

Retina Consultants of Southwest Florida Eyes Productivity Improvements with Winscribe

Retina Consultants of Southwest Florida is comprised of a team of the most experienced retina specialists in the southwest Florida region. This team of professionals has developed a national reputation for their dedication to improving the quality of life for the patients they serve by using the latest state-of-the-art technology in their practice. Recognizing that an aging analog tape system was causing delays in the generation of patient reports, the group once again turned to technology for a solution. That solution was Winscribe.

Prior to Winscribe, the physicians at Retina Consultants of Southwest Florida utilized analog tape to capture dictation. Using analog tapes was causing disruptions to the prompt turnaround of patient information. The practice has physicians working in the practice's main office and four satellite office locations. Tapes were subject to loss, and the transport of tapes from the satellite offices to the main office did not always occur in a timely manner, which led to the delay of report processing.

After receiving information pertaining to Winscribe's digital dictation test drive program, the practice turned its attention to overcoming the challenges posed by tapes with three project objectives: to increase the efficiency of the dictation/transcription process by decreasing the time delay in completing reports, to oversee the status of individual dictation jobs through reporting, and to enhance the quality of the end users' experience.

The Winscribe Solution

Winscribe Cloud Services

Winscribe Cloud Services was the appropriate solution to Retina Consultants' challenge. Winscribe Cloud Services is Winscribe's cloud-based Software-as-a-Service (SaaS) platform of the Winscribe Dictation Workflow Management Suite.

Under the cloud model, Retina Consultants only pays an annual subscription fee for

each user accessing the Winscribe system. No server hardware is needed on site. In addition, the system and future software upgrades are maintained entirely by Winscribe. This platform is the answer for small organizations like Retina Consultants who do not have the luxury of an IT staff on site to manage software applications. The practice has five physicians that

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BENEFITS

- Improved practice-wide efficiency
- Reduced document turnaround time
- Ability to oversee individual dictation projects
- Worry-free system that is subscription based

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Dottie Fishburn

*Director of Transcription
Retina Consultants of
Southwest Florida*



Winscribe Dictation Case Study: Healthcare

utilize dictation to create patient reports. Each one uses a digital handheld recorder that is similar in form to the analog tape recorder they were accustomed to using in order to capture dictation. Once a dictation is complete, the physician simply docks the device and the dictation is automatically uploaded to Winscribe's hosted server and routed to the appropriate transcriptionist for completion.

Because the system is web-based, audio files are made available to the appropriate transcriptionist at the main office instantly, regardless of which office the physician is working from. The management team is able to retrieve productivity reports that enable them to closely monitor the status of individual dictation jobs.

Bottom Line Results

Faster Turnaround Time; Elimination of Lost Dictation

Dottie Fishburn, Director of Transcription, reports that the primary benefit of the practice's Winscribe deployment is the increase in transcription productivity. "We have seen a much faster turnaround of patient reports," says Fishburn. "Letters can be expedited when needed even when the dictation is coming from a satellite office."

The ability to view reports on job status is also a benefit. "I can search for specific dictations by comparing the time of the patient's

appointment and the time the dictation was uploaded," adds Fishburn. The result: no more lost dictation!

Winscribe Cloud Services required no upfront, capital expenditures because access to the solution is subscription-based. It also requires no maintenance or IT care by the staff at Retina Consultants. The system is maintained entirely by Winscribe and delivers a worry-free system that simply provides end-users with exactly what they need, when they need it.

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winscribe **DICTATION**