

Custom Speech USA™ Case Studies Telephone Dictation for Hospice

Background

Hospice transcription service with one onsite medical transcriptionist.

Case Study

Vendor/Client

Custom Speech USA™ for hospice in Tulsa, OK.

Overview

The hospice contacted Custom Speech USA™ for a way to have their field nurses use call in dictation for patient reports.

Components

- Command!™ Call Center x 1
- Command!™ Professional x 1
- acWAVE™ x 1
- AT&T Natural Voices x 1
- PlayBax™ x 1
- Transcriptionist foot control and headset x 1

Installation

Workflow was configured by Custom Speech USA™ in Crown Point. Customer downloaded workflow configuration from internet. The system is designed for nurses to call in and enter user ID, patient ID, and form ID. Information is entered using the telephone keypad. After the information is entered, the nurse dictates the report. Job information and telephone dictation are captured by Command!™ Call Center. After the dictation is complete, the MT accesses the audio job information through Command! workflow manager. The MT plays back the audio with PlayBax and transcribes directly into hospice report forms. File management of transcribed hospice reports is handled by customer's preexisting system. Customized prompts were created using text-to-speech. The MT is using Windows 2000.

Benefits

- Convenient way for field nurses to dictate reports
- Easy integration with preexisting software
- Offsite integration and download of customized workflow

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We teach computers how to listen®

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