

Clinical AI Agent (CAA) for Mayo – Ambulatory/Specialty and ED Providers

WHAT: Clinical AI Agent (CAA) is an Ambient Scribe technology that improves documentation efficiency. The app uses generative AI and voice recognition, listens to a conversation between a provider and patient, and generates a draft note for review and edit.

Online HealthStream Education

Available to **Primary Care / Specialty Providers** and **Northern Light employed ED Providers** who will use their personal devices.

- **Online HealthStream Education (Required)**

STEP 1: Log into [HealthStream](#)

STEP 2: Select **Catalog**

STEP 3: Select appropriate **Curriculum**

- For Primary Care / Specialty Providers Curriculum Name: **NLH – Clinical AI Agent (CAA) Required Education for Mayo Ambulatory Care Setting**
 - URL: <https://login.healthstream.com>
 - Duration 30 min
- For NLH Employed ED Providers Curriculum Name: **NLH – Clinical AI Agent (CAA) Required Education for Mayo ED**
 - URL: <https://login.healthstream.com>
 - Duration 30 min
- An **Access Code** is available after completing the required CAA HealthStream training. It will be obtained at conclusion of the slides.

- **Flyer-based Education:** Click [here](#) to view the ED CAA Educational Flyer, click [here](#) to view the Ambulatory/Specialty CAA Educational Flyer.

WHY: Ambient scribe solutions, such as CAA (Clinical AI Agent), improve efficiency of documentation and overall Provider and patient experience.

WHEN: Monday, May 18, 2026 – Education available now

WHERE: The change will affect the following venue(s):

- Ambulatory/Specialty
- Emergency Department

At the following NLH Member Organization(s):

- Mayo Ambulatory/Specialty locations
- Mayo ED

WHO: The change will affect the following staff at the above noted locations:

- Providers

SET UP: Required:

Microsoft Intune Portal is a required download for the use of Clinical AI Agent (CAA). Click [here](#) to download steps.

If you need access to both Millennium and CommunityWorks, you only need to complete the education for one system. Follow the steps:

STEP 1: Log out of the CAA app

STEP 2: Log back into the CAA app

STEP 3: When prompted for your Org Code, delete the existing P108 code
(Note: it looks like it will disappear, but that's expected)

STEP 4: Enter the Mayo Org Code provided in that same field

STEP 5: Once saved, toggling between both orgs will be available

