

MULTICULTURAL PRACTICE GAINS ACCURATE, INTEGRATED SPEECH RECOGNITION SOLUTION



CHALLENGE

- Integrate with EMR across two geographic locations with two servers
- Accommodate a multicultural practice with varied accents
- Reduce transcription costs

SOLUTION

- Implement Dragon Medical Practice Edition for McKesson EMR
- Create automated file replication process
- Train software and physicians to create flawless transcriptions

RESULTS

- Seamless workflow between two separate offices
- Accurate transcription of physicians' notes, regardless of access
- Transcription savings that exceed six figures annually

SUMMARY

Manchester, Connecticut – Medical Oncology & Blood Disorders, LLP (MOABD) is a private physician practice with two locations in Connecticut. With six board-certified physicians, six mid-level providers, and more than 20 oncology nurses, MOABD has provided hematology and medical oncology services for more than 30 years.

In 2012, MOABD implemented a McKesson oncology-specific electronic medical records (EMR) solution and found that Dragon® Medical Practice Edition would fit well into that scenario. According to Practice Administrator Doris Byrem, “We had been outsourcing transcription needs, which amounted to an annual six-figure cost for us. When we implemented the EMR, we had the opportunity to take that out of the equation, and so started asking other practices about their experiences in working with Dragon Medical Practice Edition. We wanted to know how it worked and integrated with the physician’s day-to-day activities. During that process, we were introduced to Datel Solutions.”

IMPLEMENTATION MAKES SPEECH RECOGNITION SEAMLESS

Datel Solutions worked with MOABD to overcome two implementation challenges: 1) integrating Dragon Medical Practice Edition with the practice’s EMR, which was present on two separate servers in two separate offices; 2) MOABD is a multicultural office with physicians whose accents include Romanian, Chinese, Indian, and Iranian.

Integrating Across Offices

Datel Solutions understands that “because doctors are on the front lines and every second counts, simplifying their workflow is the key to their success in using speech recognition,” says Rick Lobel, Datel Solutions’ president. Simplifying MOABD’s Dragon Medical Practice Edition implementation meant that Datel Solutions needed each physician’s single voice profile to populate both locations, automatically. “We have some physicians who travel between the offices, so when they need to dictate notes into the EMR, their profile needs to be updated and active wherever they are,” says Byrem.

To create this workflow, Datel Solutions worked with MOABD’S information technology provider to create an automated file replication process between the two offices. This process allows the latest voice profile available in each office automatically.

Multicultural Practice

Datel Solutions worked with the physicians at MOABD to train Dragon Medical Practice Edition to correctly recognize everyone’s speech pattern. Through this process, the physicians and Datel Solutions would work on dictations together, correcting words and phrases along the way, ensuring proper transcription, and creating macros that would generate paragraphs of text based on a single command.

In addition to training the software, Datel helped train the physicians so they were more conscious of how to phrase their dictations. Since working through this training process, Byrem says, “Our doctors who are non-native English speakers have the same level of success as native English speakers. We did dedicate the time up front, but that has given us these better outcomes.”

Because Dragon Medical Practice Edition continuously learns from doctors’ dictations,

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— Doris Byrem
Practice Administrator

taking advantage of the automated file replication process was even more important for MOABD.

IMMEDIATE COST SAVINGS FOR MEDICAL ONCOLOGY & BLOOD DISORDERS, LLP

Today, MOABD has been able to eliminate its six-figure transcription expense. Byrem, who has been a certified oncology nurse for 30 years, concludes: “Dragon Medical Practice Edition handles our physicians’ dictations superbly, and Datel Solutions has been attentive to everything we ask. When Datel comes in to help physicians train the software, they’re respectful of the patients and of the physicians’ time, and always ask if there’s anything else they can do to help us. They’ve been great to work with.”

ABOUT NUANCE COMMUNICATIONS

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

ABOUT DATEL SOLUTIONS

Datel Solutions provides a full range of technology-driven solutions and services for continuous voice recognition. Founded in 1994 by Rick Lobel, Datel Solutions has a proud record of helping clients transition to digital records management.