

Ardent Health surpasses 1 million patient encounters supported by ambient AI

2026-07-23

Milestone reflects growing physician adoption of technology that reduces documentation burden and enhances patient care

BRENTWOOD, Tenn.--(BUSINESS WIRE)-- **Ardent Health** (NYSE: ARDT) today announced that its physicians and advanced practice providers have surpassed 1 million patient encounters supported by **Ambience Healthcare's** ambient AI platform, marking a significant milestone in the organization's efforts to reduce clinician burnout, improve the provider experience and strengthen patient care.

Ardent-affiliated clinicians using Ambience leverage the technology in 87% of ambulatory encounters across specialties, a rate that significantly exceeds industry benchmarks of roughly 40% to 45% reported in peer-reviewed and independent studies. The milestone reflects more than high utilization; it demonstrates how Ardent is integrating ambient AI into everyday clinical workflows, with providers saving an average of more than three hours per week in documentation time, according to EHR data.

Documentation demands remain one of the leading contributors to administrative burden and burnout for physicians and advanced practice providers. By automatically generating clinical documentation during visits, ambient AI helps reduce time spent typing notes, completing charts and working after hours, supporting a more sustainable practice environment while improving the patient experience.

"Reaching a million encounters is a testament to our physicians and advanced practice providers who have embraced this technology as a way to spend less time documenting and more time connecting with patients," said Brad Hoyt, MD, chief medical information officer for Ardent Health. "By reducing administrative burden and helping combat clinician burnout, Ambience allows providers to be more present during visits, strengthening the patient-

provider relationship and enhancing the care experience.”

The one-millionth Ambience-supported encounter was completed by Jennie Zheng, MD, a family medicine physician with **UT Health East Texas** in Tyler, Texas. Dr. Zheng uses Ambience for 83% of her encounters and has reduced her EHR documentation time by 53%, from 135 minutes to 64 minutes per eight hours of appointments.

“One of the most important things a physician can do is truly listen,” said Dr. Zheng. “Technology often creates barriers between providers and patients because so much of our attention is focused on documentation. With Ambience, I’m able to spend more time listening carefully and engaging with patients and their families. For communities like those we serve in East Texas, where strong relationships and trust are so important, that extra attention makes a real difference.”

Since Ardent **announced** its enterprise-wide deployment of Ambience in September 2025, the technology has supported more than 418,000 unique patients across Ardent’s ambulatory network. The achievement reflects the organization’s ongoing commitment to investing in solutions that support caregivers, improve access to care and help create a more sustainable future for the healthcare workforce.

About Ardent Health

Ardent Health (NYSE: ARDT) is a leading provider of healthcare in growing mid-sized urban communities across the U.S. The Company delivers care through its subsidiaries, which include 30 acute care hospitals and more than 280 sites of care with over 2,000 employed and affiliated providers across six states. Anchored by a shared operating model and a commitment to investing in innovative services and technologies that improve quality, access and experience, Ardent is focused on delivering strong clinical outcomes and improving the health of the patients and communities it serves.

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Source: Ardent Health