

## Custom Speech USA™ Case Studies SpeechProfessional for Solo Practitioner Oral Surgeon

### Background

Solo practitioner oral surgeon wanted to use handheld recorder and archive most dictations and transcribe others with speech recognition with edit by transcriptionist.

### Case Study

#### Vendor/Client

Custom Speech USA™ for solo practitioner oral surgeon in Charlton, MA.

#### Overview

This oral surgeon has a large active practice and sees several thousand cases a year. In the past, he was dictating case reports using a handheld cassette tape recorder. These dictations were usually created immediately after the patient encounter. Most were kept as audio records only and were transcribed on an “as needed basis.” The physician expressed interest in an electronic file management and document retrieval system that would enable him to continue to archive most of his dictations, and selectively transcribe dictations in batch with speech recognition as needed. He planned to have his transcriptionist proof the automatically transcribed reports and send these reports for approval. He also expressed interest in pretraining the speech recognition user files himself using Custom Speech USA™ “speechtrainer” technology.

#### Components

- SpeechProfessional™ Suite Introductory Package
- PlayBax™ with transcriptionist footpedal
- Olympus DS3000 Digital Voice Recorder
- Noise Cancellation Microphone

#### Installation

The oral surgeon’s system was preconfigured by Custom Speech USA™ in Crown Point, IN for internet download. Workflow was created that permitted the oral surgeon to archive most of his dictations. Using the document retrieval capabilities of Command!™, these were easily accessed by patient name or other criteria for later manual or automated transcription. The digital voice recorder records in a compressed format. Files were downloaded into an external reader and put into the Command!™ workflow system. PlayBax™ is used with SpeechMax™ for rapid edit of speech recognition text by the transcriptionist. The oral surgeon planned to purchase speech recognition software separately.

#### Benefits

- “Factory” preconfigured system for rapid installation and use by customer
- No significant change in dictation habits of busy oral surgeon
- Customized routing of audio files for archive and selective automated transcription
- Used off-the-shelf, readily accessible Olympus handheld recorder
- 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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