

## Sydney based medical practice chooses Winscribe to increase document creation efficiencies

South Eastern Gastroenterology is a Sydney based medical practice which was established in 1996 specialising in the diagnosis and treatment of all diseases associated with the digestive system.

Their team of fully trained Gastroenterologists provide exceptional care, compassion and sensitivity in the diagnosis and management of these disorders. They operate across 3 offices in the Sydney Metropolitan area spanning Randwick, Bondi Junction and Sydney CBD.

### The Problem

The document creation process is an integral part of any Medical Practice's success. With a strong focus on exceptional patient care it is paramount that the flow of information within the organisation is a smooth, efficient, and above all, fast process.

At South Eastern Gastroenterology, this philosophy is no exception. With their old analogue tape system, the core function of recording patient notes and subsequent transcription of these documents was significantly affecting a number of areas of back office operations, ultimately leading to less than desirable patient service and frustrated staff.

The clinics utilize on-site support staff spread across all offices to manage the transcription of documents, a majority of which are patient letters and specialist referrals. The transcription workload was spread unevenly which resulted in some typists being much busier than others. This meant there were delays in letters being sent out due to busy typists, while staff in other branches

were less busy. The old system provided no visibility for the system manager in terms of how many dictations were in the system, who was typing the work, and more importantly, which typists were busier than others.

With three clinics, it is important for doctors to have the flexibility to decide when or where they want to dictate and send work, for example from home, around the office, or between clinics. With the tape system, doctors who were on the move would bring a full tape back to the support staff at the end of the day, creating huge surges in transcription workload, and no way to manage those peaks and troughs.

The poor audio quality from using tape based systems lead to more mistakes and inefficient transcription, as well as wasted time having to re-listen to recordings. Doctors were spending valuable time reviewing transcriptions, and sometimes even having to re-dictate work.



### BENEFITS

- Increased productivity
- Efficient distribution of transcription workload
- Greater quality of patient care
- Greatly improved turnaround times

"There has been a phenomenal change in our dictation processes. We estimate a doubling in the daily production of letters since the Winscribe system has been installed, and have experienced significantly improved turnaround times "

Masoud Haghighi

Practice Manager



winscribe DICTATION



## The Winscribe Solution

Moving to a digital platform meant the clinics could handle the document creation process from beginning to end much more efficiently. In 2009, South Eastern Gastroenterology decided to research the available options to make the first step.

After completing a trial period with Winscribe, the clinic is now using the Winscribe Dictation system with digital recorders. Working with the Sydney based Winscribe team, South Eastern Gastro installed the Winscribe Dictation system in late 2009.

## Bottom Line Results

In the last year, South Eastern Gastroenterology has experienced significant improvements in their productivity, and a positive change in the way their document creation process is carried out. The Practice Manager observes typist productivity throughout the week and alerts staff if there are any bottlenecks.

### Efficient Distribution of Jobs

Using the Winscribe system, the main advantage has been the ability to share work between support staff across their three clinics. This has provided them with the ability to re-route work to less busy support staff and manage the workload more effectively. Practice Manager Masoud Haghighi explains: "Being able to share work between our offices was key. It has been especially useful as doctors can now upload their dictations as they go, meaning a more streamlined influx of work and eliminating those surges on the typing side".

### Improved Visibility

Moreover, having the visibility with Winscribe's reporting capabilities has proven to be an invaluable tool for managers who can now quickly and easily identify potential bottlenecks, and have an at-a-glance view of the flow of work.

"We could have gone to a digital dictation system with no reporting and workflow capabilities; however the reporting has significantly added to the efficiency of the system. Efficiency is not just moving from tapes, it is also being able to report on exactly how the system is performing".

### Greatly Increased Output and Reduced Turnaround Times

Patient letters being turned around much more quickly, and due to the high quality of audio with Winscribe, the overall accuracy of the documents is excellent. "There has been a phenomenal change in our dictation processes. We estimate a doubling in the daily production of letters since the Winscribe system has been installed. We have experienced significantly improved turnaround times with maximum backlog levels being up to 10 days under the old system and moving to a maximum of around two days within 3 months of the new system being operational. This has meant we are able to manage Doctors expectations in terms of when the letters go out". Masoud says. He adds, "There has been significant time savings in back office operations – staff are spending less time fielding follow up phone calls from patients and fewer referral doctors are calling for updates as a result of delays".

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## BENEFITS

- Improved quality of patient communications
- Secure handling of medical documents
- Greater visibility of work in the dictation process
- Transcription output doubled
- Significant time savings in back office operations

"There has been significant time savings in back office operations – staff are spending less time fielding follow up phone calls from patients and fewer referral doctors are calling for updates as a result of delays."

**Masoud Haghighi**

*Practice Manager*