

Medical dictation, a unified solution across your site

A highly innovative typing and document management service, the DocQment Enterprise Platform™ is now available in the UK



MedQuist Inc is the largest medical transcription company in the USA and employs more than 10,000 medical typists. MedQuist created the DocQment Enterprise Platform to control work-flow and deliver typing efficiency gains to optimise the transcription process. MedQuist is part of the Philips group of companies.

EASY FOR DICTATORS

The DocQment Enterprise Platform receives dictations from Philips hand-held digital recorders, or by phone, and presents the work to the right typist by applying innovative routing rules. A dictation is typically with the typist within four minutes. Finished documents are delivered back to a pc on your LAN which is used as a data archive. Work is then available for secure access, but only by those who are authorised to view it.

Dictations and documents can be deleted from the MedQuist secure data centre immediately the typed document has been successfully returned to the hospital pc, thereby removing any off site file storage. Finished documents can also be uploaded to electronic record systems using HL7 standards, so users are truly ready for electronic patient records.

Managers and administrators have full control over their work by logging onto a secure website which displays all their work-in-progress and highlights any department that is struggling to meet its turnaround commitments.

SECURITY

The DocQment Enterprise Platform is used throughout the USA, and processes 800 million lines of medical dictation per year. In England it is already used by major banking and insurance companies where security, confidentiality, and control over every document are essential requirements. The service meets USA HIPAA and UK Data Protection Act requirements.

PRODUCTIVITY

Secretaries log on to a secure web site and immediately receive work prioritised according to required return time. The typing software is automatically downloaded, and comes with productivity features including Philips Speech Magic speech recognition, which can reduce typing time by more than 50 per cent. In the US the system is typically interfaced with the hospital PAS to speed up document production. Data from the PAS is communicated in a separate file to the text, the two only being joined once inside Medquist secure data centre.

UK CUSTOMER SUPPORT

MedQuist has demonstrated its commitment to UK healthcare by establishing a dedicated UK based Customer Service centre providing immediate telephone or email support for customer administrators. In addition a 24 x 7 technical support line is also provided.

DATA PROTECTION

MedQuist internet security measures include Secure Socket Layer (SSL) technology, triple DES encryption over Virtual Private Networks (VPN), firewalls, and continually updated anti-virus software to protect data.

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COSTS

The service works on a pay for use basis with a fee for each document based on character count. There is no minimum usage requirement, and no upfront capital investment. All work is processed through MedQuist own secure data centre, there is no local hardware or software other than a standard internet connection.

Savings offered by this service go beyond the initial zero capital purchase decision as MedQuist take care of hardware, software, maintenance and upgrades, leaving users to enjoy state of the art technology and peace of mind. The system uses standard Philips digital dictation devices so the decision to use it involves no additional overhead for your IT department.

GROWTH

The Document Enterprise Platform is highly scalable, with no limit on the number of dictators and typists. This allows an entire location to use the same typing platform and enjoy control, visibility, and work-load balancing, which greatly assists mobility between departments by secretarial staff.

If your department has a dictation workload that would benefit from improved control and better productivity, please contact:
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