



Dragon Medical

MSHub Medical Group Relies On Dragon® Medical to Boost Their Bottom Line While Eliminating the Need for Transcription and Improving Employee Productivity

The MSHub Medical Group in Seattle was founded to help people meet the many challenges they face when dealing with Multiple Sclerosis. MSHub recognizes MS is a condition that affects people in many different ways — physically, emotionally, psychologically and socially. Because of this, the medical team believes in taking a comprehensive approach to treating the whole person — not just one aspect of the disease. Their staff of experienced neurologists have developed a reputation of providing the best medical care and treatments for neurological problems associated with MS. In addition, the group participates in several clinical trials each year and can provide access to promising investigational treatments before they become widely available.

Replacing a Costly and Inefficient Process with Speech Recognition

Like most healthcare providers, MSHub used to spend a lot of money on outside transcription services to digitize patient information. This was both costly and inefficient. Bill Lusk, Systems Analyst, knew they could accelerate the record creation process and save the organization a significant amount of money if their data collection became automated.

According to Lusk, “One of our doctors worked with a neurologist that was spending close to \$30,000 a year in outside transcription fees. We estimated that we could save \$20,000 to \$30,000 per physician per year if we replaced transcription with speech recognition. I had worked with the Dragon Medical product since 1997 so I was familiar with the technology.”

Highlights

- Dragon Medical front-end speech recognition is available to all physicians
- Annual savings of approximately \$90,000 in transcription costs was obtained the first year
- Providers immediately supply information from encounters to patients before they leave the office, improving service to patients
- Cost savings is anticipated to grow by \$240,000 when solution is deployed to eight more physicians next year



Initially, MSHub looked at many competitive products but found that Dragon Medical had the best recognition accuracy and produced the best results for their physicians. Today, all of their rendering physicians and nurses use Dragon Medical to create their chart notes. “I have one doctor that uses it for live sessions through the internet to answer patient questions. The people he interacts with are always amazed at the speed which he is able to respond to their questions.” Lusk continued, “I use the product on a daily basis with Microsoft Word and Outlook and I am not even a doctor.”

Outstanding Speech Recognition Accuracy

The most important feature of any speech recognition program is accuracy. Dragon Medical is the undisputed leader in this area. Each successive version has been improved with an accuracy rate of 99% in the current version. Adds Lusk, “Dragon Medical’s accuracy has definitely gotten better over the years that I’ve used it, and I’d have to say that with the current version, the recognition right out of the box has been phenomenal. I have been really impressed with it. In fact, I just set up a new physician here with Dragon Medical and he created his very first chart note with absolutely 100% accuracy.”

Lusk also notes, “Dragon Medical has been successful for us because the program is trained to listen to you and relates what it hears to what it has learned over time to end up with fewer and fewer mistakes as a result.”

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Enhanced Customer Care Coupled with Substantial Cost Savings

Switching to Dragon Medical at MSHub Medical Group has had an enormous impact on the organization. Customer service has significantly improved. Doctors and nurses can hand a patient an updated medical record immediately after an encounter. “I have one physician here that actually dictates the chart note in the room with the patient sitting there, prints it out and then hands the patient a copy right then and there. It really blows some patients away.”

More dramatic has been the effect on the medical group’s bottom line. “Using Dragon Medical saves us an average of

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\$30,000 to \$40,000 a year per doctor in transcription fees. Within the next twelve months we plan to add eight more physicians, so the additional savings over the next year will be tremendous.” The current annual transcription cost savings of \$90,000 dollars MSHub is already obtaining is expected to grow by \$240,000, equaling \$330,000 over the next year. This substantial cost savings coupled with enhanced patient care has made Lusk extremely optimistic about the future.

For product information please visit Nuance Healthcare at www.nuance.com/healthcare or call 866-748-9537.

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Challenge: Improve efficiency by reducing the manually intensive and expensive process of transferring patient information (recorded on paper) into digital records with outside transcription services.

Solution: Use Dragon Medical to digitize patient encounters as they transpire.

Results: Annual savings of approximately \$90,000 in transcription costs the first year, anticipated to grow by \$240,000 when solution is deployed to eight more physicians next year. Providers can now immediately supply information from patient encounters to patients before they leave the office, improving service.

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The experience speaks for itself™