SpeechWrite
Digital Dictation | Voice Recognition

Alcester Health Centre

Warwickshire health centre
STREAMLINES GP DICTATION WITH VOICE RECOGNITION TECHNOLOGY

Alcester Health Centre engaged SpeechWrite Digital, specialists in voice-recognition technology, to provide an upgrade to its digital dictation system. Consultation notes and medical records can now be transformed instantaneously into text, without the need for tape replays and manual transcription. The fluidity of the automated process has improved efficiency at the busy health centre, as well as making it easier to find and keep track of patient information.

THE CHALLENGE

Alcester Health Centre is situated in the market town of Alcester in Warwickshire, to the east of Worcester. The health centre is an NHS General Practice, a Yellow Fever Centre and also offers Aero medical examiners, for specialist aeronautical-related examinations. The centre has 18 staff at the location and the existing analogue tape and tape machinery was deemed outmoded and time consuming. GP notes would be typed by administrative support staff, who as well as the doctors' work, would be typing referral letters and other documentation.

Sam Wallis, Business Administrator at Alcester, explained: "We were finding that lost or damaged tapes were sometimes leading to delays in patient correspondence. This was in addition to high personnel costs, occasional errors and missed deadlines caused by the outmoded technology. We always knew that digital dictation was the natural progression with EMIS web, so began looking at our options."
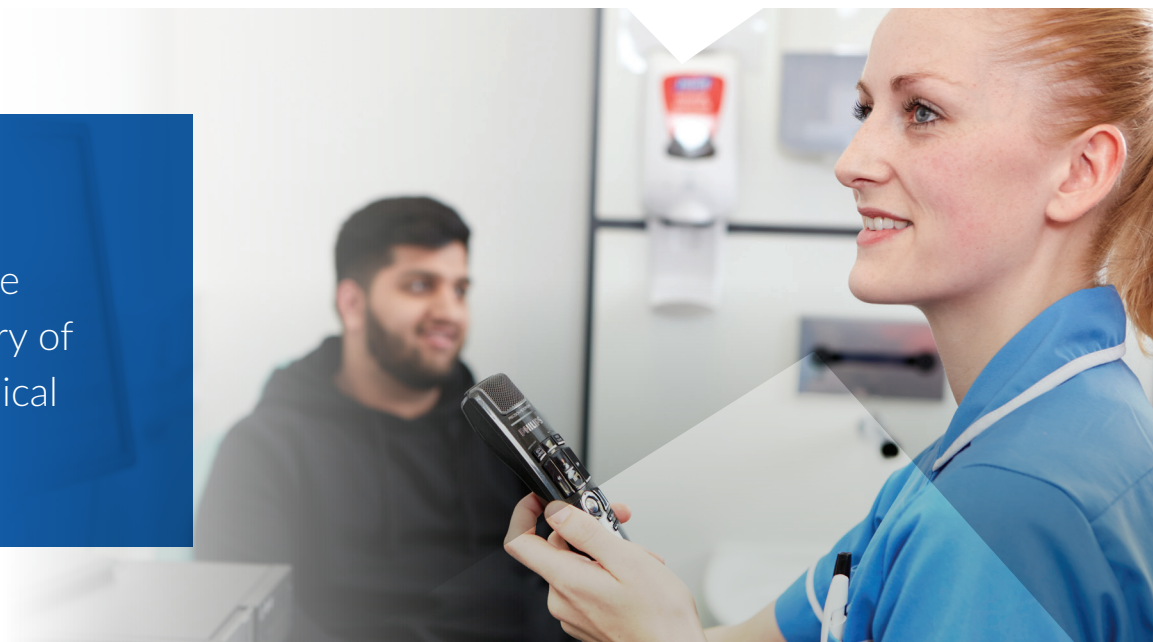
OBJECTIVE

- Improve efficiency

SOLUTION

- Dragon Naturally Speaking Medical Edition 3
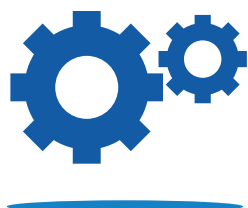
THE BENEFITS

- Seamless integration into EMIS Web
- Intuitive & accurate system
- Improved productivity
- Higher accuracy
- Wide medical vocabularly
- Crystal clear sound quality

Delivering efficiencies through voice | www.speechwrite.com

NUANCE

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THE SOLUTION

Having decided that Dragon Naturally Speaking Medical Edition 3 was the way forward, Alcester engaged Nuance's accredited partner, SpeechWrite Digital, to undertake the system upgrade. The health centre was exceptionally pleased with SpeechWrite's service throughout the modernisation project, with the team also benefitting from ongoing highly responsive technical support from SpeechWrite following the implementation. In addition to the voice recognition solution, which allows real-time transcribing of vocal speech into written text, the system also offers EMIS integration and dictation commands for EMIS. This enables dictation straight into EMIS Web during patient consultation and the recording of all notes, resulting in a clear audit trail. This integration retains a high level of confidentially and accuracy, whilst also freeing up administrative staff for other 'core' tasks.

> The new system has been a great addition to our health centre. SpeechWrite has provided us with the creation of safer, quicker and more accurate consultation notes. We have been particularly impressed with the size and vocabulary of the specialist medical dictionary. The basic commands are self-explanatory and the system itself provides very accurate, instantaneous dictation notes as we speak.
>
> Sam Wallis, Business Administrator at Alcester Health Centre

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For more information please contact our team:
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