

Epic & Generative AI



AI is built into Epic and already in use. Multiple AI-assisted tasks are available to Epic customers around the globe, and we're beginning to release agents that use multi-step AI reasoning to deliver improved outcomes and reduce handoffs by working in parallel with staff to take actions and help with complex decisions.

✓ Broad adoption

✓ Pioneering features available for limited use

⚙ In development

Art AI for Clinicians

Generative tasks

- ✓ Write outpatient visit notes and inpatient progress notes using AI charting.
- ✓ Draft In Basket responses to MyChart messages.
- ✓ Adjust notes, correspondence, and patient education for factors like brevity and reading level.
- ✓ Generate hospitalists' course summaries and discharge summaries.
- ✓ Draft care plan notes for nurses.
- ✓ Summarize recent notes before a visit.
- ✓ Provide a review of the previous shift.
- ✓ Highlight key details in imaging studies.
- ✓ Identify follow-ups from imaging reports.
- ✓ Pull colonoscopy quality metrics from pathology reports.
- ✓ Suggest discrete instructions to complete refill requests more quickly.
- ✓ Queue up visit orders using AI charting.
- ✓ Summarize the patient journey and SDOHs for care transition planning.
- ✓ Identify cancer staging data from notes.
- ✓ Complete dental hard tissue exams with AI charting.
- ✓ Document flowsheets with AI charting.
- ✓ Write patient instructions based on clinical notes.
- ✓ Document home health OASIS forms with AI charting.

Agentic workflows

- ✓ Identify care gaps that can be closed.
- ✓ Use conversational language to find answers quickly.
- ✓ Gather medications, results, and other details relevant to answering a MyChart message.
- ✓ Offer alternative diagnoses using Cosmos data.
- ✓ Assist with discharge planning.

*More tasks and agents are available and in development beyond those listed.
Generated documentation is reviewed by clinicians before it is final.
AI charting workflows use voice recognition technology.
Dates represent current plans for initial production availability.*

Emmie AI for Patients

Generative tasks

- ✓ Remind patients of visit instructions in MyChart.
- ✓ Summarize results for patients in MyChart.

Agentic workflows

- ✓ Navigate MyChart and answer billing and other general questions.
- ✓ Schedule follow-ups and reschedule appointments.
- ✓ Complete pre-visit tasks like capturing insurance and reviewing medications.
- ✓ Monitor post-discharge condition.
- ⚙ Complete pre-surgical testing. *Q4 2026*
- ⚙ Prepare a patient-driven agenda for a future visit. *Q4 2026*

Penny AI for Admin Staff

Generative tasks

- ✓ Recommend codes from clinical details.
- ✓ Draft denial appeals letters.
- ✓ Summarize clinical information for prior authorizations and medical necessity.
- ✓ Find clinical documentation improvement opportunities and prioritize reviews.
- ✓ Analyze dashboard for key takeaways.
- ✓ Translate patient messages written in Spanish for clinicians to preview and translators to verify.
- ✓ Evaluate patients for clinical trials using eligibility data and the chart.

Agentic workflows

- ✓ Transform questions into reporting queries.
- ✓ Generate content for your campaigns.
- ✓ Identify clinical risk adjustments.
- ✓ Alert staff and manage patient flow to help capacity.
- ✓ Assign available nurses to where they're needed.
- ✓ Autonomously appeal straightforward denials.
- ✓ Help collect on underpayments.
- ⚙ Autonomously complete simple coding sessions. *Q4 2026*