

Pronexus Case Study: Healthcare Dictation Solution

Scribe Healthcare Technologies was founded by a group of physicians who wanted to develop an easily adopted web-based application that would solve the problem of paperwork gridlock they were facing, that was detracting their ability to focus on patient care. They looked for a toolkit that would allow them to build a customizable dictation application and turned to VBVoice to develop their solution. Their current dictation solution has approximately 25,000 current users including physician practices, outpatient clinics, managed care networks, hospitals, hospital groups and transcription companies.



Scribe Healthcare Technologies - An Overview

Established in 1999 by physicians, Scribe Healthcare Technologies (www.scribe.com) is a provider of online technology solutions for clinical information production, workflow management and analysis to healthcare providers and organizations that service them.

Their solution, EZ Dictate, is a web-based dictation solution that delivers a dictation platform online with minimal set-up and no hardware/software costs. EZ Dictate allows physicians to reduce the time it takes to document patient encounters while centralizing records. Scribe Healthcare Technologies serves physician practices, outpatient clinics, managed care networks, hospitals, hospital groups and transcription companies.

Situation

Scribe was founded in 1999 by physicians who were frustrated by "back office" paperwork gridlock that detracted from their ability to focus on mission-critical patient care. Dissatisfied with both traditional paper-based clinical information systems and the expensive complicated "solutions" provided by IT manufacturers and enterprise software developers, they wanted to develop easily adopted web-based applications which do not require physicians to reinvent the way they practice medicine.

Scribe also wanted their dictation server to be flexible enough to be a hosted or on site solution. Whether the customer wanted a 1-800 number solution, or fax on site capabilities, they wanted to be able to customize the system to meet their needs.

Solution

VBVoice was recommended by one of Scribe's developers as the perfect platform to build their custom dictation application. Since Scribe's customers have various needs and budgets, a one size solution does not fit all. VBVoice allowed them to be flexible and create an easily scalable application.

Scribe developed an online solution with VBVoice that allows medical physicians to use a telephone or a handheld recorder to dictate information. The solution, complete with Automatic Speech Recognition (ASR) technology, requires minimal set-up and there are no hardware/software costs associated for their customers if Scribe hosts. It can be customized with user IDs, a customized keypad and customize prompts, depending on how the user would like the solution customized.

Scribe has been developing these types of healthcare solutions since 1999 with approximately 25,000 current customers using them.

Benefits

Using VBVoice, Scribe developed an application that offers their customers a customized dictation solution that can be delivered onsite. Because they can suit the needs of multitudes of customers with various needs and budgets, they have seen an increase in revenue. Continues to page 2...

At a Glance:

Customer Profile

Scribe Healthcare Technologies is a provider of online technology solutions for clinical information production, workflow management and analysis to healthcare providers and organizations that service them. Scribe Healthcare Technologies serves physician practices, outpatient clinics, managed care networks, hospitals, hospital groups and transcription companies.

Situation

Dissatisfied with both traditional paper-based clinical information systems and the expensive complicated "solutions" provided by IT manufacturers and enterprise software developers, Scribe wanted to develop easily adopted web-based applications which do not require physicians to reinvent the way they practice medicine.

Solution

Scribe developed an online solution with VBVoice that allows medical physicians to use a telephone or a handheld recorder to dictate information. The solution, complete with Automatic Speech Recognition (ASR) technology, requires minimal set-up and no hardware/software costs. It can be customized with user IDs, a customized keypad and customize prompts, depending on how the user would like the solution customized.

Benefits

Scribe is able to offer their customers a customized dictation solution that can be delivered onsite due to the flexibility of VBVoice. Because they can suit the needs of many customers, they have seen an increase in revenue. Scribe was able to get their application to market quickly due to VBVoice's easy to navigate GUI. They attribute the reliability of their solution to their partners, like VBVoice.

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Scribe was able to get their application to market quickly due to VBVoice's easy to navigate GUI and familiar .NET coding language. They attribute the reliability of their solution to their partners, like VBVoice.

"Our customers demand reliability," said John Weiss, Vice-President of Scribe Healthcare Technologies. "They don't take kindly to a system that isn't reliable, and we're able to say that our servers are 99.9 per cent reliable thanks to our partners."

About Pronexus

Since 1993, Pronexus has delivered proven voice applications and development tools that streamline business processes. Enterprises, Independent Software Vendors, Service Providers and Developers rely on Pronexus to help them integrate voice with business systems that include unified communications, customer relationship management and field service automation systems.

About VBVoice

VBVoice® is the only rapid application development (RAD) IVR toolkit developed specifically for telephony and speech inside Microsoft Visual Studio.NET that blends high level GUI and sophisticated programming.

Service providers and in-house developers can reduce development time and bring their IVR applications to market faster with Pronexus VBVoice® 5.6. Building on fifth generation technology, VBVoice enables the creation of feature-rich speech and telephony solutions including VoIP, voice self-service, unified communications and interactive voice response IVR systems. VBVoice combines an easy-to-use visual call flow environment, with fully programmable controls. Developers can leverage familiar programming skills in industry-standard languages such as VB.NET, C# and other languages supported by Visual Studio .NET. Leveraging existing programming skills dramatically shortens the learning curve.

Furthermore, developing voice applications within a .NET infrastructure future proofs the solution and enables seamless integration with enterprise systems. VBVoice supports a distributed/scalable architecture that enables users to expand the application deployment by adding more servers to the network. The architecture supports sharing of system resources among many separate applications for load balancing, independent provisioning and scalability.