


Veriphy™

Reliable Delivery, Management and Auditing of Critical Patient Findings through Guaranteed Critical Test and Critical Test Result Management

Veriphy offers speech-driven critical test management (CTM) and critical test result management (CTRM) for guaranteed real-time, closed-loop communication to ordering clinicians.

CHALLENGE:

How can my hospital ensure that non-routine or unexpected findings are delivered to the right clinician at the right time?

SOLUTION:

Veriphy is the industry-leading solution for critical test management (CTM) and critical test result management (CTRM), which automates the delivery, verification of receipt, and documentation of voice communications concerning critical test results (CTRs). For laboratories, Veriphy even automates read-backs by the nurse or other caregivers.

Veriphy offers reporting clinicians one-call-does-it-all simplicity and also assurance that a CTR has been retrieved by the responsible ordering clinician. A reporting clinician creates a message from a phone or computer, and Veriphy does the rest: alerts the ordering clinician that the CTR is pending; indicates the urgency of the CTR—sends alerts until the message is retrieved; escalates the notification according to pre-set rules; sends a verification to the reporting clinician when the message has been retrieved—all while documenting the entire communication process to support audit and survey requirements.

Veriphy also supports critical test management (CTM). As of 2008, The Joint Commission requires hospitals to communicate and track results for critical tests. The key distinction between a CTM and CTRM is that there are some tests or procedures that are so critical to proper patient

Key Benefits

- Measurably enhances patient safety
- Boosts productivity of reporting and ordering clinicians and enables administrators to act promptly when issues arise
- Ensures critical tests and critical test results are reliably communicated to the ordering clinician
- Automates compliance with Joint Commission, ACR, CAP, and HIPAA rules
- Provides automatic documentation and a searchable archive
- Ensures consistency within the hospital and across the healthcare system — now with multi-site IDN support

Key Features

- Patented, hosted, enterprise communications platform for critical test results. U.S. Patent No. 6,778,644.
- Messages may be created from a phone, desktop application or from directly within PowerScribe or RadWhere
- Actively notifies the ordering clinician via preferred device that a critical test result is pending — now with enhanced SMS, email and mobile device support
- Provides automatic tracking of messages
- Indicates the severity of the finding
- Verifies that the message was received, by whom and when — with live monitoring 24/7 capabilities
- Automates read-backs of laboratory test results
- Full multi-facility functionality to support multi-site IDNs
- Allows the ordering clinician to respond/read-back using simple voice commands
- Stores all voice messages in a searchable archive for 10 years
- Provides a web browser interface to view all data, including detailed administrative and CTR reports

care that the results of the test need to be communicated independent of whether or not the result of the test is positive or negative. A common example of a critical test is a “rule out stroke MRI” whereby the results of this procedure, positive or negative, must be quickly communicated to the ordering clinician so that they may treat the patient accordingly.

In addition, Veriphy provides hospital administrators with tools for real-time performance measurement. Administrators and clinicians are able to establish performance goals and targets for CTR turnaround time (TAT) and assess compliance. This enables administrators to detect patterns and trends of non-compliance quickly and easily. With this kind of visibility, hospital administrators can quickly take action whenever patients and the institution are at risk due to communication delays and failures.

The Veriphy system closely follows the guidelines and recommendations of the Massachusetts Coalition for the Prevention of Medical Errors. Hospitals that use Veriphy report that they receive high marks from surveyors for the Joint Commission. The American College of Radiology (ACR) has taken Veriphy’s capabilities into account in drafting its Practice Guidelines for radiological communications. Simply put, if a hospital uses Veriphy for CTRM, it will meet the requirements of the Joint Commission, ACR, and College of American Pathologists (CAP).

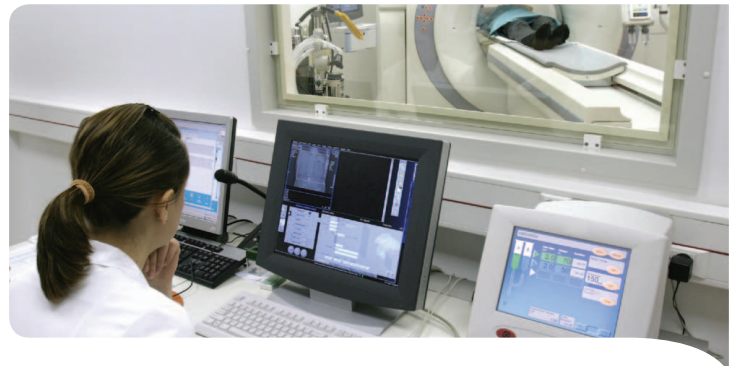
Web-Based for Universal Access and Management

The CTRM data is accessible from wherever there is a web connection. The web console gives administrators access

to all the data in Veriphy. The message dashboard shows messages for the entire department or individual reporting clinician, providing a single view of all open messages.

The reports section enables administrators to build point-and-click reports on critical test and CTR compliance, and has passed the Joint Commission’s compliance tests. Veriphy stores up to 10 years of clinical data and enables search and retrieve capability using patient name, MRN, finding type, date, reporting clinician and ordering clinician as identifiers.

Because Veriphy is a hosted application and is purchased on a yearly subscription basis, it requires no investment in new hardware or software. The ramp-up period allows for development of CTR policies, TAT goals, and an updated clinician directory, where ordering physicians indicate their preferred contact device, e.g. pager, phone, fax. Veriphy adapts to clinician behavior and work patterns and requires minimal orientation. In productivity savings alone, a hospital will recoup its investment in Veriphy within eight months.



“You have a 100% likelihood of getting the right results to the right person. Some days it [Veriphy] probably lops an hour off the radiologists’ time. It’s not just allowing us to read more, but allowing us to read more efficiently. We can get the images and the reporting done in under an hour.”

**- Himanshu Shah, MD
Medical Director, Radiology Department
Wishard Memorial Hospital
Indianapolis IN**

Source: Imaging Economics Magazine, December 2007

PowerScribe® and RadWhere™ Integration

PowerScribe and RadWhere can be integrated seamlessly with Veriphy to provide closed-loop communication. This integration eliminates the need for the radiologist to pick up the telephone and call an ordering clinician. Veriphy is automatically updated with appropriate data and audio is captured directly from within either speech-driven radiology application.

Veriphy™—One Call Does it All

Step 1 – Communications start at the desktop of the reporting clinician who can create a voice message by phone, desktop application or from directly within PowerScribe or RadWhere. The “electronic envelope” includes the ordering clinician name, patient name and second identifier. The author simply identifies the priority of the message and records a verbal or numerical message for the ordering clinician.

Step 2 – The Veriphy communications system goes to work. It looks up the profile of the ordering clinician and alerts them on their devices of choice that they have a CTR to pick up.

Step 3 – The ordering clinician uses the toll-free number embedded in the alert as well as a unique message ID to retrieve the message.

Step 4 – The Veriphy management console creates a legal phone record on the communication that shows the loop is closed. The data, including original voice message, are stored in a searchable archive for 10+ years.

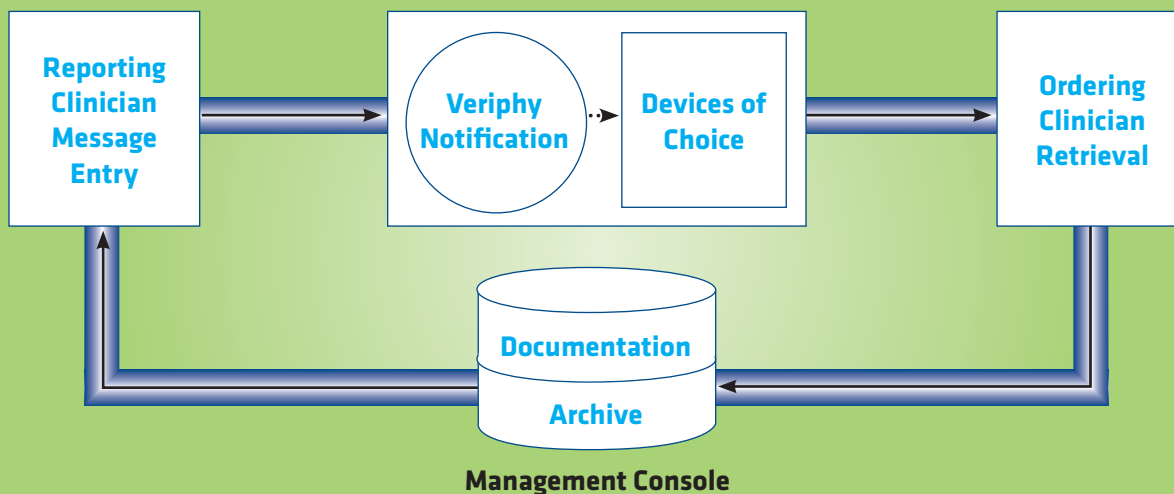
Veriphy: Meeting National Patient Safety Goals

Communicating critical test results (CTRs) is a major problem for hospitals. There are almost 12 billion tests done annually, which generate 2-3 million calls daily from Radiology, Laboratories, Pathology and Cardiology to ordering physicians, nursing units, and care teams. Before Veriphy, communication of CTRs was a manual process with no master directory of contact preferences, no standard technology to automate both the initial communication and verification of receipt, and no metrics to measure performance against goals or standards.

The American College of Radiology (ACR) specifically addresses the communication of non-routine or unexpected findings in its Practice Guidelines. The guidelines of both the Joint Commission and ACR require hospitals to have systems for communicating and documenting the CTRM process. In 2007, the College of American Pathologists updated its certification checklist of laboratories to indicate whether a lab uses automated CTRM.

In 2008, The Joint Commission implemented a new patient safety measure that requires hospitals to communicate and track results for critical tests. Veriphy allows facilities to define critical tests and manage communications along with offering administrative reports to measure critical test compliance.

Closed-Loop CTRM



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.

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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Nearly two-thirds of all hospitals surveyed by the Joint Commission failed to meet the requirements of the National Patient Safety Goal #2: Improve the effectiveness of communication among caregivers. These hospitals would have met the requirements if they had used Veriphy for CTRM. Veriphy is now the preferred CTRM solution for all diagnostic departments: Radiology, Pathology, Cardiology and Clinical Labs.

Workflow Solutions Leadership

Veriphy represents another important step in the expansion of the Nuance Healthcare family of reporting and workflow solutions. The addition of **Veriphy** and **RadPort**, **RadWhere** and **RadCube** to the market-leading PowerScribe solution delivers integrated intelligent ordering, speech-driven clinical documentation, and automated delivery of critical test results, as well as a powerful set of tools for retrospective analysis of utilization and ordering patterns.

“The robust integration with PowerScribe will encourage physicians to use Veriphy. This integration will be an immense aid to PowerScribe users, and ultimately our patients will be the beneficiaries.”

—Terence Matalon, MD, FACP, FSIR
 Chairman of Radiology
 Albert Einstein Medical Center
 Philadelphia PA

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.

To learn more about Nuance Healthcare solutions, please contact us at 800-350-4836 or visit www.nuance.com/healthcare.