



PHILIPS

Dictation

**Small tips for
big patient engagement
improvements**

Technology – Paving the Path to Improved Patient-Centered Care

How can small changes in your organization make big impacts on patient engagement and satisfaction? Read more to learn how technology helps support quality interactions, participation, and communication – all leading to better outcomes.

In recent years, the healthcare industry has seen an increased emphasis on patient engagement and satisfaction. And for good reason: There is a great deal of evidence showing how critical these components are in driving desirable health outcomes.

While there are many different components to improving patient engagement and satisfaction, technology is one that can make a significant positive impact. Speech Processing Solutions, the manufacturer of Philips dictation solutions, uses leading-edge technologies to enable providers to focus on what's most important – supporting the health and well-being of their patients.

Here, we take a closer look at how technology helps providers achieve these goals.

Less paperwork, more face time with patients

One of the most important aspects in improving patient engagement and satisfaction is optimizing the time doctors, nurses, and other providers spend with their patients. By mitigating time- or labor-intensive (but low-return) tasks such as creating patient reports, technologies such as speech recognition and dictation solutions give providers more time to interact

with patients. Patients and their healthcare providers can have quality interactions and conversations without the distraction of typing or manually recording notes.

Further, these innovations help manage and maintain comprehensive patient data, keeping providers informed with ease. Patient information can be paired with a barcode, for example, which can be scanned directly from a mobile device. Voice notes and other recordings can then be automatically attached to and labeled with the corresponding patient info, keeping their digital records organized and current. This is a key advantage over the cumbersome process of referring to several sources of data related to a patient's care or sifting through muddled files and manually attaching notes and new data.

Mitigating security and data risks

Gathering data is only part of the equation. Another key aspect in improving patient engagement and satisfaction is handling and utilizing that data in the most appropriate and efficient manner, to keep sensitive data confidential and to keep all providers involved in a patient's care plan informed with accurate and current information.



Smart technology, smarter operations:

We offer solutions featuring integrated voice-recognition technology tailored for medical vocabulary.

This advanced software “learns” more with use, increasing speech recognition accuracy up to 99%.

A combination of the right software and hardware technologies supports secure digital storage of patient information. Using digital transcription, providers can encrypt notes and upload them quickly to a patient’s file.

This provides two significant advantages over analog or manual recording methods: First, it offers controlled access to confidential information through configurable security settings to protect against unauthorized users. Secondly, it accelerates the referral to treatment (RTT) pathway by automating many of the processes needed to keep a patient’s file updated – making a potentially life-saving difference to patients with conditions that require providers to act quickly.

The right tools can also bring consistency to security measures across organizations where disparate technological and communication solutions may be hindering the implementation of standardized security best practices. A solution that is compatible with multiple hardware and software solutions unifies disjointed systems and sources of data, ensuring that all information is being captured, stored, maintained, and shared in compliance with uniform security and encryption guidelines throughout the organization.

Working wirelessly for increased productivity

Mobile technology in particular can help providers increase their efficiency and productivity, allowing for more in-depth patient interaction unhindered by cumbersome hardware or having to transition between different devices. But that doesn't mean just any wireless technology will do – because of unique needs in the healthcare industry, devices such as cell phones or analog tape recorders are simply not robust or secure enough.

Dictation microphones designed for healthcare enable providers to work on the go securely and seamlessly, featuring industry-specific features and functionalities that meet the field's rigorous demands and complexities. Having the freedom to move between rooms and offices using a single, secure wireless solution gives providers increased agility, so they can concentrate on giving their patients the best care possible.

For instance, a bluetooth-enabled dictation microphone can facilitate the secure upload of notes directly from an exam room to the front office, optimizing data exchange between physicians or nurses and administrative staff. This makes time in the exam room more beneficial and enhances the patient experience, while providing smoother pooling and sharing of information throughout the practice. This is but one example on what the right technological solution can enable – from completing electronic health records (EHRs) more quickly to simplifying practice management (PM) like accounting and billing, there are numerous areas where technology can give providers time back in their day to spend with their patients.

Technology can help remove the friction points from patient visits, data capture, and administrative processes. It can increase patient engagement and satisfaction, and ultimately drive successful health outcomes. Philips helps identify and address ways organizations can better leverage technology and data handling to maximize efficiency and provide better patient care.

To learn more about our latest innovations, visit us at www.dictation.philips.com.



Moving at the speed of sound:

Healthcare providers can instantly capture detailed information just with the sound of their voice. Clients who use our voice-recognition solutions can record patient notes up to seven times faster than through typing or other analog methods.

Helping providers around the globe stay up-to-date:

Our extensive reach streamlines operations for healthcare professionals worldwide. In Paris, France, our digital dictation solution enabled a hospital to overhaul its analog file recording methods – saving time and making critical data easily accessible.

Cohesiveness and consistency:

Sharing information across a large, complex organization can be challenging. In a multi-location hospital system in Denmark, our dictation and transcription technologies allow information to be centralized and shared across formerly siloed systems and departments.



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