

Speech-enabling healthcare.



**REDUCING COSTS.  
DRIVING EFFICIENCY.**



Pen & Paper



Tape



Keyboard



Mouse



Speech



### **A method for each time**

Results, reimbursement, research: Clinical documentation is the glue that holds the healthcare process together. Mounting documentation volumes reflect the increasing complexity of 21st century medicine and its professional, political and economic framework.

Let's provide doctors with a modern method for their documentation challenge. A method that is efficient, comfortable and that works.

Let's speech-enable healthcare!



**WE SHOULD ALL UNDERSTAND THAT HEALTHCARE IS PERSONAL; AT THE END OF THE CHAIN THERE IS A PATIENT, AND THAT PATIENT COULD BE YOU, ME OR A MEMBER OF OUR FAMILY.**

**WE HAVE TO BE CONSISTENTLY DEPENDABLE, ONE HUNDRED PERCENT OF THE TIME. WE HAVE TO REMEMBER THAT OUR SOFTWARE MIGHT BE RUNNING ON THE MOBILE DEVICE OF A PHYSICIAN RESPONDING TO AN EMERGENCY CALL. THAT NEEDS TO BE OUR BENCHMARK.**

Janet Dillione, CEO, Nuance Healthcare

# FOR THE PEOPLE WHO CARE SPEECH RECOGNITION THAT WORKS. AT WORK.

**Well-written and factually accurate medical records are a fundamental part of delivering quality health-care. Nuance Healthcare helps doctors create them easily, quickly and reliably.**

Nuance Healthcare is one of the world's leading providers of speech recognition, dictation, and transcription systems and services that simplify and enhance the production and management of electronic patient documentation.

Today, 3,500 healthcare organizations and 450,000 clinicians work with our documentation solutions. It is their feedback and requirements you will find reflected in our technology and products.

**NUANCE SOLUTIONS** match diverse workflows to let you work the way you want

**NUANCE SOLUTIONS** are flexible in adapting to your changing documentation needs and preferences

**NUANCE SOLUTIONS** ensure premium recognition rates to minimize your correction effort



“We saw an improvement in quality, a reduction in turnaround time and an increase in patient safety as a consequence of the desktop integration. While the transition to speech recognition can be tough at the beginning, the rewards are enormous.”

**Melanie Hiorns / Great Ormond Street Hospital for Children NHS Trust (GOSH) / London, UK**

“We benefit from the time-saving speech recognition offers to both the medical staff and the patients. Medical reports are now immediately available at the completion of the test.”

**Dr. Mario Vigo / San Bassiano di Bassano del Grappa Hospital / Italy**

“The whole system is much faster than in the past. The level of organization we achieved means that I can highly recommend the technology as a way to structure and optimize medical reporting.”

**Dr. Pieter Lambregts / Bronovo Hospital / The Hague, Netherlands**

“The advantages of speech recognition speak for themselves: increased staff efficiency and productivity, a shorter turnaround time for reports, a shorter therapy reaction time and thus indirectly a decrease of overall hospital costs and costs for the individual patient.”

**Dr. Wolfgang Kumpan / Kaiser-Franz-Josef Hospital / Vienna, Austria**

“We do 90,000 reports a year with front-end speech recognition. The reporting workflow is transparent; turnaround time has been reduced significantly.”

**Prof. Dr. Wolfgang Schörner / Klinikum Braunschweig, Germany**

## FOR THE PEOPLE WHO CARE TIME IS MONEY IN RADIOLOGY.

**High documentation volumes combined with the need for fast and efficient report availability have been driving speech recognition adoption in radiology.**

Today, radiology is the medical field with the most progressive use of speech recognition. In Germany, France and Italy approximately 30-50% of all radiologists are using Nuance solutions; in Spain, Portugal, Austria, UK, Norway, BeNeLux and Ireland the adoption rate is over 60% with penetration rates as high as 85% in some countries.

Radiologists work front-end: dictate, edit and finalize in one go. The report is instantly available and accessible in the system. Various studies and reports have proven the positive effects of this workflow:

The radiology department of the university hospital in Tuebingen, Germany, saves 150,000 EUR per year. At the Spanish CETIR Grup Mèdic radiologists with front-end speech recognition work fastest, saving in average 10 hours of report turnaround time. London-based HCA creates reports within 2.4 minutes on average.

Nuance Healthcare solutions support you at various stages – from creating the report to communicating the results to clinicians and referring physicians.

## FOR THE PEOPLE WHO CARE EFFICIENT BUSINESS MANAGEMENT FOR SMALL PRACTICES.

**You are running a business and therefore maximizing reimbursement, patient satisfaction, productivity or bottom line performance are at the top of your agenda.**

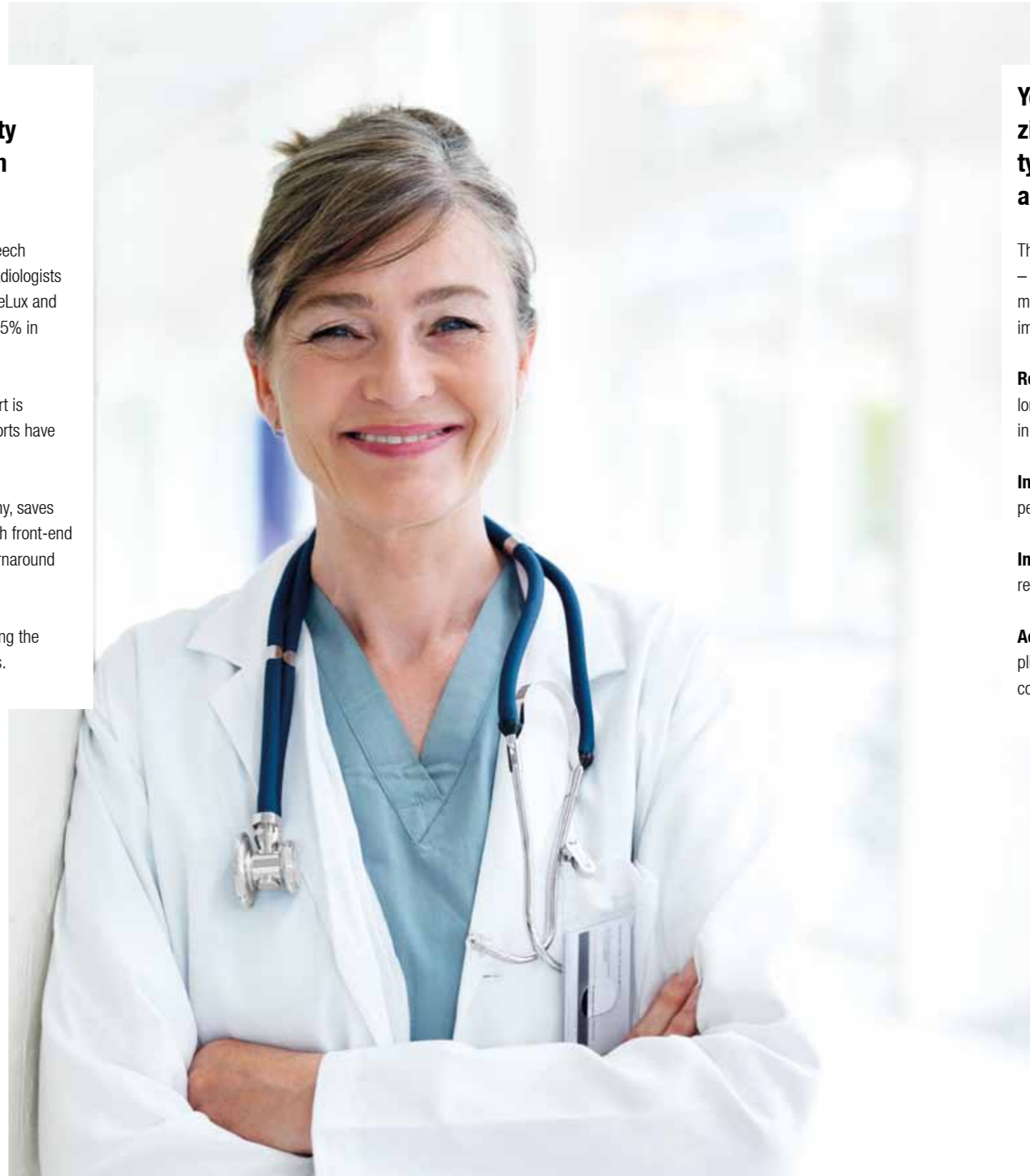
The economic impact of speech recognition on your practice can be significant – it reduces the administrative burden and allows you and your team to spend more time with patients. Speech recognition from Nuance Healthcare is easy to implement and use, and has a proven return on investment.

**Reduce practice costs dramatically:** “Once and done” documentation no longer requires transcription resources. You do it all in one step. The Fallon Clinic in the US says this saves them \$6,879 net per doctor per year.

**Increase your productivity:** Turn voice into text three times faster than most people type.

**Improve accuracy:** Up to 99% accuracy thanks to robust linguistic and acoustic research and the analysis of millions of medical records.

**Accelerate IT adoption:** Dictate directly into virtually any Windows or Citrix compliant practice administration system or electronic patient record. It's a lot more convenient than typing or mouse clicks.



## FOR THE PEOPLE WHO CARE GAINING CONTROL OVER THE EHR.

**The age of the Electronic Health Record is upon us. If your organization hasn't implemented one already, it will – soon. But studies have shown that EHRs add as much as 90 minutes to a doctor's day.**

Tools that accelerate or improve EHR adoption and utilization, such as speech recognition, are increasingly recognized as a must-have within this environment. In fact, there's been a noticeable trend in healthcare IT vendor collaboration to ensure EHRs deliver industry-leading speech recognition as part of the package.

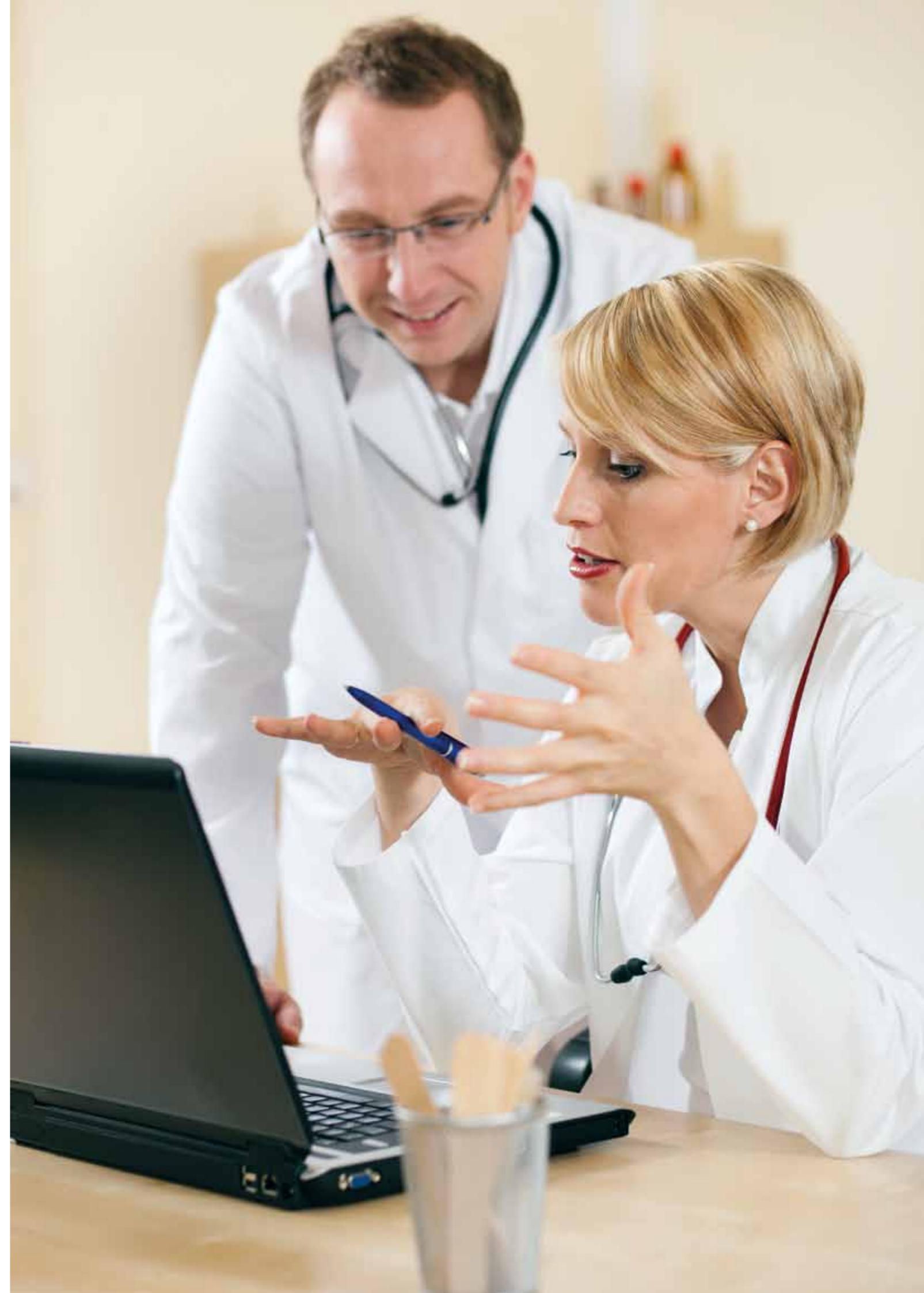
Nuance Healthcare helps physicians document the patient's story quickly, conveniently and easily by eliminating typing and mouse-clicks. This is the case in Norway: More than 70% of doctors use speech recognition to input the date in the EHR. The result: multi-million euro savings in hospitals across the country.

Nuance improves the use of your EHR through speech recognition and a number of workflow features:

**Structured data** capturing allows you to dictate directly in pre-defined fields, using free-text narrative.

**Auto-texts and templates** give you extra speed when creating documents as you can insert standard text blocks by voice command.

**Voice commands** help you navigate the EHR hands-, mouse- and keyboard-free.



# FOR THE PEOPLE WHO COUNT INVEST TO SAVE COSTS AND INCREASE REVENUES.

**Efficient cost management is a key component of performance-oriented healthcare. Nuance Healthcare helps hospitals, clinics or medical practices control costs and increase revenues, thus making a significant impact on the bottom line.**

Nuance Healthcare has a profound understanding of the economics of healthcare documentation. We have helped hospitals to realize millions in savings: they are honored in the "Million Dollar Club".

## Three aspects of profitability oriented documentation

1. Reduce costs

2. Speed-up process

3. Increase level of detail

### 1. Reducing costs

More than 60% of the healthcare budget is used to pay staff. Nuance Healthcare solutions increase the efficiency and productivity of doctors and transcriptionists; hospitals can allocate fewer resources to documentation.

### 2. Speeding-up processes

Fast report turnaround reduces idle time during treatment. Nuance Healthcare solutions allow for instantaneous report creation to help reduce the length of hospitalization.

### 3. Increasing the level of detail

Complete and accurately documented healthcare services result in higher reimbursement. Nuance Healthcare solutions increase the level of detail in medical reports thus raising revenues for healthcare providers.

**Many hospitals have proven the massive cost savings through speech recognition. The Danish County Hospital of Vejle says that the implementation of speech recognition was the most profitable IT project in the history of the hospital. It led to a hospital-wide productivity increase of up to seven percent. This allows them to treat 10,000 additional patients per year – without increasing the costs.**

#### Exemplary cost savings through speech recognition over three years \*

A hospital employs 50 secretaries to transcribe medical dictations from 300 doctors. The transcription cost over three years is €3.15 million (€3,500 per doctor per year).

The hospital now equips all doctors with speech recognition at the cost of €360,000 (€1,200 per doctor). In addition, the fees for services such as user training and maintenance are €266,000 over three years. Total cost in the first three years is €1,15 million.

**Thanks to speech recognition the hospital saves €1.9 million on transcription costs over three years.**

## POTENTIAL COST SAVINGS THROUGH SPEECH RECOGNITION\*

	Manual transcription	Speech recognition
Total number of doctors	10	10
Annual transcription costs / investment per doctor	3,500	1,146
<b>Documentation costs per doctor per year</b>	<b>35,000</b>	<b>11,460</b>
Annual number of patient visits	48,000	48,000
<b>Documentation costs per patient visit</b>	<b>0.73</b>	<b>0.24</b>
Total costs over 3-year	105,000	34,380

\* This calculation varies depending on the size, structure, infrastructure and speech offering chosen. The transcription cost figures are based on experience and calculations retrieved from sites that did their own studies and shows an average value. Please contact Nuance or your Nuance partner to customize the ROI calculation for your organization.

# FOR THE PEOPLE WHO ACT BECAUSE A HAPPY USER IS YOUR SUCCESS.

**IT solutions are a strategic asset for the modern healthcare enterprise. Nuance Healthcare is the perfect partner to help CIOs implement speech-driven documentation systems that quickly prove themselves – financially – for the organization, for the team.**

Nuance employs the largest team of specialists in the industry: more than 6,000 employees, in more than 35 locations across the globe. They have set and met many innovative milestones – resulting in 1,000 patents filed. This wealth of innovation works for you!

**NUANCE SOLUTIONS** integrate in heterogeneous IT infrastructure to ease administration and save costs

**NUANCE SOLUTIONS** feature the largest portfolio of recognition languages and medical vocabularies to deliver high accuracy at professional medical standards

**NUANCE SOLUTIONS** leverage a unique global innovation power resulting in a positive user experience and leading-edge technology that makes sense – for you, your organization and your users.



Speech recognition is no longer a miracle but a useful, highly professional technology that facilitates the usage of RIS and PACS and leads to proven benefits in reporting workflow and patient care.

**Tomi Kauppinen, Helsinki University Central Hospital, Finland**

Our goal is to incorporate new technology into the daily environment to enable doctors work more comfortably without having to change their habits; we chose speech recognition due to efficiency criteria and to shorten the clinical processes.

**Martin Begoña, Osakidetza, Public Health Service of the Basque Region, Spain**

In a context where we must satisfy a joint call for effectiveness, the system made it possible to optimize the activity of the service of neuroradiology.

**Stephan Pierrefitte, Hospital Holy-Anne, Paris, France**

Journal notes that took on average 30 minutes to type up could be completed in just five minutes – an 83 percent reduction. Similarly, 40-page resource profiles that previously took eight hours to put together could now be compiled in approximately two hours, or 75 percent less time.

**Peter Tscherning Moller, Fredericia Kommune, Denmark**

Many patients come to have an imaging procedure prior to their meeting with an outpatient consultant. They want to have the image done immediately, get the report and leave. There is no doubt that SpeechMagic has improved patient service – they know their consultant can base decisions on both – image and report. We give them a higher level of confidence.

**Kaye Bonython, HCA International, London, UK**



# FOR THE PEOPLE WHO ACT DRIVING INNOVATIONS FORWARD.

**Medicine is evolving at an unprecedented pace; so must the tools that help administer and deliver healthcare. Nuance Healthcare has been an advocate and driver of change and innovation.**

Our engineers now focus their research and development efforts in two exciting areas: mobile computing and speech recognition in the cloud. Will that take information management in healthcare to the next level?

#### **mHealth: Making it work**

iPads and smart phones are becoming popular in hospitals today. But doctors say they don't find the touch screen keyboard convenient for inputting notes or updating their comments about patient progress. Most use the devices as data viewers. Speech recognition helps make mobile devices truly two-way tools – Nuance is working closely with hospitals to implement solutions that work and thus pave the way for bedside information capturing, and more.

#### **Cloud-computing: Taking speech everywhere**

With a cloud-based model, speech recognition is hosted by Nuance or privately via the Internet. Healthcare organizations can reduce their investment in infrastructure and technical support resources currently necessary to support a speech-based infrastructure. This is the chance for many healthcare organizations to roll-out speech recognition to a large number of users quickly and easily – be it in the EHR, on a mobile device or simply everywhere it can help make documentation more efficient.



# LET'S MAKE THINGS HAPPEN ACHIEVE YOUR GOALS TO BETTER HEALTHCARE

## REPORTS AND DISCHARGE SUMMARIES

**SHOULD BE AVAILABLE. NOW.** Create reports instantaneously with front-end speech recognition; or work backend to raise secretarial productivity. The fact is, long document turnaround times are a thing of the past.

## REDUCE HOSPITALIZATION TO MEDICALLY INDICATED TIME.

Give doctors accurate information quickly, so that they can seamlessly continue the treatment. You will eliminate idle time in the treatment process.

**REDUCE ADMINISTRATION COSTS.** Double the productivity of medical secretaries: editing is twice as fast as typing. You will find your transcription costs melt quickly.

**RAISE PATIENT SAFETY.** Dictate directly into the patient record while reading the image. You will thus help avoid misfiling or losing information.

**IMPROVE SERVICE QUALITY.** If you do things right, it will streamline the communication with your partners – primary care, pharmacies or clinicians. At the end of the chain will be the patient who could get better sooner.

**OPTIMIZE REIMBURSEMENT.** Provide information-rich, detailed reports that document every detail of your service. It results in adequate reimbursement and higher revenues.



# ELECTRONIC SPEECH INFRASTRUCTURE EFFICIENT DOCUMENTATION ACROSS THE HEALTHCARE ECOSYSTEM

Nuance Healthcare is your partner to improve information flow across the entire healthcare enterprise. The outstanding speech recognition quality and flexible integration capabilities help you gain control over high-volume documentation.

## PHYSIOTHERAPIST:

Your computer will type your emails, letters or notes.

## RADIOLOGY:

Create reports in a matter of minutes and exploit the full power of your digital infrastructure.

## BEDSIDE:

Capture information immediately on your mobile device.

## IT-ADMIN:

Roll-out the electronic speech infrastructure everywhere it can improve documentation efficiency.

## TRANSCRIPTION:

Make transcription more productive and eliminate backlogs.

## PRIMARY CARE:

Choose efficiency and dictate into the patient administration system!



# ALL FOR ONE. THE BEST FOR YOU. THE TOOLS TO CREATE YOUR SOLUTION

**DRAGON MEDICAL** is an intuitive, sophisticated front-end program for real-time speech recognition allowing doctors to navigate clinical systems and dictate directly into a patient's electronic record.



**SPEECHMAGIC SOLUTION BUILDER** is an information capturing workflow solution covering all use-cases from digital to interactive speech designed for heterogeneous IT infrastructure for easy deployment in large hospitals, clinics and hospital-chains.

**SpeechMagic™**  
Solution Builder

**ESCRPTION** is an award-winning software-as-a-service transcription service featuring integrated background speech recognition, highly efficient text editing and sophisticated administration and monitoring tools.



From individual solutions for a single user to powerful, industry-scale solution for large teams spread out across multiple locations, from desktop-based workflows to mobile use – no matter your situation, requirement or goal: Nuance Healthcare's technology portfolio\* helps you achieve it.

**SPEECHMAGIC** is a robust, multi-user, multi-network speech recognition platform for seamless integration of advanced speech functionality that matches the healthcare industry's trend towards large-scale electronic speech infrastructure.

**SpeechMagic™**

**POWERSCRIBE 360** is a radiology reporting workflow solution allowing radiologists to create and turnaround diagnostic imaging interpretations faster than ever before.

**PowerScribe®**  
**360**

**THE NUANCE DEVELOPMENT PLATFORM** offers a cloud-based approach designed for Healthcare ISVs (Independent Software Vendors) as well as internal development teams at provider organizations to embed advanced speech recognition functionality in their clinical workflow solutions. Developers will have full access to client-side software components and secure web services to turbo-charge documentation and workflow applications used by clinicians.



\* Products might not be available for your market. Please check availability with your national Nuance organisation, your integration partner or at [www.nuance.com/for-healthcare](http://www.nuance.com/for-healthcare)

# NUANCE IN GERMANY

## IMPLEMENTING SPEECH ACROSS A HETEROGENOUS IT LANDSCAPE

**In a highly heterogeneous and fragmented IT landscape – hospitals are looking for solutions that support their individual needs and goals.**

German healthcare providers produce 5 billion documents annually, according to Mannheim University. Nuance helps them manage this documentation load: All German university hospitals, hundreds of other hospitals and thousands of general practitioners work with Nuance Healthcare solutions. Yet, there is a lot left to do.

Implementing speech recognition across a mix of modern and legacy information systems must be easy, straight-forward and benefit driven – a call for Nuance.

### Speech-enabling ESA

*The Evangelischen Stiftung Augusta* had speech recognition – here and there – across its three locations. With the implementation of a new hospital information system, they brought speech recognition to all 350 doctors.

With large-scale speech infrastructure across all sites, the need for transcription services has been reduced: 12 out of 14 secretaries have taken on new tasks in the organization.

### Speech-enabling Schwarzwald-Baar Klinikum

What do you need to do in order to finalize all reports within 2 hours after the consultation? Reduce your transcription service!

At the Schwarzwald-Baar Klinikum they empowered radiologists to create reports instantly with speech recognition. No longer requiring the secretaries to type reports, they were able to increase resources in medical coding and reimbursement; this further helped ease documentation for doctors.

Integration of speech recognition in the RIS saves doctors 3 working days per month as it further reduces dictation time.

Next steps: “Quickly go hospital-wide with speech recognition”.

# NUANCE IN THE UK

## IMPROVING QUALITY OF CARE WHILE SAVING COSTS

**In an era of tightening budgets and the need to make efficiency improvements, healthcare organisations are looking for solutions that can help them achieve targets.**

It is estimated that UK hospitals produce around 206 million reports annually, of which 22 million are radiology reports. General practices add another 184 million reports each year. Because documentation is so critical, the NHS alone spends over half a billion pounds on transcribing medical dictations.

With the Quality, Innovation, Productivity and Prevention (QIPP) programme, healthcare documentation is set for change. QIPP has been designed to deliver efficient solutions to NHS Trusts that also improve standards of quality and patient safety – a call for Nuance Healthcare.

### Speech-enabling Leeds Teaching Hospitals Trusts

Following the introduction of speech recognition, LHT has increased its reporting rate from imaging by 48% to 98%. In the first six months, the average report turnaround time fell from 5.5 days to 2.1 days.

“The speech recognition system has allowed us to save money by reducing the use of external agency secretaries. Previously, we were outsourcing some of the transcribing for our basic radiology reports to these secretarial agencies. It has also freed up time for our fulltime secretarial staff, allowing them to devote more hours to consultant support and ultimately patient care.”

### Speech-enabling Northumbria NHS Trust

Northumbria Healthcare NHS Foundation Trust was the first NHS Trust in the UK to introduce a speech recognition-based dictation and transcription system across 10 hospitals, and also cut document turnaround times from 13 weeks to 48 hours as a result.

“In fact, no trust in the UK had attempted to initiate this technology on the scale we were planning. But you’ve got to be brave if you’re aiming for real change.”

## NUANCE IN SPAIN

# A DIRECT MOVE FROM TYPING TO TALKING

**Spain takes fast and decisive steps to digitize healthcare within its regions – some of which already belong to the eHealth elite in Europe.**

Ten out of seventeen regions within the decentralized Spanish public health system now work with Nuance; so do 80% of the country's radiologists.

Supporting the regional and national drive for a joint electronic health record, the objective is to expand speech recognition usage within both the hospital network and the primary care arena. The goal: help doctors access and input information directly at the point of care – a call for Nuance.

### Speech-enabling Galicia

2.6 million citizens in Galicia have an electronic health record. All secondary and tertiary care centres have access to the EHR and all documents generated in the hospital network are available online, once the information has been validated.

Speech recognition is provided through the EHR to all radiologists and pathologists – for now.

"I consider speech recognition an important strategic tool in the EHR system. With speech recognition we can increase digitalisation: 90% of all radiology reports in some of our secondary care centres are now available electronically. In specialties without speech recognition, this number is in the range of 50% only".

### Speech-enabling the Basque Country

Osakidetza Health Service, the Basque regional health service, rolls out speech recognition across its entire hospital network.

More than 1,600 clinicians – that is 40% of all medical professionals employed by Osakidetza, are benefiting from speech-based information capturing and document creation within their electronic health records (EHR) system.

"Speech recognition is a tool that clearly adds value to the EHR and helps optimize processes. The EHR already delivers significant benefits to the clinicians. But to ease interaction, the clinicians have put forward a clear request that they want speech recognition as an input channel".

## NUANCE IN FRANCE

# SUPPORTING THE NATIONAL EFFORT FOR BETTER HEALTHCARE

**The signs point to the future: With the national program "Hôpital 2012" France has embarked on a mission to modernize hospitals.**

By the end of 2012 French hospitals have to adopt technologies that make them more productive and efficient. The adoption of EHRs is a key component of the plan.

While economic factors are one driver of the program, the quality of care is also on the agenda. Abandoning handwriting and changing to a digital environment should help eliminate sources of mistakes and improve patient safety – a call for Nuance.

### Speech-enabling Hôpital Jean Mermoz de Lyon

30 minutes waiting time for a radiology report is not bad. But it wasn't good enough for the radiology department at Jean Mermoz Hospital. As they didn't want to keep patients waiting they integrated speech recognition into the RIS.

The time to produce a report is now down and does not exceed the 15-minute mark. Three secretaries can now devote their time to patients and doctors instead of typing. And thanks to the central user profile, radiologists can roam across departments and work flexibly from all workstations.

"Today, our objective has been achieved. The patients wait no more than 10 to 15 minutes after their examination. Voice recognition is an obvious time-saver. Intellectually and medically online speech recognition is very advantageous. If I were to take the decision again, I would do so, without any hesitation."

### Speech-enabling S.O.S. main Clinique du Diaconat Mulhouse

It's been a decade since Dr. de la Caffinière started using speech recognition. An orthopedic surgeon at S.O.S. main Clinique du Diaconat Mulhouse he specialises in hand surgery.

"I use speech recognition because it is really useful for me. At the beginning, I regarded it as a gadget. Today, it is an indispensable tool for my work. It helps me create precise patient records with regular progress notes."

Dr. de la Caffinière examines up to 70 patients in one day. He dictates his findings immediately on his laptop computer. This ensures he has access to accurate patient information weeks or even years after the consultation.

## NUANCE IN SCANDINAVIA

# SETTING THE PACE FOR COUNTRY-WIDE ADOPTION

**With Norway being so close to becoming the first country in the world with a fully speech-enabled healthcare system, it's neighbours are increasing the pace of adoption.**

Scandinavians have a reputation for being early adopters of health-IT. They had a serious look at their demographic development and their economics and achieved a consensus that a solution must be found. Speech recognition is part of the deal.

With such wide-spread support for health-IT it's now time to deliver. Speech recognition solutions must be robust, industrial-scale and work in a variety of settings and medical specialties – a call for Nuance.

### Speech-enabling Norway

Norway is among the countries with the highest penetration of speech recognition in healthcare institutions worldwide. It is home to one of the largest single-site installations of front-end speech recognition in a hospital, globally. It also features some of the most advanced multi-site installations available. And it is currently starting to provide low-barrier speech recognition solutions via a broadband healthcare network to practitioners in private practice.

Speech recognition adoption among radiologists is at 90%. 4,000 doctors outside radiology use the MultiMed version of the speech recognition solution.

Why does speech recognition make so much sense to Norwegians? Here's an example: Ullevål University Hospital rolled out speech recognition to 1000 users within one year. They now save €2.3 million on transcription costs.

### Speech-enabling Västmanland County Hospital

At Sweden's Västmanland County Hospital average report turnaround times for the hospital's radiology department are just under 28 minutes for high-priority reports and just over 103 minutes for all other reports. Records from six months earlier reveal a time saving of between 56 and 59 percent following the upgrade from digital dictation to speech recognition. 40,941 reports were produced by staff in this time period alone.

With 100% user adoption of the new system within three months of implementation, considerable interest is now being shown by other Swedish hospitals eager to hear about their experience.

"We now deliver reports faster – that's the feedback we're getting from the emergency ward. And if we can deliver reports faster, we can handle patients faster. You dictate the report, sign it and it's available on the Internet – all in one go."

## NUANCE IN THE MIDDLE EAST

# BUILDING A STATE-OF-THE-ART HEALTHCARE INFRASTRUCTURE

**Healthcare is at the top of the agenda in all countries of the Middle East – from UAE to Saudi Arabia. Governments are making significant investments to upgrade hospitals and to establish world-class facilities in the region.**

Healthcare in the Gulf region is a multi-national, multi-cultural endeavour. Doctors from all over the world work in the region; the healthcare language is English – with an accent, with many accents.

Modern speech and documentation solutions must be able to understand native and non-native English speakers alike and must adapt to individual voice characteristics – a call for Nuance.

### Speech-enabling the Sheik Khalifa Medical City

SKMC is Abu Dhabi's premier healthcare facility managed by the Cleveland Clinic. It is the first organization in the region to base the delivery of its care on a hospital-wide electronic speech infrastructure built from a blend of Nuance's speech-based clinical documentation solution: digital dictation and transcription, desktop speech recognition and speech-based radiology reporting. SKMC's electronic speech infrastructure now serves all of the hospital's 500 doctors.

The results: Reports are more accurate with fewer spelling errors; turnaround time in pathology and radiology has improved significantly. The length of hospital stays can be reduced to the medically necessary time and patients can get back to their loved ones sooner.

"The turnaround times for radiology reports went down from 3 days to a few hours. Most of the physicians converted to speech recognition within a week. We are paper-less and have total control of the outcome of our radiology services."



## MANY HELPING HANDS. THE LEADERS OF HEALTHCARE IT ARE AT YOUR SIDE

**Nuance's partner network is joined by the leading providers of healthcare IT applications, who use Nuance technologies to deliver speech-driven solutions to you.**

Healthcare solutions powered by Nuance include:

- hospital information systems (HIS)
- electronic health record systems (EHR)
- picture archiving and communication systems (PACS)
- departmental solutions for radiology, cardiology, pathology, etc.
- dictation solutions and transcription platforms

Nuance partners ensure the proper integration of speech technologies with new health IT solutions, legacy systems and the existing network infrastructure. They provide consultancy, services, training, project planning and much more – to make the speech recognition roll-out a breeze.



**KNOW THE FACTS.  
GET THE RESULTS.**

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