



Perfecting document creation workflow

A variety of dictation options eases documentation needs for physicians and speeds up workflow at Philbrick Transcriptions, Inc.

Philbrick Transcriptions, Inc. - a medical transcription firm headquartered in Connecticut - turned to Philips because it wanted to provide a variety of dictation options for its physician clients. "Not everyone likes to dictate in the same manner, and we were interested in offering physicians some choices," says Jody Rowley, chief operating officer for Philbrick Transcriptions, Inc. "We were also looking for hardware that would integrate well with our current

transcription software from Winscribe, so the end-to-end process of dictation/transcription would be seamless. Philips provided two great hardware solutions - the SpeechMike USB microphone and the Digital Pocket Memo dictation recorder."

Seeking an Outside Opinion

Before making the decision to offer Philips technology to physicians, the organization

Specializing in
Medical • Surgical
Radiology

Philbrick Transcriptions, Inc.

203.235.3779
www.philbricktranscription.com

The facts

Client

Philbrick Transcriptions, Inc.
www.philbricktranscription.com

Philips Solution

Digital Pocket Memo 9600
SpeechMike

Philips Contact

Michaela Kraft
Speech Processing Solutions North America
pds.marketing@philips.com

PHILIPS



“They recommended Philips because the hardware is reliable, user-friendly and fully compatible with our existing transcription software. We have certainly found these characteristics to be true.”

Jody Rowley, Chief Operating Officer at Philbrick Transcriptions, Inc.

consulted with a communication systems vendor (Executive Communication Systems located in Ventura, California). “We have a high comfort level with this vendor’s recommendations, so I trusted what they had to say,” comments Rowley. “They recommended Philips because the hardware is reliable, user-friendly and fully compatible with our existing transcription software. We have certainly found these characteristics to be true.”

Implementing the Technology

Philbrick introduced the Philips hardware to practices over the course of two years. “We offered each physician the option of using the SpeechMike microphone, the Digital Pocket Memo recorder or to continue using the existing telephone system,” says Rowley. “Most providers chose either the SpeechMike or the Digital Pocket Memo. In fact, we noticed that radiologists seemed to prefer the SpeechMike because they can dictate in front of their PC monitors while they are looking at x-rays, recording intuitively with the SpeechMike without having to look at the microphone function buttons. Other providers preferred the Digital Pocket Memo because of its small size and ease of use. Both options allow physicians to dictate information while it’s fresh in their mind as opposed to waiting to get to a telephone and dictate.”

“The physicians also appreciate the “dock and go” aspect of the Digital Pocket Memo because there are no buttons to push or technology to figure out. After physicians record information, they simply dock the tool and a secure file upload starts to our transcription system.”

Security is Key

Philbrick Transcriptions, Inc. values the security of the uploaded files. “All the files are encrypted and that is a critical feature for us,” says Rowley. “Our transcriptionists open the files in our transcription software and can immediately get to work without worrying about violating privacy and HIPAA requirements.”

Reducing Costs

The Philips hardware has helped Philbrick Transcriptions, Inc. reduce costs - the only costs associated with the Philips products are the costs of the equipment itself and replacement batteries. “The equipment is very durable so we have not had to replace many units,” says Rowley. “The battery life is also quite long. We have yet to replace any batteries in our hundreds of units and many of them have been in place for nearly two years.”

The practice has also reduced its phone bill. “When physicians were solely using telephone dictation, our phone bill costs were sizable - at one point we were paying \$10,000 per month,” says Rowley. Since we introduced the Philips hardware, our bill has dropped significantly. This has allowed us to keep our prices competitive and expand the business nationwide.”

About Philbrick Transcriptions, Inc.

With 73 medical transcriptionists, Philbrick Transcriptions, Inc. provides comprehensive transcription services to a variety of hospitals, physician offices and large clinics across the country.

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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For more information:
Speech Processing Solutions
Phone (888) 260-6261
pds.marketing@philips.com