

**D A N**

Dental Audio Notes

**Writes your notes for you**

**Audio, Transcription and AI  
for the clinical record**



Clinical record-keeping doesn't get more  
**complete, accurate** or  
**contemporaneous**  
than a  
**live audio recording**

and from the transcription  
**DAN writes your  
notes for you**

## Welcome

Dental Audio Notes (DAN) boosts accuracy, efficiency and patient care with AI generated notes from secure clinical audio records and transcriptions of patient consultations.

DAN manages the consent, security, accessibility, privacy and storage for you, so all you need to do is press go.

Dental Audio Notes has been created by husband-and-wife team, Ala and Adam.

When it comes to a record of the deep and meaningful conversations clinicians and patients share, despite our best efforts the written record suffers from omissions, lack of detail and inconsistent quality. A trilemma; complete, accurate, contemporaneous. Choose two.

An audio recording enables us to enjoy all three. It provides a master record of our consultations and the decision-making process that our patients have worked through with our guidance. It is complete, it is accurate, and it is immediate. It includes all the nuances, the exact words, as well as the tone and manner in which information has been received. In the same way that photographs add colour and context to charting, audio recordings provide accuracy, completeness and context to the written record.

From this master record, we can overlay AI to automatically write notes, letters and summaries, increasing quality, ensuring consistency and saving valuable time.

We created DAN for all dentists to improve quality and consistency in our clinical record keeping and make it easier so that we can concentrate on looking after our patients, continue to strive towards excellence in our work, and keep dentistry joyful.

We look forward to helping you with the same.

All the best,  
Ala & Adam



**Adam Marsh**  
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# Capture what really happens, not just what you have time to write down

Whether an experienced specialist or navigating DFT, there's so much more that you do for your patient than your written notes could ever record.

DAN ensures you get credit for all you do, effortlessly.

## Complete

Even with the best most experienced team, it is impossible to capture as much detail as possible in written form.

## Immediate

Audio is real time, transcription minutes after, and written records, letters and summaries at the click of a button

## An Extra Team Member

DAN is an extra pair of hands working hard to protect you, making sure you get credit for all the effort you put in explaining options, guidance and risks to patients.

## Patient Care

Share audio with patients or generate letters in seconds to help family and carers understand, so they can value and support the patient in their decision making.

## Accurate

No more 'He said, she said'. Get credit for each of your important sentences, not just those there was time to write down.

## Consistent High Quality

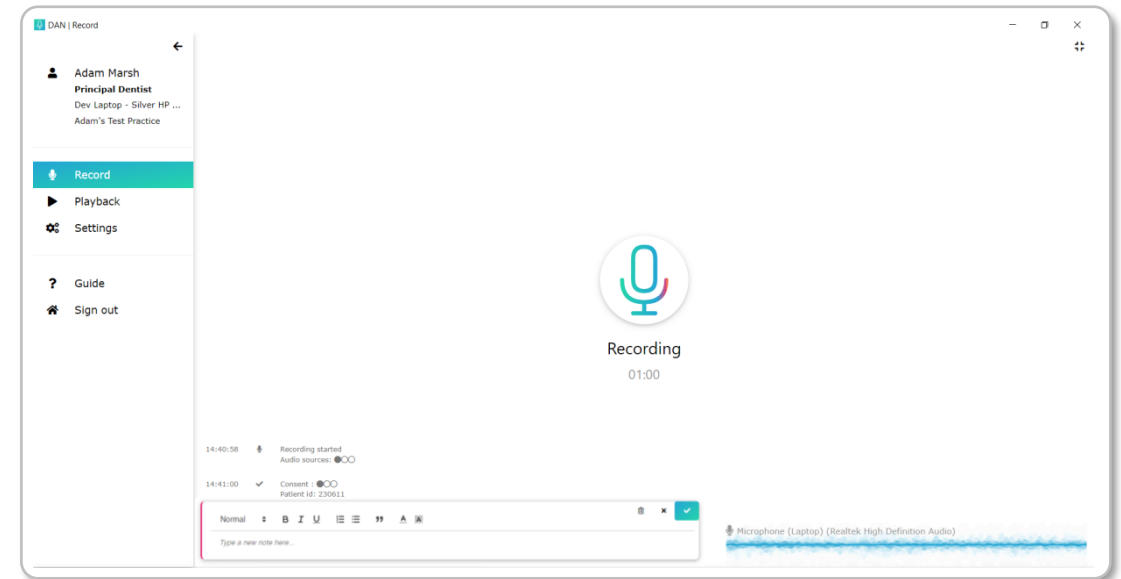
Your templates, populated with all the relevant information from the recorded consultation and any appointment notes.

## Safety Net

When you need to rely on your records to support you, confidently respond to complaints with good, data-driven decisions and considered actions moving forwards.

## Support your team

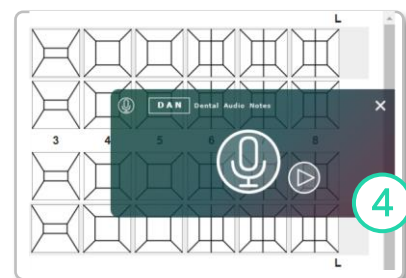
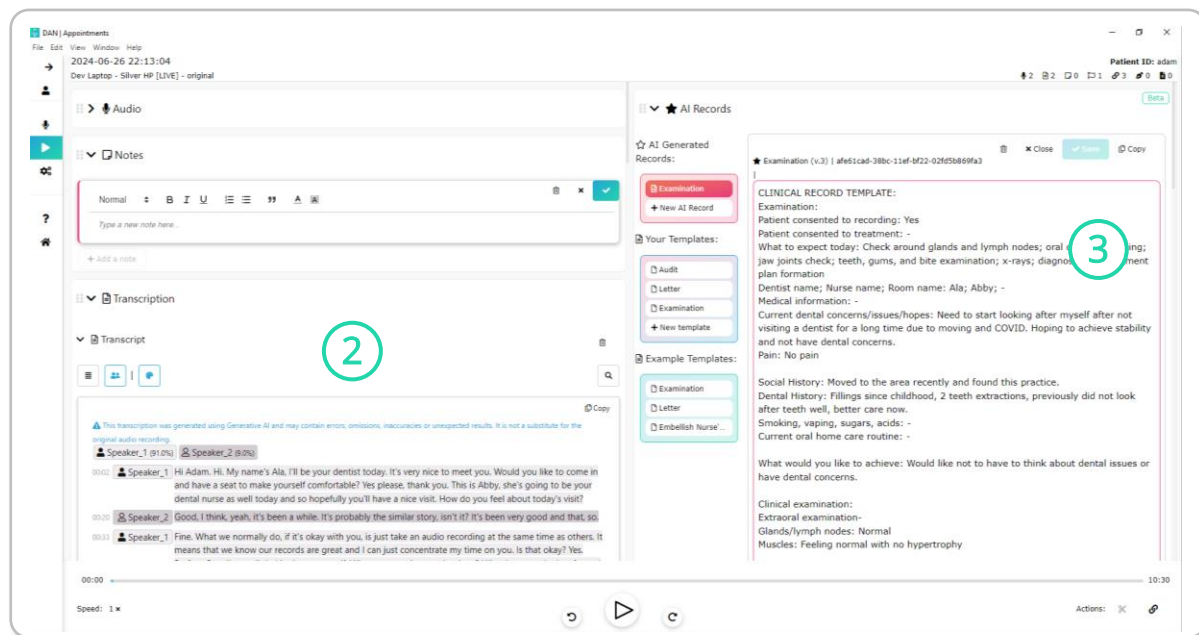
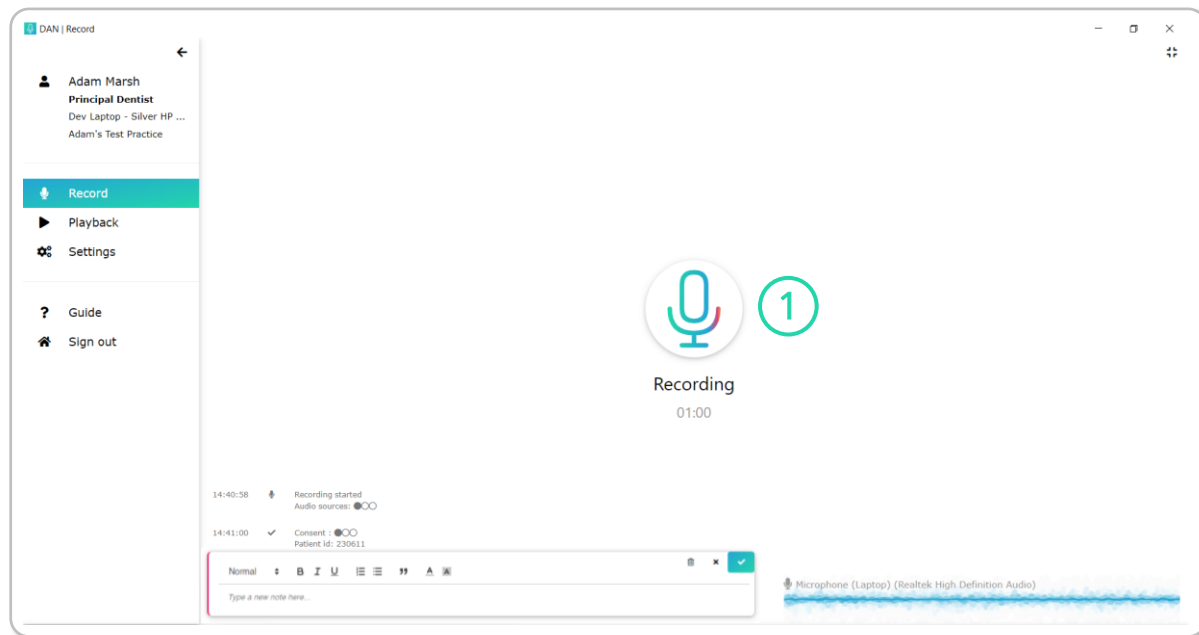
In an environment where we are often training new staff, DAN enables a consistently high quality of clinical record, no matter the situation or staffing position on the day.



**Kevin Lewis**  
Dental Director, Dental Protection (1998 – 2016)

"Not only does DAN capture what actually happened, rather than a post-facto drop-down version of what should have happened in an ideal world, it has the potential to do wonders for the quality of interpersonal communication between patient and clinician. That is arguably a more important dividend than the records themselves."

# Functional Capabilities



## 1 Secure audio recording for the clinical record.

- DAN handles the **audio with sufficient integrity** for it to be considered **part of the patient's clinical record**. Your master record, providing a truly complete and accurate record of what truly happened, with the exact language, detail and tone of the appointment.
- All records, audio, transcription and written, are **securely stored**, on our secure servers here in the UK, for the **full 11 years**, ensuring you are compliant with the requirements of GDC, CGDent and GDPR.
- **Start and stop recording during a single appointment**, so you can record the correct amount of data relevant to the clinical record, without recording unnecessary information.
- **Add notes** during the appointment or copy across from your practice management system later.
- **Share time-limited, stream only listen links** of chosen sections of recordings with patients where this is helpful, with inbuilt tracking.

## 2 Transcription

- **Time stamped transcription with speaker identification**, provides searchable audio.
- Clinical and custom dictionaries **handle accents and dental terminology**.

## 3 AI Records

- AI records **write your written notes, summaries and letters for you**, completing your records, to your templates in seconds. Got a unique situation? Create custom instructions for the AI to follow.
- Scribe **automatically populates your routine checklists** with your exact wording by simply speaking out loud or dictating notes straight after the appointment.

## 4 Integration with Practice Management Systems

- **Seamless access** to recording and playback in DAN right from web-based practice management systems including Dentally, Systems For Dentists, Aeron and Cloud 4 Dentists. We are actively working with PMS providers to provide deeper integrations.
- Works alongside all PMS systems with a simple copy/paste back into the patient notes.

## Supports Individual, Practice and Multi-Practice Implementation

- Set DAN up for an individual, for your whole team or across multiple practices with unlimited users and permissions to ensure that records are available to the right people at the right time while keeping the practice as the data controller.
- We can implement an organisation-specific, isolated implementation of DAN, on servers managed by your IT team, or we can manage this for you. Details available on request.





## Martin Kelleher Author of "The Daughter Test"

"A lot of truly important diagnostic information can be gleaned by listening carefully to a patient with both of an interested clinician's eyes and ears being fully open and being 'fully present', rather than furiously scribbling notes.

In fact, overtly concentrating on writing or typing notes, rather than sympathetically engaging face-to-face with a patient, can often detract from the chances of that patient being open and honest enough to reveal the bits of information that are so vital in getting the full diagnostic picture."



## Aly V. Dentist

"Audio recordings are an essential part of my consent process. It allows for every detail to be tracked and keeps me accountable at each appointment.

Most importantly, I send the recordings to patients who listen back in their own time so that they can be sure that they are happy with their clinical decisions.

In the event of any risks of treatment becoming a reality, audio recordings have meant that patients approach us with a view to working together to find a solution rather than with surprise or blame. Detailed clinical notes cannot have the effect of reliving the conversation."



## Neel Jaiswal Dentist Clinical Director, Professional Dental Indemnity (PDI)

"At PDI, we understand the critical importance of accurate and comprehensive dental records for medico-legal support. The clarity and completeness of patient visits when recorded with Dental Audio Notes provides an invaluable resource for both the clinician and the legal team."



## Amit Patel Dentist, ADI President, 2022-24

"The fundamental criteria used to manage risk in dental practice is keeping good quality clinical records. Being required to record 'complete, accurate, and contemporaneous' notes and the GDC specifying you must 'record as much detail as possible', Dental Audio Notes is great because it doesn't get more accurate than a live audio recording."



## Alan Burgin Dentist

"I'm really enjoying using DAN for my new patient assessments where I am discussing treatment options for around 15-20 minutes. My nurse is good at getting a decent set of clinical notes and now she can focus on the key points and treatment planning. The audio provides a nice backup with everything we covered in the appointment."



## Eial Makori Dentist

"I use DAN in my consultations, patient discussions and summaries as it provides an excellent record of everything I have clearly explained to patients. It includes all the information that is often missed in the written notes.

I also use DAN as a teaching tool with my associates to educate them on the kind of discussions they should have when explaining treatment, complications and addressing concerns. And it has helped me further refine my own communication with patients."



## Jaz Gulati Dentist

"I just think it's bloody brilliant."

"I've been using dental audio notes when I want to capture the full story of my TMD patients, but my poor nurse can't keep up with the typing. Dental Audio Notes allows you to record your conversations with your patients that all important initial conversation, the consent process and the discussions afterwards."



The Protrusive Dental Podcast IC039 June 2023  
**Audio Recording Your Consultations?  
The Future of Dental Record Keeping**



## Crag Lewis Dentist

"Using DAN for all new patient orthodontic consults is gold dust. The continuous updates are really good. And the transcribing is better, especially the clinical terms, than I could get using other software".



## Richard Coleborne Dentist

"DAN enhances my record keeping and provides Medico-legal support.

Additionally, it improves my communication skills - it makes me more aware of how I explain dentistry to patients."



## Megan Melish Nurse

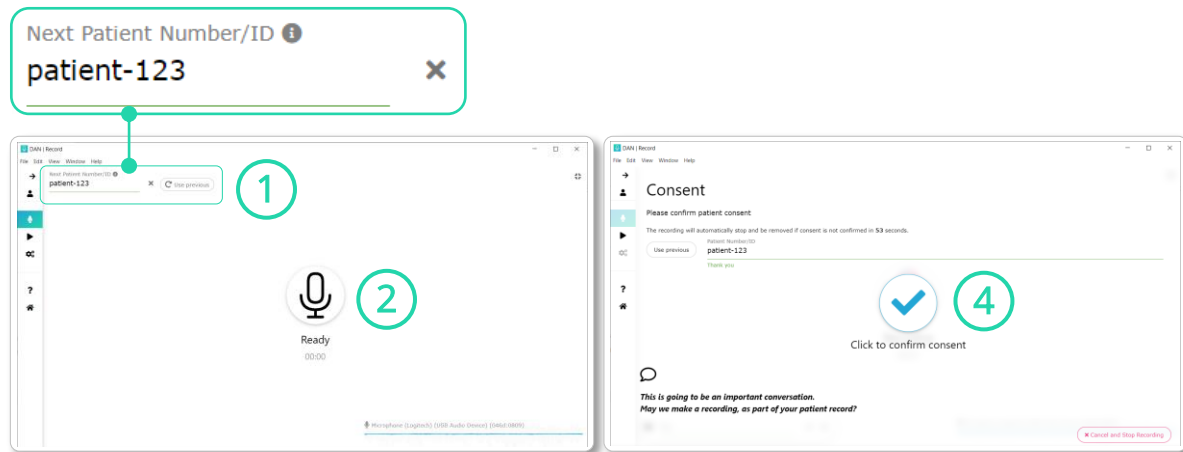
As a nurse, I found using DAN extremely helpful. It was very reassuring to know that while taking notes, if I missed any part of a conversation between the dentist and a patient, it was there, recorded in DAN.



## Mike Hughes Dentist

"For those who've tried dictation software in the past, DAN is a game-changer. I've been using DAN to streamline my radiograph reports and cone beam CT implant planning, and it has truly transformed my workflow".

# Workflow



1 **Insert the Patient Number** from your practice management software into DAN when you are opening the patient record. Our integrations do this automatically.

2 **Press record**

3 **Ask for consent**

“ We’re going to have a good conversation and share lots of information. Is it okay if I take an audio recording of our visit today? It means I know our clinical records are excellent and I can concentrate on you. ”

4 **Confirm consent** and carry on as normal ...

DAN works with any microphone connected to your computer.

## Wireless



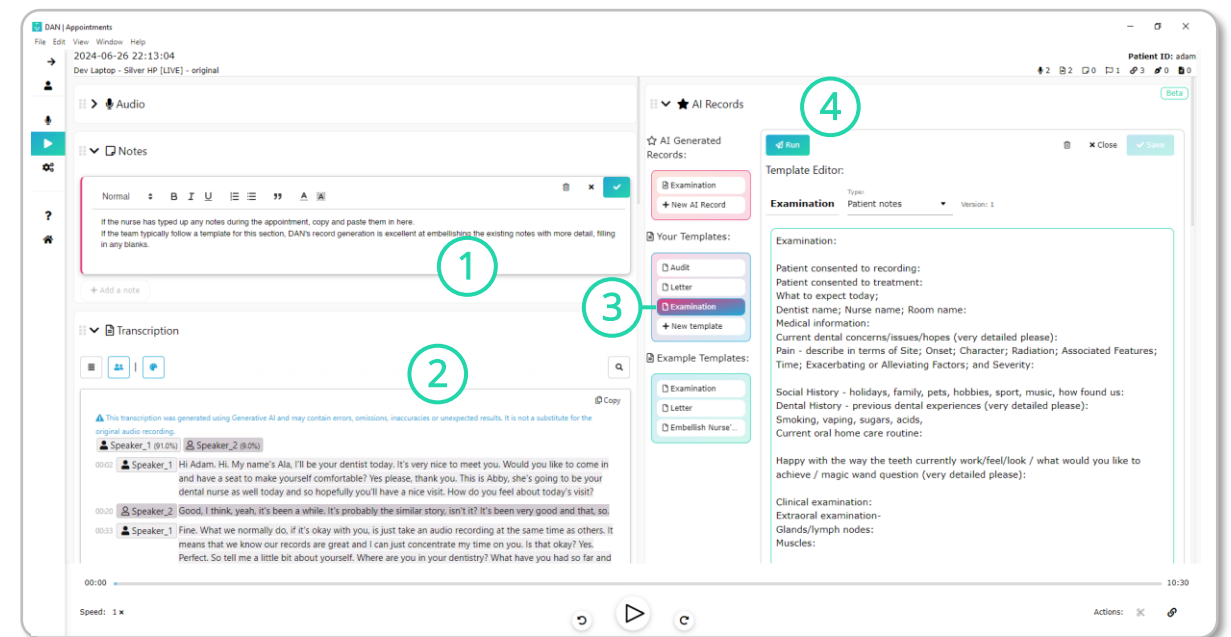
Wireless Bluetooth microphones provide good options for effective positioning. Attach it to your tunic to pick up the spoken word of both yourself and the patient.

## Wired



Wired microphones are reliable, simple, and always ready with no battery considerations. They offer less optimal positioning, best in small environments such as a treatment planning room.

# Generating records



1 **Insert any existing appointment notes** (optional)

2 **Transcription** is complete in seconds after the recording. Clinical dental specific and custom words are automatically corrected (e.g. “Buckle” > “Buccal”).

3 **Select a template**, use one of our examples, edit an existing template, or create your own. Any existing appointment notes and transcriptions will be used to populate or follow the instructions of the template. Generate written notes, letters, or custom templates as required.

4 **Press “Run”** and the record is generated immediately. Review and copy into your practice management system. The generated record is saved and available to view.

# Compliance

**General  
Dental  
Council**

protecting patients,  
regulating the dental team

**4.1.1** You must make and keep complete and accurate patient records, including an up-to-date medical history, each time that you treat patients. Radiographs, consent forms, photographs, models, audio or visual recordings of consultations, laboratory prescriptions, statements of conformity and referral letters all form part of patients records where they are available.

Recording a clinical consultation forms part of the patient record.

DAN manages the consent, security, accessibility, privacy and storage for you, so you can just press go.

With DAN, you are fully compliant to the highest standard with every data privacy, security and clinical record keeping regulation.



Our Cyber Essentials certification demonstrates our commitment to cyber security and protection. Cyber Essentials is backed by the UK government and overseen by the National Cyber Security Centre (NCSC).

<https://registry.blockmarktech.com/certificates/20869f78-7861-416e-93d3-aa20d7b005e0/>



Information Commissioner's Office

Our ICO registration is proof that value and care about the protection and privacy of you and your patient's information. We do not have the ability to decrypt and therefore access your data. It will never be shared with any third parties.

<https://ico.org.uk/ESDWebPages/Entry/ZA761741>



**GDPR**

General Data  
Protection Regulation

The GDPR is an important component of EU and UK privacy law and human rights law. Health records contain special category, personal, sensitive data and are subject to higher requirements of data protection and privacy. We are fully compliant with GDPR and ensure you are too.

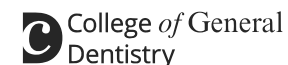


The NHS Data Security and Protection Toolkit (DSPT) is an assessment tool measuring performance against the National Data Guardian's 10 data security standards. All organisations with access to NHS patient data must use this toolkit and we have been assessed since 2021. Our NHS Digital ODS Code is 8KM26.

<https://www.dsptoolkit.nhs.uk/OrganisationSearch/8KM26>

**General  
Dental  
Council**

In addition, the dental regulatory bodies providing standards and requirements for the profession include record keeping in their publications. Using DAN for audio record keeping ensures you are fully compliant with the requirements of the GDC and CGDent.



Privacy Policy

<https://dentalaudionotes.com/privacy>



Supplier Governance Overview

[https://dentalaudionotes.com/governance\\_overview](https://dentalaudionotes.com/governance_overview)



Data Protection Impact Assessment (DPIA)

<https://dentalaudionotes.com/dpia>



End User Licence Agreement (EULA)

<https://dentalaudionotes.com/eula>



# Technical Requirements

## 1. System Overview

Dental Audio Notes (DAN) makes secure clinical audio records of patient-clinician consultations, forming part of the patient record. The audio can be transcribed, and the transcription can be used to generate written records.

Clinicians can use DAN by installing the DAN Client on their surgery computer. The client provides recording, encryption, decryption and playback functionality. On recording, audio is received and encrypted by the client. This encrypted audio is sent to our dedicated servers in our virtual private cloud (VPC) hosted by AWS in the UK for storage and retrieval for the lifetime of the record. On playback, the client requests the encrypted audio files from the server and decrypts them locally ready for playback.

Transcription is initiated manually, or automatically if the setting “automatically transcribe” is active, from the DAN Client, providing the appropriate credentials to the server to process the audio. Transcription inference can take place on either (a) a server within our VPC, or (b) an authenticated third-party LLM provider outside of the DAN VPC.

Generating written records involves the processing of transcription and note data using Large Language Models (LLMs). The instruction to carry out this processing is initiated manually from the DAN Client, providing the appropriate credentials to the server to process the transcription. Depending on the LLM in use, the transcription data is transported over HTTPS for inference to either (c) a server within our VPC, (d) an authenticated AWS service, or (e) to an authenticated third-party LLM provider outside of the DAN VPC.

In the case of (b) or (e), we have zero-retention business agreements in place, so no data is ever stored or retained by third party providers.

## 2. System Requirements

### Microsoft:

OS: Windows 7 or later (incl. 10 and 11)  
RAM: 512MB  
CPU: x86 or x64  
Disk: 500MB

### Apple:

OS: Mac OS X 10.10 (Yosemite) or later  
RAM: 512MB  
CPU: x64  
Disk: 500MB

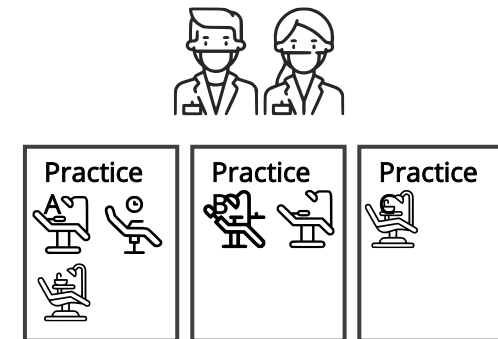
## 3. Internet connection

An internet connection is required permitting ingress and egress using HTTPS:443. We can share a static IP address for firewall whitelisting on request. In the case of an intermittent internet connection, encrypted audio is temporarily stored on the local computer until the connection is restored, and the audio can be uploaded.

## 4. Microphone

A microphone is required to provide audio to the DAN client. Dental Audio Notes works with any microphone that can be connected to your computer. A speaker or headphones is required to listen to the audio. You can view our microphone recommendations online here: <https://dentalaudionotes.com/blog/3ic2-recommended-microphones>

DAN works across multiple surgeries and practices supporting you wherever you treat patients



## Flexible user management

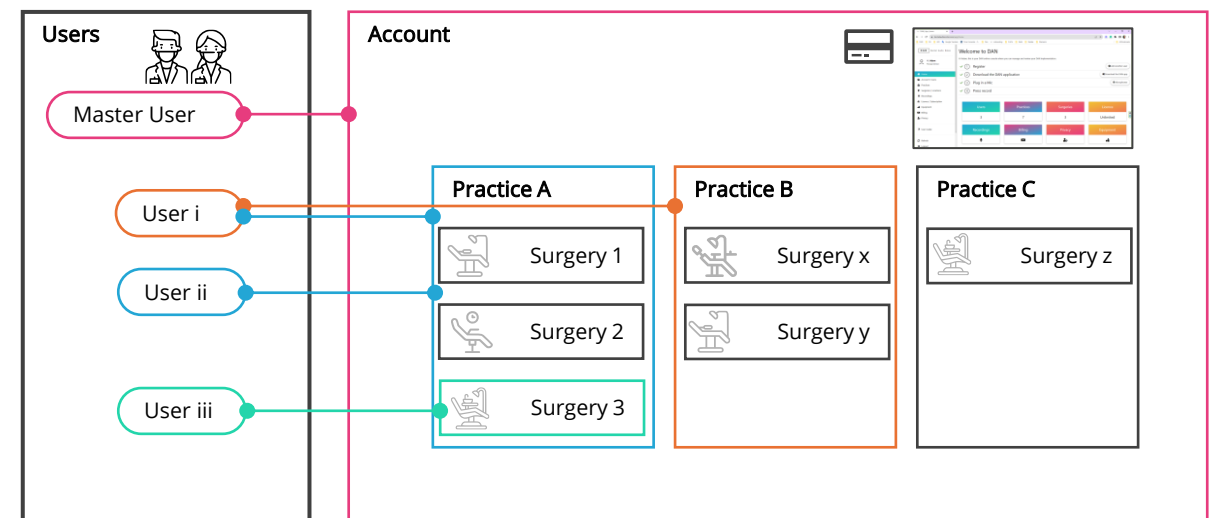
**Master** users have full account access

Additional users can be added with restricted access

**User i** has access to all surgeries in **Practice A** and **Practice B** but not **Practice C**

**User ii** has access to all surgeries in **Practice A** only

**User iii** has access to **Surgery 3** within **Practice A** only.



All data processed by DAN is held off site on servers provided by AWS. This means that we benefit from the security standards of AWS infrastructure which holds **ISO 270015**, **270176**, **270187** and **90018** certifications. For more information on the physical security standards which DAN benefits from by virtue of AWS please refer to the AWS compliance [controls](#) and [whitepapers](#).

In addition, Dental Audio Notes has been developed in line with, and has the intention to attain compliance with the following standards;

**Security:** [ISO 27000](#) series; [SOC 2](#);

**Privacy:** [HIPAA](#);

**Artificial Intelligence:** [ISO 42001](#)

**Clinical Safety:** [DCB0129](#)



# Get started in 5 minutes

**DAN**

Dental Audio Notes

[www.dentalaudionotes.com](http://www.dentalaudionotes.com)

① Register



② DL the DAN app



③ Plug in a mic



④ Press record



**DAN**

Dental Audio Notes