

Custom Speech USA™ Case Studies Digital Dictation for Neurology Group Fairfax, VA

Background

Private practice neurology group needed digital dictation with workflow management.

Case Study

Vendor/Client

AVS Technologies for neurology practice in Fairfax, VA

Overview

The neurologists are a private practice group. The physicians dictate into Olympus handheld recorders. They use 3 remote medical transcriptionists and 2 in-house transcriptionists (one of which is the transcription administrator). Command!™ workflow manager is used for file management, document retrieval, and time tracking. A job is initiated with download of audio files from a handheld recorder into the Command!™ File Monitor Server. Audio is distributed in-house and to remote MTs using the Command!™ Job Transfer Server. Audio files are placed on an FTP server. The transcriptionists use PlayBax™ with a 3-position footpedal to transcribe the .dss files. Transcribed reports are returned to the dictating physician for review.

Components

- Command!™ Professional x 1
- Command!™ File Monitor Server x 1
- Command!™ Workstation x 5
- PlayBax™ w/USB foot pedal x 5

Installation

Olympus handheld recorders were provided by vendor. Olympus .dss files are downloaded to a folder. A job is initiated by the File Monitor Server when it places an Olympus audio file from the Olympus folder into a workflow. Work is uploaded to an FTP server using the Job Transfer Server, based upon customer preference and practice. Each of the transcription workstations uses Command!™ workflow manager. The transcriptionists download the .dss audio file and use PlayBax to convert the .dss file to .wav before playback. One MT has Command!™ Professional loaded at the transcription workstation. This permits system administrator to configure system, including workflows. System configuration of the Command!™ workflow manager was performed by the vendor. The customer purchased a support package for telephone support and remote administration. Updates are available free with internet download using patch technology. Customer is using primarily Windows 2000 operating systems.

Benefits

- File management, document retrieval, and time tracking for small office
- Integrate with off-the-shelf dictation and transcription products
- Rapid customization by local vendor
- Free software updates for internet download
- Telephone support and remote administration available for troubleshooting

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We teach computers how to listen®

Custom Speech USA, Inc.

3 North Court Street, Suite B365

Crown Point, IN 46307

Tel: 219-662-3800 Fax: 219-662-3877

Web: www.customspeechusa.com E-mail: info@customspeechusa.com