Wowing patients, saving time and improving efficiency at Station Medical Clinic

Dragon Medical impresses patients, relieves the pressure and improves turnaround time and quality of clinical documentation

Challenge
- To improve the accuracy of medical records
- To reduce the dependency on paper-based records

Solution
- Dragon Medical Practice Edition integrated into the clinic EPR

Results
- Time savings of 2 minutes per patient
- Greater focus on the patient
- Additional 4 patients treated per day

"That's really neat software!" may not be the response most doctors expect their patients to exclaim during a consultation, but it's one that Bhagyesh Patel (MB;BS), General Practitioner from the Station Medical Clinic located in the suburb of Chatswood in Sydney NSW, is now used to hearing from his patients when his dictated words appear instantly and accurately in front of them on his PC's screen. The technology marvel behind his patients' appreciation is Dragon Medical from Nuance Communications.

Dragon Medical has been helping medical professionals to achieve their patient care and productivity goals for many years. Offering a dedicated medical vocabulary, accuracy rates of up to 99% and capable of transcribing at up to 160 words per minute, Dragon Medical dramatically reduces the time clinicians spend documenting care - an hour or more per day, according to a number of studies.

From more complete notes to completely satisfied patients
Bhagyesh's patients aren't alone in being impressed by the technology, as he explains. "When looking at my notes, even my colleagues in the Surgery state that they are much more complete and detailed than their own handwritten notes." The depth of detail in Bhagyesh's notes and his increased productivity result from the simple principle that, typically, we talk up to three times faster than we type, which is especially true of those who are not trained typists.

As a cosmetic physician with his own practice employing six GPs, Bhagyesh uses Dragon Medical in his capacity as a GP in which he practices cosmetic medicine. He explains how he came to deploy Dragon Medical. "I have always been keen to embrace technology. I thought there has got to be something easier than typing because to achieve really accurate notes you need to spend a lot of time at the keyboard. Time pressures mean you're trying to create accurate notes that convey the patient's true state in just three sentences which is very difficult. To address this, I looked at Dragon Medical again and I couldn't believe how much it had improved since I saw it about ten years ago. It really is a very sophisticated product," he claimed.

Dragon Medical integrates seamlessly with Clinical management software and patients alike
Bhagyesh uses Dragon Medical to produce patient records and referral letters, helping him to create the most accurate records very quickly. Dragon Medical works seamlessly with Medical Director, the Surgery's clinical management software program. "After dictation, the referral letter is produced, printed and handed to the patient while they are there. It is a same day service."

In a medical context, where doctors, clinicians and admin staff are under pressure to document their work quickly and accurately, Dragon Medical can make the difference between complete, accurate and detailed patient medical records, or outdated and incomplete and illegible notes that only tell part of the patient story. "I can dictate and capture more information in two minutes with Dragon Medical than a Doctor can do in five minutes when typing or writing. It is easier for me to put a patient's condition in the context of their medical history with accurate, detailed notes, using Dragon Medical" Bhagyesh added. Furthermore, from a legal perspective – as well as a healthcare one – accurate notes are essential. "We need to practice defensive medicine. Dragon Medical ensures I'm able to document all treatments and recommendations, giving me a comprehensive digital trail if I ever needed it for legal reasons," he stated.

Saving time to give back to patients
Aside from wowing his patients, Dragon Medical is also delivering a far more profound healthcare benefit to them. "About 80% of the time, I will dictate the letter in front of the patient. There is an absolute boon to the patient's wellbeing and the doctor-patient relationship in doing this. First, as I'm dictating I'm getting nods of approval from the patient. This is a sign that what's being dictated is a true and accurate summary of what was discussed during the consultation. Second, it's a declaration from the patient that we have summarised a true and accurate record. Finally, signing off the letter with the patient in front of me is a confirmation from both parties. This all contributes to a situation that's beneficial to the patient-doctor relationship and overall patient care."
Bhagyesh goes further, and explains that Dragon Medical is helping to establish more than just peace of mind for his patients. "Thanks to the time I save creating patient notes at the end of the consultation, Dragon Medical gives me back two minutes I can give back to the next patient I see. This gives them the time they need to talk freely without me interrupting them. Patients can get a lot off their chest in that time, and it's important for their sense of well-being that they are able to do this."

Perform better with Dragon Medical
In a medical landscape where patients can choose their healthcare provider, unsurprisingly they make comparisons between practices. Bhagyesh said: "Dragon Medical helps us look very professional in front of clients who have experience of other surgeries and practices, because Dragon Medical aids with the quality and accuracy of referrals prepared in our Surgery as well as with that extra bit of time we can spend with each patient."

From a commercial perspective, Bhagyesh has seen further benefits. "Thanks to the time Dragon Medical saves me, I can now see four or five more patients during the day, and the more patients I can see, the better this is for our patients and, commercially, for the Surgery."

Bhagyesh is keen to share his Dragon Medical experiences, stating that not only does he recommend it, "…but I'm often demonstrating it to other medical specialists in the local area. They are really wowed by it, especially when I tell them about the time I save using it." And there's no doubt, that, Bhagyesh's already impressed patients will testify that Dragon Medical's been a benefit to them, too.

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NUAN–DH–001–01–CS–Aus, February 2017