CUSTOMER CASE STUDY

Dragon[®] Medical Mobile Recorder

Kearney Clinic accelerates workflow, improves accuracy and enhances care quality with Dragon Medical Mobile Recorder for mobile point-of-care documentation.

For more than 50 years, Kearney Clinic, P.C. has been providing a variety of comprehensive inpatient, outpatient and same day services, and for the past decade, has benefited from using Nuance Healthcare's documentation and transcription solutions. The Clinic provides a full continuum of services including family practice, general surgery, vascular surgery, pediatrics, gynecology, psychology, diagnostic imaging, and dietetics.

As part of its continued dedication to providing the best possible patient care and upholding their tradition of excellence, the Kearney Clinic team implemented the Dragon Medical Mobile Recorder from Nuance Healthcare for mobile point-of-care documentation.

Smartphone Dictation at the Point-of-Care

For years, the physicians and IT staff at Kearney Clinic envisioned a single solution for mobile documentation. In early 2011, that vision became a reality when the Clinic leveraged Nuance Healthcare's experience and implemented the Dragon Medical Mobile Recorder for their clinicians' on-the-go dictation needs.

"The capabilities of Dragon Medical Mobile Recorder are perfectly aligned with our goals," said Steve Jensen, Network Administrator for Kearney Clinic. "Our physicians don't always have easy access to dictation, especially ones with busy schedules."

Dragon Medical Mobile Recorder provides highly reliable dictation capture on the Apple[®] iPhone[®] and reduces implementation, deployment and maintenance demands.

Highlights

- Accurate dictation via the Apple[®] iPhone[®].
- Reduced implementation, deployment and maintenance.
- Supports HIPAA guidelines.
- Easy to use, clinically intuitive.
- Improved workflow.
- Accelerated workflow.
- Improved documentation quality.
- Enhanced patient care.

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iPhones in hand, physicians at Kearney Clinic now use just one device to dictate cases and notes, view patient lists, access clinical reference material, and e-prescribe using software from other healthcare IT providers, turning their mobile devices into true mobile offices.

Implementation, Deployment, Support and Security

With on-demand and on-premise configuration options, the Dragon Medical Mobile Recorder platform integrates seamlessly with existing Nuance Healthcare transcription platforms. Deployment is simple: physicians download and install the application directly from the iTunes® Store, minimizing the burden on IT for enterprise deployments. Moreover, administrators can manage the HIPAA-supportive solution centrally through their existing transcription platform management consoles.

Minimal Training, Easy to Use

A simple and intuitive interface minimizes training and ongoing support requirements. Within 10 minutes of downloading Dragon Medical Mobile Recorder, Kearney Clinic physicians were managing cases, reviewing patient histories, navigating draft folders and wirelessly uploading their dictations.



"A number of physicians would put off dictating because they didn't like the solution we had before," said Tammy Schroeder, Assistant Network Administrator. "Those physicians are now the biggest advocates of the Dragon Medical Mobile Recorder."

Benefits for the Physician, Transcriptionist and Patient

There are benefits for the physician, transcriptionist and patient alike—ranging from improved workflow, to faster, higher quality documentation and better patient care.

"Dragon Medical Mobile Recorder's impact on Kearney Clinic is huge," said Dr. Clinton C. Jones, a physician there. "It not

"By spending less time worrying about technology, our physicians have more time to spend with each patient—whether they dictate at the point of care, or throughout the day, our clinical team is more efficient and productive as a result of Dragon Medical Mobile Recorder."

Steve Jensen
Network Administrator
Kearney Clinic, P.C.

"It not only allows us to see more patients, it also speeds dictation, improves documentation quality and reduces transcription backlogs without introducing change."

> - **Dr. Clinton C. Jones** Physician, Kearney Clinic, P.C.

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Anytime, anywhere dictation capabilities eliminate clinical users' need to dedicate hours at the end of the day to document cases. As a result, dictations enter the transcription workflow faster and physician reports are completed sooner. "Dragon Medical Mobile Recorder automates and streamlines the transcription process," said Dr. Kenton Shaffer, a physician at the Clinic. The recordings are highly accurate, patient demographics are verified and backlog delays are non-existent ever since the solution was rolled out."

Instant Return on Investment (ROI)

"Our return on investment was instantaneous," said Jensen. "The cost of implementing the solution was negligible and the benefits of Dragon Medical Mobile Recorder far outweigh any marginal expense of the system." The benefits are not only financial. Kearney Clinic is using electronic solutions such as this to support adoption of EHR technology. "We are in the process of selecting an EHR," stated Jensen, "and solutions like Dragon Medical Mobile Recorder are helping bridge the gap and preparing our physicians for an EHR by getting them **Challenge:** Implement convenient, high-quality smartphone dictation without expensive proprietary devices, a single mobile platform workflow, and reliable mobile documentation.

Solution: Dragon Medical Mobile Recorder from Nuance Healthcare maximizes the quality of the facilities back-end speech recognition platform, produces high quality draft reports, and speeds document turnaround time using the Apple iPhone or iPad.

Results: Now the physicians at Kearney Clinic get their dictations done faster and more efficiently while on the go, have a unified device platform for mobile clinical documentation, create more accurate notes and reduce transcription errors.

more comfortable with using electronic data collection tools and technology."

With Dragon Medical Mobile Recorder, physicians at Kearney Clinic are better prepared for EHR adoption, and able to complete dictations in a timely fashion, which allows them to finish their days on schedule and leave the office sooner.

For product information, please visit Nuance Healthcare at www.nuance.com/healthcare or call 888-350-4836.

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NUANCE COMMUNICATIONS, INC.

ONE WAYSIDE ROAD BURLINGTON, MA 01803 888 350 4836 NUANCE.COM/HEALTHCARE

