



eScripton

Computer Aided Medical Transcription for the Healthcare Enterprise

CHALLENGE

In the face of rising patient documentation demands, how can healthcare organizations reduce turnaround time, integrate with the latest clinical information systems, and lower costs?

SOLUTION

The eScripton on-demand, enterprise-wide platform for computer aided medical transcription (CAMT) from Nuance uses background speech recognition to increase medical transcriptionist (MT) productivity, reduce turnaround time, increase document consistency for EHR integration, and deliver significant costs savings.

It's faster to edit than to type – that's the idea behind the eScripton platform and its proven success. Nationwide, tens of thousands of clinicians rely on eScripton software, dictating as they usually do. Yet instead of following a traditional transcription process, powerful background speech recognition software turns the audio into accurate, fully formatted draft documents that MTs – whether in-house or outsourced – quickly review and edit, typically doubling productivity. As a result, healthcare organizations using eScripton CAMT are saving hundreds of thousands to millions of dollars each year.

The eScripton platform uses an ASP architecture, delivering an integrated suite of components proven to streamline the clinical documentation process across the large healthcare enterprise. As of September 2009, the eScripton platform is processing more than 1.8 billion lines of transcription per year and has created speech models for more than 75,000 clinicians.

Key Benefits

- Increased MT productivity
- Significant cost savings and ROI
- Reduced document turnaround time
- Little to no impact on clinicians
- Improved document consistency
- Centralization of workflow
- EHR integration
- Streamlined document distribution
- Fast, efficient electronic signature
- Smooth, on-time installation
- Dedicated customer support

Key Features

- Flexible dictation interface
- ASP architecture
- Enterprise-wide application
- Background speech recognition that interprets and formats dictations
- Secure Internet access for remote transcription
- Productivity tools for MTs
- Single administrative console
- Online management reports
- Integrated electronic signature
- Document distribution via print, fax or email

Drive Productivity with Background Speech Recognition

At the heart of the eScription platform is a proprietary speech recognition engine that was produced exclusively for medical transcription. Intelligent speech recognition models interpret and format dictations according to the preferences of your organization to produce close-to-final documents in a consistent style. These documents are quickly edited by in-house or outsourced MTs, typically doubling their productivity. As MTs make corrections to the draft documents, the speech models continually improve, creating better drafts for editing and further improving productivity.

For example, when a clinician dictates:

"Exam...vital signs...two twelve...eighty eight and regular...thirteen...BP one forty one hundred and one thirty five ninety five"

The eScription platform can output:

PHYSICAL EXAMINATION

VITAL SIGNS: Weight 212, pulse 88 and regular, respiration 13, blood pressure is 140/100, 135/95.

Efficient Editing and Transcription Management

By working closely with MTs and watching MTs at work, our developers learned how they process dictations and what features would best boost their productivity. The eScription transcription tools are integrated with the latest versions of Microsoft Word®, leveraging familiar word processing features. In addition, the software provides a variety of productivity enhancing capabilities such as streamlined searches, multiple cursors, and shortcut keys.

The platform's enhanced quality assurance features offer benefits such as consistency of standards and definable grading criteria. Quality review can be completed directly within the platform, eliminating the need for MTs to copy documents in other programs or utilize manual methods.

For administrators, the eScription platform provides an administrative console that delivers complete visibility into the entire transcription workflow. Comprehensive audit trails and workflow controls allow administrators to track and manage the clinical documentation process from dictation through transcription/editing, electronic signature, and document distribution.

Streamline Your Entire Transcription Workflow

- **Flexible Dictation Interface.** With eScription, clinicians dictate over the telephone, using a PC microphone, or through a digital recording device. In addition, clinicians can dictate partial notes directly into an EHR. The software provides clinicians with a variety of features that streamline the dictation and transcription workflow. For example, they can stop, review, and edit dictations through easy-to-use, customizable commands. Should clinicians need patient information immediately, they can phone into an on-site server and obtain secure access to dictations using an account number or MRN. Most important, the transition to eScription software requires little to no training or change to the current dictation process.
- **Clinician Access and eSignature.** The electronic signature component of the eScription platform lets clinicians securely review, revise, and electronically sign documents from any location with Internet access and a web browser, streamlining clinician workflow to improve patient care. Clinicians can be notified via email when a document has

"Investing in an advanced technology such as background speech recognition, with little to no disruption for physicians while demonstrating significant cost savings and improved turnaround time, is a win-win proposition for any hospital provider."

– Sue Schade, CIO
Brigham and Women's Hospital
Boston MA

been completed, and online access means fewer trips to the HIM department to sign documents. Enhanced electronic signature options, such as dual-, co- and group-signature, support organizations with supervised medical interns and multiple signing policies and procedures.

□ Distribute Documents Where They are Needed.

The eScription platform provides document distribution via print, fax, or email and can be integrated with your organization's enterprise-wide systems or EHR. The platform streamlines document distribution by automatically delivering completed documents to network printers and fax machines. Key features include print templates that reduce overhead for administrators and configurable role-based distribution rules that enable fast, flexible delivery of completed documents to a broad spectrum of recipients.

Service You Can Count On

Purchasing eScription software is just the beginning of your partnership with us. New customers work with a dedicated project manager and receive comprehensive documentation and training for a successful go-live. Our installation team will help you configure the system, integrate with your EHR, and thoroughly test all components before launch.

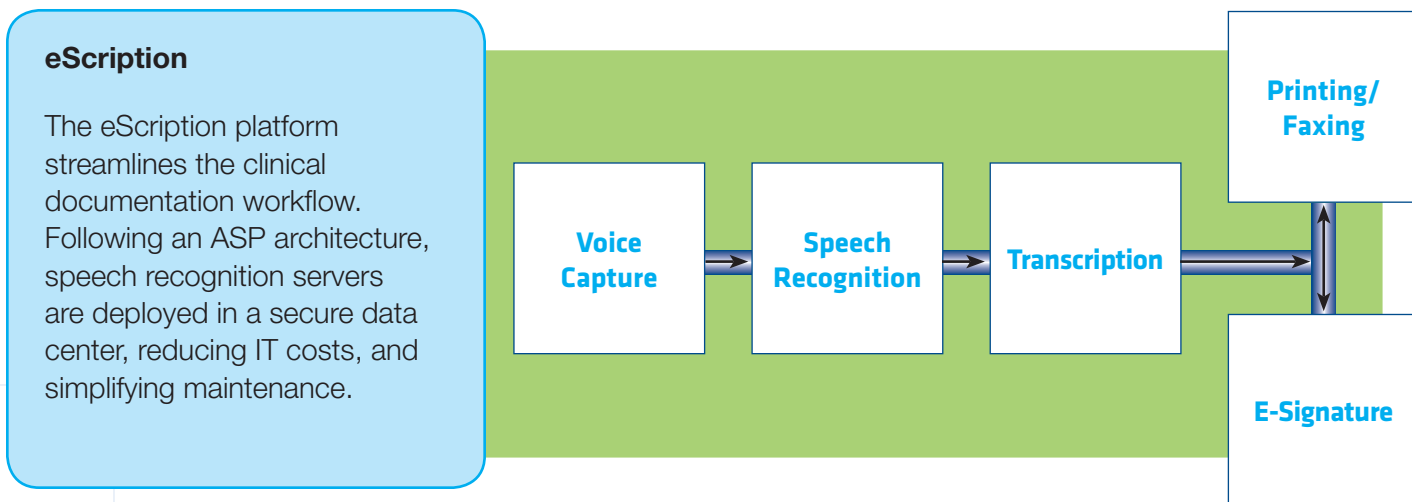
Working together as partners, we will provide technical support resources and continual improvement opportunities

such as eScription University classes, newsletters, and an account manager who will help you build on your productivity and cost savings results.

Healthcare organizations that outsource may opt for our **Nuance Healthcare Managed Speech Solution**, a full-service solution for clinical documentation powered by the eScription platform. We set up and maintain your system and provide complete speech editing and transcription workflow management—all within your prescribed turnaround times and quality requirements. You need not devote your internal resources toward managing this process. In addition, you may obtain editing services directly from the eScription MTSO Alliance. These service providers are most experienced on the eScription platform and are committed to achieving performance criteria for our mutual customers in areas of productivity, training and customer service.

Customer Satisfaction: A Testament to our Value

Customer satisfaction runs high. For six consecutive years, the eScription platform has received a **Best in KLAS®** award, ranking #1 in its category. The software is among the top scoring health information technology products evaluated by KLAS.



Nuance Healthcare Solutions

Dictaphone® Enterprise Speech System—On-site dictation/transcription platform with background and front-end speech recognition with full controls and advanced workflow flexibility.

Dragon® Medical—A real-time speech recognition program that works with virtually any Windows®-based or Citrix® EHR system for efficient report completion, and easy navigation and adoption of the EHR.

eScription—On-demand platform for computer aided medical transcription, using background speech recognition to turn clinician dictation into formatted draft documents that medical transcriptionists—whether in-house or outsourced—can quickly review and edit, typically doubling productivity.

Focus Infomatics—A medical transcription service organization with extensive speech editing experience, offering both on-shore and follow-the-sun models.

Nuance Healthcare Managed Speech Solution—

A full-service, outsourced solution for clinical documentation, including technology and all speech editing and transcription workflow management.

PowerScribe®—A speech recognition solution that can help radiology departments significantly reduce report turnaround time and lower transcription costs by as much as 75%-100% a year.

RadCube™—A comprehensive, yet flexible, data warehouse for multidimensional business analysis and visualization.

RadPort™—A secure, web-based decision support application that ensures appropriate high-tech diagnostic image ordering.

RadWhere™—A data-driven, front-end radiology speech recognition reporting application designed for multi-site workflow orchestration.

Veriphy™—A critical test result management solution that enhances patient care, increases physician productivity, improves risk management and automates compliance.



eScription

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"2009 Top 20 Best in KLAS Awards: Software & Professional Services" (December 2009)

About Nuance Healthcare

Nuance Healthcare is a division of Nuance Communications, the world's leading provider of speech and imaging solutions. Today, Nuance Healthcare provides the most comprehensive family of speech-driven clinical documentation and communication solutions available anywhere. Our vision is to accelerate the adoption of EHR systems, helping providers maximize the return on their technology investments.

Let Us Be Your Partner

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at **888-350-4836** or visit www.nuance.com/healthcare.

"When we selected eScription, we did so because we believed their technology and overall approach to medical transcription was the best out there. Despite their phenomenal growth they have always provided us with excellent service and support. It is comforting to know we made the right choice. We have never looked back."

—Cathy Ptak
HIM Director
Aurora Health Care
Milwaukee WI

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