-quality medical notes while preserving clinician control.

Using Jakob Nielsen's Ten Usability Heuristics, HITLAB conducted a comprehensive review of Sayvant across key workflows, including chart creation, documentation, review, and data management. The evaluation assessed system visibility, interaction flow, efficiency, error prevention, and support for real-world clinical use in fast-paced emergency and urgent care settings.

HITLAB's heuristic evaluation plays a key role in this process by systematically identifying areas for improvement based on established usability principles and real-world clinical needs.

HITLAB's findings indicate that Sayvant demonstrates strong usability foundations, particularly in workflow alignment, efficiency of use, and clinician empowerment. The platform effectively supports ambient documentation, reduces reliance on retrospective charting, and enables clinicians to focus more fully on patient care. Targeted opportunities for refinement were identified to further strengthen system clarity, error recovery, and onboarding as the platform scales.

Overall, Sayvant streamlines acute-care workflows by reducing cognitive and administrative burden while standardizing care delivery across teams. With 50,000+ clinician hours saved, a 40% reduction in discharge delays, 30,000+ shifts completed, and adoption across 70 live sites in just nine months, the platform delivers context-aware, real-time guidance and integrated documentation that helps clinicians make faster, safer, and more consistent decisions—ensuring patients receive the right care at the right time.

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Clinical documentation is essential to healthcare delivery but has become a significant source of burden for clinicians, particularly in acute and emergency care settings. Studies show that EHR-related documentation consumes substantial clinical time, disrupts workflows, and increases cognitive load, reducing time available for direct patient care and contributing to clinician burnout (AMIA, 2024; Park et al., 2023).

These documentation challenges have downstream consequences for care quality, patient safety, and system efficiency. Fragmented workflows, unstructured notes, and time-pressured documentation increase the risk of errors and omissions, impede continuity of care, and represent a major opportunity cost for health systems (Goss et al., 2019; Perkins et al., 2024).

Challenges and Unmet Gaps

Clinical Documentation Workload Burden

Excessive clinical documentation workload forces clinicians to spend large portions of their workday on EHR tasks rather than patient care, leading to burnout, after-hours charting, and reduced job satisfaction (AMIA, 2024; Park et al., 2023).

Cognitive Overload at the Point of Care

High cognitive load during patient encounters, caused by simultaneous clinical reasoning and documentation, increases the risk of clinician fatigue and decision-making errors, particularly in emergency and urgent care environments (Tai et al., 2024).

Fragmented EHR Workflows

Poor EHR usability and fragmented workflows require repetitive data entry and task switching, resulting in workflow inefficiencies, increased cognitive strain, and slower patient throughput in acute care settings (Park et al., 2023).

Reduced Patient–Clinician Interaction

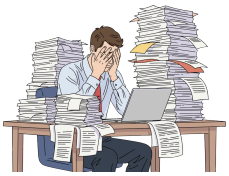
Manual and post-encounter documentation practices reduce face-to-face interaction with patients, negatively impacting patient–clinician communication, patient satisfaction, and perceived quality of care (AMIA, 2024).

INTRODUCTION

Clinical Documentation Burden in Acute Care: Problems & Consequences

Challenges and Unmet Gaps

Administrative and Compliance Burden



Complex administrative, billing, and regulatory documentation requirements add clerical burden beyond clinical needs, contributing to stress, documentation delays, and increased risk of non-compliance or revenue leakage (Perkins et al., 2024).

Retrospective Documentation Practices

Lack of real-time, ambient documentation tools in traditional systems forces clinicians to document retrospectively, leading to memory-dependent errors and additional after-hours work (Goss et al., 2019).

Documentation Accuracy Risks

Reliance on unstructured clinical notes limits data standardization and reuse, hindering interoperability, clinical analytics, and continuity of care across settings (Perkins et al., 2024). Time-pressured manual documentation increases the likelihood of incomplete or inaccurate notes, posing risks to patient safety and downstream clinical decision-making (Goss et al., 2019).

System-Level Productivity Loss

Sustained documentation burden at the system level represents a significant opportunity cost, diverting clinical capacity away from direct care and reducing overall healthcare productivity (Perkins et al., 2024).

The Sayvant platform aligns closely with evidence-based needs identified in the literature. By leveraging AI-enabled ambient documentation, real-time clinical summarization, and structured data capture, it directly targets the root causes and consequences of documentation burden in acute care environments. Such capabilities have the potential to reduce after-hours charting, improve note quality, and allow clinicians to reallocate time and cognitive resources toward direct patient care—outcomes that are increasingly recognized as essential for sustainable, high-quality healthcare delivery.

Provider Burnout due to Excessive Clinical Documentation

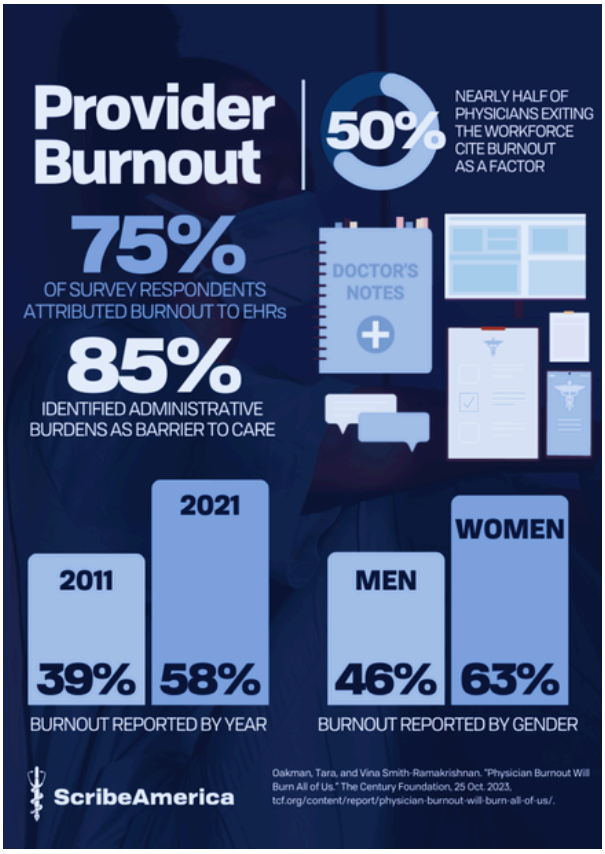
Paperwork is costing healthcare more than it can afford

Clinician Time on Documentation

- It is estimated that **t**here were approximately 144.8 million emergency department (ED) visits in the U.S. in 2017, with aggregate ED costs totaling ~$76.3 billion.
- This shows how large ED care already is financially, meaning inefficiencies like documentation burden add costs on top of an enormous base. The average cost per ED visit was approximately $2,200.

Time Spent on Documentation & Impact

- Research shows that ED physicians spend a median of ~6.8 minutes per patient encounter in the electronic health record (EHR), with documentation accounting for the largest share of this time (Iscoe et al. 2024).
- Since emergency physicians may see dozens of patients per shift, this adds up to significant lost clinician time that could otherwise be used for direct care or seeing additional patients.
- Documentation time in the ED is about 3 to 4 times longer than EHR review time, underscoring that note writing is where much of this burden lies.



Documentation's Effect on ED Efficiency

- Studies showed that implementing a digital documentation system increased ED patient length of stay to approximately 6.3 minutes longer per encounter overall and around 5.1 minutes longer on average for discharged patients.
- In a high-volume ED (e.g., 165 patients per day), this translates to more than 16 extra hours of care time per day that could have been spent otherwise (AMA, 2025).

Economic Burden of Clinical Documentation in Acute Care

Reclaiming clinician time: Documentation overload is one of healthcare's most expensive hidden costs

Massive Administrative Spending:
Administrative costs in the U.S. healthcare system represent a significant portion of total spending — estimated at 15–25% of national health expenditures — far higher than in peer countries like Canada or England. These costs include billing, insurance processing, regulatory compliance, and repetitive documentation tasks.

High Institutional Overhead:
U.S. hospitals and health systems face substantial administrative overhead, with some estimates showing administrative expenses account for over 40% of hospital costs and billions spent annually on billing and collections operations.

Burnout Costs:
Administrative burden is a major driver of clinician burnout. The American Medical Association estimates burnout due to documentation and admin work costs the U.S. healthcare system approximately $4.6 billion annually from turnover, reduced clinical hours, and lost productivity.

Inefficiencies and Waste:
Broader analyses suggest that addressing administrative inefficiencies in healthcare — including documentation, billing, claims processing, and authorizations — could save the system hundreds of billions of dollars per year and lower overall healthcare spending.

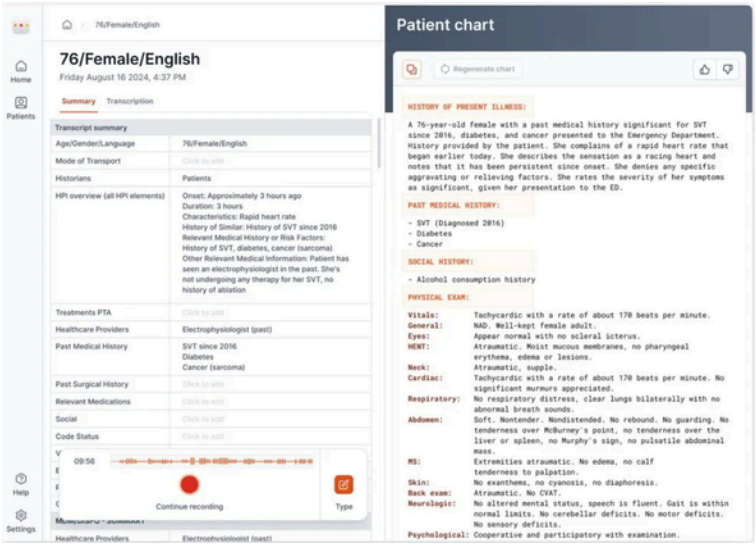
Billing and Claims Costs:
Specific tasks like billing and insurance interactions contribute heavily to administrative expenses, with studies showing these activities account for a large share of total health care overhead and costs per visit that add to system waste.

Sayvant Platform

AI-Enabled Solutions for Clinical Documentation Challenges in Acute Care

Sayvant is built to address the challenges of clinical documentation at their source. Purpose-designed for acute care, Sayvant uses AI to convert clinical conversations into high-quality documentation in real time—without disrupting clinical workflow.

Sayvant functions as an ambient clinical documentation assistant, capturing clinician–patient interactions and automatically generating structured clinical notes. The platform supports multi-speaker encounters, interpreter-assisted visits, and multilingual environments, with documentation supported in more than ten spoken languages and discharge instructions available in over thirty languages



At its core, Sayvant delivers a scalable and intelligent clinical support system for emergency departments and high-acuity care settings.

The platform guides clinicians through personalised diagnostic and management steps aligned with best practices, without replacing clinical judgment, through a dynamic, AI-driven clinical workflow.

Its explainable AI framework ensures that recommendations are transparent and clinically defensible, allowing providers to understand the reasoning behind each suggested action.

Sayvant streamlines clinical workflows by promoting team coordination, reducing cognitive and administrative load, and standardising care delivery across providers. By offering context-aware, real-time guidance and integrated documentation tools, the platform enables clinicians to make faster, safer, and more consistent decisions, ensuring patients receive the right care, at the right time, for the right reasons.

Sayvant Platform

Comprehensive Clinical Intelligence & Workflow Solutions

What It offers

Acute Care Focus: Built to capture high-stakes details like procedures, critical care, and lab/imaging interpretations—unlike general ambient AI tools.

Enterprise Security/Integration: , AES-256 encryption, SSO, private endpoints, Epic App Orchard, Oracle Health and Meditech Expanse integrations available, deployed at 100+ sites.

RCM/CDI Optimization: Revenue cycle management and clinical documentation (real-time) improvement for charge capture, following client specs; automates quality measure analysis and captures QCDR quality measures

Full Workflow Coverage: Ambient listening/dictation in 30+ languages, personalized D/c instructions, high-risk Dx flagging, and parallel patient handling,

Secure and Complaint US Data Processing

Differentiator Features

Ambient Listening
AI-powered audio transcription capturing patient encounters naturally

Personalized Notes
Customized clinical documentation tailored to provider preferences

Complex MDM
Advanced Medical Decision Making documentation for billing accuracy

Full DDx
Comprehensive differential diagnosis generation for thorough evaluation

Discharge Instructions
Patient-friendly discharge guidance to reduce readmissions

QCDR Capture
Seamless quality measure tracking and MIPS reporting compliance

High Risk Dx Flagging
Real-time identification of high-risk diagnoses for patient safety

RCM Friendly
Revenue Cycle Management optimization for accurate reimbursement

AI-Documentation Transformation in Acute Care: Sayvant Case Studies

Transforming Emergency Department Efficiency at Mee Memorial Hospital

Issue

The Hospital's rural emergency department operated with single-provider coverage and no scribe support, forcing clinicians to split time between patient care and slow documentation using traditional EMRs

Sayvant's Solution

Sayvant’s AI-powered documentation system captured physician–patient interactions and automatically generated structured, comprehensive charts, allowing clinicians to remain focused on patient care

Key Outcomes

- Reduced documentation time significantly, critical for rural settings.
- Improved clinician–patient interaction and communication.
- Potential for more accurate billing and standardization across sites.
- Increased physician satisfaction and reduced burnout.

Capturing Complexity Without Compromising Time: Sayvant at San Joaquin General Hospital

Issue

Emergency Medicine clinicians at San Joaquin struggled with capturing complex clinical detail and billable components without spending valuable time on documentation.

Sayvant's Solution

It enabled clinicians to automatically capture nuanced clinical information and billable procedures in real time without adding charting effort.

Key Outcomes

- Supports capturing diagnostic complexity and comprehensive chart details.
- Maintains clinician efficiency; documentation doesn’t slow workflows.
- Improves chart quality while allowing clinicians to focus on patients

Scaling Trusted AI Documentation with Acute Care through Venture Partnership and Evaluations

Enterprise-Level Partnership and Clinician-Driven Outcomes

Vituity, a physician-led multispecialty partnership with over 6,000 clinicians caring for >10 million patients annually, expanded its relationship with Sayvant following a year-long co-development initiative. Front-line physicians attest that automating documentation has allowed them to spend more time with patients and focus on clinical priorities, improving clinician experience and performance.

Industry Validation: KLAS Performance Spotlight on Sayvant

In the KLAS Emerging Company Spotlight Report, Sayvant achieved a 94.5 overall performance score, with 100% of customers stating they would buy again and recommend the platform. INearly all providers reported faster documentation, more thorough notes, and improved billing and coding timelines within six months of implementation.

BECKER'S HEALTHCARE

Sayvant strengthened its position in bedside clinical AI through its feature in Becker's Health IT, which highlighted how the company transforms ambient AI from passive documentation into actionable clinical support. By enabling real-time decision-making and workflow integration at the point of care, Sayvant reinforces its focus on practical, clinician-centered AI solutions that improve efficiency and patient care quality.

Epic

Sayvant's inclusion in the Epic Showroom through a SMART on FHIR integration enables its AI documentation solution to be embedded directly within the Epic electronic health record, expanding access for clinicians across Epic-based health systems and streamlining documentation within existing clinical workflows.

Sayvant Platform

IMPACT : From Innovation to Real-World Outcomes

Efficiency Gains

Measurable Outcomes

Trusted by Clinicians In 100+ sites of Care

vituity · BON SECOURS MERCY HEALTH · ASCENSION · WMCHealth · Emanate Health
UNIVERSITY OF MICHIGAN HEALTH-SPARROW · SAN JOAQUIN GENERAL HOSPITAL · Bay Area Hospital · Dignity Health Community Hospital of San Bernardino · Redlands Community Hospital

Intergrated with leading acute care EMRs

Epic · ORACLE Cerner · MEDITECH · athenahealth

Impact shared Publicly in Collaboration with

American College of Emergency Physicians · EDPMA · AAEM American Academy of Emergency Medicine · UCA
SAEM Society for Academic Emergency Medicine · CHAI · Elion · inflect
BECKER'S HEALTHCARE · HIMSS · hlth. · KLAS RESEARCH

Testimonials: Real-world validation of Sayvant's clinical and operational impact

"Sayvant is a gamechanger. It allows us to truly capture the complexity of care we provided to a patient."— **Vishnu Parthasarathy, MS, MD EM Chair & Medical Director, San Joaquin General Hospital**

"I'm having real conversations and making meaningful connections with patients. Sayvant allows me to focus on what matters most—the human side of medicine."
— D. Scott Moore, DO, MS, FAAEM, EM Medical Director, Ascension St. Vincent

"We found that Sayvant delivers a high quality service that improves chart quality at a fraction of the cost. We're pleased to recommend Sayvant, a solution built by and for emergency physicians, to our affiliated groups." — **Mark Reiter, MD, MBA, CEO, AAEM Physician Group**

Sayvant allows us to compress the feedback cycle between clinicians and operations, driving seamless adherence to RCM guidance with immediate results."
— Rick Newell, MD, MPH, BCCI, Chief Transformation Officer, Vituity

"Sayvant takes a chaotic environment with rapidly changing information, and turns it into a linear and comprehensive chart—bringing order from the chaos."— **Noah Hawthorne, MD Chief Medical Officer, Mee Memorial Hospital**

""Not only has my documentation become more efficient and accurate, but my patient relationships have deepened." **— Joshua Tamayo-Sarver, MD, PhD, FACEP, FAMIA**

Heuristic Evaluation

Conducted by HITLAB

HITLAB conducted a heuristic evaluation of the Sayvant platform using structured usability inspection methods grounded in Jakob Nielsen's Ten Usability Heuristics.

The assessment simulated real-world clinician use, reflecting the time-sensitive, interruption-prone nature of acute care settings.

Methodology

The evaluation examined core workflows including patient chart creation, ambient documentation, note review and editing, data visibility, and system feedback. Each heuristic evaluation, such as visibility of system status, match between system and the real world, user control and freedom, error prevention, and help and documentation, was systematically applied to identify strengths and opportunities for refinement.

The evaluation focused on how effectively Sayvant supports secure, intuitive, and efficient documentation workflows, particularly under high cognitive load and time pressure typical of emergency and urgent care environments. By systematically exploring the platform's design, layout, and functionality, researchers identified areas where the platform diverges from usability standards or creates barriers to the user experience. This trial focused on mirroring real-world interactions to determine how effectively the platform supports secure, intuitive workflows—including clinical documentation, data capture, and physician collaboration—within high-pressure medical environments.

The evaluation examined the typical user experience from the perspective of a 42-year-old Emergency Medicine Physician working at a Level I Trauma Center.

Heuristic Evaluation

Conducted by HITLAB

Evaluation Persona

The expert evaluators from HITLAB conducted the review by simulating the role of a 42-year-old Emergency Medicine Physician assigned to a hospital emergency department.

Dr. Henry Morris

Occupation: EM Physician

Age: 42 years

> *In the emergency department, I'm making dozens of critical decisions every shift. What I need is real-time support that helps me think clearly not another system that slows me down.*

Background	Goals	Challenges
Dr. Morris is an experienced emergency physician who manages a wide range of acute cases daily, from chest pain, stroke to trauma and sepsis. He is clinically confident and values evidence-based medicine, but often feels constrained by time pressure, heavy documentation requirements, and fragmented digital systems.	• Deliver safe, timely care and make sound decisions under pressure • Stay aligned with clinical best practices and improving patient outcomes and satisfaction • Stay organized and focused amid constant multitasking	• Juggling work, life, and a fast-paced, High patient volume and unpredictable environment • Making quick, accurate high-stakes decisions under tight time constraints • Coping with stress and fatigue from limited time and energy • Making with incomplete information
Motivations	**Frustrations**	**Needs**
• Empowered to be recognized as an efficient, high-performing coordinator • Driven to deliver high-quality care under pressure • Committed to streamline workflows instead of complicating them	• Fear of missing critical diagnoses under pressure • Wasting time switching between disconnected tools • Poor system integration slows work and adds mental strain. • Static clinical guidelines that are hard to apply in real time	• Intuitive platform for real-time documentation which reduce cognitive load without replacing clinical judgment • Seamless integration with EMR, imaging, labs, and vitals to streamline workflow • Real-time clinical decision support during complex cases

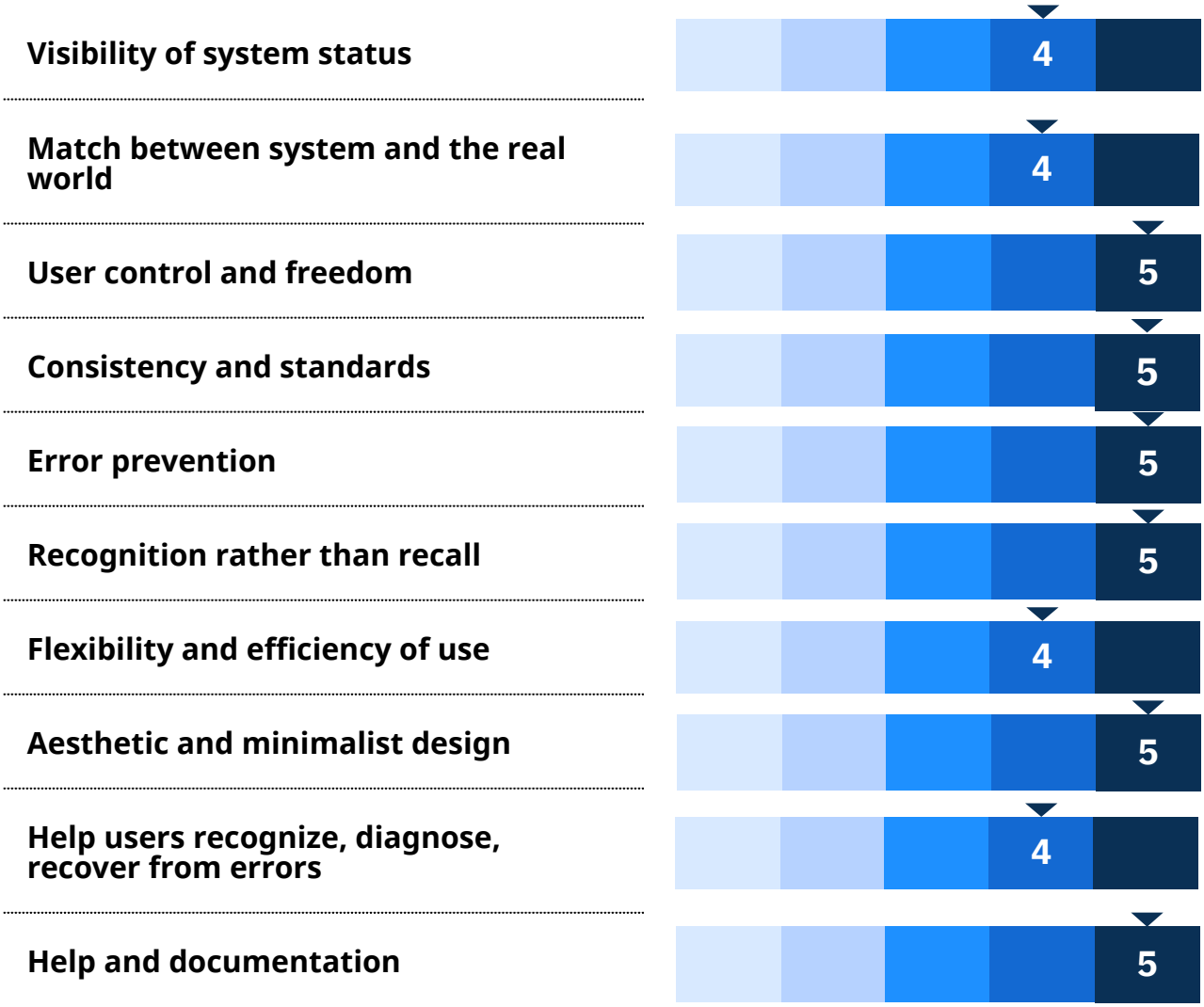
Heuristic Evaluation

Conducted by HITLAB

Findings

The Sayvant platform demonstrated consistently strong performance across core usability dimensions relevant to acute care documentation. Key strengths include alignment with real-world clinical workflows, flexible and efficient use across devices, and clear support for clinician control over final documentation outputs.
The evaluation highlighted notable strengths in ambient data capture, reduction of manual documentation steps, and structured note generation that supports clinical accuracy and downstream use. Security-conscious design choices, such as session timeouts and chart lifecycle management, further reinforce trust in shared clinical environments.

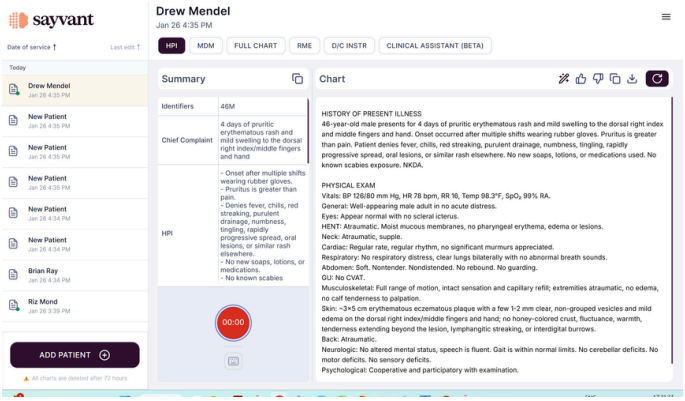
Heuristic Ratings (on a scale of 1 to 5)



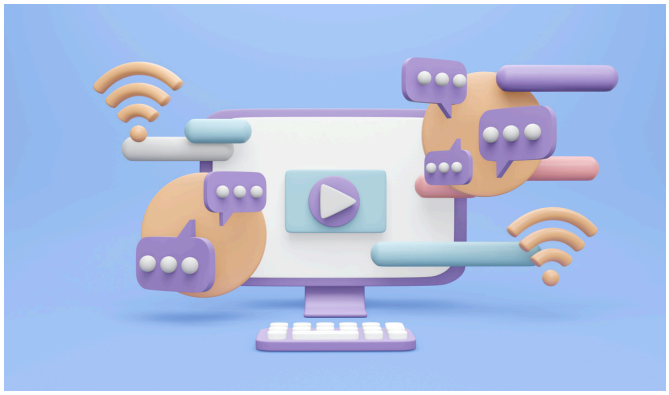
Heuristic Evaluation

Conducted by HITLAB

Strengths Identified



- **Real-Time System Feedback and Transparency:** Provides live confirmations, status indicators, and alerts so users always know what the system is doing.
- **Clinically Aligned Workflows and Language:** Matches real-world acute care conversations, documentation styles, and clinical reasoning.
- **Full User Control Over Documentation:** Allows users to edit, undo, save, or discard notes, keeping clinicians in control of final records.
- **Consistent and Standardized Experience:** Uses uniform layouts, terminology, and documentation formats across patients and encounters.
- **Built-In Accuracy, Safety, and Compliance Support:** Structured workflows reduce missing data, errors, and compliance risks while lowering cognitive load.



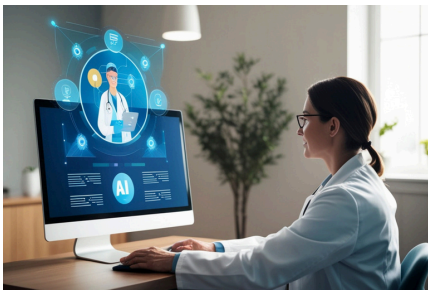
- **Centralized and Easy-to-Find Information:** Key data, templates, and actions are clearly visible and centrally located, helping clinicians work efficiently without having to remember where things are.
- **Designed for Speed and Flexibility:** Ambient AI, unlimited chart creation, and multi-device access allow clinicians of all experience levels to use the platform effectively.
- **Clean and Focused Interface:** The interface shows only the most important clinical information, reducing visual clutter and helping users stay focused.
- **Strong Error Visibility and Control:** Clear warnings, disclaimers, and editable outputs make it easy to identify and correct issues quickly.
- **Supportive Onboarding and Guidance:** Accessible settings and built-in guidance help users get started smoothly and continue using the platform effectively.

Heuristic Evaluation

Conducted by HITLAB

Strength-based, forward-looking capabilities

HITLAB's evaluation identified several targeted capabilities to further strengthen the user experience:



Recommended Next Steps: HITLAB recommends a phased approach:

- **Immediate Capabilities(0–2 months):** Enhancing system visibility, introducing real-time chart counters, and integrating intuitive recovery safeguards to reinforce transparency and documentation confidence.
- **User Experience Optimization (2–4 months):** Expanding contextual in-platform support, clarify documentation workflows, and deploy streamlined onboarding to accelerate clinician proficiency.
- **Pilot Validation & Scaling (4–6 months):** Validate usability improvements in live clinical environments, refine workflows based on clinician feedback, and support broader enterprise adoption.

Conclusion

The heuristic evaluation conducted by HITLAB confirms that Sayvant is a purpose-built, clinician-centered platform designed to address the unique documentation challenges of acute care. By embedding ambient AI into real-world clinical workflows, it significantly reduces documentation burden while preserving accuracy, clinician control, and patient engagement.

Its ability to anticipate clinical next steps, convert structured inputs into high-quality notes, and support seamless case-switching adds meaningful value across the entire care journey—from onboarding to advanced use. The platform is built around clarity, efficiency, and clinical relevance, enabling clinicians to document with confidence and minimal friction.

While Sayvant already demonstrates a strong usability foundation, targeted opportunities remain to further enhance system visibility, onboarding, and error recovery. Guided by HITLAB's evidence-based insights, these refinements will strengthen Sayvant's scalability, reliability, and impact.

Overall, Sayvant stands out as a forward-looking AI documentation solution that empowers clinicians to reclaim time, reduce burnout, and focus on delivering high-quality patient care.

The evaluation highlights Sayvant's strengths in workflow alignment, efficiency of use, and support for high-cognitive-load environments such as emergency and urgent care settings. Its ability to generate structured, defensible clinical documentation in real time—without disrupting patient interaction—demonstrates strong adherence to usability principles while supporting safety, compliance, and clinician well-being.

> *Sayvant exemplifies how thoughtfully designed AI can support clinicians at the point of care—reducing documentation burden while improving clarity, safety, and efficiency. It demonstrates the power of ambient intelligence to enhance clinical workflows without compromising trust or usability — Stan Kachnowski, Chair, HITLAB*

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HITLAB is a leading healthcare innovation lab dedicated to improving health outcomes worldwide. Through rigorous research, education, and collaboration, HITLAB identifies and supports the development of transformative health technologies.