

CASE STUDY

Two practices – one solution

The Villiger & DiaMon AG medical practice and MZB AG family practice optimise their medical documentation with the Voicepoint cloud-based dictation solution.

The medical practice of Dr Villiger and the DiaMon Institute established since 2006 in Täfernhöf, Dättwil. The medical practice employs 15 doctors and more than 20 Medical Practice Assistants (MPA) as well as an administration team.

The range of services offered by the medical practice includes, besides general internal medicine and traditional family medicine, the treatment of patients for diabetes, hormones, thyroid and adiposis. External diabetes counsellors and nutritionists complement the medical offer. The MZB AG family practice in Brugg, originally a small family-owned practice, was taken over by Villiger & DiaMon AG in 2012. It has been located since 2017 on the premises of the "House of Medicine" in Brugg and has connections with the Brugg Medical Centre, the Baden Canton Hospital and other medical providers.

Work from anywhere with Voicepoint Cloud

Both practices had already adapted digital dictation systems in 2015. This was done using server-based software, with each client entered individually on the respective PC. In early 2018, the Villiger & DiaMon practice in Dättwil launched a pilot test with the new cloud-based dictation solution from Voicepoint. The programme was quickly developed further. Voicepoint constantly integrates the wishes of the doctors and MPAs, so that the requirements are better met with each new version.

Facts

Client

Villiger & DiaMon AG/MZB AG

www.praxisvilliger.ch

www.diamon.ch

www.mz-brugg.ch

Objective

Increased efficiency for medical documentation through the introduction of a highly available, web-based dictation and speech recognition solution with secure access from anywhere.

Solution

Voicepoint Cloud digital dictation

Voicepoint Cloud Dragon Medical Speech recognition

Olympus DS-9500 dictation devices

Philips SpeechMike 3700 dictation microphones

Philips SpeechMike Premium

“Administrative tasks have increased in recent years. Time-saving technology that can be used efficiently has a major economic impact.”

Franziska Svensson,
Practice Manager & Member of the Executive Board

Franziska Svensson, Practice Manager and Member of the Executive Board for both practices: “Access to the system from home is a major advantage. The ability to dictate letters and prescriptions from home via Voicepoint Cloud and to have them processed by the practice on the next day or on the same day, frees up the doctors and reduces the time they need to be present. For many doctors, who work nowadays on a part-time basis, digital dictation with Voicepoint Cloud is a real added value.”

Relief through an external transcription service

In a further development, the practice in Brugg also implemented Voicepoint Cloud and subsequently benefited from the experience and developments in Dättwil. Shortly after, Voicepoint launched its external transcription service that is offered from its company location in Wetzikon. The MZB AG family practice was allowed to test it and was very pleased with the outcome. The practice grew tremendously in 2018 and this was followed by a very turbulent period. Using an external transcription service provided support and timely relief at the right time for the practice. Having the flexibility to decide depending on needs and workload, which letters should be processed in-house or sent to our outside transcription service reflects the spirit of today. The prerequisite here is a technical infrastructure that is individually tailored to the client.

Additional flexibility thanks to speech recognition

Doctors and MPAs' satisfaction was increased in both practices by using Voicepoint Cloud. It is very easy to use, built as a web-based system and is clearly designed. In late 2018, another technical tool was introduced in the practice: speech recognition. Combined with digital dictation, this technology provided a lot more flexibility to the physicians and let them determine their own work pattern. Using speech recognition required somewhat more time at the start but technical support from Voicepoint provided fast and reliable help: “Voicepoint takes the client's needs into consideration and caters to individual wishes. The time

factor plays a major role in most industries and this also applies to healthcare these days”, says Dr med. Isabelle Fuss, Practice Co-Owner.

Future-oriented and economical

“Administrative tasks have increased in recent years. Time-saving technology that can be used efficiently has a major economic impact”, confirms Franziska Svensson. For business managers, the focus is on the cost/benefit ratio of the technology, which already positively impacts return on investment after a short period of time. Using Voicepoint Cloud with speech recognition has proved worthwhile in both practices and confirms the correctness of the decision for this clever and future-oriented dictation solution.



Olympus DS-9500
Mobile dictation recorder