

# Supporting eye care documentation with advanced speech



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**CHALLENGE:** At Illinois Retina & Eye Associates, medical scribes struggled to consistently deliver highly detailed, accurate documentation with complex ophthalmic terms and vital post-treatment guidance for patients.

**SOLUTION:** Practice owner Kamal Kishore, MD, adopted Dragon Medical One, which enables him to document patient encounters accurately and efficiently with speech recognition and advanced voice commands.

**RESULTS:** Documenting up to 60 patient encounters daily, Dr. Kishore now saves up to two hours and can share highly detailed notes with referring clinicians to support care continuity.

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## 1-2 hrs

saved each day through speech-driven documentation

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Conditions that affect the eye, such as macular degeneration, retinal detachment, and diabetic retinopathy, require complex diagnostic work and delicate treatment procedures. And when post-treatment advice can mean the difference between improved symptoms and potential blindness, clear communication and comprehensive documentation are vital.

For Kamal Kishore, MD, owner of Illinois Retina & Eye Associates, this meant that a full day of encounters quickly added up to hours of documentation work. “Between my two clinics, I see between 50 and 60 patients a day,” he explains. “Many of these cases present diagnostic challenges and have multiple therapeutic options. I must explain what needs to be done, and the benefits, risks, and alternatives for each procedure—and then document all of it.”

**“I work at two hospitals: one used Dragon Medical One and the other used a competitor, so I had time to experiment with both. I chose Dragon because it was more accurate and offered more robust voice commands.”**

— Kamal Kishore, MD, Retinal Specialist and practice owner, Illinois Retina & Eye Associates

To manage the workload, Dr. Kishore worked with medical scribes who entered notes directly in the practice’s electronic health record (EHR), Nextech. However, checking and editing their work for accuracy created an additional workload for Dr. Kishore. “They do a great job. But they can’t always capture all the intricacies of ophthalmology,” he says. “I had to go back and check that everything was recorded as I intended, which meant I was wasting a lot of time making edits.”

### **A head-to-head comparison demonstrates ease and accuracy**

There are two local hospitals where he performs surgeries as a visiting specialist—one was already using Dragon Medical One, a speech-driven clinical documentation companion, while the other was using a competing product. This allowed him to compare their features and benefits in a live clinical environment, testing different ways of working to see which tool best matched his needs.

“I had a chance to evaluate both products for more than a year before deciding to adopt Dragon Medical One, with the help of SOFTSpeech, Inc., a Nuance Certified Partner,” Dr. Kishore explains. “I found Dragon to be more accurate, even with my accent. It also has a very robust learning program—

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“That’s the beauty of Dragon Medical One: you can do so much with your voice.”

— Kamal Kishore, MD, Retinal Specialist and practice owner, Illinois Retina & Eye Associates

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60

patient cases documented every day with Dragon Medical One

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tools like these often struggle with ophthalmic terms and require a lot of training. That’s where Dragon really shines compared to other speech vendors; it only has to hear a phrase once to learn it.”

### **Dictation supports patient education and more detailed documentation**

Dictating during patient encounters also helps Dr. Kishore ensure his patients understand what to do post-encounter.

“I can dictate all that information into the EHR and give a copy to the patient—and it gives them an opportunity to ask additional questions,” says Dr. Kishore. “It helps create a more positive patient experience, versus a patient saying, ‘The doctor talked to me for 20 minutes and I don’t remember.’ This is so important in my specialty, where post-operative instructions can be very complicated, and I rely on the patient to do the right thing.”

The detail in each dictated note also supports the broader care continuum, offering a clear record for other clinicians involved in the patient’s care. “We’ve had positive feedback from referring doctors, as we can provide a more thorough documentation of the patient’s condition, differential diagnoses, and the therapeutic options we’ve discussed,” says Dr. Kishore. “It helps build the reputation of our practice, too, as it demonstrates the quality of the care we provide.”

### **More automation offers new opportunities for efficiency**

As Dr. Kishore continues to work with Dragon Medical One, its additional features are creating even more opportunities for efficiency. “I use voice commands a lot—my favorite is ‘correct that,’ which helps me train Dragon to recognize new phrases quickly,” he says. “I’ve also set up a few AutoTexts, including one for recording the results of OCT scans.”

When reviewing a scan, Dr. Kishore’s AutoText helps him summarize his findings quickly—[he simply says the “OCT review” command, and Dragon Medical One automatically adds a pre-defined set of relevant sections](#) to the patient’s chart, which he can then easily populate. These simple but highly effective changes are helping him save more than an hour each day.

### **LEARN MORE**

Explore how Dragon Medical One can support your practice as a speech-driven documentation companion: [nuance.com/dragonmedicalone](https://nuance.com/dragonmedicalone).



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