



Devereux

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Digital dictation adds much needed flexibility and accuracy

The new technology improved the work between physicians and transcriptionist

Two years ago, Devereux Hospital - a behavioral healthcare facility located in southeast Texas - needed to upgrade its dictation and transcription systems. For 10 years, the hospital's contracted physicians used a call-in phone system for dictation, and the technology was both out-of-date and cumbersome. One of the physicians recommended the organization switch to using digital recorders for dictation, as

these would offer greater flexibility for physicians and allow for faster, more efficient information capture.

In February 2011, Devereux Hospital began using the Philips Digital Pocket Memo dictation recorder and the SpeechExec transcription system. The organization's nine contracted physicians use the Digital Pocket Memo to record reports and



The facts

Client

Devereux Hospital
www.devereux.org

Philips Solution

Digital Pocket Memo
SpeechExec Software

Philips Contact

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PHILIPS



“The beauty of Philips is that we can transcribe files easily in house or email encrypted dictation files to our contracted service when the volume of transcription warrants an extra pair of hands. [...] All integration is seamless.”

Beverly Curry, director of health information for Devereux Hospital

information while the hospital's full-time, in-house transcriptionist uses the SpeechExec transcription equipment (foot pedal, headset) and software to transcribe uploaded files.

Researching Options

“We did some research before settling on Philips,” says Beverly Curry, director of health information for Devereux Hospital. “We looked for hardware and software that were not only reliable and easy-to-use, but also compatible with our current information technology (IT) systems. We read reviews online and spoke with organizations using Philips dictation and transcription technology to get a feel for the advantages and disadvantages of the products.”

Once Devereux decided on Philips, it was time to implement. “This process went smoothly thanks to our Philips certified vendor based out of California, Executive Communication Systems,” comments Curry. “They handled all my questions with great response time. We received equipment with no problem and the software integrated well with our IT system.”

Leveraging the Technology

Devereux Hospital has found the Philips hardware easy-to-use. After receiving initial training, physicians are able to effectively

operate the Digital Pocket Memo recorder and upload files for transcription. “Not every physician is located onsite at the hospital, so we provide docking stations for each physician,” says Curry. “After they dictate, they dock the recorder at their location and automatically upload files.”

Their transcriptionist has also found the Philips software to be user-friendly. “The beauty of Philips is that we can transcribe files easily in house or email encrypted dictation files to our contracted service when the volume of transcription warrants an extra pair of hands,” comments Curry. “Both internal and external transcriptionists are able to open files and transcribe them with very little difficulty. All the integration is seamless.”

Reducing Reliance on Paper and Improving Accuracy

Since implementing Philips technology, Devereux Hospital has noticed that physicians are dictating more than they did before.

“Because the technology is convenient and user-friendly, physicians are taking advantage of it,” says Curry. “While they've always dictated the history and physical, client assessments and discharge summaries, they now are using the equipment to dictate progress notes and consults as well.”

This cuts down on handwritten material and eliminates potential illegibility issues, which can lead to misinterpretation and mistakes. Ultimately, the move to more digital dictation may help us improve compliance with Medicare requirements.

About Devereux Hospital

Located in League City, Texas, Devereux Hospital offers long-term residential care for adolescents who struggle with mental health issues, including substance abuse problems, emotional disorders and conduct disorders, among others.

About Executive Communication Systems

The primary focus for Executive Communication Systems (ECS) in Ventura, CA is customer satisfaction. Since 1990 ECS has been providing high quality, dependable dictation/transcription equipment and accessories with in-house service solutions designed to address the needs of our clients. We value each client as an individual with specific needs. Our goal is to provide a dictation/transcription solution that fits your needs so perfectly it keeps you coming back to us with confidence for years to come.

For more information: www.tvps.com



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