

# Optimise clinical documentation processes and improve clinician productivity and patient care

Capture the complete patient story, while maintaining an efficient and productive documentation workflow.

## End-to-end clinical documentation management.

Administrative and clinical documentation is a considerable task and can be burdensome to GPs and healthcare organisations that are looking to improve patient care. Healthcare organisations generate critical documents and reports for each patient including blood test reports, X-ray reports, diagnoses, treatment plans and more—all of which need to be managed for the patient's care and for compliance. With Dragon Medical Workflow Manager, the processing and management of documentation is a breeze.

Dragon Medical Workflow Manager is an integrated end-to-end clinical documentation management solution for healthcare organisations that can handle all steps in the documentation process—from creation to distribution, and every step in between. The system serves as a central platform for managing speech-driven documentation, staff productivity reports, document distribution, quality assurance and compliance. In addition, Dragon Medical Workflow Manager provides a user-friendly interface that can be integrated with EHRs and other Health Information Systems (HIS), enabling fast, accurate reporting and reducing data entry duplication and errors.

## Use your voice to tell the complete patient story.

Dragon Medical Workflow Manager is powered by Nuance's Dragon Medical speech recognition technology, enabling busy clinicians to document information 3x faster and deliver more accurate and complete patient stories at the point of care. With the use of medical vocabularies and sophisticated acoustic models to yield the highest available accuracy, busy physicians no longer need to spend hours of precious time on voice profile training. In addition, its deep learning technology continuously learns and adapts to voice and environmental variations, helping to automatically refine performance. The increased documentation accuracy and efficiency allows for more time with patients, better informed care teams, decreased turnaround time and increased cost savings.

## Flexible and GP-friendly workflows.

Dragon Medical Workflow Manager provides flexible tools for clinicians to dictate, review, edit and sign documents, as well as options for in-house, outsourced and speech-recognised transcription. The system also syncs patient demographics and schedules with EHRs, simplifying patient selection and reducing the risk of mistaken identity.

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**Dragon Medical Workflow Manager supports clinical staff throughout the entire medical documentation process, while providing instant access to information needed to capture complete patient encounters and manage coordinated care.**

- Reduce inefficient and paper-heavy processes, while supporting rich, detailed clinical narratives
  - Give GPs flexibility and boost productivity
  - Manage internal, outsourced and speech-recognised transcription
  - Optimise and accelerate EHR usage and unify data collection
  - Speech-enable data entry and documentation
  - Centrally manage templates and clinical documentation
  - Secure patient data handling, with a full audit trail
  - Capture information and e-Signatures at the point of care
  - Automatically distribution documentation via fax, print, secure email or directly into EHRs
  - Reduce data entry errors and mistaken identities, while improving patient safety and satisfaction
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**Mobile documentation at the point of care.**

Mobile clinical documentation is rapidly becoming the heart of healthcare, as it allows providers the ability to quickly and accurately document patient information at the point of care. The Dragon Medical Workflow Manager mobility application is no exception, enabling greater functionality that improves communication, caregivers' productivity levels and the quality of patient care.

The Dragon Medical Workflow Manager mobile app provides clinicians with powerful and flexible features that accelerate the capture and communication of clinical documentation. The app works in conjunction with the Dragon Medical Workflow Manager platform, which administers document creation, distribution and every step in between. The app allows GPs to record dictations, access and report on patient appointments, securely transfer information, and review and manage documents—all while using a smartphone or tablet device.

**Improve compliance with tracking and audit trails.**

Dragon Medical Workflow Manager helps to address

compliance by tracking user and event activity, including audit trails searchable by patient visit, document, user, location, date and time—allowing you to view the entire history of every document. Documents can also be rolled back to earlier versions, when needed.

**Enhance system interoperability and accelerate clinical documentation processes.**

Dragon Medical Workflow Manager's Custom Data modules enable hospitals to integrate one or more EHR or HIS with the Dragon Medical Workflow Manager platform, define database fields that are integral to the documentation process and store bespoke data in the Dragon Medical Workflow Manager database against a patient or visit.

Healthcare organisations can also define new data fields, data groups and alerts in Dragon Medical Workflow Manager and incorporate them into the documentation process (e.g. lab results, medications, operative reports, complete blood count results, patient allergies, etc.). The custom data fields, groups and alerts can be setup to be incorporated into document templates and displayed prominently on screen for

caregivers—saving time, improving care and reducing risk.

**Electronically sign and distribute documents.**

Created documents are processed, corrected and electronically signed within Dragon Medical Workflow Manager. Completed documents are automatically delivered to the relevant recipients or directly incorporated into one or more EHR or other HIS. Documents can be distributed to multiple locations using a variety of methods, such as direct distribution into an EHR or another HIS via integration and automatic distribution via secure email, fax and automatic print—saving time and costs. Dragon Medical Workflow Manager equally supports secure distribution to external service providers via its Outsourcing Manager, where documents can be processed by third-party transcription providers.

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“Dragon Medical Workflow Manager has provided a documentation solution that gives staff at LCCH the tools for creating documents quickly and accurately.”

Dominic Tait, Divisional Director Clinical Support, Lady Cilento Childrens Hospital

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To learn more about Dragon Medical Workflow Manager, please visit [www.nuance.com/en-au/healthcare](http://www.nuance.com/en-au/healthcare).



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