

## Philips Dictation Systems

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### **“Cool handhelds” have doctors pounding down the doors**

#### **The challenge**

A transcription business that began with a transcriptionist working for one client from her home only a few years ago has grown into a thriving business. TechniScribe, Inc. now serves over 30 hospitals and clinics from two locations in Minnesota.



Dan Meyer, Chader Voice Technology (l)  
and Juanita Reed, TechniScribe (r)

The business was growing, but that growth eventually presented owner Juanita Reed with several problems. With the addition of each new facility, she found that the doctors were using disparate dictation systems, forcing TechniScribe to adapt to each new client's system. Since tapes had to be picked up from clients, sometimes as far away as in a neighboring city, delivered to a transcriptionist, transcribed, and then completed reports delivered, the logistics became expensive and difficult to manage. Turnaround times were increasing and some medical reports could be delayed for up to two weeks. Transcriptionists were not able to work remotely and office space was tight. Business growth slowed, and the owner began to search for solutions.

#### **The solution**

When the opportunity arose to win the transcription business for a new hospital facility, Juanita turned to Dan Meyer, Regional Manager at Chader Voice Technology in Waite Park, MN. In exchange for all of the facility's transcription business, TechniScribe agreed to purchase a DVI digital dictation system from Chader and supply each of the 35 physicians with Philips' 9350 Digital Pocket Memo®. This solution made it possible for TechniScribe to accept dictations from every hospital department, its four outreach clinics, specialty clinics, physical therapy and other care centers. Philips Digital Pocket Memo handheld units were selected because of their ability to download the digital dictations directly into the system, the exceptional sound quality, the mobility they would give to the doctors, and because they were so easy to use.

Because they knew that doctors are reluctant to change their dictating habits, they established a six-month timeline that would slowly ease physicians into using the handhelds because they knew they would not want to give up their familiar tape-based systems. “The physical therapists and just a couple of doctors were set up with their handhelds on a Friday afternoon, and by Monday morning, the doctors were just pounding down our doors. The word spread so quickly about the “cool handhelds” that all of the doctors wanted them that same day. So, what we planned to do over six months, we accomplished in about one week,” said Juanita.



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Two open-house training days were set up in the hospital so that doctors could drop in when it was convenient for them. Dan Meyer trained all of the doctors at the hospital and also went to each of the clinics and physical therapy offices to train the staff at each location. The training went smoothly and they learned how to use them very quickly. "One doctor rushed in and said he only had five minutes. He learned it in less than five minutes – it's that easy," stated Juanita. "The unit is easy to set up so all they have to do is dictate."

The facilities were initially set up with USB download cables but again, the doctors heard about the docking stations and they wanted them also. Docking stations are now placed in each physician's office, at the nurse's stations and other key sites throughout the facility so a physician can download dictations and/or recharge his unit at any of the docking stations simply by placing the unit in the station.

The transcriptionists also found that adjusting to and learning the new system was much easier than anticipated. Rather than the weeks of training and adjustment period that was planned, the transcriptionists learned in less than 20 minutes. "It's just as easy for the doctors as well as the transcriptionists. They dictate it, we get it. It's that easy to learn and to use," said Juanita.

### Benefits

TechniScribe realized cost savings in many areas due to the implementation of the Philips handhelds and the digital dictation system. The voice files automatically download into the system where they can be managed and distributed to transcriptionists. There are no tapes to pick up, deliver or get lost, and transcriptionists can work from home or wherever they have access to an Internet connection. They are now achieving a previously unattainable 24-hour turnaround time on 100% of their work, where it was not unusual for them to be up to a week or two behind on some reports. Juanita reports, "The doctors and the HIM directors are just thrilled. All they have to do is to put the pocket memo in its docking station and the files download immediately to us. Just how quickly we can receive the work and get it back to them is just amazing."

An unforeseen benefit has been the discovery that by providing a facility with the digital handhelds in exchange for their transcription work has turned out to be a great marketing tool. TechniScribe has since added another facility that will be using the Philips handhelds, and one more that will be brought on within an estimated 30 days. "Growth potential is tremendous," reports Juanita.

Juanita also credits Dan Meyer and the staff at Chader Voice Technology for their success. By guiding TechniScribe through the purchasing and implementation process



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and through their continued support, they helped dramatically increase their business revenues, and Dan and Chader Voice Technology have gained another very loyal customer.

For more information, visit <http://www.dictation.philips.com> or contact:

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