

# NUANCE

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## CASE STUDY

### **Dr. David Stein Sole Practitioner Benefits From Using Dragon NaturallySpeaking Medical Healthcare Organizations of Any Size Can Reduce Transcription Costs With Voice Recognition**

#### CHALLENGE

Improve the efficiency of a solo practitioner medical office by eliminating the need for outside transcription services.

#### STRATEGY

Use Dragon NaturallySpeaking Medical with customized Microsoft Word templates to create medical records by voice.

#### RESULTS

Saved \$10,000 per year by eliminating the need for outside transcription services and approximately \$60,000 cumulative since deploying the solution.

Until recently, small physician practices have not been in a position to benefit greatly from the use of information technology products other than applications associated with patient billing. Cost, workflow and technology, among other issues, combined to create barriers that small practices simply could not overcome. Over the last decade, technology vendors have focused on serving the needs of this often under represented group. IT solutions for small practices could hardly come at a better time. The challenges they face are not trivial, and in many cases are worsening. A majority of physicians have become dissatisfied with the amount of time they spend on administrative duties compared to actual patient care – roughly 95% believe managed care has unnecessarily increased their daily amount of administrative paperwork. With manual documentation, the omission of critical information and illegible writing are often barriers to receiving prompt payment from Medicare and insurance companies. Correcting documentation and resubmitting claims is both inefficient and time consuming for healthcare professionals.

**“The Dragon NaturallySpeaking Medical solution is extremely valuable to me because it is so effective in generating my reports. Overall I can honestly say I am pleased with the product.”**

**Dr. David Stein, M.D.**

Like most busy physicians, Dr. David Stein, a solo practitioner in San Diego, California found producing accurate patient encounter documentation to be his biggest burden. The demands of documentation added up to hours of non-productive time at the end of

his typical day—after seeing 25-30 patients. As is the case with most medical organizations, he relied on traditional transcription services to digitize patient information. This process was both slow and costly. According to Dr. Stein, *“I was spending about \$10,000.00 a year on outside transcription for dictating my medical reports and needed a tool to streamline this process. I knew voice recognition would reduce my transcription costs and as an added benefit I would have the reports available immediately. I heard Dragon NaturallySpeaking was the de facto standard, so I bought it without even considering any alternatives.”*

That was six years ago. Since then, Dr. Stein has relied on Dragon NaturallySpeaking to simplify each workday. Adds Stein, *"I now use Dragon for documenting all of my patient encounters. Typically I average about 25 per day. Most are only 1 to 2 pages, but several can be anywhere from 5 to 10 pages. When I implemented the software I decided that I wanted to create customized Microsoft Word templates to help speed up the entire record creation process and make voice recognition even more efficient for my practice."* After deploying Dragon NaturallySpeaking, most medical organizations are able eliminate transcription services and their associated costs forever. "I use Dragon every day on 100% of my medical reports and don't need transcription services anymore. I would estimate that I have saved about \$10,000 each year since I began using it." Calculating a voice recognition return-on-investment in this scenario over several years can prove to be quite significant. In Dr. Stein's experience using Dragon NaturallySpeaking has added an additional \$60,000 added to his bottom line.

Dragon Naturally speaking has remained the leader in voice recognition technology because of its ease of use and accuracy. The latest release builds upon these core strengths with improvements making accuracy of 99% possible right out of the box. According to Dr. Stein, *"I was getting about 98% accuracy with version 7, but with version 8 I noticed a definite improvement. I found some of the new vocabulary editor features to be very useful. Particularly the alternate written form of a word."* The ability to quickly and inexpensively create electronic medical records is one area that small practices can effectively apply modern solutions to in order to remain competitive in today's healthcare market. By eliminating manual processes these organizations can significantly reduce operating costs and simultaneously improve customer service.

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