



PHILIPS

Dictation

Referral to Treatment – modern technology helping healthcare organisations increase staff productivity

For patients, having access to specialised treatment in a timely manner is essential, even lifesaving. Healthcare staff who are involved in any aspect of a referral to treatment management must understand how technology can help them deliver excellence throughout the process.

Referral to treatment

Individual patients who require specialised treatment have the legal right to elective care in a timely manner, or for the healthcare provider to take all reasonable steps to offer them alternatives if this is not possible. Should patients have physical or mental conditions that require further treatment, they are referred by their doctor to the appropriate specialised practitioner within maximum waiting times.

When the clock starts ticking

A Referral to Treatment (RTT) pathway is the length of time that a patient waited from referral to start of treatment, or if they have not yet started treatment, the length of time that a patient has waited so far. In this process, time is of essence as the outcome for a patient could potentially be life or death, when serious conditions are suspected. Once a referral is made, the clock starts ticking and the healthcare provider have a commitment to ensure that patients' data is entered in the system quickly and accurately, so patients can get into treatment as soon as the appropriate care is available.

Challenges ahead

With a maximum number of weeks for patients to be seen from the original referral to when they are treated, there is a great deal of pressure on different healthcare entities to fulfil the administrative side of the referral. From surgeries, clinics or hospitals, it's vital that all the necessary paperwork is updated and completed along the way. Patient lists are rapidly growing. With considerably busy workloads, medical and other healthcare professionals are already short on time. Adding admin tasks to their jobs only takes them away from what they supposed to do – care for their patients.



Increasing productivity through voice technology

If time is a critical factor in a referral to treatment process, technology is key to improve productivity by automating administrative tasks. With so much time required in completing paperwork in addition to giving medical advice and treatments, healthcare staff should be empowered with technology that allows them to record and automate details of patients' appointments, diagnosis, medication, treatment progress and outcomes.

Cost vs. efficiency

For healthcare providers cost is always a vital factor when choosing technology, but the cheapest is not always the wisest choice. Unfortunately some organisations are still using analogue tape recorders for registering notes. With such basic equipment, it takes a long time for information to be digitalised. Furthermore analogue tape recorders or entry-level digital devices are not sufficient to comply with data protection guidelines because confidential information is left vulnerable to unauthorised access. These elementary devices not only delay patient data being entered in the system, but are also far from offering compliant levels of data security.

Highly secure digital voice recorders

The **Philips PocketMemo 8000 series** offer various layers of security that can be configured to suit individual needs and achieve compliance with data protection guidelines. A user will only have a certain number of times to enter a password to activate the device. Patient data can be scanned through an integrated barcode and linked to a recording. This ensures reliable assignment of patient IDs and speeds up data digitalization workflow. The data is encrypted in real time using the Advanced Encryption Standard (AES) with a key length of 256 bits, therefore inaccessible to unauthorized persons. If a recording device is linked to a PC, it opens up possibilities of data being misused - this is where the PocketMemo 8000 enables central management by IT. The technology allows identification of device, user, and serial number automatically; preventing the recorder from being used where it shouldn't. The device's unique Mass Storage Protection feature prevents other data being put on the recorder and moved off site or outside of the dictation workflow. The devices can be administered remotely, so users, licenses, system settings and firmware can be centrally managed.

HOW PHILIPS CAN HELP

Finding the right voice technology

For healthcare providers it's vital to make the right choice to ensure that the technology is not only compliant with data protection guidelines but also withstand the time to achieve the best return on investment. **Philips SpeechExec Pro** is a sophisticated speech-to-text workflow software that links dictation authors and transcriptionists. This means that healthcare professionals can securely record their notes through digital devices such as **Philips SpeechMike**, **SpeechAir**, or the **PocketMemo**, and send the voice files to secretaries, ready for transcription. The result is not only faster turnaround times for written documents, but the whole process is safe from a data security standpoint. Additionally, Philips hardware and software easily integrate with medical systems.

A step further with speech recognition

Voice recognition technology can be used to create the same notes, documents, emails and reports that are currently being created by typing. Repetitive tasks can be completely automated so healthcare staff can use their expertise in a far more productive way. **Philips SpeechExec Pro 10** comes with integrated voice recognition technology tailored to vocabulary used in the medical sector. Furthermore, the software 'learns' as it is used, increasing speech recognition accuracy up to 99%.

About Philips Speech Processing Solutions

Philips Speech Processing is the global driving force in voice technology innovations for over 60 years. Always putting emphasis on outstanding quality, the company has designed ground-breaking products, such as the digital voice recorders SpeechAir and PocketMemo. The SpeechMike is the industry leading dictation microphone, now in a cordless version with the release of SpeechMike Premium Air. The company's latest software innovation, SpeechExec Pro 10, combines professional voice recognition and voice-to-text workflow management for businesses. The Philips voice recorder app for smartphones coupled with Philips SpeechLive take dictation and transcription securely to the cloud, making workflow processes faster than ever before.

