Speak iT Solutions

Elysium
Healthcare

> "The implementation of Speech Recognition at Elysium Private Health Brighton has changed the way our consultants and medical secretaries' work and has reduced the work load considerably..."
>
> **Sophia Jaques l** Elysium Healthcare

About Elysium Private Health Brighton

Elysium Private Health Brighton provide a range of mental health services to people who are experiencing difficulties with their life circumstances.

Providing patients with access to a second-to-none level of service requires an accurate and streamlined approach to documentation. The previous tape-based dictation system implemented at Elysium Private Health Brighton required secretaries to spend increasing amounts of time both listening to and rewinding tapes, producing an unnecessary amount of work for support staff.

The Elysium Private Health Brighton team approached Speak-IT to provide a solution that would both increase documentation accuracy and reduce administration workload for support staff; enabling the team to focus on core tasks and further improve upon the already outstanding level of patient care.

The Challenge

Reduce administration workload and increase documentation accuracy.

Key Requirements

- Robust data security
- Reduced turnaround time
- High level of accuracy

The Solution

Dragon Professional Group (Speech Recognition Software), Philips SpeechLive.

The Cloud-based Voice Technology Solution

On auditing the existing solution in place at Elysium Private Health Brighton, the Director of Private Health stated that "The consultants would spend a number of hours recording tapes for dictation and medical secretaries' days were spent reviewing, rewinding tapes and manually typing letters". After discussing requirements with Speak-IT It was then established that SpeechLive was to be implemented to facilitate efficient and secure audio file transfer between author and typist. This was to provide a firm foundation for an innovative voice technology solution, such as Speech Recognition, to boost productivity and reduce documentation turnaround time.

> "The team really enjoy working with SpeechLive and are really impressed that the speech recognition software will also recognise when a correction is made, with changes taken into account for future transcriptions..."

Sophia Jaques I Elysium Healthcare

Speech Recognition to Reduce Administration Workload

In order to reduce documentation turnaround times, Speak-IT Solutions implemented an automatic transcription system driven by Nuance's Dragon Professional Group. Not only can recordings be transcribed up to 3x faster than manual typing, Dragon has also helped to reduce the volume of work that secretarial staff would previously have to spend hours manually transcribing.

Utilising a combination of SpeechExec Pro Dictate, Dragon Speech Recognition and a Philips SpeechMike, consultants create dictation at their workstation which can then be sent to the secretarial team as a text document with an accompanying audio file. Using SpeechExec Pro Transcribe, Secretarial staff can proofread utilising a foot control for audio playback to make any amendments necessary. This will further train the author's voice profile, thus improving Speech Recognition accuracy with each consultation.

Support & Service

"We planned the implementation of the software & hardware on-site with Speak-IT, it was fast and clean. They also provided 1:1 training for the consultants and staff which allowed us to hit the ground running."

Sophia Jaques I Elysium Healthcare

Elysium Healthcare consultant, Tim Rank, has enjoyed a particularly positive experience with the implementation of the new system: "My experience with Dragon has been excellent. Dave from Speak IT solutions talked me through the setup process which was all very straightforward.

Previously, consultants created dictation on an audio cassette and my secretary would spend many hours typing the letters. Dragon works just as well with **excellent speech recognition accuracy**. The system saves a considerable amount of time and also means that my letters are sent out more quickly"

Tim Rank I Elysium Healthcare