

Tandem Health AI-Native Clinic Operating System

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01

Intro to Tandem



Too much time is spent on admin in healthcare

+40%

of clinician time is spent
on admin

65M

clinicians globally

3%

of global GDP is spent on admin in
healthcare

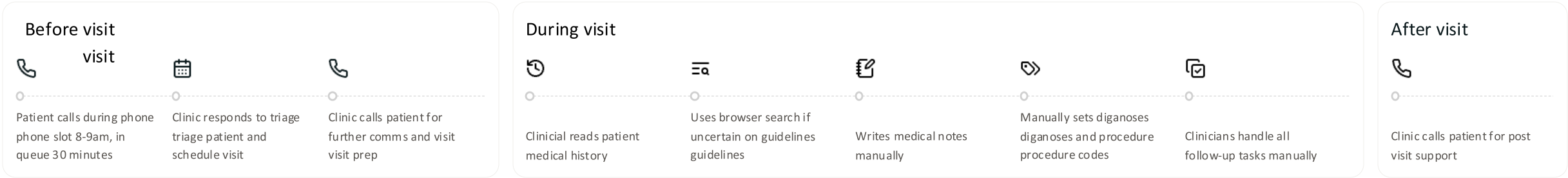
We are solving this

Building the AI-native operating system for clinics

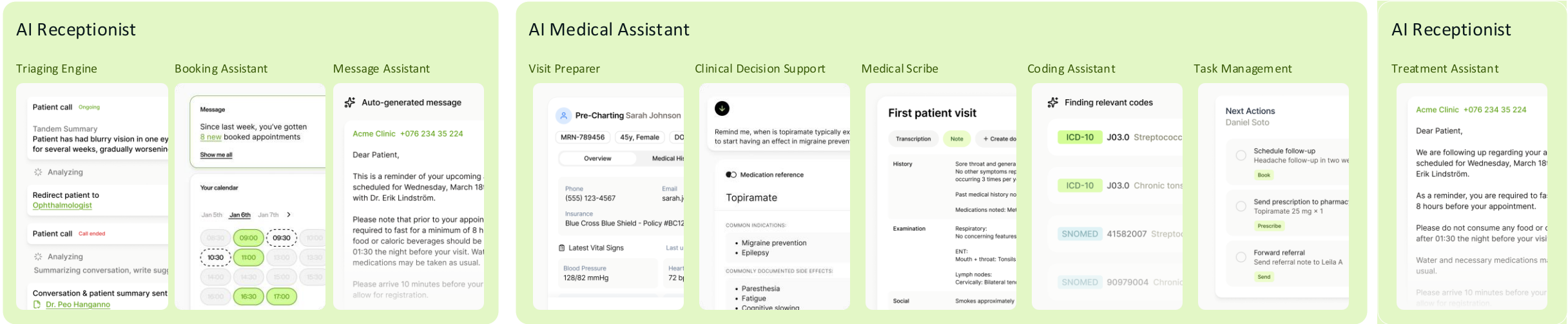
Enabling clinicians to focus on providing care instead
of on admin – with higher quality

AI will revolutionize workflows and care delivery

Current process



AI-enabled workflow



We started with building Europe's leading AI medical assistant

5,000+ care organizations

Across Europe use and trust Tandem

12+ markets

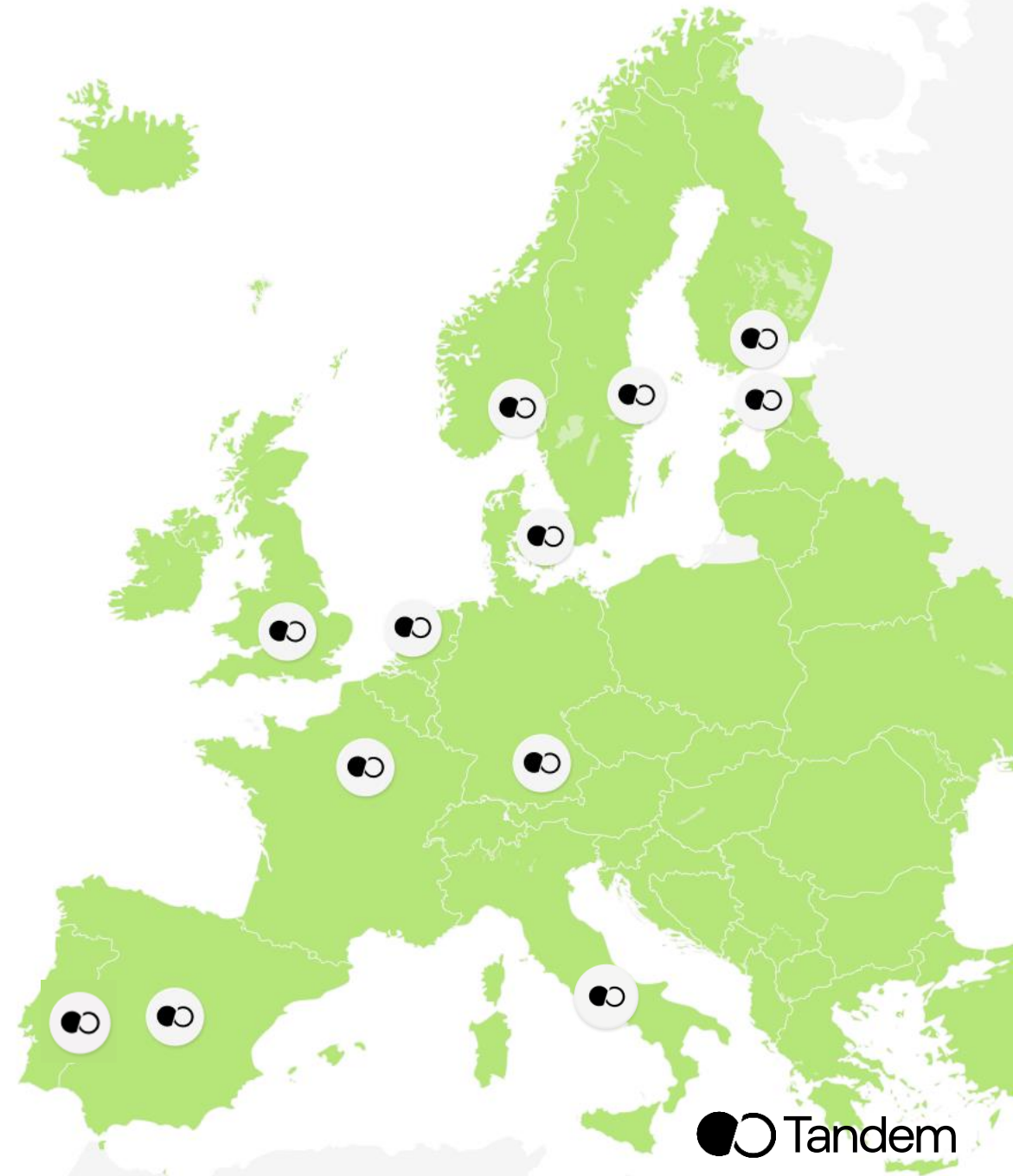
With offices in Nordics, UK, France, Germany, Spain, Italy, Estonia, Netherlands, Portugal

Largest AI deployments in healthcare

With +200,000 clinicians in NHS and +10,000 clinicians across Catio Ramsay Santé

€50M funding

From top tier VCs Kinnevik and Northzone and angel investors from OpenAI and Google DeepMind



Examples of studies conducted with the 5,000+ care organisations across Europe that use Tandem



NHS [Study](#)

🇬🇧

Ongoing rollout to 200,000+ clinicians, one of the world's largest health AI deployments



Capio [Study](#)

🇸🇪

Nordic's largest private care provider, now used by 1,000+ clinicians



HÔPITAL FONDATION Adolphe de ROTHSCHILD
LA RÉFÉRENCE TÊTE ET COU [Study](#)

🇫🇷

Leading French university hospital specialising in neuroscience, ophthalmology & complex surgery



recoletas salud [Study](#)
SALUD • BIENESTAR • PERSONAS

🇪🇸

Leading care provider in Spain with 50+ hospitals & clinics



RHEUMAZENTRUM MITTELHESSEN [Study](#)

🇩🇪

Specialist rheumatology center in Germany providing advanced outpatient and inpatient care



Farsund kommune [Study](#)

🇳🇴

Municipality in Norway adopting AI to save time for healthcare workers, saving 80% of administration time



MINDLER [Study](#)

🇸🇪

International digital mental health provider with operations across 5 countries



Doktor.Se [Study](#)

🇸🇪

Sweden's leading digital-first primary care provider, delivering accessible care nationwide.

Our core pillars for delivering the highest quality solutions



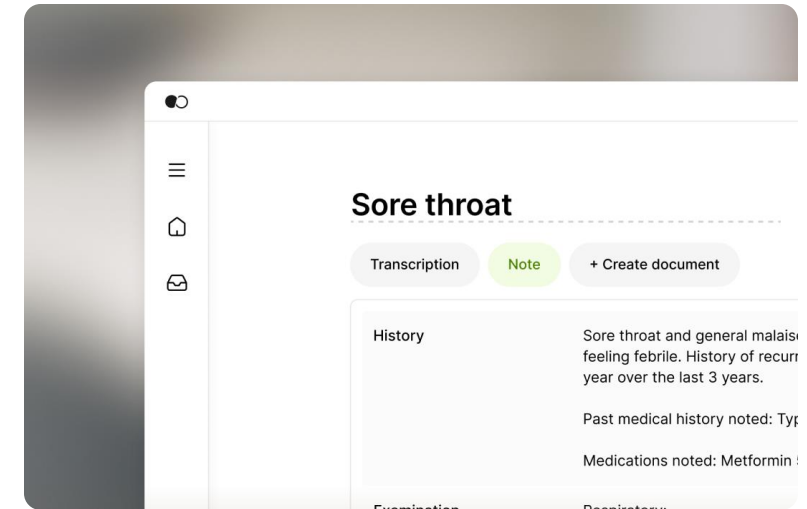
By clinicians, for clinicians

+50 clinicians inhouse, making up >80% of our commercial team, ensuring premium service & support and a 'lived' understanding of your challenges



Deep workflow integration

We always integrate with your EHR to enable one-click transfers, to ensure minimum friction for users



Simple & intuitive

Everyone should be able to use Tandem, and we handle all key configurations for you before onboarding

We recognize the sensitivity of your data and always ensure full compliance & highest security

Compliant with regulations, incl. GDPR, patient data laws, MDR, and EU AI Act

Externally validated through certifications such as ISO with external oversight by Data Protection Officer and penetration testing firms

Fully Europe-based both in employees, offices, and our data processing

Purposeful data handling, not storing any audio and never training models on your data

See our [trust centre](#) for more detailed documentation



Rapidly developing AI products that are clinically safe and MDR-certified is our core capability

What is Medical Device Regulation (MDR)?

MDR is a European regulatory framework to ensure medical devices that can impact quality of care are clinically safe and effective

AI Medical Scribes are medical devices according to guidelines from the NHS¹ and the Swedish Medical Product Agency², as information from the visit is summarized and used as basis for decision making in future healthcare visits

1. NHS England, Guidance on the use of AI-enabled ambient scribing products in health and care settings, April 2025, [link](#)
2. Report following Swedish Medical Product Agency inspections of AI scribe solutions, May 2026, [link](#)



CE marking and MDR Class IIa certification

To demonstrate our commitment, we have CE marked our solutions with MDR Class IIa certifications for our:

1. AI Medical Scribe – since context is summarized
2. Coding Assistant – since codes are suggested
3. Clinical Decision Support – since clinical advice is provided



Quality Management System (QMS) certification

Our QMS is ISO 13485 certified, ensuring that our development of medical devices and risk management adhere to the highest standards

We have invested in a proprietary set up that enables us to continue compliantly developing quickly & releasing updates daily – not quarterly

The screenshot displays the Tandem AI Medical Scribe interface within a web browser window. The interface features a sidebar on the left with icons for a menu, home, and documents. The main content area is titled 'Sore throat' and includes a green '+ New consultation' button in the top right corner. Below the title, there are three tabs: 'Transcription', 'Note' (which is highlighted in green), and '+ Create document'. The 'Note' tab contains a structured medical record with the following sections:

- History:**
 - Sore throat and general malaise for approximately 1 week. Reports feeling febrile. History of recurrent tonsillitis, occurring 3 times per year over the last 3 years.
 - Past medical history noted: Type 2 diabetes, hypertension.
 - Medications noted: Metformin 500mg BD, Amlodipine 5mg OD.
- Examination:**
 - Respiratory:
No concerning features.
 - ENT:
Mouth + throat: Tonsils red and inflamed, exudate present.
 - Lymph nodes:
Cervically: Bilateral tender lymphadenopathy.
- Social:**
 - Smokes approximately 1 pack/day.
- Comment:**
 - Impression:
Bacterial tonsillitis

Clinical documentation is the first area being revolutionized by AI

Doctor writing

Time-consuming
Takes focus from the patient
Skips info due to lack of time



Doctor dictating, secretary writing

Costly & time-consuming
Delay in note being available
Easy to miss details



Doctor dictating with speech recognition

Requires new way of working
Relatively time-consuming
Easy to miss details



Medical notes that write themselves

Fits current way of working
Full notes available directly
Saves time & reduces stress



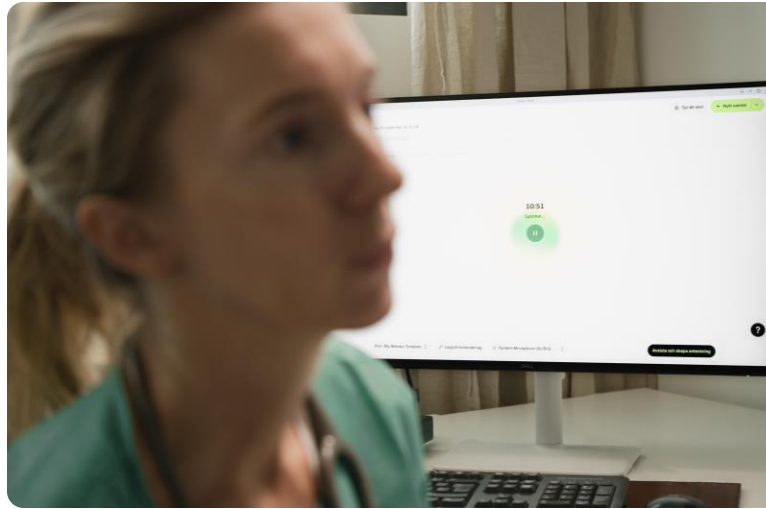
Tandem writes your notes for you

01



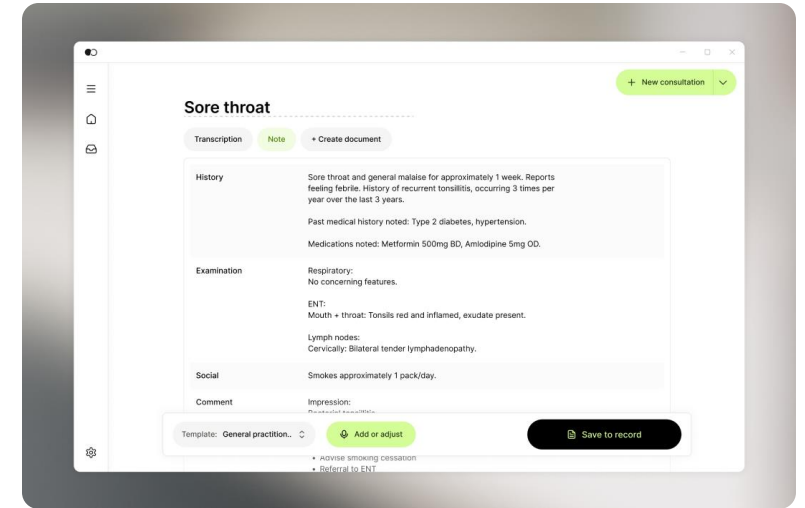
Doctor meets patient as usual

02



Tandem transcribes in background

03



Structured documentation is generated

This improves productivity and quality of care



Productivity boost

Saving up to 80% of documentation time



Work environment

Improved when clinicians can focus on care with reduced mental load



Quality of care

Increased through more complete and direct documentation

UK&I OKRs — Q3 2026

★ North Star: Become the #1 enterprise AI medical assistant in UK & Ireland

O1 Hit £3M ARR

KR 1 Sign £400k net new enterprise ARR from private private sector — all paid from day one

Will · Ammar

KR 2 Accurx NHS channel delivers £500k ARR contribution

KR 3 Distribution pipeline live through Compucare and Semble

O2 2.3× MAU growth — 15K users

Activation at scale, not just signatures

KR 1 Reach 15K UK active users by 30 Sep, 50% activated within 30 days of go-live

Lauren

KR 2 NPS 55+ across Q3 for Accurx + privates; 100% of private detractor accounts get named follow-up within 48 hrs

KR 3 100% of Tier 3 & Tier 4 accounts onboarded via train-the-trainer

O3 Win the market narrative

KR 1 Displace Heidi in 3 named private accounts (Benenden, Welbeck, The London Clinic)

Ammar · Will

KR 2 Publish 2 clinical evidence outputs — at least 1 in HSJ or equivalent NHS-tier media

KR 3 Tandem featured in 2+ tier-1 UK health media or events as enterprise AI scribe authority

Capio study showed 29% time saved after 375,000 notes

Background

Capio Ramsay Santé is the largest private care provider in the Nordics, spanning primary, secondary and hospital care

Initiated rollout of Tandem in Jan 2025 across care settings, following successful pilots where every single participating clinician wanted to continue using the solution. 375,000 notes created by 1,300 clinicians by Dec 2025, using Tandem.

Research study conducted based on

- Survey to users
- Usage statistics

Largest European AI medical scribe study, demonstrating the potential value from these solutions in European healthcare

[Link to research study](#)

Results

-29%

Time on admin

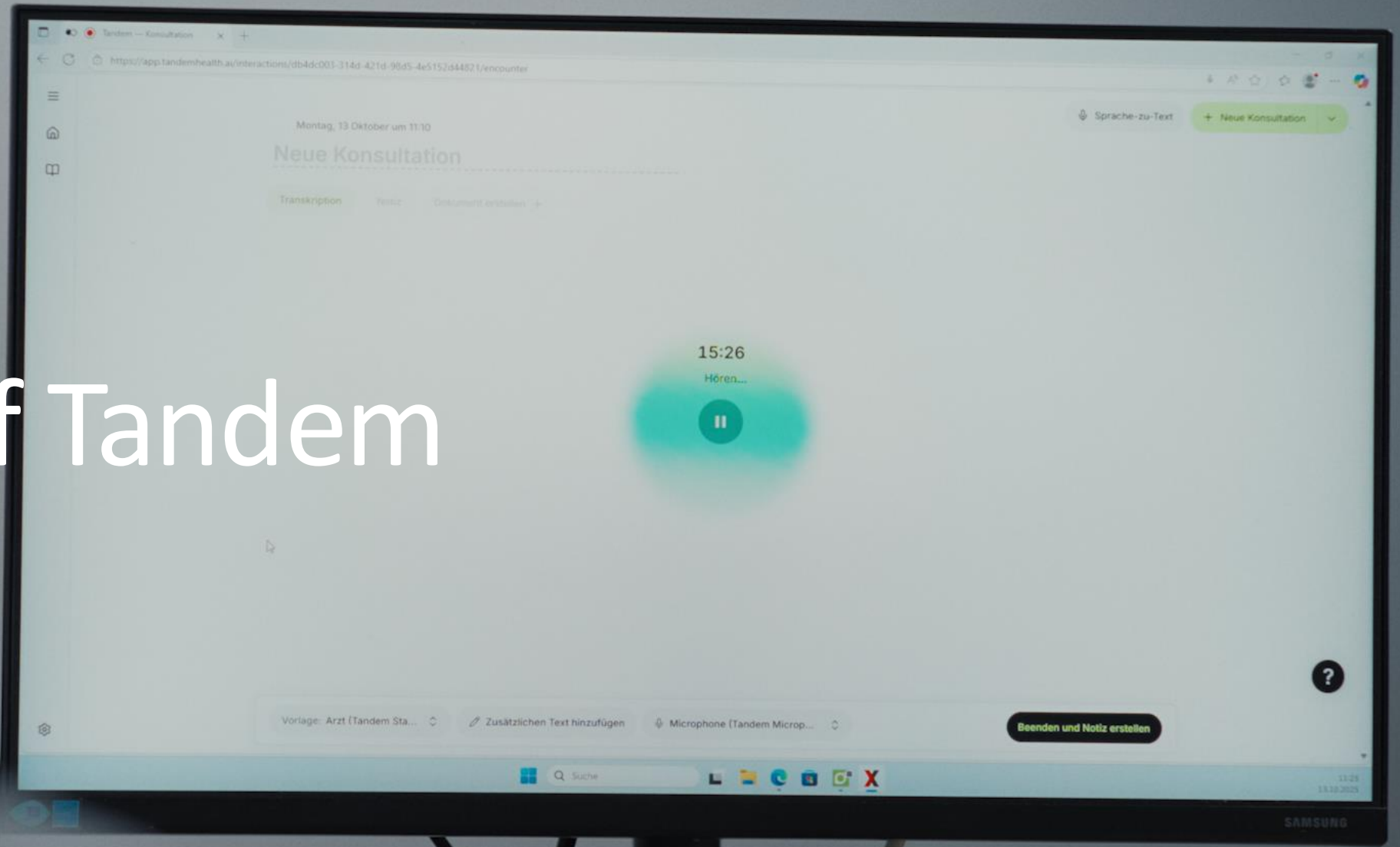
2.4 → 3.1

Improvement of work environment on 5-point scale

3.7 → 4.3

Improvement of feeling present with patient on 5-point scale

Demo of Tandem



03

Roadmap: AI-Native Operating System

Live today

AI Medical Scribe



Coding Assistant



Tandem Secretary



Decision Support
During the visit



In development

Visit Preparer
Before the visit



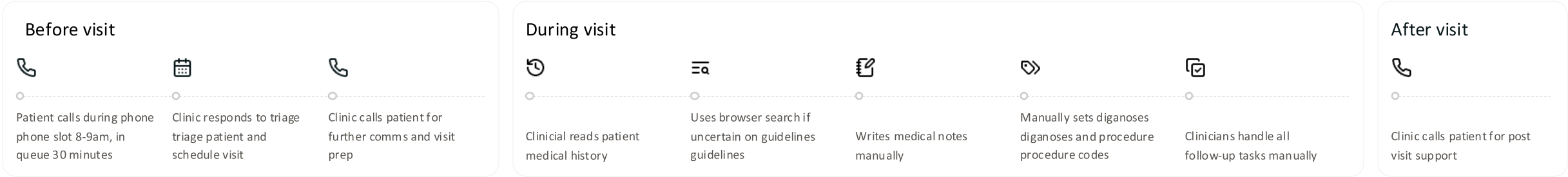
Task Management
After the visit



AI will revolutionize workflows and care delivery

Current process

A Live B H1 2026, live in pilots C H2 2026



AI-enabled workflow

AI Receptionist

C

Triaging Engine

Patient call Ongoing

Tandem Summary

Patient has had blurry vision in one eye for several weeks, gradually worsenin

Analyzing

Redirect patient to [Ophthalmologist](#)

Patient call Call ended

Analyzing

Summarizing conversation, write sug

Conversation & patient summary sent [Dr. Peo Hanganno](#)

C

Booking Assistant

Message

Since last week, you've gotten 8 new booked appointments

Show me all

Your calendar

Jan 5th Jan 6th Jan 7th

08:30 09:00 09:30 10:00 10:30 11:00 11:30 12:00 13:30 14:00 14:30 15:00 15:30 16:00 16:30 17:00

C

Message Assistant

Auto-generated message

Acme Clinic +076 234 35 224

Dear Patient,

This is a reminder of your upcoming scheduled for Wednesday, March 18 with Dr. Erik Lindström.

Please note that prior to your apoin required to fast for a minimum of 8 h food or caloric beverages should be 01:30 the night before your visit. Wat medications may be taken as usual.

Please arrive 10 minutes before your allow for registration.

AI Medical Assistant

C

Visit Preparer

Pre-Charting Sarah Johnson

MRN-789456 45y, Female DO

Overview Medical H

Phone (555) 123-4567 Email sarah.j

Insurance Blue Cross Blue Shield - Policy #BC12

Latest Vital Signs Last u

Blood Pressure 128/82 mmHg Heart 72 b

A

Clinical Decision Support

Remind me, when is topiramate typically ex to start having an effect in migraine preven

Medication reference

Topiramate

COMMON INDICATIONS:

Migraine prevention

Epilepsy

COMMONLY DOCUMENTED SIDE EFFECTS:

Paresthesia

Fatigue

Cognitive slowing

A

Medical Scribe

First patient visit

Transcription Note + Create do

History Sore throat and genera No other symptoms rep occurring 3 times per y Past medical history no Medications noted: Met

Examination Respiratory: No concerning features ENT: Mouth + throat: Tonsils Lymph nodes: Cervically: Bilateral ten

Social Smokes approximately

A

Coding Assistant

Finding relevant codes

ICD-10 J03.0 Streptococc

ICD-10 J03.0 Chronic tons

SNOMED 41582007 Streptoc

SNOMED 90979004 Chronic

B

Task Management

Next Actions Daniel Soto

Schedule follow-up Headache follow-up in two we Book

Send prescription to pharmac Topiramate 25 mg x 1 Prescribe

Forward referral Send referral note to Leila A Send

AI Receptionist

C

Treatment Assistant

Acme Clinic +076 234 35 224

Dear Patient,

We are following up regarding your a scheduled for Wednesday, March 18 Erik Lindström.

As a reminder, you are required to fa 8 hours before your appointment.

Please do not consume any food or c after 01:30 the night before your visi

Water and necessary medications m usual.

Please arrive 10 minutes before your allow for registration.

Tandem

We are committed to be your long-term AI partner on this exciting journey

Technology is changing the world quicker than ever
before and the potential is larger than ever

It will be a journey to fully capture the potential of an AI-native
clinic operating system – we recognize this

We are committed to not only develop high quality solutions, but to also
help you navigate this journey

Founded by an experienced team



Lukas Saari, CEO

Led McKinsey Healthcare Analytics
Nordics & AI developer at Spotify



Oliver Åstrand, CTO

AI researcher at GoogleX & Uber
in Silicon Valley



Oscar Boldt-Christmas, CCO

Led McKinsey Healthcare Europe,
20+ years experience

Deep-dive: Coding Assistant to improve efficiency & reimbursement

Status: **Live**

Problem

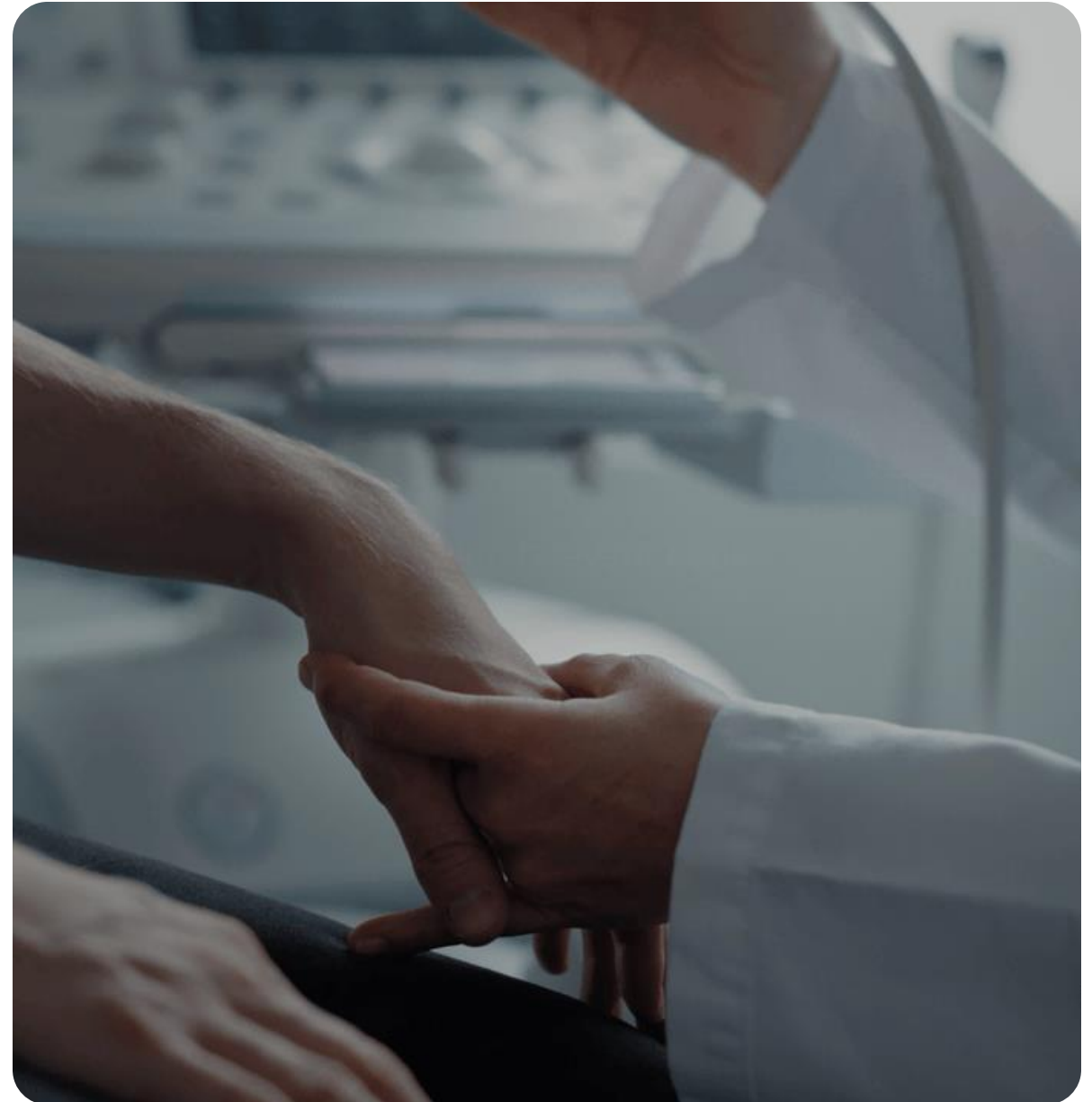
Codes are not assigned correctly for consultations, resulting in revenue loss & manual coding efforts being required to adjust codes at a later point

Solution

List relevant codes with each note in Tandem, based on the consultation transcript, and allow clinics to select both which coding frameworks & which set of codes to include

Value

Increases reimbursement as codes are selected more accurately and exhaustively, and saves time from clinicians & secretaries that currently code fully manually



Deep-dive: Clinical Decision Support to provide assistance in real time

Status: **Live**

Problem

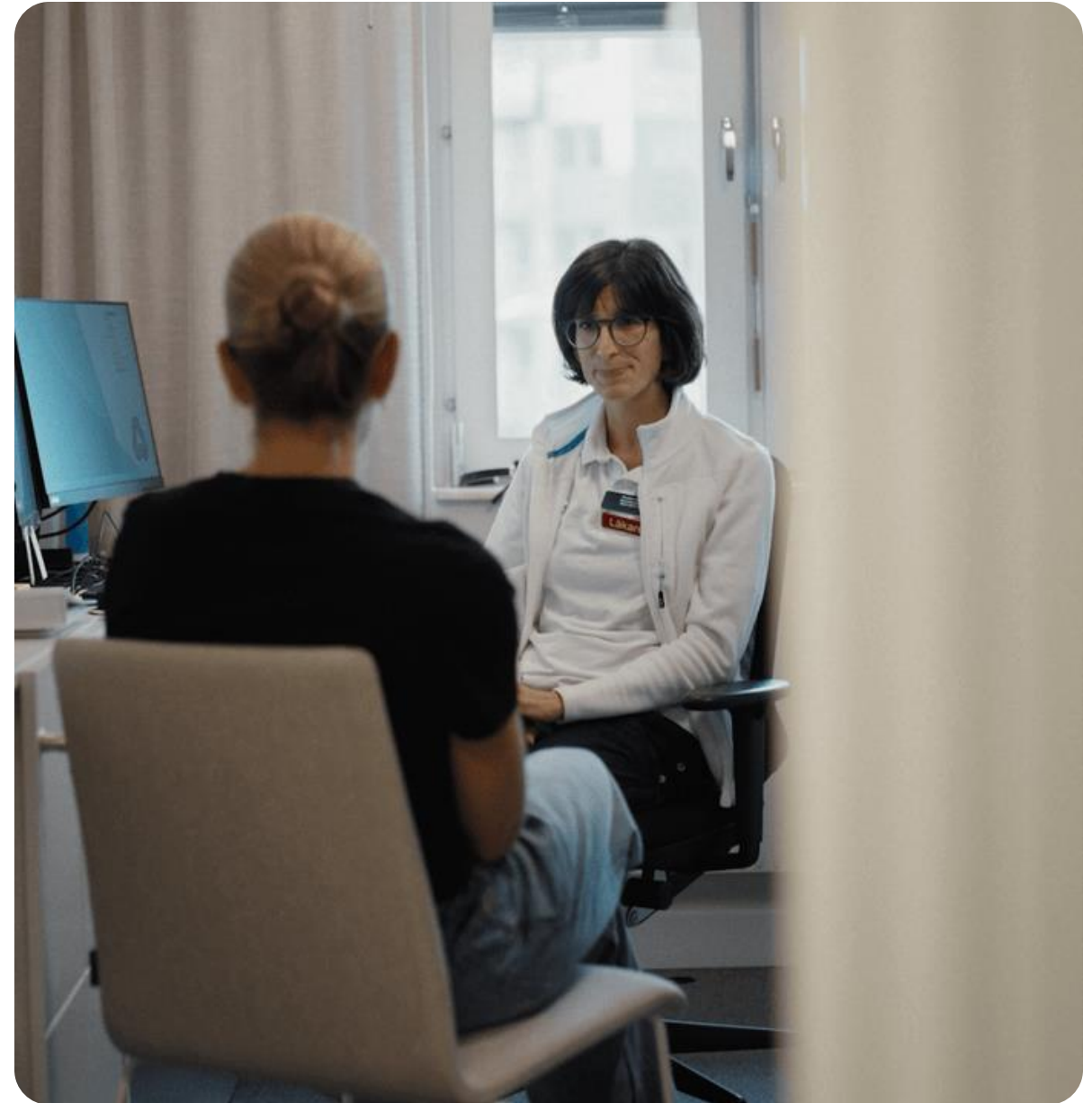
Clinicians provide care based on their experience, and if uncertain use third party sources for support, which is time consuming and risks that guidelines are not followed

Solution

Surface relevant guidelines and documentation during and after consultation, and enable clinicians to ask any questions based on validated sources & patient context

Value

Improves quality of care as guidelines are available more easily to clinicians, and saves time spent looking up facts



Clinical Decision Support

Source-linked answers to clinical questions, inside the visit. A Class IIa certified medical device, part of Ask Tandem.

Use cases



Differential diagnosis



Guideline recommendations and feedback on adherence



Dosing and drug safety



Referral pathways



Interact with and execute Tandem's capabilities

Trust & safety



EU
MDR IIa

AI Scribe
Coding Assistant
Decision Support

Hello Sam,
What do you want to do?



Chronic daily headache, painkiller overuse. What should I review?



Europe's only clinical AI platform with three EU MDR Class IIa certified products (AI Scribe, Coding Assistant, CDS)

Every answer links its source, checkable in a link

Only uses recommended guidelines and defers when Tandem can't confirm

Data sources

Add guidelines

PDF

Antibiotic-guid.pdf



Click to upload or drag and drop
Supported formats: pdf

Authoritative clinical guidelines and drug references, adapted for your local needs

Transcription and medical note from your patient visit

Your own guidelines: admins upload local protocols, pathways and thresholds, cited like any source

Deep-dive: Task Management to enable the next generation workflow

Status: Planned for launch H1 2026, currently in piloting

Problem

Beyond writing the medical note, there are many other tasks that are currently done manually and kept track of via memory or sticky notes

Solution

Identify relevant tasks to do based on the consultation, list these to the clinician, and assist in completing the tasks

Value

Improves productivity as support is provided to complete more tasks, and increases patient safety as tasks are kept track of



Deep-dive: Visit Preparer to ensure clinicians are ready for each patient visit

Status: Planned for launch H2 2026

Problem

Before seeing a patient, there are typically hundreds of past notes to review to understand the patient's medical history, which takes time and is impossible to read entirely

Solution

Provide clinicians with a summarized patient history ahead of each visit, containing key medical details and with functionality to easily find more information quickly

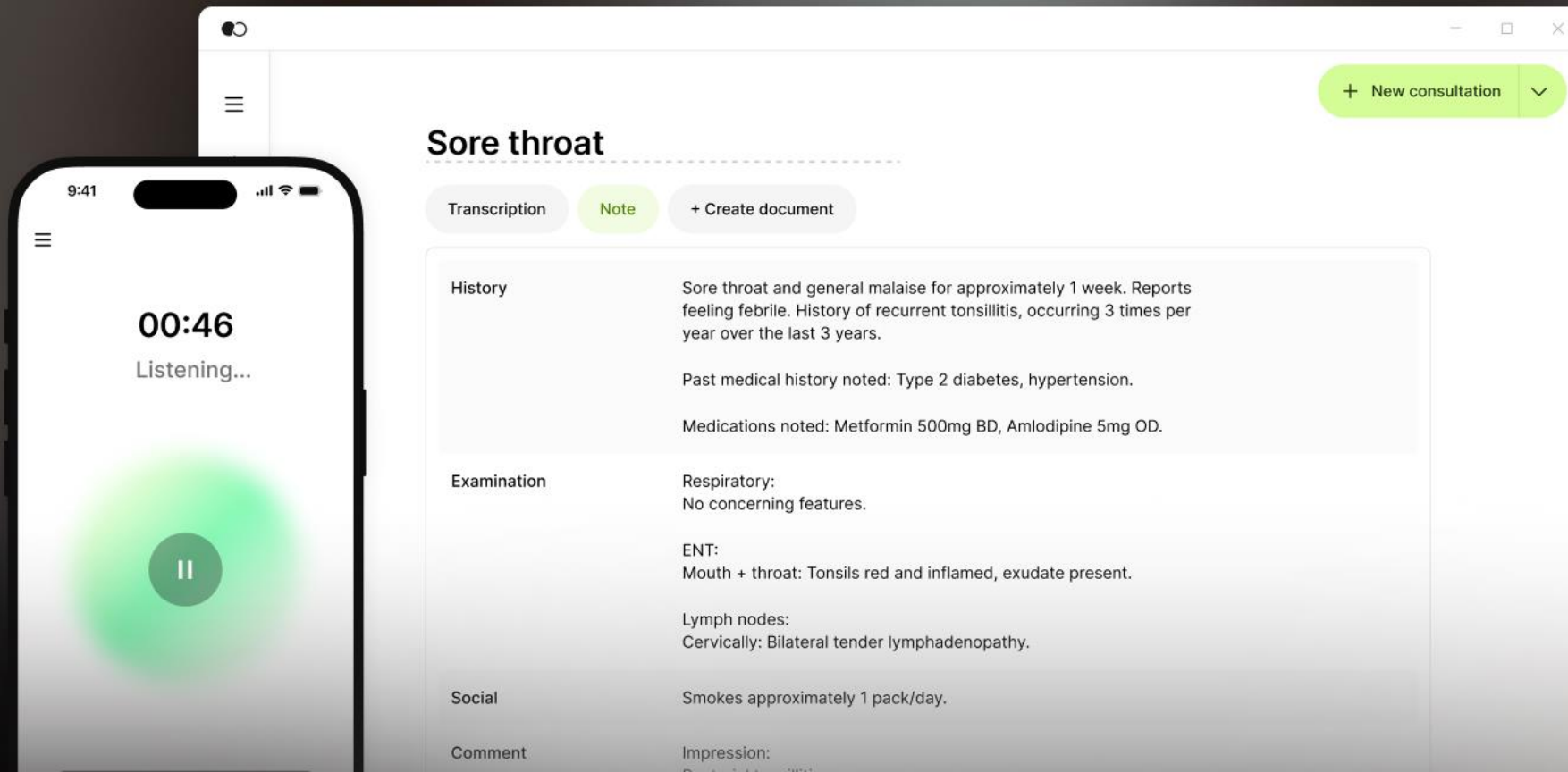
Value

Saves time on preparing for patient visits and improves quality of care as the clinician can better utilize the full medical history of the patient for clinical decision making

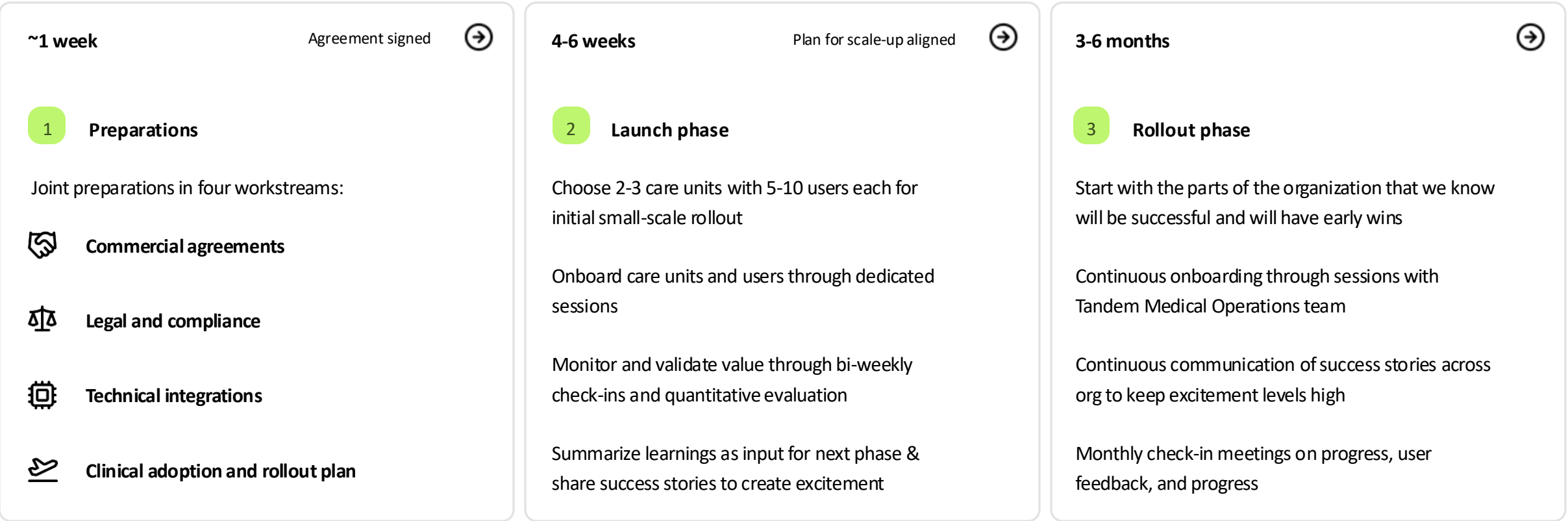


04

How to get started with Tandem



We have a proven three-step approach to deliver a successful partnership and rollout

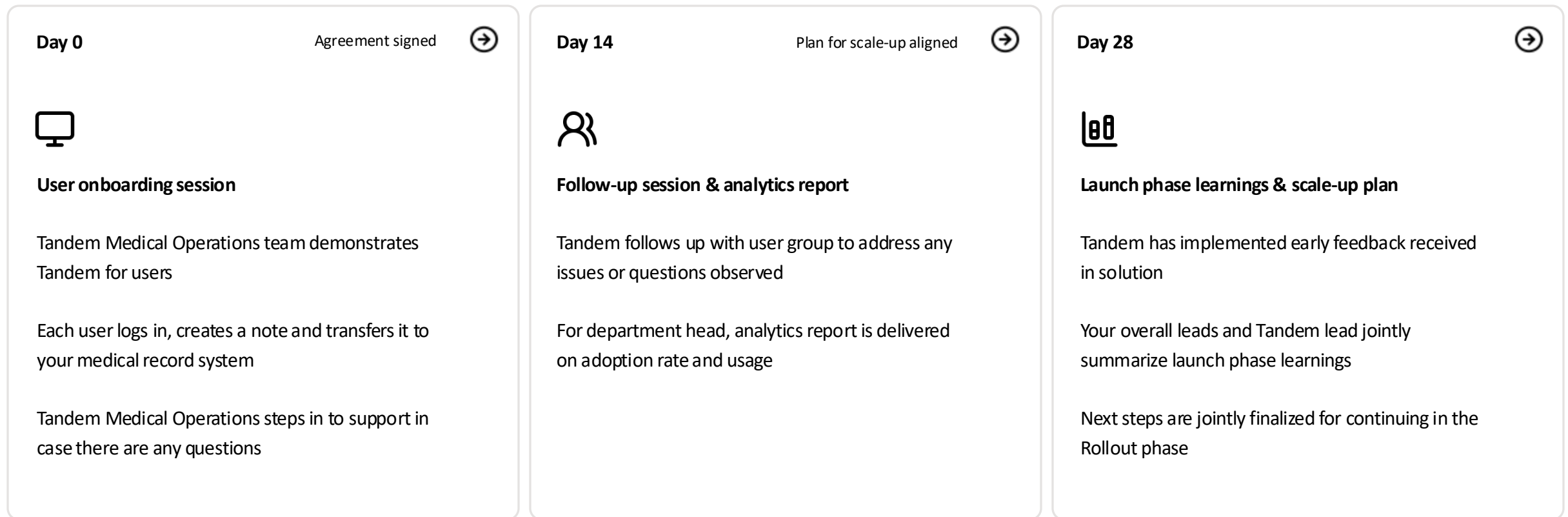


Recommend setting up a project group to lead the project & continuously check-in on progress

1 Preparations: Sample project plan, to be tailored for you

Workstream	Deliverables	Your responsible	 Tandem responsible
 Commercial agreements	Signed commercial agreements, incl. pricing plan	Business development lead	Tandem commercial lead
 Legal and compliance	Verified that all legal and compliance requirements are met	CIO and/or Head of Legal	Tandem legal & compliance team
 Technical integrations	Validated that technical integrations are fully functional	CTO	Tandem integration team
 Clinical adoption	Drafted plan for launch phase and preliminary rollout phase plan	CMO and Head(s) of departments	Tandem MedOps team

2 Launch phase: We have an established process for onboarding users quickly and validating value within a month



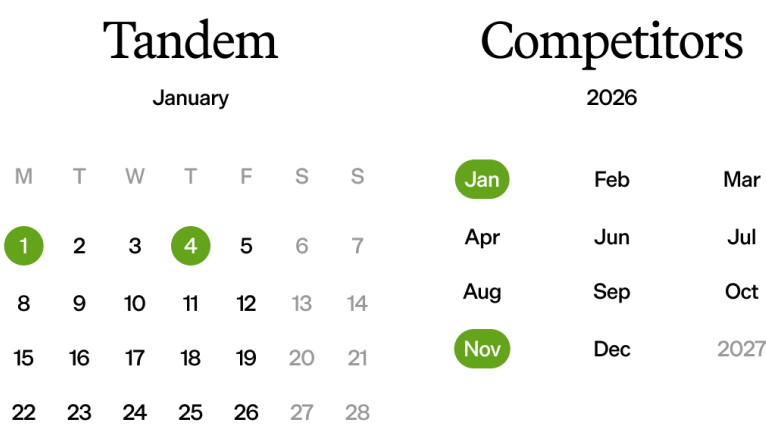
We have integrations with 100+ EHR systems and can build new integrations from scratch in days



Integrations with 100+ EHRs (Electronic Health Records)

We have broad experience integrating with EHRs, across a large variety of complex IT environments

With high likelihood we are already integrated with your EHR, allowing you to transfer medical notes with the click of a button



Integration in days or weeks, not months or years

If we aren't already integrated with your EHR or if you switch to another that we're not already integrated with, we will be able to quickly develop the integration

We're rapidly expanding our set of integrations, with a new integration taking on average a couple of days, compared to industry averages often taking several months or even years

How we typically integrate with your EHR for seamless one-click transfers of medical notes



RPA¹: Tandem browser plug-in (web based EHRs)

If you have a web based EHR, we can integrate using our browser plug-in

Works via RPA, as the plug-in can read from Tandem and write to the EHR

We can build it fully outside-in, we just need access to a test login to your EHR



RPA¹: Tandem Windows app (native Windows EHRs)

If you have a native Windows EHR, we can integrate using our Windows app

Works via RPA, as our Windows app can read the screen and simulate quick clicks

We can build it fully outside-in, we just need access to a test login to your EHR



API (deeper integrations)

If your EHR has an API that can be used to write medical notes, we can use it to push data into the EHR

Enables deeper integrations such as single sign-on and passing of patient context

Requires access to the API and documentation on it

License pricing plan

€ XX

Per users/month for your choice of 1-50 licenses, billed quarterly

5%

Discount on additional users when number of licenses exceed 50+



€ 75

Per user as one-time cost for onboarding, covering live sessions for users and setup of 10 custom templates per clinic

Risk-free start

12-month commitment, with the flexibility to cancel after 1 month, as a confidence guarantee in the quality of Tandem



No cost

For:

- ✓ Integration with your EHR systems
- ✓ Continuous support from our team of medically trained professionals



Our offer to Large Customers – Tailor:

- **Option 1:** Tiers (per license)
Option 2: Site license (organizational-wide fee for unlimited users)
- Discount levels for volume + commitment
- Onboarding fee + ramp up length (billing)

Customer name | Commercial proposal

Option 1: Monthly fee/user, with volume & commitment discount:

Users	Discount (per tier)	Contract Duration (years)		
		1 yr	2 yr	3 yr
			10%	15%
0-100	5% 10% 15% 20%	€79	€71	€67
101-200		€75	€67	€63
201-300		€71	€63	€60
301-400		€67	€60	€57
401-500+		€64	€57	€54

€ 75

Per user as one-time cost for Option 1 onboarding, covering live sessions for your users and custom templates

Option 2: Organizational-wide site license for unlimited users
- with 6-month ramp up:

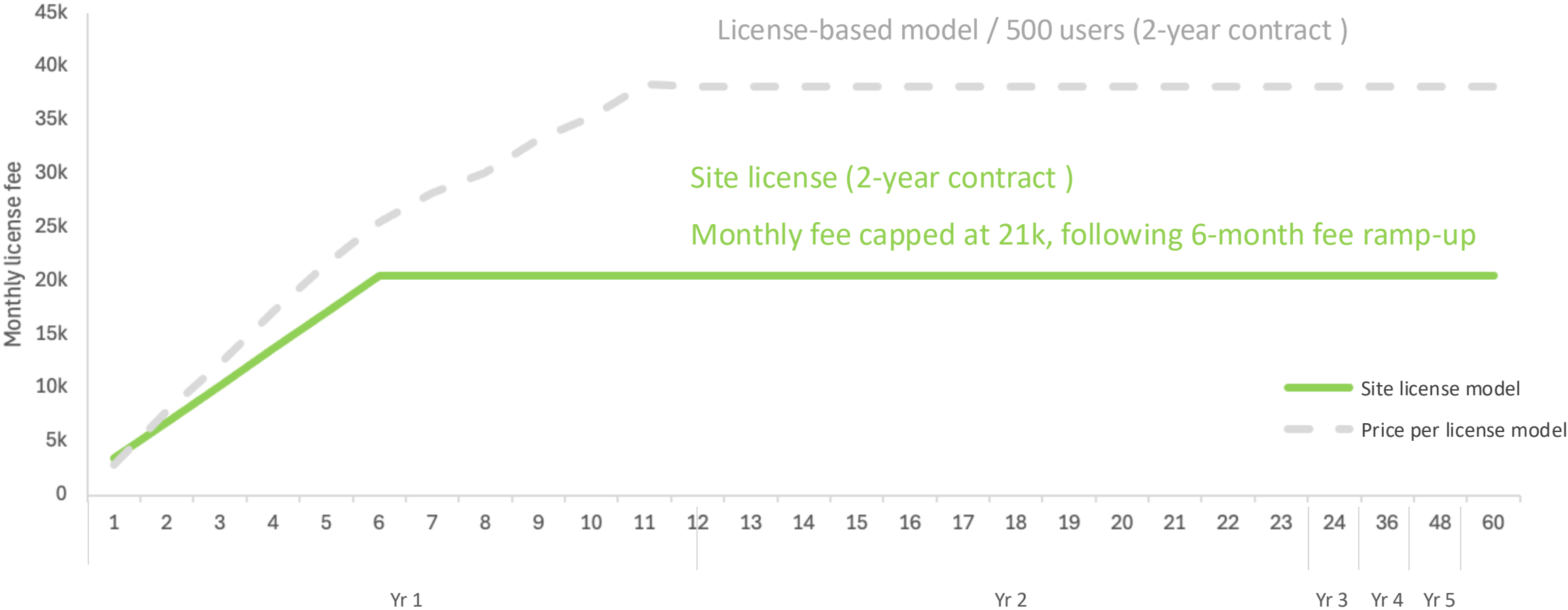
Site license	Contract Duration (years)		
	1 yr	2 yr	3 yr
		20%	30%
Monthly fee	€23k	€21k	€19k
Effective monthly fee per practitioner	€46	€42	€38

€ XK or Included

As a one-time cost for Option 2 full onboarding, covering live sessions for all your users and custom templates

Total monthly license fee projection

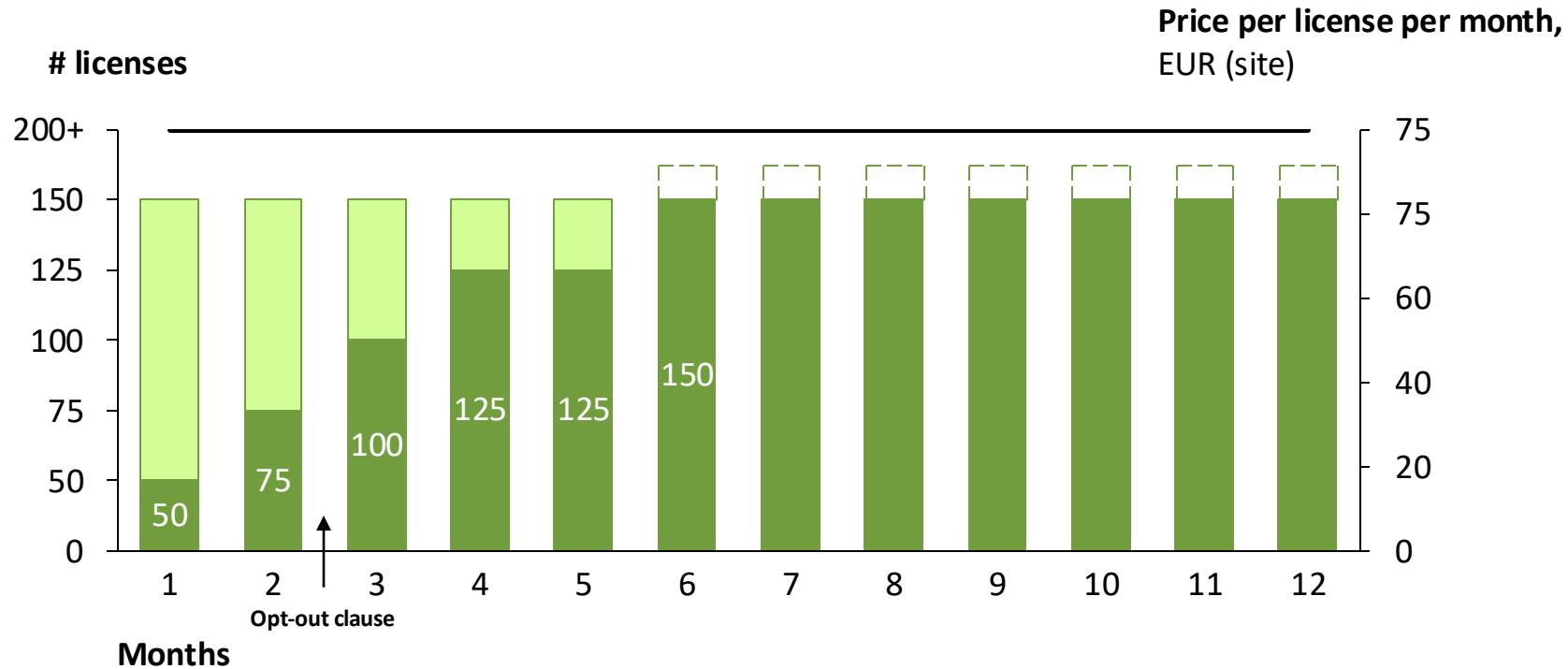
Site model vs. per license model



Option 1 Example

– Pricing and ramp up plan

- Your potential license usage
- Licenses paid for
- Additional licenses added



K €

As a one-time cost for rollout onboarding 150 users, covering live sessions for all your users and custom templates

No cost for

- ✓ Integration with your EHR systems
- ✓ Continuous support from our team of medically trained professionals

Risk-free start

12-month commitment, with the flexibility to cancel after 2 month, as a confidence guarantee in the quality of Tandem



Dr Ian Robertson
MD



Lukas Didon
PhD



Antonio Llombart
MA



Oliver Sjögren
MD



Dawood Abdulkarim
MD



Lydia Jakeman
Pharmacist



Artin Entezarjou
PhD, Specialist, MD



Roy Pekny
MD



Yan Peng Zhao
Specialist, MD



Maggie Zhang
MD



Miles Randeria
MD



Lauren Flynn
Specialist, MD



Bring
otherapy



Ludwig Honk
Psychologist



Daniele Rodolico
MD



Jorge Perez Hermilla
MD



Johan Sanmark
Specialist, MD



udh Sharma



Anish Puri
Specialist, MD



We've got 50+ clinicians inhouse to support
you, which forms +80% of our
commercial team

05

Case studies & research



[Divider – to be
removed for
presentations]

Research

Europe's largest study on AI medical assistants with Capiro Ramsay Santé

Notes created by 1,295 unique healthcare workers

Patient notes generated across primary specialty, and hospital care

375,000+

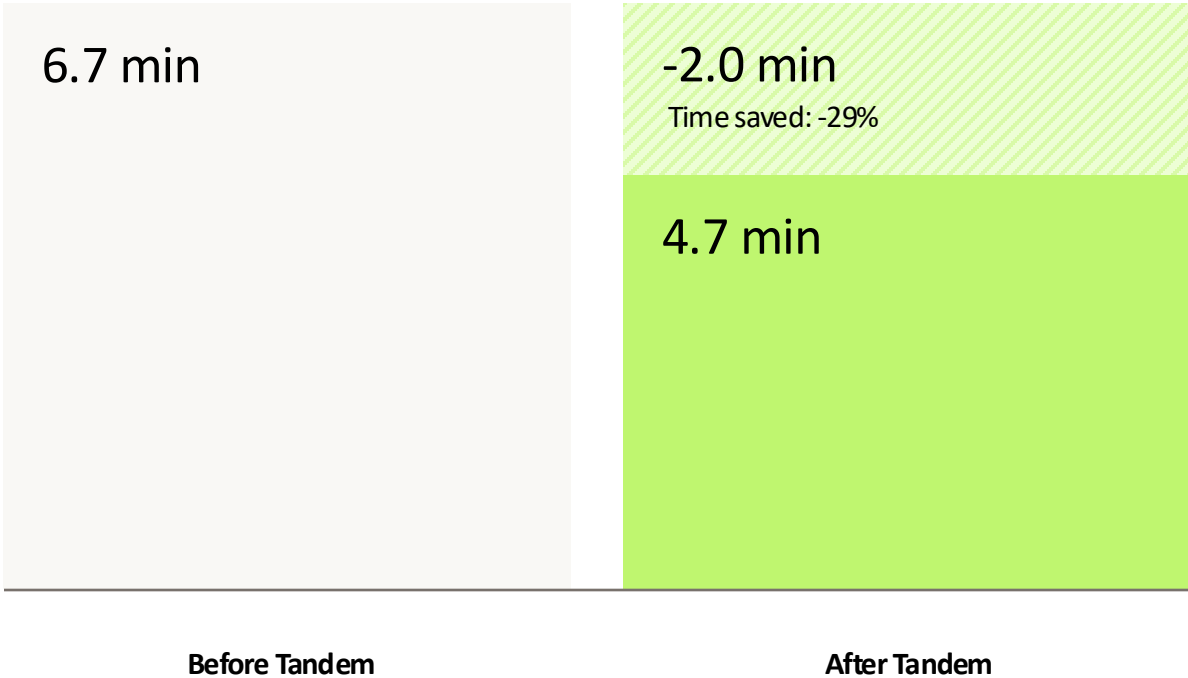
“Capiro employees report that less administrative work reduces stress and contributes to a working environment where the clinician-patient meeting can be in the centre”

Chief Medical Operations Officer

Capiro Ramsay Santé

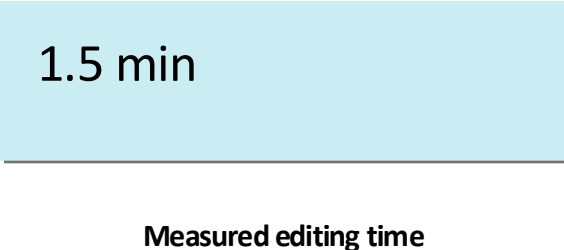
Study showed that Tandem frees up one third of the time spent on documentation

Average time spent on finishing a note
According to survey data



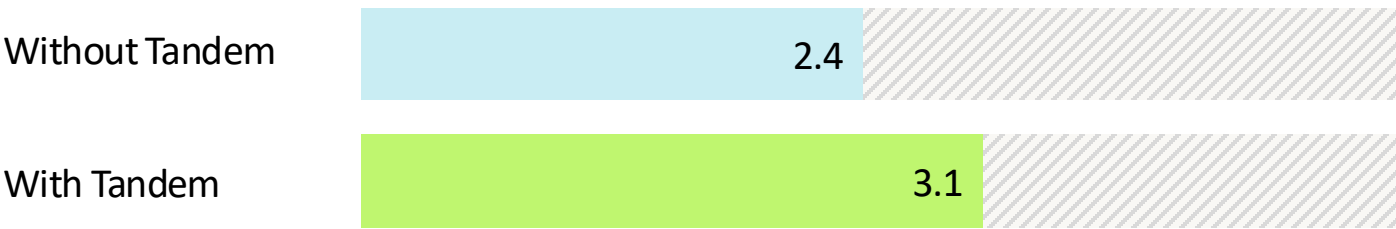
Median value, editing time
According to user data

Usage data indicates time savings could be larger than reported in survey

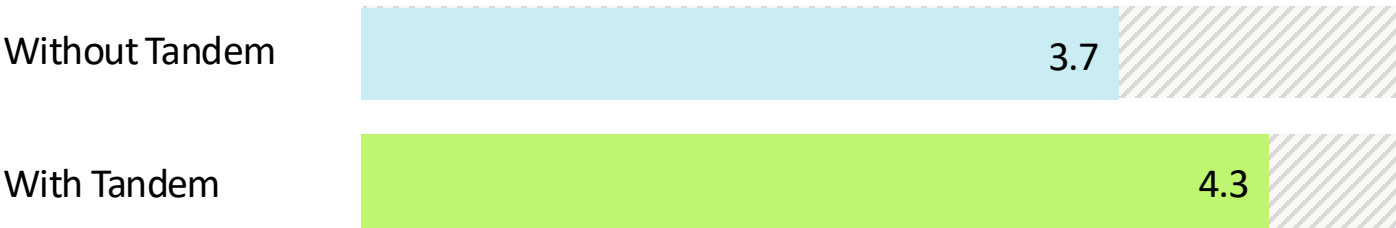


Stress levels were reduced and meeting presence improved

I can work without feeling stress



I feel present with my patients



Results

+29% (0.7)
Improvement

+16% (0.6)
Improvement

Study addresses research gap regarding AI scribe in EU



The background

Clinicians spend 40% of working hours on administration, and less than 30% of time is devoted to direct patient care. Document burden is also linked to stress and burnout



The promise

AI medical scribes are often sold with the promise to reduce admin workload and improve the experience for both the clinician and patient by transcribing consultations and generating structured draft notes



The evidence gap

Existing studies are almost exclusively focused on the US, with results being mixed, and sometimes even contradictory. Benefits vary by specialty, workflow and implementation strategy



A different Europe

Europe has distinct regulatory environments (MDR), multilingual clinical context, and a heterogeneous medical record system landscape. Moreover, there is limited large-scale real-world European data

This study

- **Large-scale, real-world study** across primary, secondary and hospital care, using real clinical data
- **Mixed evidence approach;** system metadata and clinician perspective
- **Conducted under European regulatory** and operational conditions

Users had a positive perception of the solution

Survey responses from 177 healthcare workers, who in total have created ~68,000 notes

80%

See improvement for their profession

91%

Want to continue using Tandem

84%

Recommend Tandem to other colleagues

Tandem Time to Care Report: Findings from our research survey on AI tools with 1,000+ clinicians and 5,000+ patients

Nov 2025

To better understand how clinicians and patients perceive the use of AI tools in healthcare, we conducted extensive surveys with both clinicians and patients across the United Kingdom, Germany, France, Spain, and Sweden

Results from clinician survey (1,000 participants)

- 73% say documentation is too time-consuming
- 82% say administration steals time from patient interactions
- 13% have access to AI tools
- 86% believe AI tools will become standard in 5 years

Results from patient survey (5,000 participants)

- 83% of patients are comfortable seeing doctors who use AI tools
- 60% said AI could give doctors more time for patients
- 50% believed AI could reduce errors in healthcare
- 25% has previously found mistakes in their medical records, negatively impacting trust

[Link to full report](#)

Time to Care



How clinicians and patients across Europe experience admin & burnout - and how AI can offer a lifeline.

 Tandem

[Divider – to be
removed for
presentations]

Customer cases

St Wulfstan Research Study: 97% of GPs said Tandem reduced their admin burden

Research study methodology

Over four months, clinicians at St Wulfstan Surgery alternated between using and not using Tandem, and surveys & interviews were conducted with both clinicians and patients plus notes were audited for quality.

Research findings

~97%
of GPs said Tandem reduced their administrative burden

~44%
Of notes were completed in <1 minute (vs 1.4% without Tandem)

~99%
of patients felt their GP was fully engaged (vs 83.6% without Tandem)

Case Study St Wulfstan Surgery



Overview

Health System	Independent GP Practice, NHS
Practice Size	~12,000 patients
Headquarters	Warwickshire, UK

St Wulfstan Surgery in Warwickshire, one of the UK's top-rated GP practices, has adopted ambient AI technology to help GPs stay focused on patients, reduce admin load, reduce stress, and improve job satisfaction. Early results suggest the transformation is not just operational, but cultural.

This proactive mindset led the Warwickshire-based practice to trial Tandem Health, an ambient AI scribe designed to reduce clinical paperwork by automatically capturing and structuring notes from GP consultations.

GPs using the tool were still responsible for reviewing and approving every note. But with most of the documentation already drafted, the shift allowed doctors to spend more time listening and engaging with their patients. "We looked at what technology could take out of our workflow," explains Dr Al-Ramadani. "The goal was to free up time, so clinicians could focus on what they're trained to do - care, listen, and treat."

Methodology

Over a four-month period (February–May 2025), selected clinicians at St Wulfstan Surgery participated in a structured pilot alternating between using and not using Tandem's Ambient AI Scribe during consultations. The pilot involved extensive preparation, including data governance (DPIA, DCB0160), training, and IT setup. Clinicians received onboarding support, and structured feedback mechanisms were employed throughout. Data were gathered via post-consultation surveys and interviews with both patients and clinicians, alongside structured audits of clinical notes. This mixed-methods approach aimed to evaluate impacts on patient experience, clinician workload and satisfaction, and the quality and structure of clinical notes.

Impact

Feedback from both clinicians and patients has been overwhelmingly positive. Patients reported feeling more engaged and better understood. In consultations where Tandem Health was used, **89.9% of patients strongly agreed their GP was fully present**, up from 83.6% in standard appointments. A similar uplift was seen in patients who felt actively involved in the discussion.

From the clinician side, the improvements were equally clear. Time spent documenting consultations fell significantly: **43.6% of notes using Tandem were completed in under a minute**, compared to just 1.4% of notes without it. Stress levels also dropped, with administrative burden cited less frequently by GPs using Tandem.



"When you find a tool that simultaneously improves patient experience and helps GPs, then it's worth every GP taking a look."

Dr. Faris Al-Ramadani, GP Partner, St Wulfstan Surgery



[Link to full study](#)



Capio Ramsay Santé: Rolling out to the Nordic's largest private care provider

Background

Capio Ramsay Santé is the largest private care provider in the Nordics, spanning primary, secondary and hospital care, with 14,000+ employees

Five business units for primary care, specialty care, hospital care, orthopaedics, and home care

Had recently rolled out speech-to-text solution to many clinics and now desired to explore potential of AI medical scribe

Decision process

Pilots to assess feasibility across 10 units in primary, specialty, and tertiary care

Bi-weekly check-ins with participating units during 3-month period, to continuously receive and act on feedback

Total of 7,000+ notes created during pilot, and ran evaluation surveys with both users & patients

Decided to roll out in all 5 business units

Rollout process

Partnered with project leaders for each business unit to coordinate rollout with coordination in a steering group

Rollout plan created for each business unit, with timelines for adoption per care unit

Bottom-up interest created from clinics through internal knowledge sharing activities, with “waitlist” to get started

Standardized process & check-list defined for how to jointly onboard each care unit

Outcomes¹

-29%

Time on admin

85%

Of clinicians report better or same work environment

92%

Of clinicians report better or same patient presence

Praktikertjänst: Rolling out to Sweden's second largest private care provider

Background

Second largest private care provider in Sweden with 7,000+ employees

Business units for primary care, specialty care, and dental care

Cooperative of care units that are co-owned among Praktikertjänst centrally and clinicians, with a minority of care units are centrally owned & operated

Decision process

Initiated pilots across 4 primary care units

Regular check-ins with participating units during 3-month period, to continuously receive and act on feedback

Total of 6,000+ notes created during pilot with evaluation surveys for both users & patients

Results shared at internal conference, incl. panel interview with pilot users

Decided to roll out to their primary care business unit (~100 care units)

Rollout process

Central Praktikertjänst project team coordinated primary care rollout and facilitated contacts

Rollout performed per region in waves of 5-10 care unit clusters at a time

Prioritization based on indicated interest, with waitlist being formed

Standardized process with educational sessions by Praktikertjänst per cluster, followed by onboarding sessions by Tandem per care unit

Outcomes

80+
Clinics live

87%
Reported a reduced
workload¹

60%
Felt more present with
patients¹

Aleris: Rolling out to one of the largest specialty care providers in the Nordics

Background

Aleris is one of the largest Nordic specialty care providers with 5,000+ employees

Covers ~30 different specialties

Operations across Sweden, Norway and Denmark

Had previously tested speech-to-text solutions that did not meet their required bar of quality and performance

Decision process

Demonstrated Tandem for key stakeholders

Validated functionality with group of clinicians from select specialties

Built business case for Tandem implementation

Reached central decision to roll out across full Swedish organization

Rollout process

Formed a central project group to coordinate rollout across care units

Created implementation plan with timeline for all care units

Demoed Tandem at leadership meetings for all business units to build interest

Secured early champions in each medical specialty

Shared weekly data reports on usage per clinic and clinician to enable follow-ups

Outcomes

90+
Clinics live

200,000+
Notes created since launch

Doktor.se: Rollout at one of the largest private healthcare providers in Sweden

Background

One of the largest healthcare providers in the Nordics, combining digital consultations with 25+ physical clinics

Approximately 1,250 employees delivering over 2.5 million patient visits annually

Operates a hybrid care model spanning digital and in-person services across Sweden

Decision process

Partnered with Tandem Health in fall 2024 to explore AI-assisted documentation

Validated that Tandem's solution could integrate seamlessly into digital-first clinical workflows while meeting strict data protection and medical guidelines requirements

Confirmed clinician time savings of 1–2 hours per day and improved documentation quality before scaling

Rollout process

Rolled out Tandem's AI scribe across the clinical workforce, covering both digital and physical care settings

Clinicians adopted the tool into existing consultation workflows without process disruption

Generated 10,000+ clinical notes in the initial rollout phase

Ongoing expansion as part of a broader commitment to sustainable and patient-centered care delivery

Outcomes

15+
Clinics live

100,000+
Notes created since launch

Mindler: Rollout at one of Europe's largest digital mental health providers

Background

Mindler is one of Europe's largest digital mental health providers with 250+ licensed psychologists

Operates across five European countries with a mission to increase access to mental healthcare

Previously used manual documentation workflows, had started exploring AI-powered clinical documentation to increase efficiency

Decision process

Ran pilots with Tandem across 10 units in primary, specialty, and tertiary care

Bi-weekly check-ins with participating units during 3-month period, to continuously receive and act on feedback

Total of 7,000+ notes created during pilot, and ran evaluation surveys with both users & patients

Decided to roll out in all 5 business units

Rollout process

Made Tandem available to all psychologists, inviting interested to opt in

Built momentum through team meetings where pilot users shared experiences, and leadership presented aggregated survey data to highlight impact and build trust

Clinicians that signed up were onboarded internally, supported by pilot participants, standard materials and Tandem support

Outcomes

200+
Psychologists onboarded

1-2
Hours saved per psychologist per day

80%
Rated Tandem 10/10 in NPS

WeMind: Rolling out to Sweden's largest private mental health provider

Background

WeMind is Sweden's largest private provider of outpatient psychiatric care

Operates across adult psychiatry, child and adolescent psychiatry, and neuropsychiatry in Sweden

Focused on evidence-based care, with clear potential for AI-powered clinical documentation to improve efficiency

Decision process

Started with a pilot at one of their clinics, including both psychologists and psychiatrists in the test group

Ran a pilot over a two-month period and covered all core workflows: adult psychiatry, child and adolescent psychiatry, and neuropsychiatry

Allowed the team to evaluate the solution across different clinical settings before considering broader rollout

Rollout process

Rolled out gradually across the remaining clinics in the Stockholm region before expanding across the country

In regions using different EHR systems and documentation templates, selected pilot groups first completed a one-month testing and adjustment phase before wider onboarding

Scaling followed a phased, region-by-region approach tailored to local workflows

Outcomes

130+
Psychiatrists and
psychologists
onboarded

~8,000
Notes created every
month post rollout

Hertfordshire Community NHS Trust: England's first multi-year community and mental health AVT deployment

Background

Hertfordshire Community NHS Trust (HCT) provides community and mental health services to over 1.2 million people in Hertfordshire

Services include health visiting, school nursing, community nursing, rehabilitation, palliative care, and mental health which support over 13,000 patients

Focus on prevention and proactive care, particularly for aging population and those with frailties and co-morbidities

Decision process

Ran pilot with 171 clinicians, across 13 specialties, over 34 geographical locations

Bi-weekly check-ins with participating units during 6-month period to continuously receive and act on feedback

Generated ~15,000 notes during pilot, with evaluation surveys measuring documentation time and user experience

Rollout process

Strong clinician feedback led to decision to scale trust-wide with 3-year commitment

First multi-year community and mental health AVT rollout in the NHS. Partnership with Accurx to deliver Accurx Scribe powered by Tandem Health

Clinicians onboarded through a train-the-trainer model, with pilot clinical champions upskilled to support deployment alongside structured onboarding resources and continued Tandem onsite presence

Outcomes

50%+
Less time spent on note-taking

25%+
Increase in patient capacity for some teams

Hôpital Fondation Adolphe de Rothschild: Leading Hospital for head and neck pathologies in France

Background

Adolphe de Rothschild Foundation Hospital is a private non-profit university hospital of collective interest based in Paris

Founded in 1905 to provide free ophthalmologic care, it has evolved into a highly specialised institution focused on ophthalmology, neurology, ENT, and neurosurgery

Today, the hospital treats approximately 360,000 patients per year, performs 31,000 surgeries, handles 48,000 emergency ophthalmology visits, runs 400 clinical trials, and trains 900 students annually

Decision process

Piloted experimentation with Tandem and another competitor

Assessed the ability to transcribe consultations in real time, generate structured notes from customized and highly specialized templates, and integrate with their EHR

Key factors that led them to choose Tandem: the high quality of medical notes, integration with their EHR and Tandem team's responsiveness and availability throughout the pilot

Rollout process

Strategic partnership signed with Tandem at the end of 2025

Progressive rollout across the entire organization throughout 2026

Customized templates for each specialty, with integration planned for two additional EHR systems.

Outcomes

100%
Users from the pilot
keep using Tandem

**365 clinicians across 20
departments**
Will benefit from
Tandem

Hôpital Foch: Rolling out at one of the largest private non-profit Hospitals in France



Background

Hôpital Foch was founded in 1929 and is one of the largest private non-profit university hospital of collective interest in France

It offers a wide range of medical and surgical specialties, with recognized expertise in thoracic diseases, kidney transplantation, urology and obstetric

Today, the hospital manages more than 65,000 hospitalizations annually and over 450,000 outpatient visits, while playing a key role as a university hospital in medical education, clinical research, and healthcare professional training

Decision process

Tandem AI Medical Scribe was piloted 3 months across 6 specialties and +15 clinicians

Assessed the ability to transcribe consultations in real time and generate structured notes from customized and highly specialized templates.

High quality of medical notes and ease of use of platform were key factors leading Hôpital Foch to choose Tandem

Rollout process

Strategic partnership signed beginning of 2026

Roll out to all clinicians in the Hospital, with customized templates for notes and an integration to their EHR

Outcomes

100%
Users from the pilot
keep using Tandem

+420 clinicians
Being onboarded

Recoletas Salud: Rollout and scale-up at leading Spanish healthcare group

Background

One of Spain's largest private healthcare providers, headquartered in Valladolid, with 50+ hospitals and clinics across the country, with 4,000 staff

Delivers over 2 million consultations annually across a broad range of medical specialties

Sought to reduce the documentation burden on clinicians and free up time for patient care

Decision process

Piloted Tandem's AI assistant in select clinics to validate real-world performance

Assessed ability to transcribe consultations in real time, draft structured notes, and integrate with existing health information systems

Decided to roll out broadly across all 50+ hospitals and clinics

Rollout process

Strategic partnership established with Tandem as the group's healthcare AI technology partner

Rollout coordinated centrally across the full clinic and hospital network
Tandem's assistant configured to adapt to each specialty's clinical language and documentation style

Goal to support all major consultation types, including referrals, prescriptions, and sick leave documentation

Outcomes

20+
Hospitals and clinics live

25+
Different medical specialties

Farsund Kommune: Alleviating administration bottleneck with Tandem



Farsund
kommune

Background

Municipality in southern Norway facing rising demand for health and care services alongside recruitment challenges

Municipal health and care services spanning Mental Health, Child and Youth Services, and Administration and Rehabilitation

Documentation was a significant daily bottleneck, with notes often postponed until evenings or deferred by 1–3 days

Decision process

Ran a 6-week pilot in 2025 together with Omilon and Tandem Health across 3 departments with 20 employees

Assessed time savings, documentation quality, and staff experience through interviews and monitoring

Results attracted national attention, with NRK highlighting the pilot as a model for freeing up time in municipal frontline services

All pilot participants chose to continue using the AI scribe after the pilot ended

Rollout process

Expanded directly from pilot, doubling the number of active users after the pilot concluded

Each department adapted note templates to their own practice and shared learnings across teams

Rollout structured incrementally, testing Tandem in new parts of the service as adoption grew

Ongoing expansion guided by the aim of freeing up time and strengthening documentation quality across the full municipal care service

Outcomes

50%+
Reduction in admin time spend¹

5k+ EUR
Annual savings across per user¹



1. Based on [internal study](#) conducted by Farsund Kommune in partnership with Tandem and Omilon. Links to [NRK coverage](#) and [Tandem website](#)

[Divider – to be
removed for
presentations]

Partnerships

Accurx: Partnering to provide Tandem to 200,000+ users across NHS in the UK

Background

Accurx is a communication solution that is installed as a toolbar, with buttons for sending messages, booking consultations & now also for launching Tandem

Have +200,000 weekly active users, with 98% NHS primary care penetration and 70% NHS specialty care penetration

Have contracts with NHS, distribution ability via their toolbar, and integrations with EHRs

Decision process

Accurx determined they wanted to partner rather than attempt to build in-house, to optimize speed & quality

Ran competitive RFP process with multiple stages, inviting various providers to submit proposals

Decided to partner with Tandem, due to product quality, track record of delivery, product roadmap and our team

Rollout process

Built integration to launch Tandem from Accurx's platform with single sign-on

Accurx leads marketing & commercial efforts and contract signing; Tandem leads product & technical onboarding and support

Launched at Accurx's yearly user conference and instantly generated waitlist for user access

Continuously switching on access for users & doing growth activities to boost adoption

Omilon: Partnering with Nordic's leading provider of speech-to-text solutions



Background

Omilon has an 80-year history of providing “medical secretary as a service” and speech-to-text solutions across the Nordics

Leading provider in the Nordics, with 40,000+ users

Operations across Sweden, Norway, Denmark

“Omilon Connect” toolbar offers speech-to-text capabilities and EHR integrations, which now also contains Tandem

Decision process

Omilon saw that AI medical scribing is the next paradigm within this domain

Decided to partner rather than build-in house, to be able to offer the leading solution on the market to customers

Ran thorough competitive RFP process and selected Tandem due to our proven track record, product quality and our team

Directly partnered across Sweden, Norway, Denmark

Rollout process

Built integration to launch Tandem from Omilon’s toolbar and leverage their EHR integrations via Omilon Connect

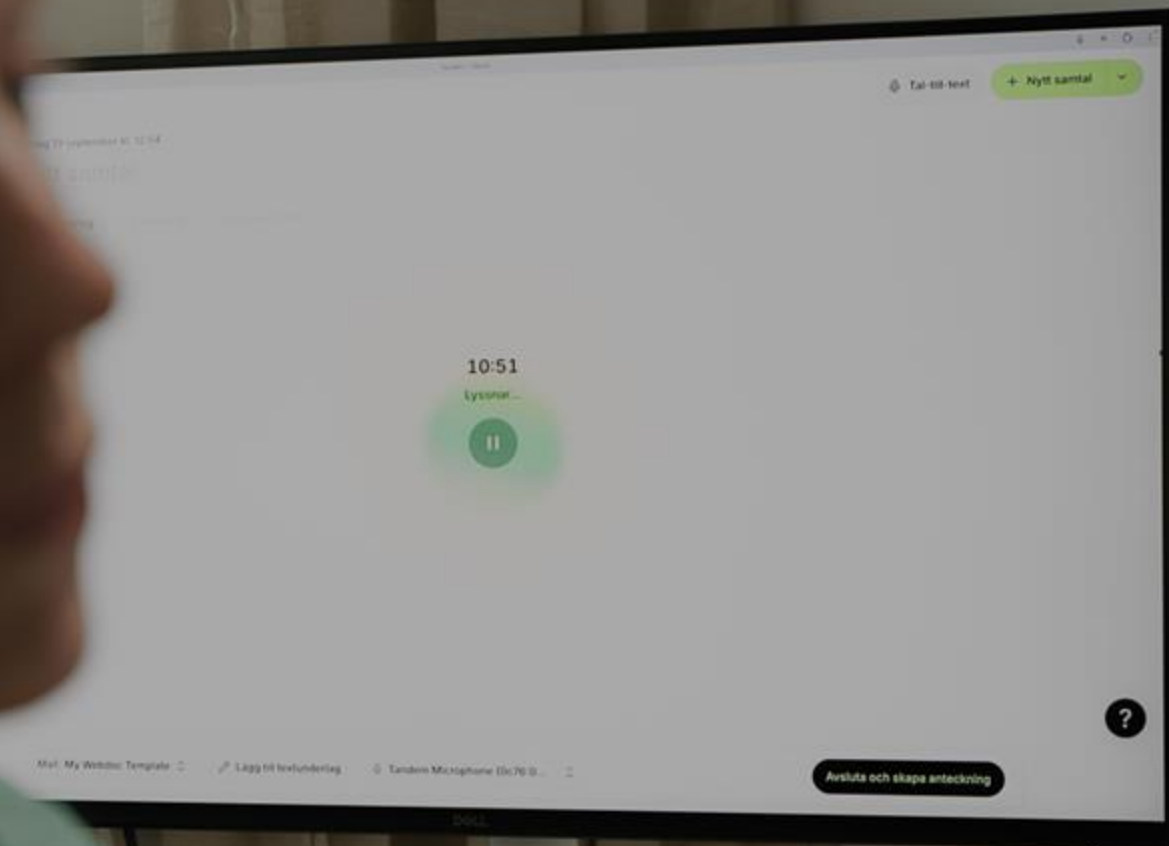
Launched partnership with Omilon’s commercial team and ran multiple training sessions & workshops to ensure high product knowledge

Omilon leads marketing & commercial efforts; Tandem leads product & technical onboarding and support

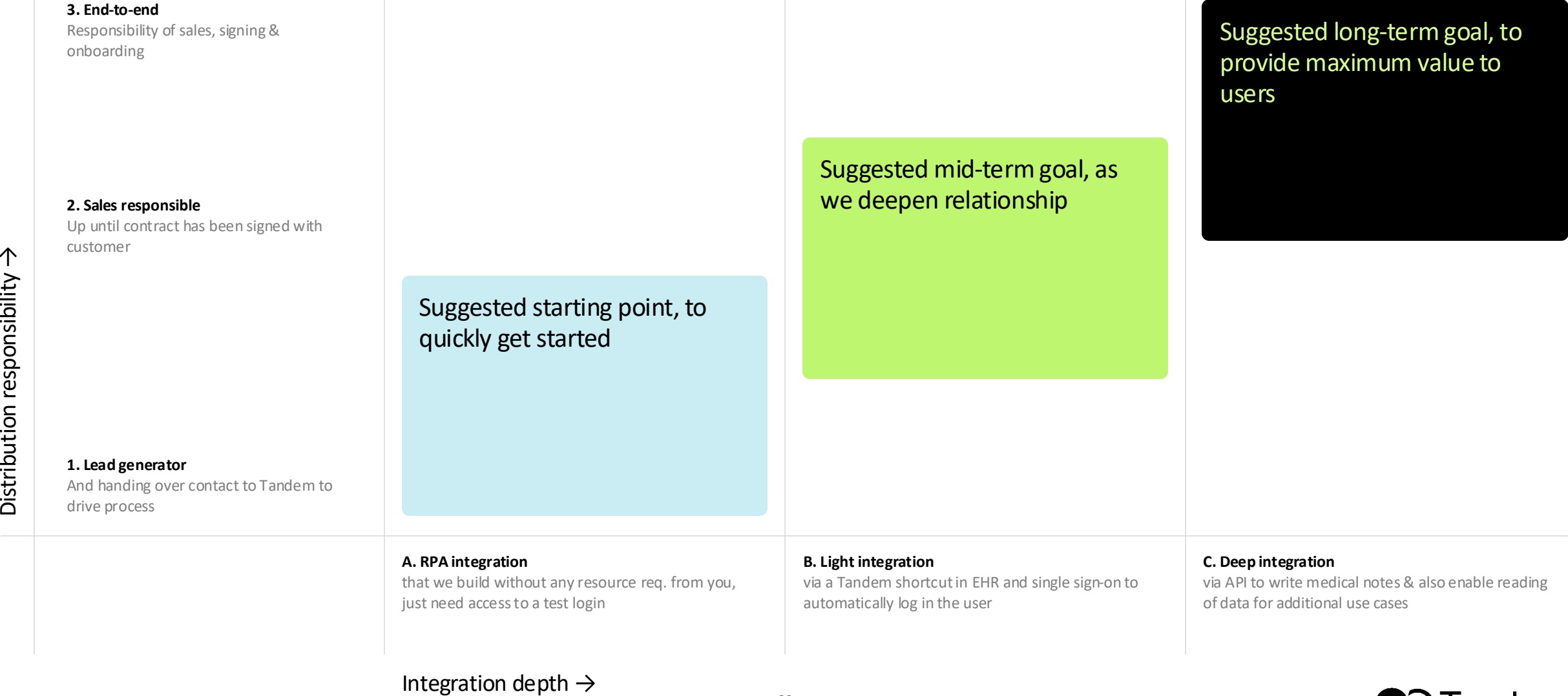


06

Appendix



How we typically partner with EHRs



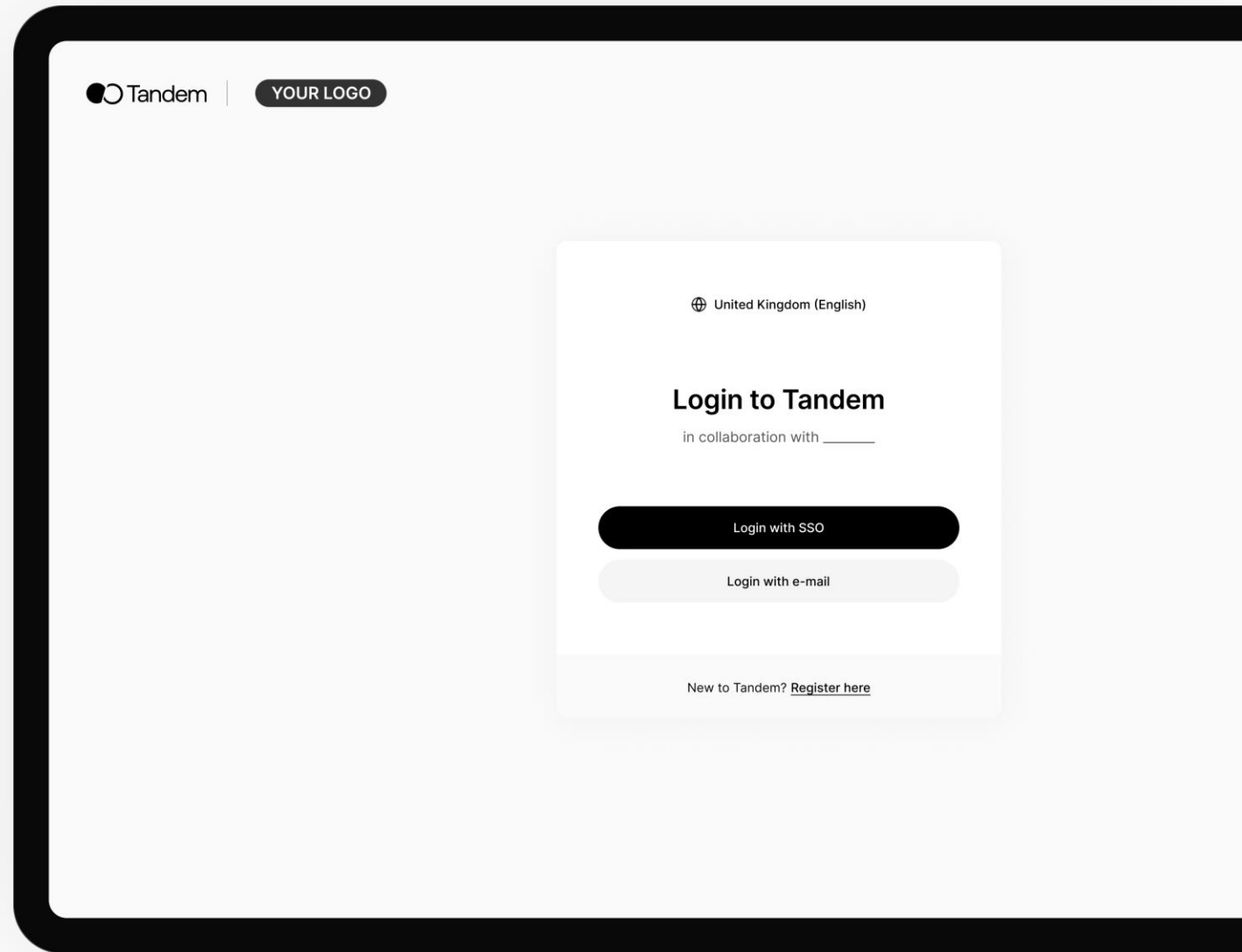
Tandem is the most certified scribe solution on the market



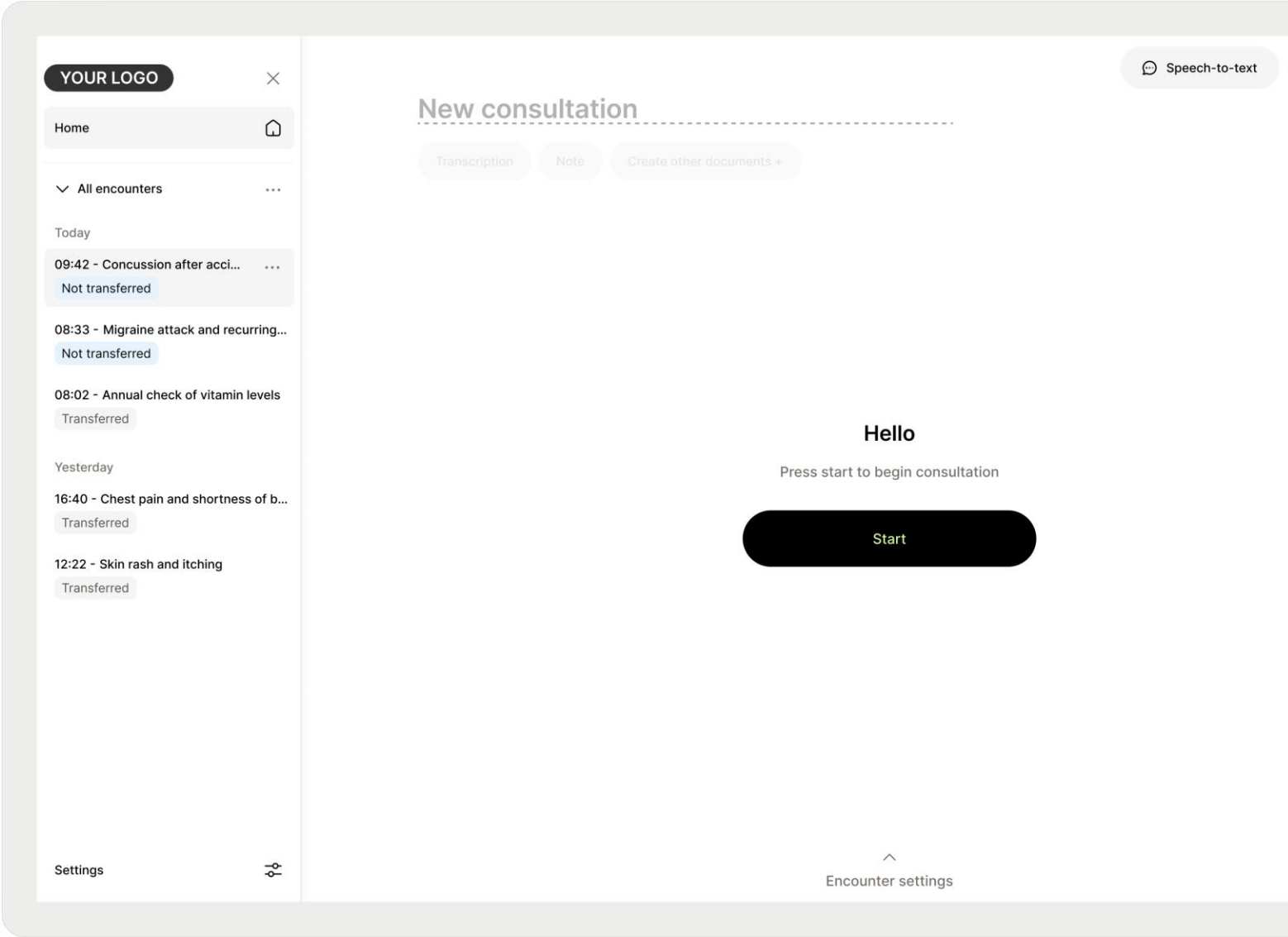
Note: Based on advertised certifications on peer websites, 2026-03-10

Key European certifications Tandem vs Peers	 Tandem	5 largest peers
	✓	5/5
	✓	0/5
	✓	1/5
	✓	2/5
	✓	0/5

Example: Co-branded login screen



Example:
Co-branded home screen



Our presence in the Nordics – Customer case examples





Colour palette

Tandem Green #BFF66F	Tandem Blue 100 #C9EDF3	Off-White #F9F8F5	Gray 50 #FAFAF9	Gray 500 #78716C	Red #DC1515
Tandem Green 100 #D4FD97	Tandem Blue 400 #389FB4	Off-White 200 #F2EFE3	Gray 100 #F5F5F4	Gray 600 #57534F	Yellow #FFF27C
Tandem Green 300 #9FD45A	Tandem Blue 900 #08181B	Black (Background) #0C0A09	Gray 200 #E7E5E4	Gray 700 #44403C	Yellow Light #FFFBD4
Tandem Green 500 #719D3F		Pure White (Text on black) #ffffff	Gray 300 #D5D3D1	Gray 800 #292524	
		Pitch Black (Text on white) #000000	Gray 400 #A8A29D	Gray 900 #1B1917	

