



Arbury Court Streamlines Clinician Documentation Utilising Cloud-based Voice Technology

The Challenge

Replace tape-based documentation processes with a modern, secure mobile dictation workflow.

Key Requirements

Save clinician time and free up administrative resource and to introduce robust data security for GDPR compliance.

The Solution

Philips SpeechLive
Philips Voice Recorder App
Philips SpeechExec Transcribe

About Elysium Healthcare | Arbury Court

Elysium Healthcare Arbury Court provides medium and low secure care and psychiatric intensive care (PICU) for women with personality disorders and mental illness. Each service within the site has a unique focus ensuring that the needs of all women can be met. Patients can move through services as their needs change to focus on the next step in their recovery journey.

Prior to contacting Speak-IT Solutions, many of the sites within the Elysium Healthcare portfolio (including Arbury Court) were using analogue documentation processes involving tape-based dictation & transcription equipment. In a fast-paced environment, Elysium noticed that doctors were required to constantly return to the office in order to manually deliver their tape recordings to administration staff, before returning once again to the wards to complete their key duties.

Administration staff also commented that 'desktop clutter' was often an issue due to the accumulation of tapes. This presented the potential risks of losing important work and inaccuracy within documentation because of poor sound quality, barely visible labelling of reused cassettes and broken analogue equipment.

Meeting New Security Requirements Under the EU GDPR

With the EU GDPR now in full effect, Elysium Healthcare required a solution to comply with the new regulations. The use of tape-based dictation equipment did not satisfy the data security guidelines that healthcare providers are now required to meet, as the organisation are often processing and dealing with sensitive and personal information. A secure digital dictation system was required to provide a secure solution.



Equipment, Software & Services

- Philips SpeechLive for 10 users (4 typists & 6 authors)
- Philips Voice Recorder App
- Philips LFH7277 Transcription Kits with SpeechExec Pro Transcribe

The Philips SpeechLive Solution

Elysium Healthcare provide their doctors with smartphones for use with internal email and emergency contact. This is as a result of security policies put in place due to the nature of many patients under Arbury Court's care.

Speak-IT Solutions installed the Philips Voice Recorder App (for iOS & Android) onto the doctor's smartphones alongside existing applications for email and emergency contact. This allowed doctors to dictate, edit and send dictations securely from their device to the administration team via the SpeechLive cloud service.

This application negates the need for doctors to return to the office from the ward and physically hand over their dictations to the administration team. This has resulted in increased flexibility and provided additional time to focus on key duties and core competencies.

The administration staff can now do away with piles of old tapes by handling and managing incoming dictations through the Philips SpeechExec Pro Transcribe software. Each dictation is clearly labelled with author ID and patient information to ensure work is no longer duplicated. Instead of storing multiple patient dictations on one tape, SpeechLive allows workload to be distributed across the administration team accordingly.

Dictations sent via SpeechLive are encrypted end-to-end with the highest level of security (256-bit AES). Along with the SpeechExec Transcription Software installed on the typists' machines, this satisfies the requirement for robust data security when handling sensitive patient information.



“We have found **SpeechLive** to be really helpful - the dictations are clear with great sound quality. This saves our typists a lot of time as they no longer need to constantly rewind or confirm details with the doctors when the tape jumps or skips. It's extremely helpful that all of the dictations are archived once completed so that they can go back to them if needed (without desks becoming full of tapes). I have noticed that the doctors are able to dictate from the wards and their offices which is extremely helpful to them.”

Abigail Scott | Office Manager