

## Custom Speech USA™ Case Studies Command!™ Workflow for Medical Examiner's Office

### Background

Large medical examiner's office wanted to replace paper reporting with electronic forms.

### Case Study

#### Vendor/Client

Zephyr-Tec for Los Angeles County Department of Coroner.

#### Overview

Zephyr-Tec is a Custom Speech USA™ Market Partner. The Los Angeles County Department of Coroner is the largest medical examiner's office in the United States. Previously, the pathologists used paper forms to report autopsy findings. The recorded information on paper forms would then be manually transcribed. Case identifying information was stored in the department's database and available to the physician, but entered manually. The department saw workflow automation as means to reduce turnaround time and transcription costs. After onsite consultation with the vendor and Custom Speech USA™, a pilot project was developed for 4 pathologists and 1 transcriptionist. The intent was to use Command!™ workflow manager to integrate document assembly and speech recognition for more rapid report generation.

#### Components

- Command!™ Enterprise
- Command!™ Workstation x 5

#### Installation

Electronic forms for data entry were created using FastDraft software (ValeoSoftware). These included autopsy reporting forms for adult, fetal and prenatal, pediatric, gunshot wound, and other cases. Workflow and activities were preconfigured by Custom Speech USA™ using Command!™ workflow manager for internet download. The Command!™ database was linked to the department's preexisting Microsoft SQL Server. The forms were speech enabled by the vendor using Dragon NaturallySpeaking (ScanSoft). To create a report, the pathologist used Command!™ workflow manager to open the form, which was prepopulated with data for searchable fields, such as date, case number, name, and race. After data entry and findings were completed, the preliminary report was queued for review by the in-house department transcriptionist. The preliminary report file could be returned to the physician for corrections or additions. Once the form was completed, a final report was created in Microsoft Word.

#### Benefits

- "Factory" preconfigured for rapid installation
- Replacement of paper forms with customized electronic report forms
- Integration with preexisting medical database
- Uses off-the-shelf document assembly and speech recognition products
- Easy future integration with telephone dictation, bar code scanning, and other features

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We teach computers how to listen®

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