

Key insights of a long-term user of Dragon NaturallySpeaking

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“When I left a large multi-specialty group practice that employed an external dictation-to-transcription service with a 2-3 week time lag, I vowed that the one thing I would do in my own practice was to ensure up-to-date transcription of critical patient records. Dragon NaturallySpeaking has been simply awesome in meeting this need!”

Dr. David Lazan, Urologist
Founder Urologic Wellness Center, Vero Beach Florida

“I view our medical profession as a service oriented business made up of two key components – our patients and our referring doctors. With Dragon NaturallySpeaking Medical I can sometimes get a note back on the desk of a referring doctor even before his own transcription patient notes are received by my office. The result – more patient referrals and better service to my patients!”

Dr. David Lazan, Urologist

Key Challenges: Turnaround transcription time & Cost

Dr. David Lazan, Urologist and founder of the Urologic Wellness Center of Vero Beach in South Florida is a sole practitioner and long time user of Dragon NaturallySpeaking. After leaving a large group practice in 1998 that utilized an outside transcription service with a turnaround time of up to 2-3 weeks, Dr. Lazan determined to find a better solution to accurately document patient information. With a thriving practice of around 30 patients a day the need was clear: Instantaneous transcription of his notes before and after patient consultations at a lower cost.

Business Solution: Dragon NaturallySpeaking Medical

Following a demonstration of Dragon NaturallySpeaking at an annual meeting of the American Urological Association, Dr. Lazan purchased his first copy of Dragon NaturallySpeaking in 1998. His results were immediately gratifying. Real time dictation and transcription of a quality that he recalls would only have been possible with a personal scribe.

Nuance Certified Solutions Partner

Today Dr. Lazan utilizes Dragon NaturallySpeaking Medical 9 and is assisted with its implementation by a Nuance Gold Certified Solutions Partner. Dr Lazan comments: “The Dragon reseller has been tremendous in helping us incorporate Dragon NaturallySpeaking over the years as we progressed through each upgrade to the current version of Dragon NaturallySpeaking Medical. I can’t think of any other service or product in business or even at home that matches the quality of service provided. “

Quantifiable Results

Compared to the costs of outside transcription at his previous practice of around \$1200.00 - \$1400.00 each month, Dr. Lazan reports that his purchase of Dragon NaturallySpeaking Medical for around \$1,000.00 was easily amortized in less than a month.

A staggering reduction in turnaround time is also a key benefit. Transcriptions that previously took 2-3 weeks at his former practice are now completed in real time, earning Dr. Lazan more referrals from colleagues who appreciate and reward his efficiency.

Dragon NaturallySpeaking is the leader in voice recognition technology.

Its ease of use and accuracy make it the proven solution for eliminating the delays and high costs of external transcription. Like Dr. Lazan, physicians across the country and abroad are using Dragon NaturallySpeaking to execute complex tasks with a few words. Whether it's a follow-up consultation or a new patient Dr. Lazan is able to quickly retrieve an EMR of each of his patients summarizing past medical history and including his critical notes.

Practice Makes Perfect - A typical day with Dragon NaturallySpeaking practice

Each morning Dr. Lazan begins his work day with Dragon NaturallySpeaking. "It's always the first application I open when I log on to my workstation followed by a 'check of audio settings' to ensure that the computer is hearing my voice appropriately at the start of each day since my voice tone qualities can differ based on nasal congestion, environmental allergens or the amount of coffee I may have consumed!" he says.

Dr. Lazan's EMR dictation and transcription system seamlessly integrates Dragon NaturallySpeaking version 9.0 medical and Microsoft Word with a front-end application incorporated into Microsoft Word used specifically for medical documents.

After running the "check audio" program, Microsoft Word is opened, followed by the Document Management / EMR program, which has its own Microsoft Word toolbar. For Dr. Lazan, integrating the EMR program with Dragon NaturallySpeaking has facilitated the creation of a number of basic office visit templates which assure that for each office patient note generated, Dr. Lazan is prompted to fill in portions that will allow for an appropriate E&M level of coding. If a lower office visit E&M code is more appropriate, portions of the office note template can be easily highlighted and deleted, thus "backing out" of a template created for a higher planned office visit code.

New patients entering the practice for the first time are registered with an EMR "face sheet" which is completed before additional data is entered into the patient's current office note. The face sheet requires a unique patient identifier, such as a Social Security number. Other data entered into the face sheet is stored as Microsoft Word bookmarks which can then be incorporated into bookmarked portions of the EMR templates. There are a number of specified bookmarks (i.e., date of birth, male/female, referring physician, medications and allergies) as well as a number of user definable bookmarks, any or all of which can be subsequently incorporated into the template to help "autofill" the current office note.

In addition to his bookmarks, which Dr. Lazan reports have greatly helped streamline and expedite completion of each patient's office visit note template, he employs a wide range of Dragon NaturallySpeaking commands, having created nearly a hundred of his frequently-used phrases or procedures as text macros. Many of these have embedded blank fields which allow for the modification of the text macro with specific data that will change from patient to patient and with each office visit. "This streamlines and speeds up the "transcription process", while still maintaining a freshly transcribed appearance which remains unique to each patient," he says. Additionally, Dr. Lazan has determined that the greater the use of text macros, the greater degree of spelling and grammatical accuracy he can achieve.

Employing a combination of paper charts and electronic records Dr. Lazan is now ready to receive his patients. After a patient signs in for a urology consultation, he or she typically provides a urine specimen and is escorted to an examination room, where the nurse obtains and transcribes the patient's vital signs, current complaints, updated medications and allergies on a paper nursing-encounter form that becomes part of the patient's previously pulled paper chart. Dr. Lazan will use the same form to add his notes during his encounter with the patient.

After his nurse's review of the patient's current complaints, Dr. Lazan is presented with the chart containing his nurse's encounter form, with vital signs, information updates and the results of the urinalysis. "It has always been my habit to review a patient chart before walking into the examination room. Years ago, before employing Dragon NaturallySpeaking, I would jot down reminder notes to myself on the back of the nursing encounter form for reference during my encounter with the patient and rely on these for subsequent dictation to update the current office note."

Today, as Dr. Lazan reviews the patient's past records, he dictates pertinent findings into the opened EMR patient template for each office visit, also filling in any current laboratory or radiographic data that might have been obtained since the patient's last office visit. Vital signs and urinalysis findings are also recorded into the current note at this time. This not only allows for the bulk of the office note to be completed before he sees the patient, but also serves to refresh the doctor's memory as to the patient's complaints and current treatment plan.

During his encounter with the patient, additional subjective data is obtained. An examination is performed and this information is all briefly noted on the back of the initial nursing encounter form, which is then used to complete the patient's current office note.

With bookmarks for any referring or other treating physicians who might need a carbon copy of the note automatically inserted with his scanned signature, into the templates, followed by a hand written date-of-service, Dr. Lazan completes the transcription using Dragon NaturallySpeaking by performing a spell-check and grammatical error check, saving the note and printing it to the computer for faxing and filing.

Dr. Lazan's conclusion: **“Critical patient records that previously would have taken up to 2-3 weeks to complete with an external transcription service are now virtually instantaneous with Dragon NaturallySpeaking - for a fraction of the cost.”**

The Future

With the help of the Certified Solutions Partner, Dr. Lazan is working to further integrate his use of Dragon NaturallySpeaking Medical with an Electronic Medical Records program for Microsoft Word that adds a database facilitating the tracking of patients by HCFA and AMA compliant templates.

“Each modification is saving me more time for more patients,” comments Dr. Lazan.

David Lazan, MD is a practicing Urologist in Vero Beach, FL. He can be reached at: 772.569.4464

