

WinScribe reduces average turnaround for Aiken Regional from 48 hours to 1.5 hours

Aiken Regional Medical Center, located in South Carolina, first opened its doors in 1917 as the Aiken Hospital and Relief Society. Today they are a 225-bed acute care facility offering a wide variety of specialties and services.

The Challenge - Reduce Report Turnaround

Like many healthcare facilities today, Aiken were looking for a solution that would allow them to gain control of their Radiology transcription backlog and reduce operating costs. After extensively researching the market, Aiken chose to implement the WinScribe Digital Dictation System integrated with Speech Recognition. What amazed Aiken most was the outstanding result achieved – on average; turnaround time went from 48 to 1.5 hours.

Aiken Regional Medical centre relied on an "overseas" outsourced solution for their transcription needs. At the end of each day dictation was downloaded to the service provider and would start trickling back 24 to 36 hours later. Reports were then manually cut and pasted into Aiken's Radiology Management System (RMS), adding further delays. A report took an average of 48 hours to complete. Aware of advances in dictation technology, Aiken management believed that an in-house system coupled with speech recognition might possibly offer a solution to their transcription backlog. Importantly, Aiken wanted a solution that would enable them to fully integrate with their Radiology Management System (RMS). Reports would then be available to physicians as soon as they were completed.

The Solution - WinScribe

Through their research, Aiken considered several offerings, eventually deciding on the WinScribe Digital Dictation System with integrated speech recognition. WinScribe is a fully integrated solution for dictation, transcription and dictation workflow management.

About WinScribe

WinScribe is a world leading provider of digital dictation software supporting business requirements for digital dictation, transcription, voice recognition, and workflow management. Founded in 1995, WinScribe has offices in the USA, UK, New Zealand and Switzerland, with more than 100 sales partners in over 25 countries supporting more than 300,000 users worldwide.

The WinScribe solution is built on Microsoft architecture, to ensure easy integration and maintenance. WinScribe also supports a wide range of manufacturer-independent dictation devices and is scalable from small, single office locations up to large multinational corporations. WinScribe is fully customizable to meet the needs of a number of significant vertical markets including Legal, Law Enforcement, Healthcare, Transcription, Insurance and Government sectors.

WinScribe simplifies the dictation process by providing anywhere anytime document creation. With flexibility for Telephone, PC, Internet, Handheld Recorder and modern PDA dictation.

WinScribe has been configured for Aiken staff to use WinScribe PC/Internet Author application with the Philips SpeechMike/barcode scanner to dictate reports. This has simplified the dictation process and has eliminated human error.

The Result - Transcription Productivity Increased by 150%

"WinScribe has eliminated the requirement to cut and paste transcribed text into Aiken RMS cutting average report turnaround by up to 48 hours. Reports are available to physicians on average 90 minutes after the Radiologist dictates the report. Transcription productivity has improved by more than 150%", says Howard Sanford, Aiken's Radiology Department Head. "By automating most of the manual processes, WinScribe has eliminated costly and inefficient human error. The reports are available in our RMS sooner and without mistakes". "We now have a fully integrated solution that we intend to expand to other departments; WinScribe will scale with our future needs. We now have control of our transcription services and our costs. That is very important to us" "Our patients are getting better care and we are more efficient. We are extremely pleased with the results", says Howard Sanford. "I can transcribe/correct 60 jobs in one hour compared to 20 jobs before WinScribe was installed. WinScribe is the best system I have ever used", said Cynthia Cook head transcriptionist for Aiken.

"Not only did WinScribe exceed all of our requirements, but we are simply amazed by the improved report turnaround time. We are certainly singing WinScribe's praises".

Howard Sanford
Radiology
Department
Manager



THE CHALLENGE

- To allow for remote dictating and transcribing
- To improve efficiency of workflow by sharing transcription workload
- A solution that can be implemented with minimal disruption to the organization
- The product must also be capable of growing with the business

THE SOLUTION

- WinScribe Digital Dictation Solution
- PC dictation
- PC transcription

THE RESULTS

- Cost savings were achieved
- Efficiency gains were immediately evident with routing of dictation
- The partners no longer need to email voice files or use FTP technology to send voice files to their secretaries when recorded remotely.
- Remote technical support