

Voice Technologies is an award-winning, employee-owned software solution provider serving the UK market. It helps organisations to reduce the time and cost of producing correspondence by using information and mobile workflow, speech recognition and digital dictation applications.

Case Study

Correspondence workflow made simpler and faster at Clydevview Medical Practice

Challenge

To replace the manual correspondence process with a faster, more efficient digital dictation system.

Solution

Digital dictation software and hardware saves time enabling staff to focus on key tasks.

Results

- ▶ Clear playback reduces the iterations involved in generating correspondence
- ▶ Simpler process increases efficiency
- ▶ Digital system lowers maintenance costs.

Background

Clydevview Medical Practice provides General Practitioner (GP) services to 8,600 patients in the Renfrew area.

The Centre employs nine staff – eight GPs and one secretary – who previously used an analogue system to generate correspondence. The GPs would record dictations onto tapes which were passed to the secretary for transcription. The typed letters were returned to the authors for sign off before being posted out.

This was a time-consuming, manual process which was further complicated by poor sound quality during playback, made worse by aging tapes. It was difficult for the secretary to hear recordings properly and this led to multiple iterations between the secretary and the GPs to clarify dictations. The process involved an inappropriate amount of resource time and delayed the issuing of patient letters and referrals.

"We have gone from struggling to hear dictations to fantastic sound quality. The whole process has improved greatly."

Diane Ramsay, Practice Manager,
Clydevview Medical Practice,
Glasgow



Funding from NHS Greater Glasgow and Clyde made it possible to upgrade the system.

Simpler workflow and lower maintenance costs

Voice Technologies was one of three potential providers invited to propose a new system. We were selected based on our:

- ▶ Excellent reputation for customer service
 - we were recommended by numerous neighbouring medical practices
- ▶ Ease of implementation – we guide customers through each stage of the process from system selection to installation, interfacing with existing IT systems, training and ongoing support.
- ▶ Competitive pricing.

We recommended a Philips SpeechExec Enterprise digital dictation system as it fits the needs of the Practice. It offers unrivalled audio clarity and is designed for users in the healthcare sector.

GPs now record their dictations using Philips LFH3200 SpeechMikes – dictation microphones linked to PCs. They feature a noise-cancelling microphone for accurate recording, ergonomic design for one-thumb operation, integrated sound card and speaker ensuring crystal clear playback, and an antimicrobial surface for improved hygiene.

Recordings are shared immediately with the Practice secretary who types up documents using a Philips LFH5220 Transcription Kit (USB foot control, headset and USB audio adaptor). Fewer iterations are needed thanks to the system's crystal clear recording and playback.

Our project team ensured that the system interfaced seamlessly with the Practice's existing IT systems so the introduction of the new workflow caused no disruption. We installed the hardware and software on-site and provided full training so that the staff were confident in using the new system from day one. We also provide ongoing support to ensure the system continues to run smoothly.

Digital dictation has been succeeded in achieving the Practice's goals: improved sound quality, streamlined workflow and lower maintenance costs.

Most importantly, patients benefit from the investment. Letters and referrals are turned around faster than before and resource time is freed-up for other essential tasks.



We supplied
Philips LFH3200
SpeechMikes.

voice
TECHNOLOGIES

Paisley Office 10 Shuttle Street . Paisley PA1 1YD . 0141 847 5610
Sheffield Office 60 Shirland Lane . Sheffield S9 3SP . 0114 244 9960
enquiries@voicetechnologies.co.uk
voicetechnologies.co.uk

Copyright © Voice Technologies Ltd.

Voice Technologies is an ISO 9001 & ISO 27001 accredited organisation.