DEVACON

ProDictate

Web based digital dictation solution

DEVACON GMBH
Workflow Solutions

Lessingstr. 16
16356 Ahrensfelde

+49(30)8145332-0

info@devacon.eu

www.devacon.eu

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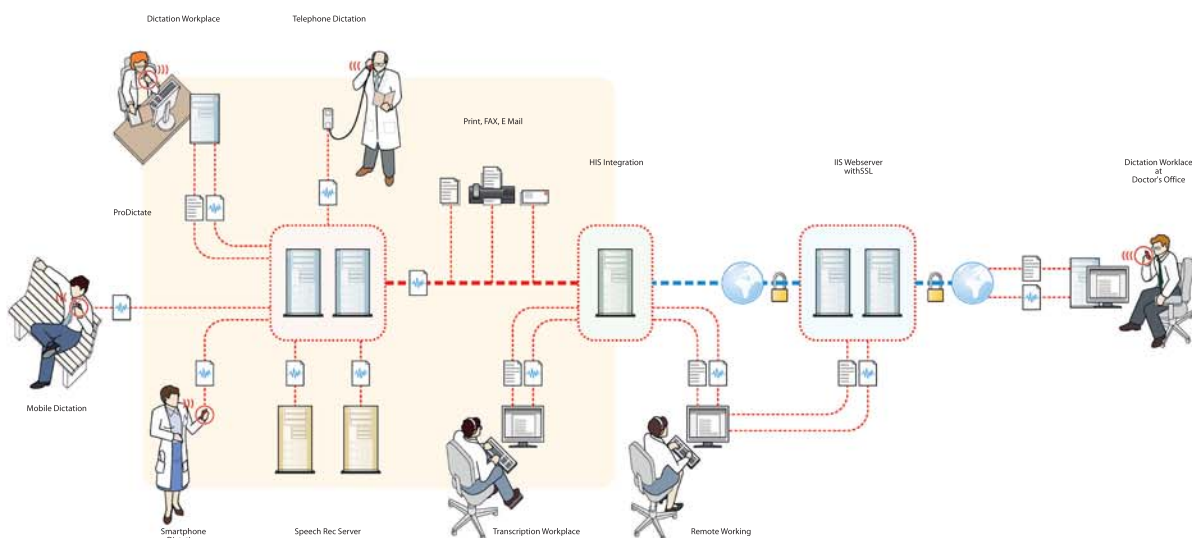# 1. What is a web-based dictation system?

Web-based dictation systems utilize a web browser to record vocal dictation and deliver the recordings to live transcriptionists while keeping the entire workflow intuitive, efficient and organized. Turn-around time for deliverables is increased and proves invaluable for healthcare staff, law offices, and other specialists.

2. Why do professionals use a web-based dictation system?

Dictation systems have been around for decades beginning with wax cylinder recorders. Technology has improved over the years to more reliable systems like wire recorders, tape recorders and eventually, digital solutions. The bottleneck, even for more modern digital systems, has been, and still is, the logistics of the recordings. The Internet of Things (IoT) has connected devices of all sorts including digital dictation systems. The innovation of web-based dictation solutions benefits the IT department and end users.

Here's how:

- Installation and implementation of web-based systems are secure, smooth and efficient.

- Installation on the company's Local Area Network (LAN) is performed on the web server.

- All software, hardware drivers like the ones required to operate the USB foot controller or dictation mic, and updates, are installed on the web server and do not need to be installed on the individual clients PC saving time and resources.

- If an Active Directory (AD) Integration is activated, then the users from the AD will be synchronized within a minute.

- End users start the browser and log in to the application with the users Windows login credentials. True Single-Sign-On (SSO) compatible.

Time and cost savings are substantial, resulting in the ROI one would expect from such a streamlined approach to a web-based digital dictation implementation.

Professionals all over enjoy web-based dictation systems because they are efficient and intuitive. Just open a browser, start dictating, and then the recordings are automatically delivered to transcriptionists, ensuring that all workers have similar workloads.

3. What are some challenges with modern dictation systems?

Many companies still using analog dictation devices, such as a physical transfer of audio tapes to the transcriptionist find themselves in a workflow that has no transparency and no control over the dictation. Additionally, breakage and loss of audio tapes occur on a daily basis. Due to the insufficiencies, some companies have chosen to use digital solutions, which speeds up the transportation of jobs through the company's LAN. Many of those solutions transfer the dictation to a shared folder. A much more centralized and accessible solution, however, has inherent security risks. Risks include access to the shared jobs by all users that have access to the LAN resulting in deleting or copying files by non-authorized personnel. In this case, a transport over a secure channel like HTTPS is a must and prohibits access to confidential audio files.

Additionally, intelligent management enhances a digital system, bringing a valuable tool to the supervisor to automate the distribution of jobs. Without any logic, the audio jobs will be imported into a container or a folder and will be assigned manually by the supervisor. This procedure is very time intensive and depends entirely on the supervisor. If the supervisor is out of office, the entire distribution must be done by a fill-in, which will distribute the jobs differently. It is clear that manual distribution in digital dictation systems is the 'weak link' in the workflow. This is why it is essential to use an automated distribution method made by the management software. The distribution rules are created by the supervisor, and in the end, the system automatically distributes the jobs according to the configured rules. Rules and filters can include locations, physicians, metadata, date-time and other values. All roles together can guarantee that the emergency jobs will arrive at transcribers first and to certain transcriptionists that would be appropriate for that job.

Today the IT infrastructure within an enterprise can be a mixture of PCs, Thin Clients, and Terminal Servers. To accommodate such mixed infrastructures, the digital dictation system must support all the hardware and software products presently used by the company. As with the other dictation systems, the customer must install the client on PCs including the hardware driver and support files needed for the mixed infrastructure. The conflict between the installed application on a PC or other required components makes rollouts and updates unnecessarily complicated.

Implementing such a fragmented solution is rarely supported by IT leadership because such an implementation requires the implementation of a system with many dependencies and wrought with undefined errors.

If a digital dictation solution is being considered by your organization, IT leadership will need to determine if the solution they plan to use requires software updates and system patches at each user workstation. If so, the particular solution will introduce a significant investment for an organization regarding IT resources. The importance of finding an alternative to such a solution is instrumental in the success of the project, because IT staff on average maintain a 24-month pipeline on projects for large companies and hospitals and are looking for secure solutions that require low overhead on IT resources.

4. What is the solution?

Web-based digital dictation solutions on Local Area Networks (LAN) with secure data transfer offer a cohesive solution that minimizes IT resources, is secure, and is familiar and enjoyable for staff to use.

5. What sets ProDictate apart from other solutions?

ProDictate contains many modules and when all together, builds a comprehensive solution that utilizes Internet Explorer (IE) as it's front-end and is customizable with feature add-ons sold by Devacon. Benefits of working within the IE framework include no additional software or driver installations at each user workstation, reducing workload for IT staff. Updates to ProDictate occur on the web-server, eliminating the need to update software at each workstation.

In contrast to the lengthy installation process and resource intensive upkeep of other digital solutions, ProDictate has a two-day installation timeframe with active directory integration, leaving plenty of time for staff training. Besides a fast rollout, ProDictate features an integrated intelligent job management system which distributes the audio in the system to the correct transcriptionist. The benefit of the browser solution is that ProDictate is immediately available on PC's, Thin Clients, Terminal Servers or Citrix XenApp.

Mobile dictation is available on Android and iOS by using ProDictate Mobile which integrates with ProDictate. This module allows the app to transfer dictations through the secure channel. Remote configuration of the app clients allow the IT team to control the app and support it with ease.

6. How does ProDictate Work?

ProDictate allows a user to dictate, transcribe and administrate the dictation system over the web-browser. Jobs inside ProDictate are assigned a status, allowing the administrator to monitor the status of the job from within the system. Job status reports provide the supervisor with critical information needed to find and to assign emergency jobs to the transcriptionist. Dictation is recorded and transferred to the dictation system on the web-server via the browser over the network. Adding metadata to predefined fields like a patient number, name or birthday to the jobs give the system more reportable information embedded within the audio file. Jobs can be located faster and allow accurate transparency. Audio recordings automatically transfer to the transcriptionists by use of an intelligent pool management system (IPMS) sold by Devacon. Administration can control the distribution of jobs through the job-lister to ensure proper delivery of dictation recordings. The job-lister allows the supervisor to control, assign and search for the jobs. A robust solution to provide transparency of the process inside the system.

ProDictate ensures transparent and efficient workflows that users find enjoyable to use. Experience has shown that productivity increases up to 20% by utilizing ProDictate as a dictation workflow solution.

Document Management
Manage clearly all documents from each desired workplace and Save time and money.

Speech Recognition
Automatic speech recognition in the workplace without further access by the typist

NUANCE
Dragon Dictation Solutions

CITRIX
All software from one source. Full integration into Citrix environments

Pro Dictate

Hardware
Exceptional USB dictation devices for the dictation workstation

Dictaphone

Smartphone Mobile Dictation
Comfortable Dictate on the go from your BlackBerry, iPhone and Android

Reporting
Evaluation and analysis of Company key data from the dictation system

ProDictate features:

- 'Active Directory' user administration

- Built-in voice recognition and text processing

- Thin client and USB device support

- Citrix XenApp compatibility

- Dictation and writing support for Citrix or Windows Terminal Sessions

- No additional software or driver installation requirements

- Internet Explorer as the user interface

- Low operating and maintenance costs

- Built-in Reporting tool provides simple and efficient analysis

7. What You Can Do

Visit Devacon, the manufacturer of ProDictate, to learn more about this web-based dictation system. Download one of our online brochures, available in both English and French, to get the information you need about our software and how it can help your company.