

Custom Speech USA™ Case Studies SpeechProfessional™ for Montserrat Day Hospitals, Spring Hill, Queensland, Australia

Background

Gastroenterology clinic wanted upgrade to speech recognition, selected “dual-engine” approach

Case Study

Vendor/Client

Medical I.T. Pty. Ltd./Montserrat Day Hospitals, Spring Hill, Queensland, Australia

Overview

Montserrat Day Hospitals (MDH) operates three outpatient facilities, primarily for “Brisbane Gastroscopy and Colonoscopy,” a gastroenterology group. After web search, vendor Medical I.T. Pty. Ltd. contacted Custom Speech USA for digital dictation, transcription, server-based speech recognition, and integration with Dox Document Management (www.docsys.com.au/). Vendor started speech recognition pilot project with Dragon NaturallySpeaking and IBM ViaVoice for a single dictating physician with expected expansion. Project later included speaker-specific SweetSpeech™ speech recognition.

Components

- Command!™ Dictation Workstation with Philips SpeechMike x9
- Command!™ Transcription Workstation with Infinity foot control x2
- SpeechProfessional™ x1
- SpeechMax™ x1
- Dragon NaturallySpeaking v. 6.0 (upgraded to v. 9.0)
- IBM ViaVoice Pro v. 8.0 Runtime (upgraded to v. 10.0)
- Stedman’s medical spellchecker (www.stedmans.com)
- Word+ text expander (www.abbreviate.com)
- SweetSpeech™ v. 1.0 speech recognition

Installation

SpeechProfessional™ includes desktop utilities, SpeechMax™, SpeechServers™, and workflow manager. The Dictation and Transcription Workstations include dictation sound recorder and transcriptionist audio playback software. Audio transcribed by Dragon and IBM server-based speech recognition is compared using SpeechMax™ for error-spotting. Command!™ manages workflow, including dictation, transcription, and Dox file management running centrally on a terminal server for separate locations with MPLS links. Applications (Dox, appointment book, billing, MS Office, email, etc.) run on Windows 2003 server using terminal services. Preliminary tests with SweetSpeech™ show good results compared to other systems.

Benefits

- Integration with Dragon and IBM speech recognition and other off-the-shelf software
- Dual-engine processing and text comparison for error-spotting of transcribed text
- SweetSpeech™ speaker-specific speech recognition

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We teach computers how to listen®

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