

# Winscribe Dictation Case Study: Healthcare

## Athens Orthopedic Clinic Improves Clinical Documentation with a Hybrid EHR–Dictation System and Outsourced Transcription

Founded in 1966 as a center for personalized patient care across the spectrum of orthopedic surgery and rehabilitation, Athens Orthopedic Clinic (AOC) now has locations in eight cities across northeast Georgia, as well as a dedicated MRI imaging facility, Occupational Health Center, and Physical Therapy Center.

AOC is a healthcare facility with a long-standing tradition of excellence and service, and they have a reputation for providing high-quality orthopedic care. When they discovered that their dictation and documentation processes were not keeping up with their workload demand, they decided it was time to make a change that would better support their needs as well as the needs of their patients.

Prior to Winscribe Dictation, AOC utilized tape-based dictation and a legacy Lanier dictation system. As their clinic quickly expanded and technology evolved, they soon outgrew both of their dictation systems. So, AOC reached out to their preferred IT consultant and service provider, Total Technology Solutions, Inc., to assist them in finding a dictation management system that would work effectively with their growing needs.

"After reviewing several solutions, we found Winscribe Dictation to be a far superior system. Athens Orthopedic Clinic's healthcare professionals found it easy to use and the management capabilities are robust. The capability for customized integrations was also a big plus," explained Phillip Cofer, Principle at Total Technology Solutions.

### The Solution

#### Initial Winscribe Implementation

With Athens Orthopedic Clinic's initial Winscribe implementation, their physicians captured dictation via tethered speech microphones. The dictations were then routed to a team of in-house transcriptionists for typing.

However, with AOC's team of physicians and client base growing so quickly, their support staff were not able to keep up with the demand of completing transcription work in a timely and cost-efficient manner, without hiring additional transcription staff. At the request of Athens Orthopedic Clinic, Total Technology Solutions explored alternative options with their local Certified Winscribe Partner, Integrated Data Technologies (IDT).

#### Outsourced Transcription

Marty Bailey, consultant at IDT, introduced Athen's Orthopedic Clinic and Total Technology Solutions to Atlanta-based transcription services provider, wordZXpressed Transcription Services. Since wordZXpressed also utilizes Winscribe for the management of their incoming transcription work, this enabled a smooth transfer of sensitive information and a unified dictation-to-transcription process.

Initially, Athens Orthopedic Clinic used wordZXpressed to handle their overflow transcription work. After seeing a dramatic reduction in document turnaround time, they soon transferred all transcription work to wordZXpressed.



### BENEFITS

- Ten-fold reduction in document turnaround time
- Lower costs with outsourced dictation
- Increased data accuracy
- Productivity and access to information on-the-go
- Physicians spend less time on administrative tasks
- Single point of data entry

"With our previous dictation and transcription system, it took a couple of weeks before completed reports were made available. With Winscribe and wordZXpressed, as well as the teamwork of Total Technology Solutions and Integrated Data Technologies, we have been able to produce reports much faster. We now receive transcribed patient reports within 24 hours, which has enabled us to treat and respond to patients quicker."

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## Integrated Mobile Medical Dictation

At the time wordZXpressed was brought onboard to provide transcription service to Athens Orthopedic Clinic, Winscribe released Winscribe MD, a mobile medical dictation application for iPhones, iPads and Android devices. With the introduction of Winscribe MD, AOC's healthcare professionals quickly dropped their tethered speech microphones in favor of going mobile. Winscribe MD enabled their physicians to be more productive on-the-go, and it allowed them to utilize existing hardware, which meant that physicians did not have to carry around additional devices.

Winscribe MD also provided AOC's team of orthopedic specialists with a new way

to access their patient schedules via their iPhones and iPads, so they could stay abreast of workload.

Mike Iconis, Chief Operating Officer at wordZXpressed describes the setup and benefits of Winscribe MD's patient scheduling feature:

"wordZXpressed helped to streamline provider efficiency even further by utilizing an HL7 ADT feed from Athens Orthopedic Clinic's practice management system to populate schedule data in Winscribe MD. This enabled the providers at Athens Ortho to have real-time updates to their schedule in the palm of their hands. It also allowed them to stay on top of dictation, as they can see within Winscribe MD which patients they have or have not dictated a note for yet. As soon as the providers record a note and hit send, it is immediately routed to our team of highly skilled transcriptionists."

## EHR Integration

"We also worked with IDT and wordZXpressed to incorporate another customized integration to help improve Athens Orthopedic Clinic's workflow. Winscribe's HL7 interface similarly enabled us to integrate Winscribe Dictation with Athens' EHR system, SRSsoft. This was

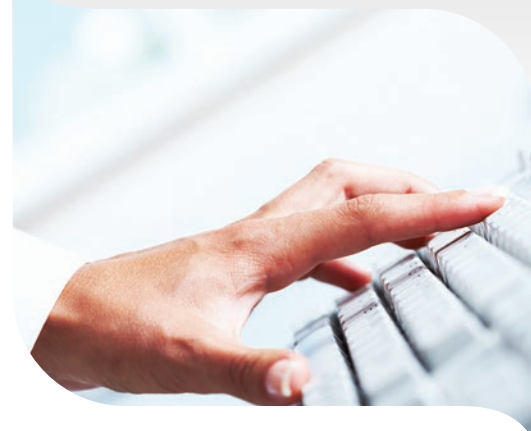
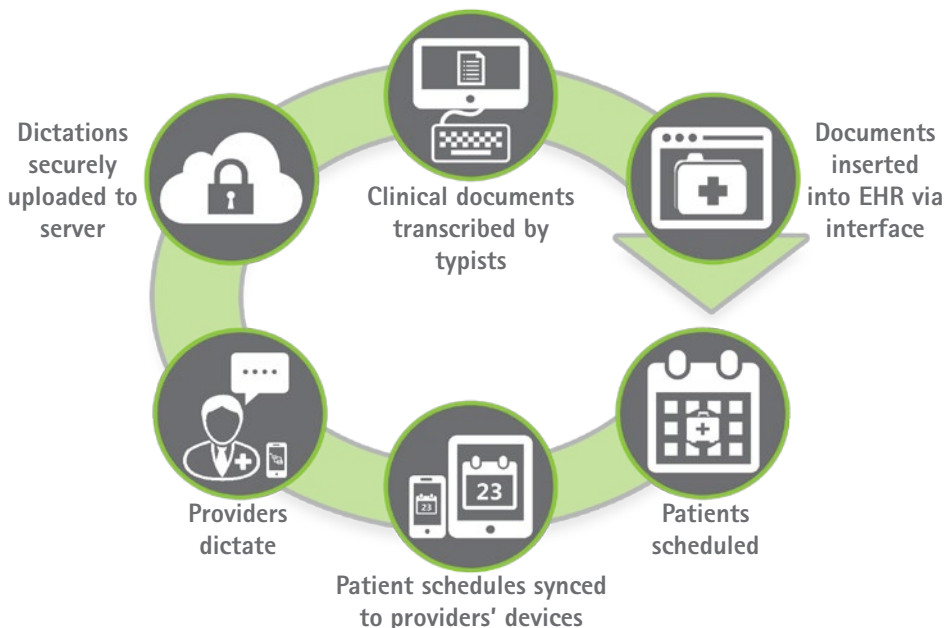
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## Athens Orthopedic Clinic's Documentation Workflow



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especially attractive to us, as we could help to customize the solution to meet our client's requirements even better. It was also important to the team at Athens to have a more comprehensive patient management and reporting solution that enabled a single point of entry, so their busy physicians could spend more time treating patients and less time performing data entry," explained Mr. Cofer.

Medical transcription was seamlessly integrated with Athens Orthopedic Clinic's EHR. Mr. Iconis explained that, "as soon as reports are transcribed and completed by wordZXpressed, the reports go back over a secure VPN tunnel and directly into Athens Ortho's EHR system, SRSsoft. A unique file naming convention including the patient's Medical Record Number (MRN), which

is received in ADT feed and passed all the way throughout the entire workflow, and TAB ID allows us to drop the clinical documentation exactly into the appropriate location in each patient's chart."

With a dictation and transcription integrated EHR, physicians have more time to focus on patient care and clinical activities. Mr. Iconis finished by saying:

"It has truly proven to be a win-win for all parties. Providers have more time for patient visits and can continue to dictate robust reports that help maximize the quality of their patient records, while at the same time increasing reimbursement capabilities."

## BOTTOM LINE RESULTS

### Improved Document Turnaround at Lower Costs

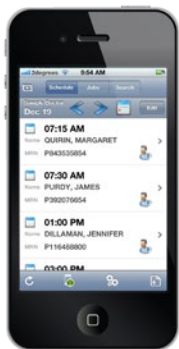
With the introduction of Winscribe Dictation, customized integrations and outsourced dictation via wordZXpressed, Athens Orthopedic Clinic's document turnaround time decreased dramatically from two weeks to approximately 24 hours.

"Athens Ortho produces around 10,000 reports per month. With our previous system, we could have never kept up with this activity. We are very fortunate to now have a solution in place that grows with our business and assists our team of professionals to provide exceptional service," explained Mr. Elliott.

In addition, AOC was able to reduce costs that would have been required to bring in additional transcriptionists to handle their growing demands, by outsourcing transcriptions to wordZXpressed.

### Productivity and Access to Information from Anywhere

Athens Orthopedic Clinic's providers have greatly benefitted from the use of Winscribe MD. It enables them to dictate from facility to facility and anywhere in between, all while using their preferred mobile devices. In addition, they can now be kept up-to-date with their patient schedules.



"We absolutely love the Winscribe medical app. Not only are our physicians able to use their iPads and iPhones for dictation, which reduces that amount of equipment that they need to carry around and the costs of new hardware, they are also now able to record and send dictations from wherever they are. Their smartphones are populated with a list of patients to avoid missing dictations. This has tremendously helped to ease our physicians' busy schedules," said Mr. Elliott.

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wordZXpressed team of transcriptionists has also seen great value in the use of Winscribe MD. Mr. Iconis stated:

"Thanks to the Winscribe MD integration, the transcriptionists are able to complete the reports faster, as well. Because we have everything populated for us in Winscribe, it eliminates the tedious task of looking at Excel or PDF files of provider schedules."

### Time Saved with Hybridized EHR-Dictation Solution

Documenting patient encounters in an EHR or EMR can be laborious and can take away time that can be better spent treating and spending time with patients. When physicians are required to key data directly into the EHR, it takes significantly more time to complete the clinical documentation. On the contrary, incorporating dictation and transcription with an EHR/EMR makes more efficient use of the physician's time, which can enable them to see more patients and perform more important tasks.

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Dictation via Winscribe allows Athens Orthopedic Clinic's physicians to provide more descriptive information regarding patient visits, which in turn provides a more complete and accurate patient record. As well, transcription performed by wordZExpressed skilled transcriptionists decreases the physician's time of documenting in the EHR because it transfers the clerical, data-entry responsibilities away from the physician.

Mr. Elliott at Athens Orthopedic Clinic explains:

"While some electronic health record systems (EHRs) and single purpose solutions continue to fall short of providers' expectations, we have found great value in our hybridized EHR-dictation solution. Our patient documentation process now works like a well-oiled machine – fast and extremely functional. The system is easy-to-use and our physicians are spending less time on administrative tasks. The physicians simply dictate into their iPhones or iPads anytime, anywhere and click send. The jobs awaiting dictation are received immediately by our outsourced transcription company, wordZExpressed, who completes transcription typically within a day. With our custom integrations, wordZExpressed's transcribed reports are imported directly into our EHR, SRSsoft, and sent for review and signoff. We couldn't be any more pleased with this system."

## Increased Accuracy

Manually typing into an EHR can have a high error rate. As well, duplicate data entry into multiple healthcare information systems can breed an environment that can be prone to error.

With Athens Orthopedic Clinic's custom dictation integrations and outsourced transcription, physicians now have an up-to-date and accurate view of their patient schedules, which ties into their practice management and EHR systems. In addition, this prepopulated information is securely transferred from dictation to their outsourced transcription provider, along with dictation jobs, and sent back into their EHR upon the completion of transcription.

The practice of dictation also enables AOC's physicians to produce richer narrative information, as compared to what is produced with an EHR's templates and point-and-click documentation. With Winscribe Dictation integrated in SRSsoft, AOC's physicians are able to produce more complete and meaningful notes which are integrated with their EHR.

As a result of AOC's integrated EHR and dictation solution, patient identification information is consistent between systems and duplicate data entry is reduced. In addition, manual error is reduced and time is saved.

## Teamwork Success

The implementation of Winscribe Dictation at Athens Orthopedic Clinic was more than just your standard run-of-the-mill software installation. Rather, this was a product of several teams coming together to work towards a common goal, which was to provide AOC with an efficient dictation and transcription system that has high usability and enables their providers to deliver better patient care.

Mr. Iconis commented:

"Athens Ortho is a great partner. After years of working together, it truly feels like we are all part of the same team and not a client-vendor relationship. We are always collaborating on new ideas that can aid the dictation and transcription processes, as they are still a critical component of any large, fast, high producing physician group practice like that of Athens Ortho. We look forward to many more years of collaboration."

Mr. Elliott ended by saying:

"The Winscribe implementation and transition to outsourced transcription proceeded very smoothly for all of us at Athens Ortho. All organizations involved effectively worked together to provide us with a quality solution that helped improve our reporting and documentation processes. We are happy to have received such exceptional service, as well as a solution that now meets our needs."

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winscribe DICTATION

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## About Athens Orthopedic Clinic:

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## About Total Technology Solutions:

TTS is a Georgia-based technology service provider, specializing in hardware, software and network configurations. Their company philosophy is to provide the best solution based on Industry Best Practices. They work with offices and companies throughout Georgia to make their clients' technology run smoother, more efficiently and more productive for them. For more information, please visit [www.ttsathens.com](http://www.ttsathens.com).



## About Integrated Data Technologies:

IDT is a Certified Winscribe Partner and a regional network systems integrator specializing in the design, implementation and support of the enterprise networks. IDT has the combined resources, experience and expertise to install and support the most complex local and wide area networks. For more information, please visit [www.idtfla.com](http://www.idtfla.com).



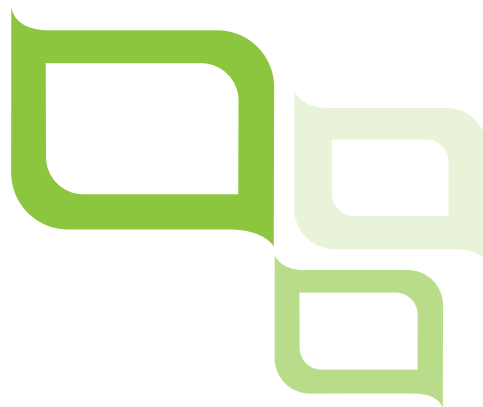
## About Winscribe:

Winscribe is the largest supplier of digital dictation technology in the world with installations in 25 countries and more than 350,000 users globally. Winscribe provides solutions for a number of industries including Healthcare, Legal, Law Enforcement, Transcription, Surveying, Insurance and Government sectors and has a widespread global reach with strong customer presence in North America, Europe, Australasia, and South Africa. For more information, please visit [www.winscribe.com](http://www.winscribe.com).



## About wordZXpressed:

Founded in 1993, wordZXpressed has grown to become a leading provider of medical transcription services to physician group practices and ambulatory surgery centers. As a U.S. based company with nearly 200 domestic employees, wordZXpressed places strong emphasis on quality and efficiency. This focus has enabled them to maintain long-term relationships with many large and notable groups from all specialties. To learn more about wordZXpressed, please visit [www.wordzx.com](http://www.wordzx.com).



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