



Ambient AI

Built for the Nation's Largest Health System

How Knowtexas is helping the U.S. Department of Veterans Affairs
give clinicians their time back - and Veterans their full attention

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The problem

Administrative work is taking over the visit

Every clinician knows the tradeoff. Look at the patient, or look at the screen. Across American healthcare, the hours clinicians spend charting after clinic – often called "pajama time" – has become one of the leading drivers of burnout. Nowhere are the stakes higher than at the Department of Veterans Affairs, where veterans depend on a system of medical centers and outpatient clinics for care that is frequently complex, longitudinal, and deeply personal.

The VA recognized this early. In 2023, it launched a national AI Tech Sprint to find ambient documentation technology capable of operating inside CPRS – VA's decades-old electronic health record – at federal security and scale requirements few vendors are built to meet. After competitive evaluation of 150+ solutions, Knowtix was named a top 10 finalist, then a winner, then a partner.

9.1M

veterans

170

medical centers

1,200

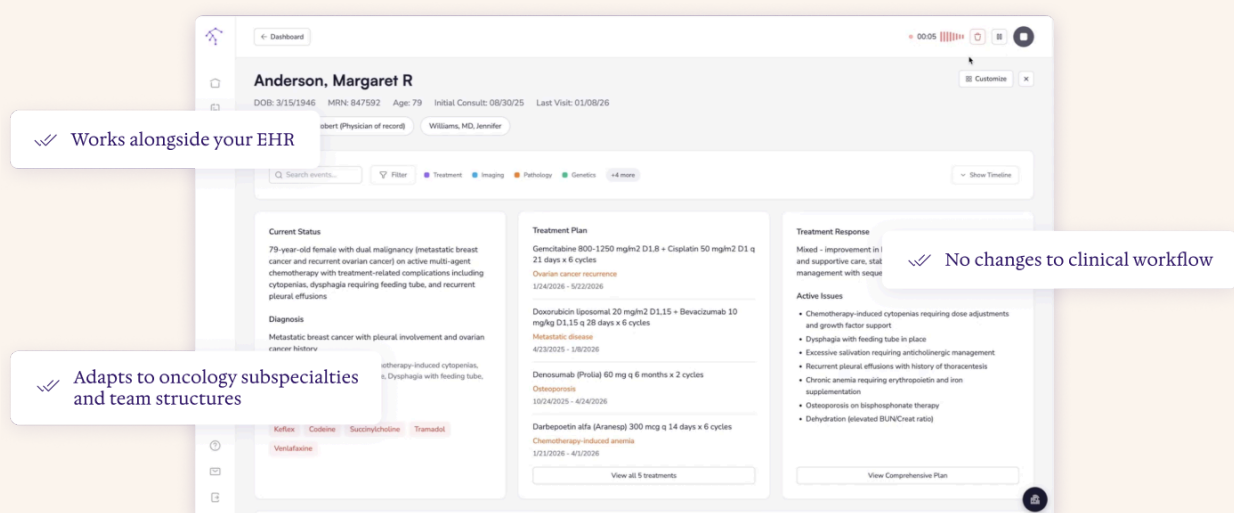
outpatient clinics

Knowtex

Built for the complexity of real medicine

Knowtex is a women-founded, Y Combinator-backed company built by a team of Stanford AI scientists and clinicians. Since 2022, Knowtex has built its ambient clinical intelligence platform around a simple premise: clinicians should never be limited by their EHR. The platform is EHR-agnostic, specialty-specific, and designed to sit inside the clinical encounter – listening, structuring, and drafting complete notes, codes, and orders in real time, so a provider can stay present with the patient in front of them.

Rather than a single generic model, Knowtex trains specialty-specific clinical workflow logic across oncology, orthopedics, mental health, primary care, and beyond – reflecting the reality that a cardiology visit and a behavioral health visit don't sound, or document, the same way.



The VA partnership

A national-scale mandate

In October 2025, Knowtex was awarded a \$15 million contract by the VA to deploy its ambient documentation platform across the VA health system - one of only two ambient AI vendors selected for the job. It is among the largest and most technically demanding ambient AI deployments in the country: a system built for the private sector, adapted to meet federal security, privacy, and interoperability standards, and integrated directly into CPRS.

By October 2025, Knowtex was in evaluation and live in Kansas City, becoming the first Ambient AI scribe to be fully integrated into CPRS. In January 2026, four additional sites - Dallas, Miami, Loma Linda, and East Orange - went live to pilot ambient scribe technology under the VA's Digital Health Office. Building on that momentum, February 2026 marked a pivotal milestone: Knowtex received the green light for nationwide primary care implementation, achieving a national VA production go-live that brought ambient scribe support to primary care documentation across 10 VISNs and 69 VA Medical Center locations, with strong clinician adoption and utilization from day one. Today, the VA has already deployed ambient AI rapidly from 10 pilot site VA medical centers to more than 130 VA medical centers, with planned expansion into additional specialties.



What the data shows

The VA's own reporting from the Kansas City evaluation – an independent, 90-day clinical assessment involving 18 providers – tells a clear story:

100%

of participating clinicians wanted to keep using ambient scribe technology after the evaluation period.

1-2h

saved on after-hours charting per day, down from 15 minutes to over an hour previously spent per patient.

95.8%

satisfaction rate on whether providers listened carefully, up nearly 3 points during the evaluation period.

95%

trust rating in their primary care team, up 2.9 points during the evaluation period.

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one clinician, ten years into VA practice, said it was the first time they'd completed notes and "gone home on time" since they started.

Behind each of these numbers is the same measurable shift: a clinician who was buried in documentation is now fully present for the patient in front of them. Every hour returned to a provider's evening is an hour returned to their family, their well-being, and their ability to show up the next day undiminished. And every conversation freed from the burden of note-taking is a conversation where a Veteran feels truly heard and understood. The real measure of this technology's success is care restored to its original purpose.

Why it matters

Few health systems approach the VA's scale or complexity, and few rollouts carry these stakes. It is the largest integrated care network in the country, serving a population with disproportionately high rates of complex and chronic conditions, deployed inside one of healthcare's most demanding technical environments. Succeeding here - with unanimous clinician support, measurable time savings, and a live production launch - is a proof point that ambient AI can operate responsibly and reliably at the scale the country's most vulnerable patients require.

For Knowtix, Kansas City marked the starting point of a much larger, nationwide rollout. The deployment is structured as a multi-phase rollout, with additional VA sites and specialties onboarding as the platform scales - extending the model beyond primary care into the full range of specialty care VA provides.

What comes next

Knowtix's work with the VA reflects a broader thesis: ambient AI is becoming the infrastructure clinicians build their day around, rather than a feature bolted onto an existing workflow. As the VA continues its phased expansion, Knowtix is focused on the same fundamentals that earned its place in the federal system in the first place: specialty-specific accuracy, deep EHR integration, and a platform built to meet clinicians - and the patients they serve - wherever the visit happens.

At a time when the country's largest, most complex health system is trusting ambient AI with its clinical documentation, Knowtix is proud to be one of the partners it chose to build that future with.

Sources

Knowtex company announcements (PRNewswire, Oct. 2025 and Jan. 2026)

U.S. Department of Veterans Affairs, VA News, "Kansas City VAMC clinicians embrace ambient scribe technology" (April 2026)

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FierceHealthcare (Sept. 2025)

GlobeNewsWire "Rise8 and Thoughtworks Awarded Ambient Scribe Rollout and Post-MVP Development Support Contract with the U.S. Department of Veterans Affairs"