

## **Ambient Listening at PentaHealth: What Patients Should Know – Charles Catania, MD, Medical Director of PentaHealth**

At PentaHealth, we continually look for ways to improve the patient experience, enhance the quality of documentation, and support our clinicians in providing the highest level of care. One of the most meaningful advancements helping us achieve these goals is the introduction of ambient listening technology, specifically DAX, which is now integrated directly into our Epic medical record system. As this innovation becomes part of our workflow, we want to explain what it is, why we are using it, and how it benefits you as a patient.

Ambient listening refers to technology that captures the natural conversation during a medical visit and converts it into a structured clinical note. Rather than relying solely on typing during the appointment or spending hours completing notes after the clinic, DAX listens in the background and assists with creating the documentation needed for your medical record. This allows clinicians to maintain more direct focus on you (your symptoms, concerns, and questions) while the technology handles much of the administrative work.

Importantly, the use of DAX does not replace your clinician's involvement in the charting process. Your doctor or provider will still review, edit, and add information to your record throughout the visit and afterward. They remain fully responsible for the accuracy of the documentation and will continue to type or write additional details as needed. DAX is a support tool, not a substitute for the clinical expertise and judgment that go into your medical record.

It is equally important to understand that DAX does not make diagnoses, determine your treatment plan, or alter any clinical decisions. The system simply assists in capturing the conversation. Your provider remains in full control of interpreting symptoms, forming a diagnosis, and recommending the appropriate course of care. Any information DAX generates is reviewed, corrected, or expanded by your clinician to ensure it accurately reflects the medical decision-making of the visit.

DAX is designed specifically for healthcare and works within strict HIPAA-compliant standards. At PentaHealth, it is fully integrated within our secure Epic environment and is used exclusively for documentation. It does not collect information for marketing, and it is never shared outside your care team. Our goal is to enhance accuracy, improve efficiency, and allow clinicians to concentrate on meaningful patient interaction.

Patients often notice a difference when DAX is used. Without the constant pull toward a keyboard or screen, visits feel more conversational and less rushed. Behind the scenes, the technology helps reduce after-hours charting and alleviates some of the documentation burden that has long challenged primary care clinicians. This results in more engaged, present, and energized providers – something that directly benefits your care.

As always, you maintain important rights whenever ambient listening is used. You will be informed when DAX is active during a visit, and you may choose not to use it at any time. Declining its use will never affect the care you receive. You also have the right to ask how your

information is handled or to review the completed note from your visit. Transparency and trust remain central to how we practice medicine at PentaHealth.

The introduction of DAX is part of a larger shift in how artificial intelligence supports primary care medicine. In small, community-focused practices like ours, AI can reduce administrative burden, strengthen preventive care efforts, support medication safety, and help coordinate your health information across providers. As the technology continues to evolve, it may assist in predicting health risks earlier, personalizing care plans, and improving communication throughout the healthcare system. Even with these advancements, AI will always serve as a tool that enhances clinical work – not one that replaces the knowledge, experience, and judgment of your healthcare provider.

At PentaHealth, we believe that adopting innovations like DAX helps us offer care that is more attentive, efficient, and personalized. Ambient listening allows our clinicians to stay fully present while ensuring your medical record remains thorough and accurate. Your comfort, privacy, and trust will always guide how we use these tools.

As part of our commitment to accessible, family-centered care, PentaHealth offers same-day visits seven days per week. Our office hours and walk-in clinic availability are always kept up to date on our website so you can plan your care with confidence. We encourage you to call us first for all medical needs, whether urgent or routine.

PentaHealth is here for all your family's care needs – today and every day.

Dr. Charles P. Catania is board certified in family medicine and hospice medicine. He received his medical degree from the American University of the Caribbean School of Medicine; trained in England; and completed his residency at Underwood Memorial Hospital in Woodbury, New Jersey, where he was named Chief Resident in 2009 and served on the New Jersey Academy of Family Physicians Board of Directors as the Resident Delegate.

Dr. Catania has been in private practice since 2010 and is currently the Medical Director for PentaHealth, where he also serves on the Board of Directors. In addition, he serves on the Board for Tandigm Physician Services. Over the course of his career, Dr. Catania has received multiple recognitions, including:

- *Top Doc* awards from *Main Line Today* and *Suburban Life* (multiple years)
- The *Top Quality Provider Award* from Independence Blue Cross
- The *UnitedHealthcare Hero Award*

His clinical interests include pediatrics, with an emphasis on genetics from his prior experience at The Children's Hospital of Philadelphia. As well as minor dermatological procedures, diabetes, and adolescent medicine.

Deeply engaged in his community, Dr. Catania is excited to serve as part of the SEDLCO school physician staff and now at the West Chester Rehab Facility. He also coaches baseball and hockey, staying actively involved with local youth programs.

Dr. Catania treasures time with his wife, Kimberly, and their three children – Jack, Joseph, and Anthony. He takes pride in providing a personal and compassionate approach to patient care, extending that same dedication to his family and community.



Dr. Charles P. Catania