



Putting Patient care at the Forefront Utilising Mobile Voice Technology

The Challenge

Free-up resources to deliver exceptional patient care. Comply with strict security guidelines under GDPR.

Key Requirements

Efficient workflow
Comprehensive security
Remote sending of dictations

The Solution

Philips SpeechLive for 64 users
Philips Voice Recorder App
Philips SpeechMike Premium
Philips Transcription Kit LFH7277

About The Holly Private Hospital

The multi-award winning Holly Private Hospital is one of the South East's leading private healthcare providers, established for over 35 years. The team at The Holly have a wealth of experience in delivering exceptional healthcare, with the hospital having been awarded numerous accolades for their services throughout nearly four decades.

Continuing to further improve upon their already second-to-none patient care; The Holly looked to Speak-IT Solutions to provide their doctors and administration staff with tools for improving security, efficiency and accuracy regarding documentation. Spending more time with their patients is The Holly's number one priority, ensuring that everyone is satisfied with the services provided.

With their previous tape-based system, the organisation found that the documentation process was not only costly in terms of replacing hardware, but also lacked the efficiency which a modern workplace requires. With the arrival of new GDPR legislation, the Holly Private Hospital needed to ensure that any recordings containing confidential patient information were secure, with data adequately protected.

Using Voice Technology to Provide Exceptional Patient Care

Healthcare professionals are required to complete comprehensive documentation concerning the treatment of each individual under their care. When completed manually these processes can be time-consuming but in a competitive & time sensitive sector of private healthcare, hospital staff can reduce time spent on administrative tasks by utilising voice technology solutions. With solutions that enable up to 3x faster documentation turnaround, doctors can spend more time on their key competencies and continue to deliver an exceptional program of patient care.

Case Study | The Holly Private Hospital

“We have all the doctors on board and they are using either the hand held dictation tool (Philips SpeechMike) or their mobile phone. All comments have been positive from both doctors and secretaries alike being that it has increased our productivity by a noticeable amount of time.”

Dawn Rounce | Medical Secretary Team Leader



The Philips SpeechLive Solution

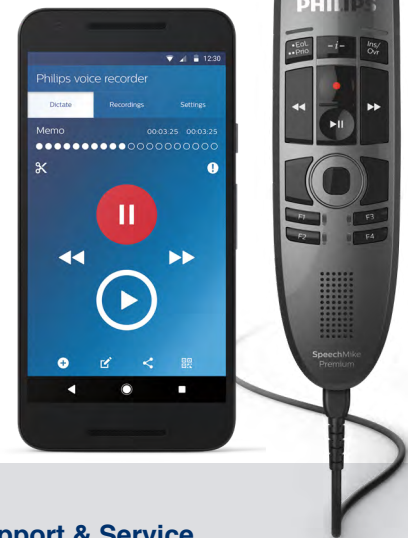
Using the Philips SpeechMike Premium, doctors can dictate directly into the Philips SpeechExec Pro Dictate software with incredible accuracy; utilising the SpeechMike hot-key and trackball control functionality to navigate seamlessly within applications.

In situations where GPs are unable to access a PC at the time of reporting, staff are able to dictate directly into the Philips Voice Recorder smartphone application and send the files securely from any location. This has allowed hospital staff to remain productive away from set workstations, helping to improve the quality of documentation as reports can be made while information is still fresh.

Administration staff are able to automatically download dictations from the SpeechLive server directly into the locally installed SpeechExec Pro Transcribe software in order to immediately get to work on transcription. Notifications and status updates allow both the typists and the authors to view the progress of each dictation, ensuring that work is no longer lost or duplicated.

Files sent via the SpeechLive cloud service are secured end-to-end using 256-bit AES encryption. Unlike tapes, SpeechLive restricts unprohibited access to dictations (patient data) and complies with GDPR data protection guidelines.

Partnered with the Microsoft Azure program, SpeechLive obtains the highest level of security available on the market.



Support & Service

“We are extremely pleased that we took the plunge and moved in to the 21st century with our dictation system. We have received excellent back-up from the support team at Speak-IT; always willing to be at the end of a telephone for all concerned should there be any questions.”

Dawn Rounce

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