PHILIPS

Dictation

Ensuring safety of NHS patients also includes protecting their confidential data

More than ever NHS patients need the reassurance that their confidential information is kept safe and protected, and access is only made available to individuals as and when it's appropriate.

Embracing data security

A great deal of the work carried out in the NHS depends on trust. This is developed on the basis that medical professionals are able to look after their patients and the institution is capable of keeping confidential records safe. Hospital staff have serious pressure to ensure that they deliver an excellent level of care. Part of this responsibility is making sure that all patient information is kept up to date, stored correctly, and only shared with relevant personnel. This is reflected in the Care Quality Commission's Information Governance (IG) guidelines which work on the basis that good information equals good care.

Challenges ahead

A number of stringent guidelines set out to ensure that the correct patient information is linked to the patient. This could refer to a patient's illness, diagnosis, treatments, allergies, blood types or medication. As so many different types of healthcare professionals are accessing central information, it's vital that patients' confidential data should be kept secure and that it cannot be accessed by non-authorised personnel. Although the IG's best practice guidelines make complete sense, it's certainly not that simple to keep control of these processes. With regards to data storage, even just looking at how each department individually stores patient information, there is a possibility of a discrepancy against how the data is supposed to be stored and shared.

Compliance and cost-effectiveness

A significant challenge for the NHS is in making better use of technology. At the very top of every hospital and medical establishment's agenda is keeping patients safe. From giving sound medical advice through to administering medication, it's essential that staff have knowledge of their patients' data. In order to put safety first, Information Governance (IG) asserts that data is collected and stored securely. With so many different solutions available on the market to secure data, cost within the NHS is a key factor when considering which hardware and software are to be used. So the challenge is to find devices that are compliant with IG's guidelines and also cost-effective at the same time.

Patient safety is critical

Time can be a matter of life or death when it comes to patients' treatment. Should a medical professional be required to treat a patient, they must have an up-to-date knowledge of a patient's medical history. For NHS staff recording information about a patient, devices need to be used that allow that information to digitally enter the systems as soon as possible. Gone are the days of a simple analogue tape recorder for registering notes, as it takes a long time for that information to be digitalized. Unfortunately, with some NHS departments still using low end entry-level recording devices that are not secured, this poses the risk of not only delays in data entering the system, but also unauthorized personnel being able to access a patient's confidential information.

Highly secure digital voice recorders

When it comes to digital voice recorders with the highest security features, the **Philips PocketMemo 8000 series** delivers high end data encryption and crystal-clear recording. The voice files are encrypted in real time using the Advanced Encryption Standard (AES) with a key length of 256 bits. The device itself can be assigned a PIN code to protect against unauthorized use or file playback. Patient data can be scanned through an integrated barcode and linked to a recording. This ensures reliable assignment of patient IDs and speeds up data digitalization workflow. If a recording device is linked to a PC, it opens up possibilities of data being misused - this is where the PocketMemo 8000 enables central management by IT. The technology allows identification of device, user, and serial number automatically; preventing the recorder from being used where it shouldn't. The device's unique Mass Storage Protection feature prevents other data being put on the recorder and moved off site or outside of the dictation workflow. The devices can be administered remotely, so users, licenses, system settings and firmware can be centrally managed.

HOW PHILIPS CAN HELP

Finding the right voice technology

Selecting the right devices will ultimately have cost as a major deciding factor within the NHS; however the cheapest is not always the best to future proof investment. It's vital to make the right choice to ensure that devices are not only compliant with IG's guidelines but also have long life - working for now and in the future. **Philips SpeechExec Pro** is a sophisticated speech-to-text workflow software that links dictation authors and transcriptionists. This means that medical professionals can securely record their notes through digital devices such as **Philips SpeechMike**, **SpeechAir**, or the **PocketMemo**, and send the voice files to secretaries, ready for transcription. The result is not only faster turnaround times for written documents, but the whole process is safe from a data security standpoint. Additionally, Philips hardware and software easily integrate with NHS systems.

A step further with speech recognition

Voice recognition technology can be used to create the same notes, documents, emails and reports that are currently being created by typing. Repetitive tasks can be completely automated so NHS staff can use their expertise in a far more productive way. **Philips SpeechExec Pro 10** comes with integrated voice recognition technology tailored to vocabulary used in the medical sector. Furthermore, the software 'learns' as it is used, increasing speech recognition accuracy up to 99%.

About Philips Dictation

Philips Dictation is the global driving force in voice technology innovations for over 60 years, providing the entire speech-to-text value chain - hardware, software, services and cloud solutions - from a single source. The company has designed ground-breaking products that turn speech into text allowing busy professionals to work as efficiently as possible. Philips voice recorders are best-in-class on the market. The Wi-Fi enabled SpeechAir and the PocketMemo with integrated barcode scanner deliver exceptional recording quality for professionals working on-the-go. The SpeechMike is the industry leading dictation microphone, offering precise recording for outstanding speech recognition accuracy. Philips' latest software innovations, SpeechExec Enterprise 6.0 and SpeechExec Pro 10, deliver voice-to-text workflow management and document creation via speech recognition for enterprise businesses. The Philips voice recorder app for smartphones coupled with Philips SpeechLive take dictation and transcription workflow securely to the cloud, allowing professionals to create documents anywhere, anytime.

PHILIPS

www.philips.com/dictation