Dragon Copilot licensing guidance

Summary

The article provides guidance on licensing options, billing models, and support plans for Microsoft Dragon Copilot, an AI clinical assistant that combines voice, ambient, and generative AI capabilities.

Dragon Copilot services overview

Microsoft Dragon Copilot is an AI clinical assistant that unifies natural language dictation, ambient speech technology, and extensible AI workflows to empower healthcare teams. Designed for role-based experiences, it streamlines documentation, surfaces key insights, and automates routine tasks across care settings. Built on Microsoft's secure, scalable architecture, Dragon Copilot helps organizations enhance clinical efficiency, improve patient outcomes, and support clinician wellbeing—delivering measurable impact across the healthcare ecosystem.

If a user has previously licensed PowerMic Mobile from Nuance, they can use supported versions of PowerMic Mobile together with Dragon Copilot, according to the restrictions and terms in the customer agreement associated with the purchase of PowerMic Mobile.

For more information, please visit https://aka.ms/DragonCopilot

Licensing model: Per User subscriptions and pay-as-you-go consumption

Any user that inputs data into, queries, views data within Dragon Copilot or otherwise accesses Dragon Copilot directly or indirectly must be properly licensed. You can license your users for Dragon Copilot through a Dragon Copilot Per User Subscription License or a combination of Dragon Copilot Flex User Subscription License plus a pay-as-you-go consumption meter.

Dragon Copilot offers a range of business models and role-based feature sets designed to support clinical workflows—tailored to meet each customer's unique needs.

Here is a high-level comparison of your options:

SKU name	Licensing Scheme	Clinical workflow supported	Description	Recommended for
Dragon Copilot (Physician Per User)	Per User	Clinical workflow for patient-provider interaction, e.g., physician workflow.	Equips user to run all Dragon Copilot features (including Front-end Speech, ambient and GenAI features) for the patient-provider encounter without additional charges.	Customers that want to provide access to Dragon Copilot patient-provider encounter features with a single user subscription license. The Dragon Copilot Per User Subscription License is intended to support the broad adoption by physicians and other relevant clinicians within an organization. Better choice for customers who need the full end-user feature set and all admin controls, e.g., Enterprise customers.
Dragon Copilot (Physician Flex)	Per User	Clinical workflow for patient-provider interaction, e.g., physician workflow.	Provides access to all features for the patient-provider encounter but requires an Azure subscription to run ambient and GenAI features, which are charged on a consumption basis. Note: To access ambient and GenAI features, it is necessary to link an Azure subscription through Dragon Admin Center.	Customers who wish to only pay for the ambient and GenAI features they use through pay-as you-go consumption.
Physician PAYG consumption unit	Consumption	Clinical workflow for patient-provider interaction, e.g., physician workflow.	Allows users with a Dragon Copilot Flex license to access all ambient and GenAI features but only pay for the features used. Requires linking an Azure subscription to your environment. Note: An environment in Dragon Admin Center is a container in which you can provision and configure your healthcare solutions. Learn more about Dragon Admin Center and pay-as-you-go billing.	Enabling individual users assigned a Flex User Subscription License to run ambient and GenAI features within the application. This option is best for businesses that want to pay as you go for only the users who apply the ambient and GenAI capabilities.
Dragon Copilot (Physician Practice Per User)	Per User	Clinical workflow for patient-provider interaction, e.g., physician workflow.	Equips user to run most Dragon Copilot end-user features (including Front-end Speech, ambient features, and GenAI features) for the patient-provider encounter without additional charges. This SKU has some restrictions on features available including admin rights, to reflect the needs of a Practice vs an Enterprise.	Customers that want to provide access to Dragon Copilot patient-provider encounter features with a single user subscription license. This SKU is the better choice for individual practices who customers who need most Dragon Copilot Features but has less of a need of extended admin controls.
Dragon Copilot (Nurse Per User)	Per User	Nursing workflow, including flowsheets.	Customers who want to enable Dragon Copilot for nursing staff (including RNs, LPNs, CNAs, and PCTs) using flowsheet-based workflows.	Customers who want to enable Dragon Copilot for nursing staff (including RNs, LPNs, CNAs, and PCTs) using flowsheet-based workflows.

Note: You can buy a mix of licenses and assign licenses to users within your organization in accordance with the Microsoft Product Terms. Customer may not deploy Dragon Copilot (Physician Practice Per User) Licenses in the same tenant as other Dragon Copilot Licenses.

Dragon Copilot consumption billing rates

For users licensed with the Dragon Copilot (Physician Flex) user subscription who want to consume ambient and GenAI features through pay as you go consumption each feature ambient and GenAI feature consumes consumption units at different rates.

Rates for pay as you consumption are in effect as of May 1, 2025.

GenAI Features of Dragon Copilot that spins the pay as you go consumption meter in the blended business model	Rate $0.01 / consumption unit
Ambient, structured notes	300 consumption units
Get coaching	10 consumption units
Referral letter	10 consumption units
After visit summary	30 consumption units
Free text	30 consumption units
Summarize encounter	50 consumption units
Summarize evidence	50 consumption units
Orders	50 consumption units

How to buy

You can acquire Dragon Copilot subscription licenses through:

- Microsoft Customer Agreement (MCA)
- Microsoft Cloud Solution Provider, including Clinical Applications Embed

When the Microsoft Customer Agreement is not an option, you may acquire Dragon Copilot subscriptions through:

- Enterprise Agreement (EA)
- Enterprise Agreement Subscription (EAS)
- Server Cloud Enrollment (SCE)
- Enrollment for Education Solutions (EES)

Learn more about the Microsoft Customer Agreement.

Appendix

Appendix A: Dragon Copilot service support

Learn more about support options, which include:

Standard Support - (included with any Dragon Copilot purchase) - Best for businesses operating a simple environment or using a full-service partner.

Professional Direct Support - Best for businesses with a continuously operating production environment requiring faster response times and access to experts for advisory and escalation services.

Unified Support (custom) - Best for businesses that need comprehensive end-to-end support for the entire organization, covering all Microsoft technologies.