

NUANCE CERTIFIED RESELLER PROVIDES **CRITICAL TRAINING AND SUPPORT** FOR DONALD V. TORREY, PT PRACTICE

**Donald V. Torrey,
 Physical Therapist**

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—Donald V. Torrey, PT
 Sacramento, California

CHALLENGE

- Save time in documenting patient interactions
- Improve efficiency of EMR processes

SOLUTION

- Customized training & support for deployment of Dragon Medical Practice Edition

RESULTS

- Improved patient outcomes through more efficient documentation
- Reduced transcription costs

SUMMARY

Sacramento, California – In 1984, Donald V. Torrey opened his physical therapy practice, and like many medical professionals, found that dictating medical records was a vital aspect of running an effective office. He says, "But by 1999, my transcriptionist's bill was about \$1,000 per month, and at that point, I knew I had to change something. About the same time, someone introduced me to the Dragon® NaturallySpeaking® Medical Software and showed me that I could do my dictation by using the computer program. I thought, 'I can do that.' And that's when I got in touch with a Nuance Healthcare Certified Reseller and provider of professional services."

SUCCESSFUL PRACTICE DEPENDS ON DRAGON MEDICAL PRACTICE EDITION

According to Torrey, he implemented Dragon NaturallySpeaking Medical more than 13 years ago, and continually upgraded his system over time. Today, his practice has become "totally dependent" on Dragon Medical Practice Edition, and on the support and training he receives from his Certified Reseller. "With the volume of patients I see, I produce

about 50-60 pages of written material every day; it's a lot of documentation, but I've grown to rely on it and dedicate the time twice each day to dictation. There's absolutely no way I could complete that volume of material without Dragon Medical Practice Edition, and sending the dictation to a transcriptionist would cost far too much. Documentation in the medical system is high volume, and now that we're using electronic medical records, we need even more dictation for our patient information. With Dragon Medical Practice Edition, the right information goes directly into the system."

Because he relies so heavily on the solution to run his practice effectively, Torrey says he needs the assistance of his Nuance Certified Reseller to help keep his business up and running. "I simply can't afford downtime. If something ever comes up and I need help, our Reseller helps me resolve those issues that same day. It might be over the phone, or they'll come out to help. Either way, I know I'm not out there alone. They are knowledgeable, responsive, and easy to work with; and, they've helped me expand the role voice plays in my day-to-day work.

Torrey notes that he also has trouble with his wrist and controlling the mouse, so his Reseller helped set up his computer to allow him to use voice control to operate functions on the computer. "For example, I can open and close programs without clicking—just by using voice. I can bring up my email and reply with voice control. For a long time, I used Dragon Medical products to dictate my patient notes, but it's really expanded throughout the practice, and I appreciate that level of support."

CERTIFIED RESELLER PROVIDES TRAINING TO MAXIMIZE UTILIZATION, RETURN ON INVESTMENT, AND PATIENT OUTCOMES

Torrey understands that, the more you know about Dragon Medical Practice Edition, the more you'll get out of it. So he has worked with his Reseller many times over the years to learn more about the system, programming and understanding make

the most of his investment in the solution, "The power of Dragon Medical Practice Edition is really in the macros. The more you have and understand, the more you can get done, faster. Training and coaching from my Reseller means I'm preventing dictation mistakes and making the solution faster and even more powerful."

Torrey says maximizing his utilization of Dragon Medical Practice Edition doesn't just make the most sense from an investment point of view, it's helping him improve patient relationships and outcomes, too. "If I had to type, my notes would contain less information. With the software, I can put more description into every document and in less time. I record more about what I observed, treatment options, and other important details. Then on my next visit with that patient, I have more to fall back on; I'm not relying on shorthand notes and memory.

Dictating patient records fits seamlessly into Torrey's daily workflow, and his relationship with his Reseller is critical to the success of his business. "Whenever I need help or I'm ready to take on something new, they are there to help me. They understand the program, they understand how my office works, and I haven't stumped them yet. I need a company like that to rely on because Dragon Medical Practice Edition has become an integral part of what I do.

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.