

Digitising healthcare to improve the patient experience at **In Vitro Fertilisation (IVF) Australia**

Nuance SpeechMagic SDK integrated into Clinic to Cloud practice management software and workflow

Challenge

- Improve patient experience and continuity of care
- Reduce letter turn-around times from up to four weeks
- Reduce document-related admin pressures on Doctors

Solution

- Move from a paper-based environment to digital workflows
- Nuance SpeechMagic SDK integrated into Clinic to Cloud secure, cloud-based, practice management software and workflow solutions

Results

- Same day letter creation and turnaround times
- No backlog of patient letters
- Secretaries have more time for patient care

Today's digital revolution has swept away many age old paper-based processes, boosting productivity, efficiency and profitability. In healthcare specifically, accurate and up to date information at the point of care is a critical component for doctors in order for them to provide a fast and accurate diagnosis that results in better outcomes for patients. In turn, accurate patient information can reduce errors and costs for private and public health providers alike. Digital documentation in healthcare is essential for providing reliable and up-to-date patient information from one clinician to another.

Clinic to Cloud a modern way to meet modern patient demands

In Vitro Fertilisation (IVF) Australia recognised the considerable value that a move to digital documentation and workflows would make to its patients and doctors alike.

With its team of 40 leading fertility specialists across Sydney, Central Coast, Newcastle and Canberra, IVF Australia is the largest and most experienced fertility group in New South Wales. Through the work of their many practising Medical Professors and a number of Australia's IVF pioneers, the clinic treats up to 5,000 patients a year.

Ensuring they continue to deliver the high levels of patient care that has come to characterise the clinic, a workflow overhaul was required. Professor Peter Illingworth, who specialises in Infertility & IVF Reproductive Endocrinology at IVF Australia, explained the drivers behind the initiative, "Across the country, healthcare providers are facing rising patient demands in a complex environment. Today, many patients are concerned about the quality of care they receive and that concern includes the quality and completeness of the documented communication between doctors and patients."

To address these concerns, IVF Australia implemented Clinic to Cloud, the cloud-based medical practice management software that has been designed for specialists and clinical staff to deliver a better patient experience. A key component of Clinic to Cloud is its speech recognition capability delivered through Nuance SpeechMagic SDK. This features professional, medical grade, speech recognition vocabularies, advanced learning algorithms and state-of-the art technology and can deal with accents seamlessly.

Nuance SpeechMagic SDK integrated into Clinic to Cloud captures dictated information and automatically generates formatted and structured medical information for small practices, large hospitals or multi-facility healthcare organisations. As people typically talk three times faster than they can type, SpeechMagic SDK meets the requirement for boosting productivity, while its accuracy levels of up to 99% ensure that more detailed, precise and information-rich medical records are easier to create.

Reducing letter turn-around times and improving patient care with speech recognition

“Deploying speech recognition formed part of a broader strategy to move to the Clinic to Cloud platform. The speech component improves efficiency and in particular improves the turnaround time of letters back to the referring doctor, which previously averaged wait times of between two to four weeks. Now it’s done same day,” Professor Illingworth explains. “I was producing about 30 letters a week, but since we deployed speech recognition this has increased by 30%. Now, I prepare letters much more quickly – usually within minutes after the consultation. I am able to produce a detailed and high quality letter which is easy to create. Previously, this was a real chore that I used to get around to at the end of the week and it was stressful trying to remember what I had said. Today I dictate the conversation I had with the patient right after their consultation. I like the fact that I can now leave at 5.30pm and have no letter backlogs at work. This means I feel less pressure. The technology has definitely made my life easier.” Prof Illingworth added: “The accuracy is great. It copes perfectly well with my Scottish accent. I have to say that I love it.”

Making mobile healthcare a reality

Clinic to Cloud has also enabled Nuance SpeechMagic SDK to form part of its mobile application for clinicians. Professor Illingworth states that he has benefited from the productivity gains that have arisen from using speech recognition on mobile, as he explains: “We also connect to Clinic to Cloud using mobile phones, which gives us so much flexibility when we are out of the practice and we receive a call. We can log into patient records, dictate and update them in real-time. It would be impossible to type this level of text into their records using a mobile phone’s keypad. Speech recognition makes mobile healthcare a reality.”

Professor Illingworth also pointed out another way patients have benefitted from the use of speech recognition. “Admin teams are no longer spending hours typing up dictated notes, which means they are now more involved in hands-on, one-on-one patient care. Freeing up their time has ultimately resulted in improved patient care.”

Professor Illingworth is keen to share his enthusiasm and encourages other healthcare professionals to deploy it. “I would recommend it. From a medical and legal perspective, it represents a great step forward and it is possibly the best product that I have come across.”

Clinic to Cloud support for the move to digital healthcare

Nuance Healthcare Partner Clinic to Cloud have a wealth and depth of practical knowledge about healthcare and the systems and processes to support clinics taking on, implementing and embracing new technology. The expert consultancy, customisation, training and support provided by clinic to cloud ensured that the clinicians and clinic team at IVF remained focused on delivering health services to their patients and enjoyed a fast return on their digital healthcare investment.



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