

PHILIPS

Dictation

Success story

The Holly
PRIVATE HOSPITAL

Welcome to
exceptional healthcare

The Holly
PRIVATE HOSPITAL

Putting patient care at the
**forefront utilising mobile
voice technology**

Established for over 35 years, the multi-award winning Holly Private Hospital is one of the leading private healthcare providers in the South East. The team at The Holly have a wealth of experience in delivering exceptional healthcare, with the hospital having been awarded numerous accolades for their services throughout nearly four decades.

The facts

The customer

The Holly Hospital, Essex, United Kingdom
www.theholly.com

Philips Partner

Speak-IT Solutions
www.speechproducts.co.uk

The solution

Philips SpeechLive Web Dictation Solution
Philips Voice Recorder App
Philips SpeechMike Premium Dictation Microphone
Philips Transcription Set
Philips SpeechExec Pro Dictation and Transcription Software

Spending more time with their patients is The Holly's number one priority, ensuring that everyone is satisfied with the services provided. With a previous tape-based system, the organisation found that the documentation process was not only costly in terms of replacing hardware, but also lacked the efficiency which a modern workplace requires. With the arrival of the new European legislation on General Data Protection Regulation (GDPR), The Holly needed to ensure that any recordings containing confidential patient information were secure, with data adequately protected.

Exceptional patient care through voice technology

Furthermore, healthcare professionals are required to complete comprehensive documentation concerning the treatment of each individual under their care. When completed manually these processes can be time-consuming but in a competitive and time sensitive sector of private healthcare, hospital staff can reduce time spent on administrative tasks by utilising voice technology solutions. With digital solutions that enable up to three times faster documentation turnaround, doctors can spend more time on their key competencies and continue to deliver an exceptional program of patient care.

The Philips SpeechLive Solution

The hospital turned to Philips Certified Partner Speak-IT Solutions to provide their doctors and admin staff with tools for improving security, efficiency and accuracy regarding documentation. Using the Philips SpeechMike Premium, doctors can dictate directly into the solution with incredible accuracy; utilising the SpeechMike hot-key and trackball control functionality to navigate seamlessly within applications.



In situations where the consultants are unable to access a PC at the time of reporting, they can dictate directly into the Philips voice recorder app for smartphones and send the dictations securely from any location to the admin team. This has allowed hospital staff to remain productive away from workstations, helping to improve the quality of documentation, as correspondence can be generated while information is still fresh.

Admin staff are able to automatically download dictations from the SpeechLive Cloud-based portal directly into the locally installed SpeechExec Pro Transcribe software in order to immediately get to work on transcription. Notifications and status updates allow both the secretaries and the doctors to view the progress of each dictation, ensuring that work is no longer lost or duplicated.

Files sent via the SpeechLive service are secured end-to-end using 256-bit AES encryption. Unlike tapes, SpeechLive can be configured to select or restrict access to dictations (patient data) and complies with GDPR data protection guidelines.

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We have all the doctors on board and they are using either the Philips SpeechMike or their mobile phone. All comments have been positive from both doctors and secretaries alike being that it has increased our productivity by a noticeable amount of time.

Dawn Rounce
Medical Secretary Team Leader

