



First Look

Commure Ambient AI 2025

Reducing Provider Documentation Burden Through Ambient AI



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Why This First Look?

Healthcare providers struggle with time-consuming and error-prone clinical documentation, which can lead to increased burnout and reduced patient interaction. Commure Ambient AI is intended to address these challenges by automating and streamlining the documentation process through advanced ambient AI technology, enhancing accuracy and efficiency while reducing physician burnout. Drawing from interviews with customers, this report examines the effectiveness of Commure Ambient AI in improving provider workflows and patient care outcomes.

What Does Commure Ambient AI Do?

(a customer explains)

"Commure offers an ambient scribe product to assist in medical documentation to decrease the overall provider burden that documentation usually creates. Commure Ambient AI is a true ambient scribe instead of traditional dictation software. A lot of people say they have an AI scribe, but in reality, it is a fancy dictation system, whereas Commure Ambient AI is truly in the background. I can have a normal conversation, and the solution does a really good job of writing my notes for me." —CEO/president

Bottom Line

Respondents say Commure Ambient AI reduces documentation burdens by streamlining processes and enhancing accuracy. They value its advanced AI capabilities, customization capabilities, and seamless integration. The vendor's technical support is highly praised, and respondents say it contributes to improved provider satisfaction and patient care. Although respondents see room for improvement around timelines and enhancements, overall, they credit the solution for alleviating burnout and optimizing clinical operations.

of Customers Interviewed by KLAS

7 individuals from 7 organizations (Commure shared a list of 12 unique organizations currently using Commure Ambient AI; the list represents 100% of the customers that are eligible for inclusion in this study)

Survey Respondents—by Organization Type



Top Reasons Selected

True ambient scribe, comprehensive solution, collaborative partnership, customization capability, excellent support, vendor offering full package

Customer-Validated EHR Integration

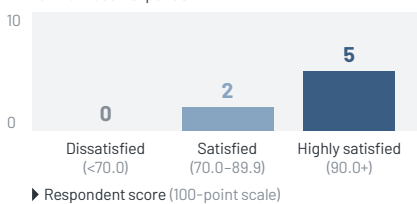


Commure Ambient AI Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

▼ # of individual respondents



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A* (n=7)	A-* (n=7)	A+* (n=7)	A+* (n=7)
Software grading scale (1–9 scale)			
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48

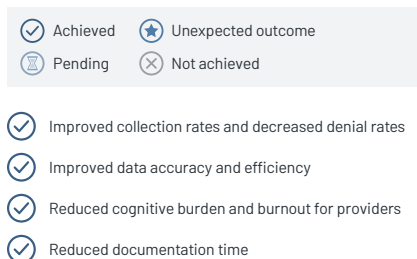
*Limited data

Would you buy again? (n=7)

Percentage of respondents who answered yes



Outcomes Expected by Customers



Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=7)

Forward-deployed engineers: On-site or virtual engineers that accelerate custom integrations and real-time problem-solving



AI studio: Ability to manage personalization and templates



Multilingual support services: Multispeaker conversational support across 60+ languages, with advanced dialect and accent handling



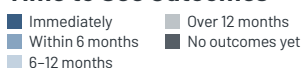
Multiple recordings: Ability to have multiple recordings with intelligent start/stop functionality per encounter



White-glove support: Dedicated, concierge-style support model for faster issue resolution



Time to See Outcomes



Strengths

Technical support and responsiveness



"The technical support is a key strength for Commure, and that support is available during the onboarding and launch processes and immediately after. The vendor makes their people very readily available to assist with any issues that come up. What sets the vendor apart is their pre-, mid-, and post-launch support." —CEO/president

Continual product improvement, evolution, and customization



"The key strengths of Commure are that they are always at the tip of the spear when it comes to new technology and improving and that they listen to how the solution is being used and adjust for that. They don't just leave Commure Ambient AI by itself and hope for the best." —Physician

Advanced AI capabilities and accuracy, particularly with multilingual interactions



"Commure Ambient AI is able to eloquently capture multilingual conversations within the same encounter. For example, if a person knows Mandarin and English and has a conversation with the doctor in both languages within the same sentence, the solution can weed out the different languages and create an EHR-specific clinical note." —CIO

Opportunities

Continual customization and enhancement for specialty organizations



"One of the things we try to work on is the continual evolution of the product. We are trying to have it do more and more in our setting. A lot of our specialty interventions have unique nomenclature, names, and variations for certain things. We are on a continual learning journey with Commure on how to make some things function best within the scribe system." —Director

Vendor prone to overpromising on timelines



"Commure keeps all promises in due time. Commure is in Silicon Valley, and almost by force, they have to overpromise. Sometimes when someone overpromises, they underdeliver. I would tell any organization that is working with Commure that the vendor has great people. They are going to give the customer a good product, but if the customer asks them for anything, the vendor is going to say yes right off the bat; the customer should take that with a grain of salt. The customer may sometimes have to hold Commure accountable to that yes." —VP/other executive

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

Trust vendor recommendations during onboarding:

"My biggest advice is to allow Commure to offer feedback during the onboarding process, to not be stubborn, and to not try to keep fitting old workflows into the new technology. Customers should trust what Commure recommends in terms of how the system fits into the daily workflow and should not try to work backward." —CEO/president

Identify and empower technology champions: *"The advice I would give customers implementing this solution would be to identify the champions that are truly excited about new technology and willing to teach AI and improve the ability for it to augment the already existing smart brain of a doctor."* —CIO

Leverage demos and user experiences for provider buy-in: *"Do a demo of the solution and talk to people who use the tool. That really helps because it allows the product to speak for itself."* —Director

Commure explains

- **Secure executive sponsorship and align goals:** Success requires executive backing and thorough alignment with organizational priorities. Establish success metrics and KPIs up front to ensure measurable impact and adoption.
- **Build a multidisciplinary implementation team:** Engage early with clinical, RCM, IT, and compliance leaders. Pilot with diverse specialties and settings to validate value at scale. Leverage Commure's specialty-purpose UX and models tailored for complex environments such as hospitals and home health.
- **Partner with a fast-moving partner:** AI technology advances rapidly; Commure partners with customers to embed change management processes that safely move ongoing updates into production. This allows organizations to adopt new models, integrations, and workflows multiple times per quarter without disruption.
- **Demand on-the-ground collaboration:** Commure does not outsource. We deploy our own forward-deployed engineers and customer success managers who work side by side with customers to manage integrations, training, and customization. This hands-on model enables rapid innovation and fast time to value.

Other Relevant Commentary



"I think [Commure Ambient AI] has improved the quality of life for all our providers, and it has made everybody really happy. I think it will continue with what it can do. The biggest thing is that documentation is the worst part of the job. So the fact that the tool has made that part easier and has actually improved people's experience with documentation is huge." —CEO/president

Commure: Company Profile at a Glance

Founders

Hemant Taneja (CEO of General Catalyst), Tanay Tandon (CEO of Commure), Deepika Bodapati (COO), Ian Shakil (CSO, former founder of Augmedix)

Year founded

2017

Key competitors

Abridge, Ambience Healthcare, DeepScribe, Microsoft, Suki

Number of Commure customers

100+ enterprise customers, plus thousands of small and medium-sized businesses

Number of employees

900

Funding

Raised over \$500 million to date

Revenue model

Subscription-based revenue model where customers pay recurring fees for software licenses and associated services

Target customer

Large enterprise networks, health systems, academic medical centers, community health centers, and specialty clinics; Commure works with both enterprise and mid-market clients and serves over 100 enterprise clients that report more than \$500M in annual net patient revenue

EHR integration

Athelas, athenahealth, Epic, MEDITECH, NextGen Healthcare, Ontada, Oracle, WebPT



Healthcare Executive Interview

Tanay Tandon,
Chief Executive Officer of Commure

What is Commure's background?

Commure Ambient AI was the first solution of its kind, pioneering ambient documentation in 2017. Being the first to market doesn't just mean leading the way; it means that we have been partnering with hospitals and health systems for over a decade and have been continuously refining and evolving ambient technology to the advanced, reliable solution it is today. Commure's deep roots in RCM have shaped a scalable platform that unifies clinical and financial workflows. This foundation enables our Ambient AI solution to deliver system-wide value while grounding our solutions in the financial realities providers face today.

Why was Commure started?

The greatest challenge in healthcare today—for facilities ranging from major health systems to small clinics—is the crushing burden of administrative work. For every meaningful moment of patient care, there is a mountain of documentation, billing, and compliance tasks. Founding Commure launched our mission to restore the focus on patient care. We built technology that lightens the load of administrative work. This not only fuels a healthier, more human-centered healthcare system but also significantly reduces industry costs. We started Commure to unlock time, resources, and energy so that caregivers can do just that: care.

What is Commure's biggest differentiator?

Commure's biggest differentiator is our platform-first approach. While many others offer point solutions, we have built a unified, scalable platform designed to support the full spectrum of clinical and operational workflows, including end-to-end RCM automation, clinical agents, back-office agents, and patient engagement. Our platform integrates seamlessly across care settings, delivering more value than any single tool can. We are also pioneers in going beyond the note. We designed ambient technology to enhance care, reduce cognitive load, improve financial workflows, and drive smarter decisions. Unlike others, we go boldly into complex and high-acuity settings ranging from hospitals and EDs to home health.

Solution Technical Specifications Information provided by Commure

Cloud environment

Multicloud (AWS or GCP)

Development platform

Python, Java

Database environment

SQL, NoSQL

Mobile application environment

Native mobile apps on Apple and Google stores

Security platform

ISO 27001/2; NIST standards

Confidentiality

HIPAA compliance, BAAs

Data encryption

AES-256 encryption at rest and in transit

Integration approach

FHIR, HL7 2.X, SMART, integration engines

HITRUST certification

No, but we are SOC-2 certified

AI

AI powers every aspect of our work, serving as the engine behind our strategy, creativity, and execution. AI supports clinical documentation, patient risk stratification, intelligent care nudges, and RCM.

Report Information

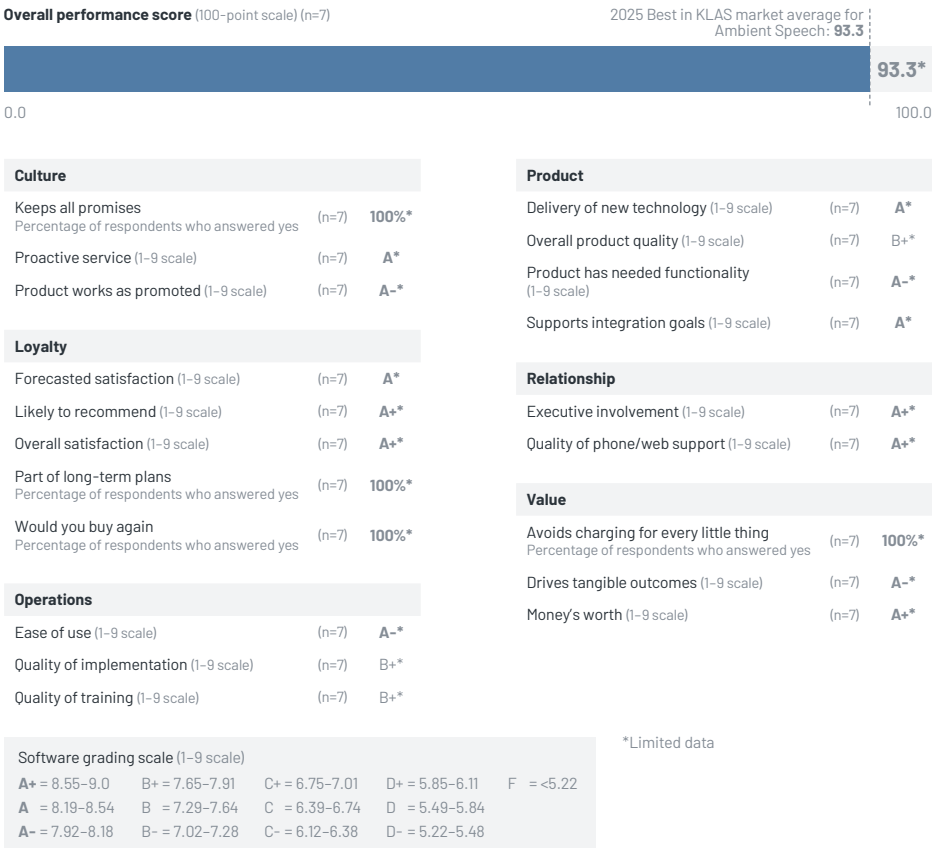
Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Commure Ambient AI Performance Overview

All standard software performance indicators



Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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