

# Midwest Orthopaedics reduces documentation costs by 40%.

## Challenge

- Eliminate indecipherable, incomplete documentation
- Improve workflow and clinician productivity
- Maintain patient care and physician satisfaction excellence

## Solution

- Clinic 360 Transcription
- Clinic 360 Mobile

## Results

- Supports the unique workflows required of an academic environment
- Reduced documentation costs by 40% with the use of robust templating
- Condensed implementation timeline with satisfied clinicians
- Real-time dictation uploads eased workflow and accessibility of data

Midwest Orthopaedics at Rush (MOR), a private orthopedic medical practice affiliated with Rush University Medical Center in Chicago, is widely recognized as the regional leader in comprehensive orthopedic services. Forty physicians and 300 employees in six Chicagoland locations provide full service musculoskeletal care to 55,000 patients yearly, generating six million annualized lines of transcription.



“The mobile app makes our documentation procedures and our staff more efficient. Beyond that measurable value, the application’s efficiencies and extensive templating capabilities reduced our documentation costs by 40%.”

Dennis Viellieu, CEO of Midwest Orthopaedics  
Rush University Medical Center, Chicago, IL

Seeking a mobile platform for clinician documentation, MOR found their complex academic environment presented unique challenges. Patient visits often involve multiple clinicians—attending physicians, fellows, residents, nurses, physician assistants and medical students—and only Nuance® Clinic 360 Transcription’s unique functionality could allow all team members to participate in the documentation process.

With Clinic 360 Transcription, the busy practice could not only more effectively manage fellows/residents’ involvement in documenting, but also support their mission to teach students of all levels. Additionally, Clinic 360 Transcription had the flexibility to address process and workflow issues. With Clinic 360 Mobile customized to mirror their intricate workflow, documentation could be dictated, routed appropriately, and then authenticated by team members at any time from any location, speeding completion.

Available for both iPhone and Android devices, Clinic 360 Mobile allowed physicians to use one primary device—the smartphone of their choice—for all communication and documentation, eliminating the need to manage and maintain a digital recorder. Physicians were no longer tied to a device that they wouldn’t normally have with them. Additionally, by uploading dictations individually upon completion, physicians and staff enjoyed real-time data and freedom from the task of docking or syncing devices.

What’s more, the mobile app presents physicians with their daily schedule that can serve as a work list. Tapping on an appointment displays patient demographics, past transcriptions and dictations templates—a rich environment for creating documentation.

MOR executed a phased rollout and transitioned providers to Clinic 360 Mobile on a physician by physician basis. The training process was condensed—Clinic 360 Mobile is extremely easy to learn, and new clinicians were up and running quickly. Success with early adopters validated the switch and encouraged subsequent physician buy-in.

Beyond the administrative benefits, Clinic 360 Transcription’s robust templating capabilities delivered on the promise to reduce documentation costs.

A vast library of dictation and document templates generates content that not only prompts clinicians for content, but also quickens the task of dictation. Less typing is required, documents are returned faster, and transcription fees are controlled.

To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please call 877-805-5902 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).

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