



PHILIPS

Dictation

Success story

Minimising transcription stress
while accelerating turnaround
times for patient correspondence

Orthopaedics SA represents the largest private orthopaedic group in South Australia. They provide specialised patient care on a wide spectrum of bone and joint problems, including arthritis, degenerative and genetic conditions, sports injuries, trauma, and fractures. Their team of 25 specialists work from multiple locations and cater to a broad patient base of all ages.

The facts

The customer

Orthopaedics SA,
South Australia
www.orthosa.com.au

Philips partner

Copia, Australia
www.copia.com.au

The solution

SpeechExec Enterprise Dictation
Workflow Solution LFH7330

Due to the large volume of patients, admin work is an essential part of the staff workload and their document creation process. Even though all the specialists have their dedicated personal assistants to type their respective documents, they were looking to streamline their workflow to speed up the document turnaround time.

Voice-to-text for faster and accurate patient correspondence

To reduce time the personal assistants were spending in transcribing the letters and documents, Tammy Bands, IT Manager of Orthopaedics SA, was investigating a suitable voice-to-text solution. Chris Flatau from Copia, a Philips certified reseller, suggested Philips SpeechExec Enterprise to integrate with their existing clinical system. Tammy explained, "We were looking at creating efficiency for the personal assistant, to relieve them from the repetitive strain of typing so many letters every day. The other thing that we liked about the solution was the speech recognition and the fact that Dragon Medical was able to pick up the medical terminology quite well."

Speech recognition is beneficial for medical clinics that are dictation-reliant and need to dispense the patient correspondences on time. It can be strenuous to manage this manually even if there is a one to one doctor-transcriptionist ratio. The near perfect accuracy of speech recognition means better quality of the dictation transcripts; so, the



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Tammy Bands
IT Manager of Orthopaedics SA

transcriptionist spends less time on re-typing and correcting mistakes while producing patient reports. Tammy mentioned, "Although it depends from typist to typist, in terms of easing the physical strain, it saves them 75% more time than before to be on top of their correspondences in the guaranteed three days turnaround period."

Centralised workflow management for flexibility and transparency

Implementing Philips SpeechExec Enterprise has transformed the documentation workflow at Orthopaedics SA. The solution includes the Voice Recorder app that the specialists use on their smartphones to dictate patient diagnosis after each consultation and securely transfer the recordings to the dedicated transcriptionist on the SpeechExec platform. The specialists can also add their own notes to the recordings to help their assistants complete the transcriptions more efficiently. Once the documents are completed, they can be sent back to the surgeons or stored in the central patients record repository. All staff have access to a centralised view of their work status, and tasks can be tracked until completion. Since the system provides a clear view of the amount of work in the queues, it allows the team to optimise their resource capacity in busier periods to manage the deadlines.

Transparency was further enhanced by the ability to label files. The doctors can customise their recordings set-up by indexing and prioritising the recordings. Transcriptionists receive alerts whenever new recordings

are assigned to them, making sure no important recording is missed. One of the best features of the app is the feedback feature that lets the doctors know of their dictation statuses. "There's a two-way feedback allowing the surgeons to receive a notification from the system to their phones, which gives them more clarity. For some, the status update is not important but others like this functionality as they can see what's happening with their dictations.", said Tammy.

Data security and firmware updates

The central administration of SpeechExec Enterprise allows the clinic to keep all their patient records safe in their own server. As an IT Manager, Tammy also stressed on cyber security. "In terms of security, the software is hosted on-premise and so are the dictations. Patient privacy is a big priority for us and it's important that we keep their data safe."

An additional benefit of concurrent license subscription is the access to automatic updates. It prevents any downtimes or compatibility issues due to constant operating system upgrades. Tammy said, "It's definitely a benefit to have the automatic updates, especially on the surgeons' phones. It saves a lot of time when updates don't have to be installed separately on individual devices."

