



PHILIPS

Dictation

Success story

High-volume orthopaedic practice streamlines documentation

Orthopaedic Associates of Duluth reduces document turnaround times with Philips voice technology



The facts

Customer

Orthopaedic Associates of
Duluth, PA (OAD), Minnesota, USA

The solution

Philips SpeechLive
cloud dictation solution

Philips SpeechMike Premium
USB dictation microphone

Orthopaedic Associates of Duluth, PA (OAD) is a 45-year-old orthopaedic surgery practice with ten physicians and five physician assistants in Duluth, Minnesota. With more than 3,000 procedures, treatments and other patient encounters each month, OAD's providers rely on dictation and transcription to help maintain their productivity.

OAD's surgeons especially require mobile voice technology tools that will allow them to dictate from one of the many area hospitals where they perform procedures. However, due to HIPAA and federal regulations protecting patient information, transferring these recordings by unsecured email is forbidden. In addition, formerly when recordings were uploaded for transcription at the practice, it was a time consuming process and required transcriptionists to be in the office to access the files.

The surgery practice explored devices with the help of the Philips certified partner DictationProducts.com and they decided to make a switch. In 2015, OAD began using Philips SpeechLive, a secure, cloud-based dictation workflow management platform that allows physicians to upload encrypted dictation recordings from anywhere to a secure server with maximum privacy and protection. The transcriptionists can then access recordings securely from anywhere and directly transcribe into the practice's electronic health record (EHR) system by listening to and controlling the dictations with a foot pedal directly in SpeechLive. The result has been faster turnarounds on documentation, which translates to more prompt billing to the patient's insurance company, which can improve cash flow.

"The dictation management software we had wasn't cutting it," said OAD's Information Technology Director Timothy Gregorich. "Philips SpeechLive was the faster, more flexible and secure solution we needed to help our providers dictate how they want, wherever they want."

High patient volume requires flexible solutions

With 90 to 130 patient procedures and other encounters per day, many not occurring in the main OAD office, providers require flexible, mobile dictation solutions to take notes about patient visits. As an independent specialty practice, OAD providers have the freedom to establish their own most productive workflows. With Philips SpeechLive, some providers prefer to dictate directly into their laptop with a Philips SpeechMike USB dictation microphone. Other physicians use the Philips Recorder app for their smartphone and securely encrypt and transfer recordings directly from their mobile device to SpeechLive. Either process allows them to dictate at the office, at a hospital after a procedure, in a car returning to the practice, or at home.

Prior to SpeechLive, however, the process for sharing dictations with the transcriptionists was much more rigid. At the practice, physicians needed to upload the recordings to a local network that was slow and not mobile friendly. Providers outside the office could not use the Philips Recorder app, but instead they used handheld digital recorders where files could only be uploaded on the practice network. Transcriptionists, likewise, needed to be in the practice to access files although many desired to work from home.

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Timothy Gregorich
OAD Information Technology Director



Philips SpeechLive cloud dictation solution
PCL1000/1100



Philips dictation recorder app
LFH7400/0740 series



Philips SpeechMike Premium USB dictation microphone
LFH3500/3600 series

Philips SpeechLive offers secure, flexible solution

With transcriptionists wanting to work from home and physicians wanting to use their smartphone for dictation, Gregorich began investigating Philips SpeechLive. After a two-week trial, Gregorich was certain the solution would satisfy both parties and help the practice capture documentation more efficiently.

Within SpeechLive, OAD physicians are prompted to embed meta-data, such as where care is delivered and the patient's date of birth, to their dictation file through customizable dropdown menus. When the provider sends the file with the embedded data to the SpeechLive cloud, the files are encrypted in real time at the highest encryption standard available. Files can be encrypted for a third time if recorded in the DSS Pro format for maximum security.

Transcriptionists, even if working at home, can then securely access and clearly view and sort the files in several ways, such as by date, location or priority. Since transcriptionists work directly within the EHR, the meta-data added by the provider helps ensure that the proper information is matched with the correct patient. These features are essential for protecting patient safety and privacy, but they also help the practice comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), a federal law governing the sharing of protected health information.

“The implementation process was positive,” Gregorich says. “The customizations we were able to do helped make it as easy as possible for everyone.”

Faster turnaround for better care quality and cash flow

The ability to upload and access recordings from any location has helped decrease the time from transcription to billing by approximately one day, Gregorich estimates. Being able to document the care faster can also make information more promptly available to other providers around the care continuum, such as primary care physicians, who need to be updated about patients' statuses.

From an operational standpoint, the highly productive providers at Orthopaedic Associates of Duluth are most pleased that SpeechLive has been seamlessly integrated into their established workflow, allowing them to concentrate on capturing clinical details through their voice instead of being distracted by technology.

“Efficiency and speed are important to us,” Gregorich says. “SpeechLive has been highly adaptable to our physicians' workflows, which has been great.”

