



Clinical AI Agent (CAA) Education – Personal Device

Education Strategy and Important Dates – HealthStream is OPEN!

WHEN: Monday February 23, 2026

- WHO:**
- Ambulatory Behavioral Health Providers (excludes ED consult)
 - Pediatric/Adult Primary Care Providers (excludes Mayo PCP Providers)
 - Specialty Providers
 - Third Year Family Medicine Residents
 - Walk-In Care

WHAT: Clinical AI Agent (CAA) is an Ambient Scribe technology that improves documentation efficiency and overall Provider and patient experience. 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.

- EDUCATION:**
- **Ambulatory Behavioral Health and Specialty Providers**
 - **Online HealthStream Education (Required)**
 - STEP 1:** Log into [HealthStream](#)
 - STEP 2:** Select Catalog
 - STEP 3:** Search for **NLH – Clinical AI Agent (CAA) Required Education for Specialty Providers**
 - **Pediatric/Adult Primary Care Providers and Third Year Family Medicine Residents**
 - **Online HealthStream Education (Required)**
 - STEP 1:** Log into [HealthStream](#)
 - STEP 2:** Select Catalog
 - STEP 3:** Search for **NLH – Clinical AI Agent (CAA) Required Education for Primary Care Only**
 - Education contains both High Risk Platforms and CAA demo.

NOTE: Access ORG Code is at the end of the course.

- **Flyer-based Education**

For **Personal Device** use, click [here](#) to access the Step-by-Step education.

- **Walk-In Care Providers**

- **Online HealthStream Education (Required)**

STEP 1: Log into [HealthStream](#)

STEP 2: Select Catalog

STEP 3: Search for **NLH – Clinical AI Agent (CAA) Required Education for ED.**

- Education contains both High Risk Platforms and CAA demo.

NOTE: Access ORG Code is at the end of the course.

- **Flyer-based Education**

For **Personal Device** use, click [here](#) to access the Step-by-Step education.

Click [here](#) for additional education information, located on the HI Education Portal .

DEVICE SET UP:

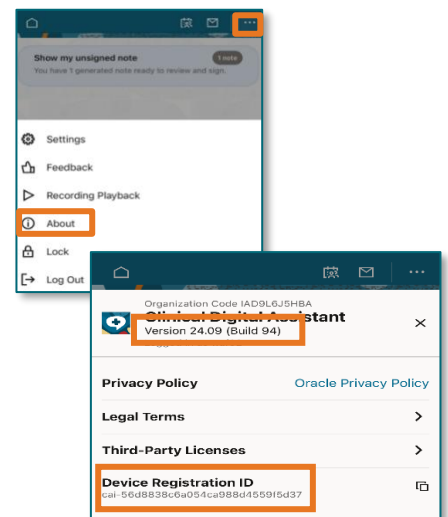
Required:

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

HELP DESK TICKETS:

Report issues to the help desk by calling 973-7728 or by submitting a ticket [here](#). Include the following information for the ticket.

- Reference CAA, CDA, or Ambient AI Scribe
- Patient MRN or FIN
- Date of Service
- Workflow used (MPage or Message Center)
- CDA App Version
- CDA Device ID
- Issue



A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

****PLEASE NOTE: This mailbox is not monitored.****

[Please direct any questions to the Health Informatics team using this link.](#)