



PHILIPS

Dictation

Success story

Voice technology integration results in smooth workflow

Medical center leverages dictation microphones
for enhanced clinical documentation

DeKalb Medical Center – a three-hospital health system headquartered in Decatur, Georgia – is a busy place. With more than 25,000 inpatient and 165,000 outpatient visits every year, it is important for the medical center to have efficient and effective methods for capturing clinical documentation.

For 20 years, DeKalb Medical Center has relied on Philips’ technology to record complex clinical dictation and deliver clear files for transcription in their radiology department. The radiologists at Dekalb, numbering over 20, use Philips’ SpeechMike dictation microphones to narrate at their PACS workstations.

Supporting Efficient Workflow

The medical center’s radiologists find the Philips SpeechMike beneficial because it streamlines their workflow. With over 600 reads daily and 12 workstations, the entire department is constantly active handling patients with routine and often urgent situations. The SpeechMike integrates with the medical center’s GE Centricity Picture Archiving and Communication System (PACS), keeping physicians efficient as they review, interpret and dictate without software delays.

After recording, radiologists send dictation files electronically to Dekalb’s medical transcription service organization (MTSO), Peachtree Transcription Associates. “SpeechMike dictation delivers crisp and clear audio files that work well for our remote workforce,” says Stephanie Peck, President of Peachtree Transcription.

“Having all the technology integrated allows for a smooth dictation-transcription process and 90 minute average turnaround time.”

Recently, DeKalb Medical Center upgraded the radiology department’s dictation/transcription platform. Although some aspects of the workflow changed, the medical center continued using SpeechMike technology because it is dependable and works well with all software components.

“Before, during and after the 2014 transition to the Arrendale platform, we found the SpeechMikes to be consistently reliable,” says

Sabrina Ballenger, Dekalb’s PACS Administrator. “Plus in 2016, when we converted to the GE Centricity Radiology Information System (RIS), SpeecMike and Arrendale compatibility kept on performing. Our radiologists continue to use Arrendale’s e-signature to keep the workflow efficient.



The facts

Customer

DeKalb Medical Center
www.dekalbmedical.org

The solution

Philips SpeechMike USB
dictation microphones
Arrendale Associates
www.aaita.com

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The Philips SpeechMike integrates seamlessly with the PACS reading workstation and Arrendale's dictation software. Having all the technology integrate allows for a smooth dictation-transcription-eSignature process that results in accurate and timely digital documentation files.”

Sabrina Ballenger

PACS Administrator for DeKalb Medical Center

Making Recording Easy

In addition to being reliable, DeKalb's physicians find the SpeechMike easy to use. “The hardware design allows users to quickly reach all the buttons with just their thumb,” says Ballenger. “This supports an efficient and accurate recording process. The equipment is so user friendly that recording has become automatic – our radiologists don't even have to think about it.”

Many of DeKalb's radiologists are so pleased with the SpeechMike, they have purchased an additional device for their home computers. Radiologists rotate schedules and appreciate having a PACS workstation and SpeechMike at home to review images and dictate offsite during night and weekend rotations.

Delivering Durability

DeKalb Medical Center also values the durability of the SpeechMike. “Our physicians can be hard on equipment,” says Ballenger. “Despite the wear and tear, we know that SpeechMikes perform consistently. We haven't had to replace too many, which saves us both money and time.” All in all, DeKalb Medical Center is pleased with the Philips' technology.

“In our fast-paced environment, it is essential to have equipment that is reliable, consistent and easy to use,” comments Ballenger. “Philips' SpeechMikes exceed our expectations.”



Philips SpeechMike Premium

About DeKalb Medical Center

DeKalb Medical Center is a not-for-profit health system that serves the community of Decatur, Georgia and surrounding areas. Through its three hospitals and multiple physician practices, the medical center provides a range of emergent, acute and outpatient services.

About Peachtree Transcription Associates

Peachtree Transcription Associates located in Tyrone, GA and online at www.peachtreetranscription.com has been serving health systems, cancer centers and clinics with outsourced transcription solutions for over 26 years. Their quick turnaround times, quality reporting and customer focus account for long-lasting customer relationships.

About Arrendale Associates

Arrendale, with its flagship TA+ platform, provides flexible clinical documentation software for health systems, rural hospitals and MTSOs. Mobile solutions, remote hosting and a 24 by 7 U.S. Support Center result in cost savings, reliability and efficiency for their U.S and European customers. More information is available at www.aaita.com.



