

Why “Fast Typists” Still Need Dragon Medical

Almost immediately after implementing any EHR, clinicians discover that the note creation tools in that EHR may be fine for uncomplicated clinical conditions (e.g. URI, UTI), but for more complicated clinical conditions those notes are just not adequate. Thus, the clinician has to add the "nuance" of their care by typing. Clinicians always complain "these generic EHR notes do not sound like my patient and they do not sound like me!".

Dragon Medical is the perfect complementary tool to any EHR, in that the details specific to that particular patient can be dictated, eliminating typing.

If your clinic is typical, you will probably have some clinicians say “I’m a fast typist...I don’t need Dragon”. Here are some reasons why that thinking does not “hold water”:

Why is hand-typing NOT as fast as Dragon dictation, and why quality is not as good either.

1. Dragon can transcribe 2 to 4 times faster than even "fast" typists.
2. Having highly trained and expensive clinicians type their own notes is "penny wise and pound foolish". Paying a physician to type their own notes would be equivalent to paying a transcriptionist \$200 to \$1000 per hour.
 - a. Physicians should not be typing; they should be seeing patients or doing surgery/procedures.
 - b. A surgeon or proceduralist who is typing their notes is not only decreasing income for themselves, and the clinic, but also for the operating room (or radiology suite, etc.) and the hospital or surgery center.
3. Dragon always spells words correctly.
4. Correcting errors by voice is faster than correcting with mouse/keyboard.
5. Using custom commands, Dragon can produce parts of notes extremely quickly.
6. Dragon custom commands can be created to navigate around a template or an EHR quickly.

7. Custom commands can serve as prompts to perform/record important parts of the care.
8. Dragon decreases the monotony of dictating the "blah blah blah" repetitive sections of notes.
9. When people hand type, their notes tend to be briefer with less detail. This can produce lower quality notes, and can potentially impact patient care.
 - a. Higher quality notes can result in higher reimbursement and decrease legal liability.
10. Templates (Word or custom commands) used for Dragon dictation can contain standard/default text that doesn't have to be dictated.
11. Mouse/keyboard correction is not as fast as voice correction.

Why Is Dragon Dictation Superior to Transcriptionist Dictation?

1. Transcriptionist dictation costs about \$.20 per line (can easily be \$1000-\$1500 per month per clinician)
2. Dragon can transcribe at least twice as fast as any transcriptionist, with more accuracy at high speeds.
3. Dragon always spells words correctly.
4. Dragon can be trained to recognize custom words and phrases. Since most transcription services use a pool of transcriptionists, it is impossible to train every transcriptionist to understand all custom words/phrases for every clinician.
5. Since Dragon has 80 specialty vocabularies, it can understand 95% of medical specialty words for EVERY specialty which any single transcriptionist cannot.

6. Clinicians can see the transcription on the screen in front of them. This improves the note quality, and makes it easier to organize one's thoughts and make appropriate corrections.
7. Dragon-transcribed notes are immediately edited, signed, and saved. Thus, transcription turnaround time is virtually eliminated.
 - a. This makes the note immediately available to the dictating clinician, or other clinician/staff that need to see the information regarding the encounter.
 - i. If the patient phones in, or needs to be seen again by someone else for a worsening condition soon after the encounter
 - ii. Referring physicians in the same organization can see what was done for their patient by the specialist, immediately.
 - iii. ROI (Release of Information: to other clinicians or hospitals, insurance companies, lawyers) is not delayed.
 - b. Transcriptionist-transcribed notes take 1 to 3 days to return for editing and signing. It can be difficult for the care provider to remember the details about that specific patient for editing purposes.
 - c. Most EHR and transcription systems do not allow dictation "place holders" in each section of the note (HPI, PE, etc.). Thus, transcribed notes must either be:
 - i. Cut & pasted into the appropriate sections of the EHR note
 - ii. Appended to the EHR note as a whole. Thus the dictated narrative "nuance" for each section (e.g. HPI) is not located in that specific section of the final note.
8. "Dictation Only Mode" is a standard feature of Dragon Medical. This allows clinicians to continue traditional dictation, allowing transcriptionists to become "correctionists", and therefore more efficient/less costly.

Therefore, Dragon Medical allows clinicians to be more efficient, potentially seeing more patients and improving their care, increasing job satisfaction, and paying for itself many times over. The whole organization benefits.

Dragon® Medical

