

## AZ SINT JOZEF OF MALLE HOSPITAL, BELGIUM – CASE STUDY

The following is an example of a successful integration of ScanSoft's award winning Dragon NaturallySpeaking® with Speech Recognition Ware's Transcription Aid® .

### The Client

Doctor Patrick De Wit is the Director of Medical Services at the Hospital AZ Sint Jozef of Malle, in Belgium. The AZ Hospital has grown steadily over the past decade and attends to 17,000 patients annually. It offers an extensive range of basic and specialized services, and has evolved over the years to become a modern hospital playing an important role in the region's healthcare needs and requirements.

### The Challenge

In today's increasingly complex work environment for healthcare professionals, the use of an efficient, manageable and discreet method to import massive amounts of data into a computer each day, has become indispensable for today's doctors, physicians, secretaries and transcriptionists.

Nowadays, the use of a keyboard to enter a patient's data, not only takes too much effort and time, but it also

puts a lot of strain into the physician-patient relationship. Therefore, Dr. De Wit searched for alternatives that are easier and faster at data entry, while allowing him to be even more thorough.

### The Solution

The seamless integration of ScanSoft's Dragon NaturallySpeaking® version 7 and Speech Recognition Ware's Transcription Aid® proved to be the road to success for the adaptation of the Hospital's Electronic Medical Records.

Dragon NaturallySpeaking®, allows users to dictate easily, quickly and directly onto the screen and into their PC or laptop with astonishing accuracy; while Speechware's Transcription AID® makes it much easier and faster for transcriptionists to retrieve that information and begin the transcription or revision process with their familiar type foot pedal.

"In most cases," Dr. De Wit claims "I am now comfortable and capable enough to dictate our EMR medical reports with Dragon NaturallySpeaking®, while my patient is present. In addition, the data from files imported from past exams can be corrected quickly by voice in the presence of the patient. In future, I will apply

*Three domains in which PCs have become increasingly important at the hospital are:*

- 1. Scientific research, including the analysis of illnesses and associated medical documentation protocol; examples of this might be the use of the PACS systems, the analysis of EKG's, the analysis of the EEG's and other investigations.*
- 2. The increasing need for a physician to have fast access*

*to important medical information, via electronic versions of medical magazines; specialized "engines" for electronic research as the OVID, and medical data banks like CEBAM.*

- 3. Quasi-instantaneous communications with colleagues and patients, which is now being influenced by new implementation and updating of various Electronic Medical Record (EMR) systems by hospitals, clinics and physician offices.*

this same method to all new patients. Afterwards, the accuracy of my dictated – and automatically transcribed – report is reviewed by my secretary with Transcription Aid® and converted into a Word® document, ready for sign-off. When she spots misrecognition or wants to verify what was stated, pressing the foot pedal play-backs my report for verification purposes. She can then instantly make the appropriate correction. The process is very similar to the classic transcription system, but with the great advantage that about 97% of the text is already transcribed perfectly. The program's operational ease has been amazing!"

After a period of learning the system, it has evolved so well, that it allows Dr. De Wit to encode the data directly in the electronic files of the patients, far more quickly and easily than before. With every correction made in Transcription Aid®, his secretary improves his Dragon "speech files", so that he can get further accuracy improvements. This capability contributed a great deal in shortening the period using the system, a crucial element and focal point for professionals. Transcription Aid® also allows transcription from voice recordings made on a Dictaphone, Pocket PC®, Palm® PDA, Sony Clié®, MP3 player or even on a Windows® Mobile® Smartphone during hours of consultation.

## The Benefits

"As we began using Dragon NaturallySpeaking® together with Transcription Aid®, I felt I saved quite a lot of time. Today, I know for certain that I have. In addition, we find the use of this system is so pleasant that I do not hesitate to document my reports in a much more detailed manner."

"It is indisputable that by using Transcription AID® my secretary saves time and that it eases the stress of medical transcription. Today, I can call on her more often to deal with more creative work and to increase the quality of our services to the patients overall. In addition, the time

between the consultation and the consignment of the patient's report towards the general practitioner, is also noticeably shortened, which means a definite increase of my productivity."

## Conclusion

The use of a professional dictation and full transcription system, such as Dragon NaturallySpeaking® along with Transcription Aid®, complemented by the SpeechMike microphone and the Sony digital recorder, have proven to be the necessary ingredients for the physicians in this hospital who want to take full advantage of the Electronic Medical Record (EMR) system.

Dictating and automatically transcribing directly in electronic files, instead of typing, provides objective and measurable gains in terms of time and other advantages for the physicians and transcriptionists. Of course, this does not only count for specialists as Dr. De Wit, but also for general practitioners, or clinics where the possibilities of using a system like this are maybe, at present, even more universally important than in the hospital environment.

## About ScanSoft ([www.scansoft.com](http://www.scansoft.com))

ScanSoft, Inc. (Nasdaq: SSFT) is the global leader of speech and imaging solutions that are used to automate a wide range of manual processes – saving time, increasing worker productivity, and improving customer service.

## About Speechware ([www.speechware.be](http://www.speechware.be) / [www.transcriptionaid.net](http://www.transcriptionaid.net))

Speech Recognition Ware (SRW) is the first One-Stop-Shop for Speech recognition, digital dictation and optical character recognition in the "heart of Europe", Brussels. Transcription aid® increases the already impressive productivity of Dragon NaturallySpeaking by adding functionality for a secretary or transcriptionist.

# ScanSoft®

© 2004 ScanSoft, Inc. All rights reserved. ScanSoft and the ScanSoft Logo are trademarks or registered trademarks of ScanSoft, Inc. All other trademarks are properties of their respective owners.