

Medical Centre Rijnmond-Zuid, location Clara

Time saving and greater efficiency by using speech technology

Hospitals which use speech recognition in daily practice, are generally very satisfied with it, including the Radiology department of the Medical Centre Rijnmond-Zuid, location Clara, in Rotterdam. By integrating speech technology in the handling of case notes, this Medical Centre has achieved considerable time saving and increased efficiency. In the meantime, the hospital has become one of the leading users in the field of speech technology.

Radiology with 85,000 examinations per year

One hundred and thirty seven medical specialists and 3300 other staff work at the Medical Centre Rijnmond-Zuid at two locations. Every year more than 120,000 outpatients are treated and there are 40,000 (day) admissions. With its 900 beds, this hospital is the fourth largest in the Netherlands. Location Clara has 550 beds. All kind of examinations are carried out at the Radiology department, including nuclear medicine. Six radiologists and four trainee assistants work there. The total number of examinations including those involving nuclear medicine is about 85,000 per year.

The solution to a personnel problem

Owing to a shortage of personnel in the secretariat of the Radiology department, speech recognition was soon considered to be a serious option.

The department's employees were familiar with digital dictation. It was



Peter Ophof, radiologist, dictates his diagnostics.

decided to choose MediSpeech® from G2 Speech. MediSpeech® is the most complete system for digital reporting using speech technology. Peter Ophof, radiologist, and head of the Radiology department, is clear about his findings:

"The system suits us perfectly. We never want to go back to the old method of working. Furthermore, for a secretary with RSI-complaints, this application is perfect. Her tasks are now much more varied and she hardly has to type anymore. Furthermore it makes it easier for other employees to help out in the secretariat. Not least because many difficult terms are already spelled correctly on the screen."

Installation and integration according to plan

The system consists of a server with speech recognition software a database and 12 PCs with dictation facilities. The secretariat has three PCs for the

carrying out of any possible corrections. Via a link with the Radiology Information System (RIS) the system has been seamlessly and completely integrated. "The configuration of the program took place after thorough consultation which allowed us to express our logistic wishes and requirements. Also at our request, the facility to work with standard reports was also incorporated. The installation and integration went according to a

Efficiency in practice

The link with the RIS has further improved efficiency. Case notes can be produced much more quickly. This starts with the reading of the barcode of the examination. Then the doctor dictates his diagnosis, possibly with the help of a standard report. After that, with just a switch, his or her dictation is sent to the server which converts the speech into text in the background.

At the secretariat, the reports are



At the secretariat, the reports are processed further.

detailed project plan. It quickly became apparent that meetings were not necessary, we were ahead of our schedule and we were ready for take-off. In three weeks we were fully operational with ten doctors and three part-time secretaries" according to radiologist Ophof.

processed further. It is very easy for the doctors to read through the reports, to make any additions and authorise them on the PC. According to Ophof there are many other advantages: "The dictations can always be traced easily and quickly, certain reports can be given priority and you have direct insight into the

progress of the reporting. Above all, the degree of recognition by the software is very high. In addition, the program is being developed further and improved."

The service of G2 Speech

The speech recognition program is updated about three times a year. In the event of any possible problems, the hospital gets help from the project leader and the G2 Speech helpdesk. G2 Speech can make a remote diagnosis via a modem and offer a solution. "The service, even after the installation, was and is very good." As far as the phenomenon of speech recognition goes, radiologist Ophof is in no doubt: "If speech technology is the future, we already started on tomorrow yesterday!"

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