

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

Speech recognition frees-up time for Lochmaben Medical Group

Challenge

To reduce the time between dictation, transcription and sending referrals.

Solution

A combination of specialist software with high quality digital dictation devices makes the workflow faster and more efficient.

Results

- ▶ Clear dictation enhances accuracy and results in higher levels of productivity
- ▶ Integrates with other IT systems
- ▶ Faster communications to patients.

Background

Lochmaben Medical Group in Lockerbie, Scotland, provides General Practitioner (GP) services plus a full range of health visiting, midwifery and district nursing services. The team comprises four doctors and 15 support staff.

Until 2018, the practice used Express Dictate digital dictation software to record and send dictation to administrative staff for typing. Documents were then passed to the GPs to check and send, with referrals being stored in SCI until GPs could review them.

The process was time-consuming, frequently leading to patients waiting longer than necessary for correspondence. It also encroached on resource time which could be better spent on core tasks.

"Fantastic! Has improved workload not just for me but for all our staff."

Dr Mark Miller, GP, Lochmaben Medical Group, Lockerbie



The solution

We carried out a thorough consultation with Lochmaben to determine both their organisational and technological requirements. Our project team replaced Express Dictate with Philips SpeechMike handheld digital microphones which have features specifically designed for the healthcare sector such as a free floating, decoupled microphone for precise recording, antimicrobial housing and buttons and a trackball for integrated mouse function.

Combined with these user-friendly devices, we installed speech recognition software – Dragon Naturally Speaking Medical Practice Edition. As well as containing medical terminology, it allows users to create documents inside Microsoft Word, Microsoft Outlook and EMIS allowing staff to capture and document patient data quickly and more accurately.

Our project team installed the hardware and software, provided full training and we also provide ongoing support to ensure the system continues to run smoothly.

Benefits

After a successful pilot, the system was fully rolled out in February 2019. Immediate benefits were apparent to the team:

- ▶ Higher employee productivity
- ▶ More efficient processes / operations
- ▶ Greater accuracy / fewer errors
- ▶ Allowed internal restructuring
- ▶ Faster response to patients / customers.



We installed speech recognition software – Dragon Naturally Speaking Medical Practice.

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TECHNOLOGIES

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