

DIGITAL DICTATION

MEDICAL PRACTICES & SURGERIES



ACCELERATING DOCUMENT TURNAROUND
& SECURING PATIENT INFORMATION



CRESCENDO
SYSTEMS

Crescendo At A Glance

Established in 1990, Crescendo has been a worldwide provider of digital dictation, transcription, voice recognition and workflow management systems for the healthcare market for more than two decades. With over 2,000 installations and more than 200,000 users throughout 15 countries, Crescendo has a reputation for superior performance, commitment to quality, and first-class customer service.



Since its inception in 2003, the Crescendo UK office has continually expanded its presence in the medical market and now boasts over 450 satisfied NHS organisations, totalling over 7,500 users. Last year alone, £1,000,000 was reinvested in ongoing product development based on feedback & requirements from a loyal and satisfied customer base.

A Scalable Approach

DigiScribe-XL is a suite of software modules designed to suit the needs of any environment with almost any budget. Using a building block approach, **DigiScribe-XL** provides advanced digital dictation as part of a complete "Referral Management" system, with built in reporting modules for speciality and referral patterns.

As part of a client/server based solution, **DigiScribe-XL** works in the same way as your clinical system, offering complete protection and security over your patient data whilst providing real-time access to patient information when required. Thanks to our unique streaming technology to record and play voice, users can work in real-time from virtually any location, whether they are in the surgery, on the move or at a branch surgery.

"Crescendo is the best IT related helpline I've had to deal with. Any issues we had were dealt with very promptly in an extremely professional manner," states Gill Davidson, Practice Manager at Lowther Medical Centre.



Great Support Sets Us Apart

Our professional helpline staff are only a phone call away to assist you with any questions or issues that may arise. Crescendo are part of the secure N3 network and using a range of secure remote access tools to suit your network environment, we can resolve any issues you may encounter very quickly.

We also provide remote training for new users or refresher training for existing users. Should your system or users require on-site assistance, a member of our technical team will be dispatched to resolve the issue within the agreed contract times.

TECHNOLOGY PARTNERS

PHILIPS

OLYMPUS

Microsoft Partner
Gold Application Development



For Doctors

DESKTOP DICTATION

Using **DigiDictate-IP** and a computer microphone such as the renowned Philips SpeechMike, you can dictate, schedule, edit and track your work from start to finish right from your desktop. Priorities and referral types are set by the click of a button, and your dictations are immediately displayed on your secretaries' work lists to ensure the shortest turnaround times.



Supporting a wide range of professional desktop microphones from leading manufacturers, including Olympus and Philips, doctors can choose which device suits them, ensuring total ease of use.

MOBILE DICTATION

For those doctors with mobile working requirements such as home visits, **DigiService-IP** supports a wide range of professional mobile recorders from Olympus and Philips, allowing you to dictate in the surgery, on the move or from any remote location. Every time you dock your recorder, **DigiService-IP** uploads completed dictations to the office network or via the Internet for immediate transcription.



SMARTPHONE DICTATION

DigiDictate-Mobile offers professional dictation for users of iPhone, iPad or Windows Phone. Each dictation can be labelled with a patient ID, referral type and priority before being sent to the surgery web server for typing. Our standalone option will even support restricted networks with a built in 'dictate & e-mail' option.



PHONE DICTATION

Perfect for authors who cannot access a computer or mobile recorder, the **DigiScribe-XL** Telephony Server allows you to dictate via a landline or mobile phone, without the need for additional hardware or software. Just like using a voice mail system, you dial in your user code to start dictating, using the telephone keypad to FF, PLAY, RW, edit or prioritise your dictations.



For Secretaries

DigiPlayer-IP provides secretaries with real-time access to each and every pending dictation through a detailed and organised list of dictations ordered by priority, referral type and doctor, ensuring that work is typed in the correct order. Each dictation is recorded in CD sound quality and can be reserved, returned to the pool or signed off with ease. A completed dictation can even be recalled for retranscription or future reference.

For the Practice Manager

DigiConsole provides an overall view of the entire dictation system, tracking the progress of every referral, from start to finish, and beyond. At any time you can view exactly what is scheduled to be done, what is being done and what is outstanding. You can also re-prioritise and re-route work based on referral type or turnaround times. Speciality and referral tracking allows you to monitor and report on your referral trends for commissioning purposes. Now you have a complete referral audit trail which can be reported on for years to come.

Transcription Outsourcing

DigiRouter is an optional module that allows you to securely export voice files off-site for external transcription at certain times of the day, week or month. **DigiRouter** monitors certain work types and uploads them securely to your chosen transcription agency, whilst monitoring the progress from dictation to the final signature. **DigiRouter** also allows you to monitor which dictations have been exported, when they are being typed and when they have been completed. You can even produce a report on exported work for financial purposes.

Speech Recognition

Crescendo offers Speech Recognition options for both front-end and back-end modes. Front-end recognition allows doctors to create their own documents and e-mails in real-time, whilst the back-end solution turns voice to text in the background for either the doctor or secretary to correct. Speech recognition can be activated for certain doctors or referral types only, depending on your practice's specific needs.



IN THEIR OWN WORDS...

"The Crescendo digital dictation system has streamlined the way in which the dictation is done and increased the speed in which referrals are completed by about 30%-40%. The staff would not be without it and could not imagine going back to the old system."

"We now find ourselves questioning a 24-hour delay in transcription, whereas everybody used to accept a dictation sitting around for several days! Merridale Medical Centre is taking more and more patients every year, and **DigiScribe-XL** has allowed us to better cope with this growth."

"Crescendo technical support is excellent. They are always willing to help regardless of what the problem is. We are extremely happy with the Crescendo solution and wish we had opted for their digital system the first time around. We would recommend it to anybody who wants to move to digital dictation."

To learn more about how Crescendo can help your practice or surgery contact us directly or read full stories online at www.crescendo.com/news

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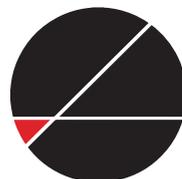
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