

# ProActive Pain and Neurology documents complex patient histories



PROACTIVE PAIN AND NEUROLOGY, LLC

**CHALLENGE:** Working with patients who often have multiple conditions, the clinicians at ProActive Pain and Neurology needed a way to record and update complex medical histories quickly and accurately.

**SOLUTION:** With Dragon Medical One, PowerMic Mobile, and PowerMic, ProActive's clinicians use advanced medical speech recognition to create detailed and accurate clinical notes directly in the electronic medical record, ensuring the correct information is available for billing.

**RESULTS:** Even the most complex histories can now be recorded with ease, cutting \$30,000 in annual transcription costs and allowing clinicians to engage more closely with their patients during consultations.

Diagnosing and treating neurological conditions and pain disorders is a complex specialty; patients often suffer from multiple comorbidities and have complicated medical histories that need to be recorded in careful detail.

*"What makes Dragon Medical One stand out is that it works reliably; it frees our minds to focus completely on our patients. We're faster, more accurate, and more satisfied at the end of the day."*

— Dennis Dey, MD, Neurologist, and Practice Owner,  
ProActive Pain and Neurology

At ProActive Pain and Neurology, people with these complex conditions make up the whole patient population—which means highly detailed, accurate documentation is a must. However, the clinic, which is based in Cumberland, Maryland, used paper records and a transcriptionist, which resulted in lengthy turnaround times, and high costs.

"Multiple interacting conditions are so common for our patients that our notes have to be detailed," says Dennis Dey, MD, Neurologist, and Practice Owner of ProActive Pain and Neurology. "After we switched to an EMR, we had to train the transcriptionist to then transfer the notes into the EMR."

## Relieving the burden of highly detailed documentation

Using a transcriptionist took some of the documentation burden away from ProActive's clinical staff, but it meant patients often waited a long time for follow-up letters or updates to their records. And even then, clinicians would need to check the EMR to ensure all the details were filled in correctly and in the right sections—vital for accurate record-keeping and billing.

"Double-checking everything was in the correct field was very time-consuming," says Dey. "Due to the level of care we provide, we have a highly individualized evaluation and management coding that ensures we're reimbursed properly for the work we do. "If something wasn't right, there was the extra cognitive burden of remembering small details after the fact—on top of the corrections that took additional time."

Working with Nuance reseller Advanced Medical, ProActive implemented [Dragon Medical One](#) to allow its clinicians to dictate directly into eClinicalWorks, the practice's EMR, using [Nuance PowerMic](#) and [PowerMic Mobile](#). Purpose-built for clinical environments and designed to handle even

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“We chose Dragon Medical One for its ongoing improvements in speed, accuracy, and accent detection. It worked right away; there’s no need to complete any training texts as you do for other solutions. I have a slight German accent, and I have colleagues with much stronger accents, and Dragon Medical One works perfectly. It has amazing speech recognition capabilities.”

— Dennis Dey, MD, Neurologist,  
and Practice Owner,  
ProActive Pain and Neurology

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**\$30K**

saved annually on medical  
transcription costs

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the most complex medical documentation requirements, Dragon Medical One is a conversational AI workflow assistant that provides secure, convenient, and comprehensive support for clinicians.

### **A documentation companion that adapts to your clinic**

Dragon Medical One’s versatility allows Dey and his team to document quickly and easily before, during, and after appointments—whatever suits that particular encounter. For Dey, that means he can easily review and dictate his thoughts on test results and lab work in his office before entering the exam room, where he can then focus his full attention on the patient.

“I find that if I have a patient tell me their history, and then immediately record it in the EMR in front of them, it helps build a better rapport. They’re really thankful because they can verify that they’ve been listened to,” he says. “It also saves a lot of time, because I’m done with the history when I’m done talking to the patient.”

With no more notes to pass on to transcriptionists, ProActive now saves upwards of \$30,000 annually and has cut down on turnaround times for patient documentation, while ensuring improved accuracy. For the practice’s staff, that also meant a more streamlined, less labor-intensive approach to completing their clinical notes, which gives them more time to focus on helping patients with their complex health needs.

“I am a nurse practitioner, and when I entered my role, I found charting very overwhelming. When I came to Dr. Dey’s office, I was introduced to Dragon Medical One, which has been a complete lifesaver. It allows me to chart in real time, so there’s no more taking charts home at the end of the day,” says Burnice Mace, a Nurse Practitioner at ProActive Pain and Neurology. “I use both the PowerMic and the mobile app, which allow me to chart even when there’s tremendous background noise. Dragon Medical One has allowed me to become a more effective and efficient provider, helping me see more patients daily with less time spent charting.”

### **LEARN MORE**

[Discover the solution that goes beyond dictation to aid, assist, and advise—whatever clinicians need to do their best work.](#)



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### **About Nuance Communications, Inc.**

[Nuance Communications](#) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others. Nuance is a Microsoft company.