

# DIGITAL DICTATION

MEDICAL PRACTICES & SURGERIES



ACCELERATING REFERRAL TURNAROUND  
& SECURING PATIENT INFORMATION



CRESCENDO  
SYSTEMS

# Crescendo At A Glance

Established in 1990, Crescendo has been a worldwide provider of digital dictation, transcription, voice recognition and workflow management systems for the healthcare market for more than two decades. With over 2,000 installations and more than 200,000 users throughout 15 countries, Crescendo has a reputation for superior performance, commitment to quality, and first-class customer service.



Since its inception in 2003, the Crescendo UK office has continually expanded its presence in the medical market and now boasts over 600 satisfied NHS organisations, totalling over 10,000 users. Last year alone, £1,000,000 was reinvested in ongoing product development based on feedback & requirements from a loyal and satisfied customer base.

## A Scalable Approach



Using a building block approach designed to suit the needs of any environment with almost any budget, **DigiScribe-XL** provides advanced digital dictation as part of a complete "Referral Management" system - with built-in reporting modules for speciality and referral patterns.

As part of a client/server based solution, **DigiScribe-XL** works in the same way as your clinical system, offering complete protection and security over your patient data whilst providing real-time access to patient information when required. Thanks to our unique streaming technology to record and play voice, users can work in real-time from virtually any location, whether they are in the surgery, on the move or at a branch surgery. "Clinicians found the move to Crescendo very easy particularly since new referrals are automatically labelled with the patients details from SystemOne. The ability to create a 'to do' list for referrals and 'draft' jobs for finishing later has also proved useful," states Vicki Baker, Practice Manager, Meadowside Family Health Centre.

## Great Support Sets Us Apart

Our professional helpline staff are only a phone call away to assist you with any questions or issues that may arise. Crescendo are part of the secure N3 network and using a range of secure remote access tools to suit your network environment, we can resolve any issues you may encounter very quickly. We also provide remote training for new users or refresher training for existing users. Should your system or users require on-site assistance, a member of our technical team will be dispatched to resolve the issue within the agreed contract times.

"Crescendo is the best IT related helpline I've had to deal with," states Gill Davidson, Practice Manager at Lowther Medical Centre.

### TECHNOLOGY PARTNERS

**PHILIPS**

**OLYMPUS**

**Microsoft Partner**

Gold Application Development



## For Doctors

### DESKTOP DICTATION

Using **DigiDictate-IP** and a USB desktop microphone, you can dictate, schedule, edit and track your work from start to finish right from your desktop. Priorities and referral types are set by the click of a button, and your dictations are immediately displayed on your secretaries' work lists to ensure the shortest turnaround times.



Supporting a wide range of professional desktop microphones from leading manufacturers, including Olympus and Philips, doctors can choose which device suits them, ensuring total ease of use.

### MOBILE DICTATION

For those doctors with mobile working requirements such as home visits, **DigiService-IP** supports a wide range of professional mobile recorders from Olympus and Philips, allowing you to dictate in the surgery, on the move or from any remote location. Every time you dock your recorder, **DigiService-IP** uploads completed dictations to the office network or via the Internet for immediate transcription.



### SMARTPHONE DICTATION

**DigiDictate-Mobile** offers professional dictation for users of iPhone, iPad or Windows Phone. Each dictation can be labelled with a patient ID, referral type and priority before being sent to the surgery web server for typing. Our standalone option will even support restricted networks with a built in 'dictate & e-mail' option.



### PHONE DICTATION

Perfect for authors who cannot access a computer or mobile recorder, the **DigiScribe-XL** Telephony Server allows you to dictate via a landline or mobile phone, without the need for additional hardware or software. Just like using a voice mail system, you dial in your user code to start dictating, using the telephone keypad to FF, PLAY, RW, edit or prioritise your dictations.



## For Secretaries

**DigiPlayer-IP** provides secretaries with real-time access to each and every pending dictation through a detailed and organised list of dictations ordered by priority, referral type and doctor, ensuring that work is typed in the correct order. Each dictation is recorded in CD sound quality and can be reserved, returned to the pool or signed off with ease. A completed dictation can even be recalled for retranscription or future reference.

## For the Practice Manager

**DigiConsole** provides an overall view of the entire dictation system, tracking the progress of every referral from start to finish and beyond. At any time you can view exactly what is scheduled to be done, what is being done and what is outstanding. You can also re-prioritise and re-route work based on referral type or turnaround times. Speciality and referral tracking allows you to monitor and report on your referral trends for commissioning purposes. Now you have a complete referral audit trail which can be reported on for years to come.

## Transcription Outsourcing

**DigiRouter** is an optional module that allows you to securely export voice files off-site for external transcription at certain times of the day, week or month. **DigiRouter** monitors certain work types and uploads them securely to your chosen transcription agency, whilst monitoring the progress from dictation to the final signature. **DigiRouter** also allows you to monitor which dictations have been exported, when they are being typed and when they have been completed. You can even produce a report on exported work for financial purposes.

## Speech Recognition

Crescendo offers Speech Recognition options for both front-end and back-end modes. Front-end recognition allows doctors to create their own referrals and add consultation notes in real-time, whilst the back-end solution turns voice to text in the background for either the doctor or secretary to correct. Speech recognition can be activated for certain doctors or referral types only, depending on your practice's specific needs.



## IN THEIR OWN WORDS...

"With Crescendo Speech Recognition, doctors can now dictate anything they would have normally typed, including emails and consultation notes, which are now dictated straight into EMIS WEB. This has allowed them to save 2.5 hours a week!"

"The Crescendo team has an excellent understanding of the product and how GP surgeries function. The doctors love it, the secretaries love it."

"Running the monthly reports based on turnaround times and referral patterns greatly help me with the CCG reporting I have to do on a regular basis. I have to say this reporting module is a gem for every practice manager out there, especially in the new NHS."

*David Doig  
Practice Manager  
Buxton Medical Practice  
Derbyshire*

*Grace Yorke  
Practice Manager  
The Acle Medical Centre  
Norfolk*

*James Buggy  
Practice Manager  
Dr. Hillier & Partners  
Northampton*

To learn more about how Crescendo can help your practice or surgery contact us directly or read full stories on our Microphone Blog at [the-microphone.co.uk](http://the-microphone.co.uk)

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