

AESTHETIC SURGERY ASSOCIATES CAPTURES COMPLEX CLINICAL NOTES FLAWLESSLY, ACCURATELY

Aesthetic Surgery Associates

CHALLENGE

- Make a new practice efficient
- Minimize or eliminate transcription costs
- Simple, easy to use speech recognition

SOLUTION

- Support and upgrade Dragon Medical Practice Edition

RESULTS

- Greater physician satisfaction
- Improved patient records and medical billing
- Reduced transcription costs by 65%

SUMMARY

Harker Heights, Texas – Dr. Charles Day, a retired military physician, opened Aesthetic Surgery Associates in 2002 and made the transition from government to private practice. As he planned for the opening of his practice, Dr. Day says, “I looked carefully at practice efficiency, and part of that review was speech recognition software. Even in 2002, Dragon was the front runner. Voice technologies interest me because, when you look at cost centers for a medical practice, transcription costs run high—and often exceed anyone’s estimates.” Dr. Day invested in Dragon speech recognition technologies and in training to make sure he could maximize his utilization of the solution within his practice. “We found that we could circumvent the transcription expense with Dragon’s speech recognition technologies,” he says.

PARTNERSHIP WITH A NUANCE CERTIFIED RESELLER FOR ONGOING TRAINING & SUPPORT

About the time he opened his practice, Dr. Day met a Nuance Certified Reseller, who owned a medical transcription business. She happened to be in Dr. Day’s office and noticed that he was dictating clinical notes. “She asked me what I was doing, and I showed her. Because she is a forward-thinking person, she saw the opportunity to expand her business from traditional transcription. One year later, I saw her again, and she was all over it: support, knowledge, training, macros, everything with respect to Dragon Medical Practice Edition. We teamed up with her business from there.”

By working with a Nuance Certified Reseller for more than a decade, Dr. Day has been able to stay on top of upgrades and training. “It’s good to have someone who’s familiar with the technologies and is inside the business. She has been an honest, forthright partner who’s helped keep Dragon Medical Practice Edition tuned into my practice,” says Dr. Day.

As Dragon Medical Practice Edition continued to release updated technologies, Dr. Day says that he completed almost every upgrade with help from his Reseller. “With every upgrade, I saw significant improvements in technology and accuracy. With Dragon Medical Practice Edition, I can train the solution with my speech patterns and generate electronic procedure notes with very, very few errors,” he says.

DR. DAY RELIES ON SIMPLE SOLUTION TO REDUCE COSTS, IMPROVE ACCURACY OF RECORDS

Today, after eleven years of relying on speech recognition, Dr. Day has again upgraded to Dragon Medical Practice Edition 2. “The latest upgrade is truly spectacular—a completely new universe in speech recognition, and very easy to use. I can now dictate fairly complicated clinic consult and procedure notes flawlessly; the accuracy is simply amazing out of the box, and with the occasional accuracy tuning, it completely eliminates syntax errors,” Dr. Day comments.

Dr. Day says that Dragon Medical Practice Edition should be “the standard for all medical practices,” and cites the avoidance of eleven years’ worth of transcription costs as a significant consideration for his bottom line—as well as those of other practices. “You almost eliminate the capital expense with respect to transcription. Any medical facility has computers, and most young doctors today are quite adept at working with computers. Dragon Medical Practice Edition 2 is really the

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—Dr. Charles Day
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pinnacle of speech recognition technology, and can be easily integrated into anyone’s practice,” says Dr. Day.

“The savings to my bottom line have been tremendous, but I’m also much more efficient with my time. For example, a single voice command allows me to enter an entire block of text, which saves redundant typing and improves the accuracy of our records,” he concludes.

ABOUT NUANCE COMMUNICATIONS

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.