

Benefits of speech-enabling EMIS Web with Dragon Medical One



58

hours saved over
30-day trial period

£1,160

the value of time saved over
30-day trial period

5,568

hours potentially saved
for all 24 GPs over 1 year

CHALLENGE: How to save time and money by speech-enabling the EMIS Web EPR system.

SOLUTION: This large GP Practice took a 30-day trial of cloud-based Dragon Medical One with training and support from Nuance's reseller partner, Crescendo.

RESULTS: By the end of the trial period, Dragon Medical One saved the practice 58 hours overall or 19 hours when compared to transcriptionist. The Practice was so impressed with the results that they went ahead and purchased a further 9 licenses.

"Dragon Medical One is making a big difference to my workload management as I can get through tasks more quickly through not needing to type, and I find it enables me to make more detailed entries in consultations in less time than manually typing."

— Dr Sam Frost, GP, Carlisle Healthcare

The Background

Carlisle Healthcare is a large GP Practice looking after 38,000 patients across their 5 sites in Carlisle. The team consists of 24 GPs and further support staff.

In May 2021, the Managing Partner at Carlisle Healthcare contacted Nuance's reseller partner, Crescendo, to learn more about Dragon Medical One speech recognition.

The Business Development Manager at Crescendo gave a live web demonstration of the cloud-based Dragon Medical One in action within the EMIS Web clinical system.

It was instantly apparent to Carlisle Healthcare's Managing Partner that this software could save their GPs a significant amount of time, so they decided to trial the software with three of their Partners to see the impact it would have.

The Trial

Every Crescendo trial of Dragon Medical One comes with extensive training to make sure the users get the best out of the software. All three Partners received one-to-one training of Dragon Medical One which covered:

- **Dictation technique** for maximum accuracy
- Use of **auto commands and auto texts**
- Correcting, editing and use of **Dragon commands**
- Using Dragon Medical One within **EMIS Web**



“Dragon Medical One has enabled our doctors to use dictation to put entries into EMIS Web, write their emails, send tasks and dictate letters. This over the course of time has enabled the doctors to reduce the amount of time that they have used in administration. Those GPs that have really taken to the software and ran with it are saving a significant amount of time.”

— Tracey Darrington, Managing Partner, Carlisle Healthcare

During the trial the GPs had a dedicated Crescendo account manager they were able to contact with any queries about the software and helpline support for any technical issues if required.

The Results

Following the 30-day trial, Crescendo compiled a Return-On-Investment report of the Dragon Medical One usage from the trial users. Whilst Carlisle expected the results from the trial to be good, the practice was so impressed with the results that they went ahead and purchased a further 9 licenses. Carlisle Healthcare now aims to roll out Dragon Medical One to most if not all of the remaining 13 GPs to maximise time efficiencies across the GP Practice.

58 HOURS	19 HOURS	£1,160	5,568 HOURS
Time saved over trial	Time saved compared to transcriptionist	Value of time saved over trial	Potential time savings for all 24 GPs over 12 months

About Crescendo

Crescendo is a leading Provider of Dragon Medical Speech Recognition across the UK, being one of a few Dragon Elite Partners. Crescendo works with hundreds of GP Practices, 40% of the UK’s NHS Community Trusts and have over 1,000 mental health professionals using their solutions.

Crescendo is the only Dragon Partner to be both TPP SystemOne & EMIS Web Integration partners and have specialised custom-built “Command Packs” to make the user journey seamless.

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