

Digital voice capture.

Digitally capture clinician dictations.

Challenge

How can dictations be better integrated into the documentation creation process without disrupting clinician workflows?

Solution

IntelliScript™ allows clinician dictations to flow directly into Dragon® Medical 360 | eScription without changing the dictation experience for clinicians.

The IntelliScript product digitally records clinicians' dictations and optimizes the audio for computer aided medical transcription. Clinicians dictate over the telephone, through a digital recording device, or a microphone connected to a PC, and can take advantage of a variety of features that streamline the dictation and transcription workflow.

Flexible dictation interface

With IntelliScript, clinicians have access to a powerful array of keypad controls that allow them to conveniently record, review, and edit dictations by medical record, account, or job number. IntelliScript provides extensive voice editing capabilities, enabling clinicians to revise their dictations while they are recording, or suspend dictations for completion at a later time. They can also recall and modify their most recent dictation. IntelliScript enables healthcare organizations to configure their own telephone prompts and keypad commands, easing the transition for clinicians; controls can even be tailored to specific departments, work types, or individuals, and can emulate previously installed systems.

Multiple modality dictation

Increasingly, clinicians are using alternate dictation devices including hand-held digital recording devices, and microphones connected to a PC for medical dictation. IntelliScript enables clinicians to use these devices as well as telephones for dictating.

Key Benefits

- Flexible dictation interface
 - Multiple modality dictation
 - Support for multi-entity environments
 - Redundancy for failover
 - Streamlined administration
 - Emergency transcription system
 - Secure listen line
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Support for multi-entity environments

IntelliScript is well suited for multi-entity organizations as there can be multiple, independent voice capture servers at different locations, in order to reduce telephony charges. A single pool of MTs can access voice recordings obtained at all hospital locations through the EditScript™ transcription system. Administrators benefit from the standpoint of the administrator, a single dictionary of clinician identification numbers that can be maintained across the entire enterprise.

Redundancy for failover

All customer sites are configured with at least two redundant IntelliScript servers in order to avoid disruption in the event of a hardware failure. Because clinicians can call into any IntelliScript server, reliability is enhanced. Audio dictations are stored both locally and at the Nuance data center, where Dragon Medical 360 | eScription is hosted.

This provides additional reliability because the audio can be accessed from either site. Audio dictation is stored on the local IntelliScript server for longer than is typically feasible with other systems.

Streamlined administration

Administrators update and maintain IntelliScript user accounts through the same administrative tool used for all Dragon Medical 360 | eScription components, eliminating replicated data and reducing errors. An Administrative Broadcast Message feature lets managers quickly create and post important recorded announcements that clinicians will hear when they call in to dictate.

Secure listen line

Clinicians needing immediate patient information can phone into their IntelliScript voice capture server and obtain secure access to dictations using an MRN or account number. IntelliScript uses passwords and Audit Trails to protect patient information from unauthorized use. Administrators use the administrative console to set clinician passwords for listen line access, and every time a dictation is retrieved, an Audit Trail is generated.

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 888-350-4836 or visit www.nuance.com/healthcare.

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.