



# EZ Smart

## Digital Transcription & Typing Services

### **WELCOME TO EZ SMART!**

### **Reliable & efficient typing services**

EZ Smart has outgrown its former profile as an administrative typing facility and has instead emerged as one of the leading transcription services solutions provider in the UK. The company has over 30-years' experience in digital dictation, transcription systems and clerical workflow solutions and our team of typists and support engineers are fully trained to market standard with full endorsement by sector vendors and innovators.

The hub of our service offering, our transcription network, is an audited and trained body of highly-skilled professionals who have all worked previously in medical, legal and commercial sectors.

EZ Smart supplies reliable and efficient Transcription and Typing services to offices which require formalised administrative and clerical support.



EZ Smart have since created a series of transcription and workflow services for organisations who have administrative requirements in their internal document production processes – whether it be clerical, manpower or finance driven and whether users are office-based or work remotely. With manufacturer-backing from the industry giants Philips and Olympus, EZ Smart are the one-stop shop for typing and transcription services with proven efficiency in consultation, deployment, training and post-sales support.

## WHY SEND TYPING TO EZ-SMART?

### Efficient clerical resources - at a click-of-a-button!

EZ Smart Transcription Services is the ultimate administrative facility to streamline clerical administration without compromising on client/patient care. Internal or in-house transcription can be costly and inefficient.

EZ Smart's primary expertise lies within the healthcare and legal sector and the processing of clinical and litigation documents is a strong part of the company's remit - clinical letters, court referrals, inter-departmental notifications, health screen reports are processed with ease and accuracy. With over 12-years of working within the medical legal and commercial sectors EZ Smart has a multitude of document management disciplines and prides themselves on their pledge to confidentiality and security. This sector knowledge, combined with the latest technology in digital dictation workflow systems, has produced an uncompromised solution for the end user.



Company founder and Sales Director Bobby Gill comments on the company's vision and values:

*"Our aim is to build long term relationships with our clients and to provide cost-effective, timely and accurate solutions to their respective business and administrative needs".*

Partners to:  
- Philips  
- Olympus



Uploading dictated documents for processing is a simple process involving sending dictated files to an external team of skilled secretaries via a secure login site. This is especially useful during holiday seasons, administrative surges and staff sickness periods. An author simply dictates a report or referral and, at a click of a button, the dictation is securely routed to the EZ Smart transcription team for immediate processing - typing, proofing and formatting within your own templates. With the addition of our new Smartphone App the process has become more seamless with the ability to send dictation audio from anywhere in the world!

This service offers unprecedented accuracy that can be expected from qualified, experienced and sector-specific transcriptionists as well as secure upload and file return to ensure client and patient data protection. The benefits of outsourcing typing and transcription tasks are vast and clients often comment on the flexibility and practical merits of a third-party administrative resource.

## OUR SERVICES

EZ Smart provides a series of products and services to suit both your document production requirements and compliment your existing I.T set-up.

### Digital Dictation

Digital Dictation technologies are a simplistic yet vital part to an efficient typing service and can be implemented as either a stand-alone application or fully integrated workflow system for GP surgeries or private medical centres, and any commercial practices requiring dictation workflow and can accommodate any type of organisation which requires systematic processing of author-dictated files into formalised typed correspondence. These software solutions are time-efficient and have achieved significant cost-savings within commercial environments compared to previous analogue administrative practices.



### Advantages include:

Document turnaround times decreased; same-day and 12-24 hour turnaround.

No need for temporary staff cover - immediate clerical resources available for holidays/sick leave or administration surges.

Quick and easy document exporting via smartphone app technology

Services can be "pay-as-you-go"; only pay for the transcription required - no lengthy investment or long-term contracts.

Reduce typing costs by up to 80% - reduced overheads in man management and office facilities

Digital sound files and electronic file routing has revolutionised the document production process within healthcare sites by automating the dictated file from its author "creation" stage to the secretarial "typing" stage - all whilst providing dictation profiling (author, length and priority level), encrypted protection and an audit trail. Sites which have in-house secretarial support can route dictations to the administrative team for file processing, whereas practices who have limited clerical resources can send the typing tasks to EZ Smart for processing.

The advantages of streamlining paper-based clerical tasks into a digitalised and automated author-to-secretary workflow has enabled customers to better organise office practices, reduce impact on manpower when holiday and sickness periods arise and reduce paper, printing and postage costs.



Our range of dictation hardware devices for authors also complement working practices – from typical desk-based authors to those who work remotely and require a location agnostic device.

These products range from portable recorders to desktop USB-connected microphones to the most up-to-date Smartphone Apps. Our software offering of digital transcription sets for secretaries also includes the familiar foot control and headsets along with the digital file software.



## Advantages include:

**Sound:** impeccable sound quality from industry DSS formats which allow crystal-clear clarity on recorded digital sound files

**Security:** file encryption ensures data protection for confidentiality.

**Routing:** Systematic automation of dictated files for one-click routing from dictation to transcription.

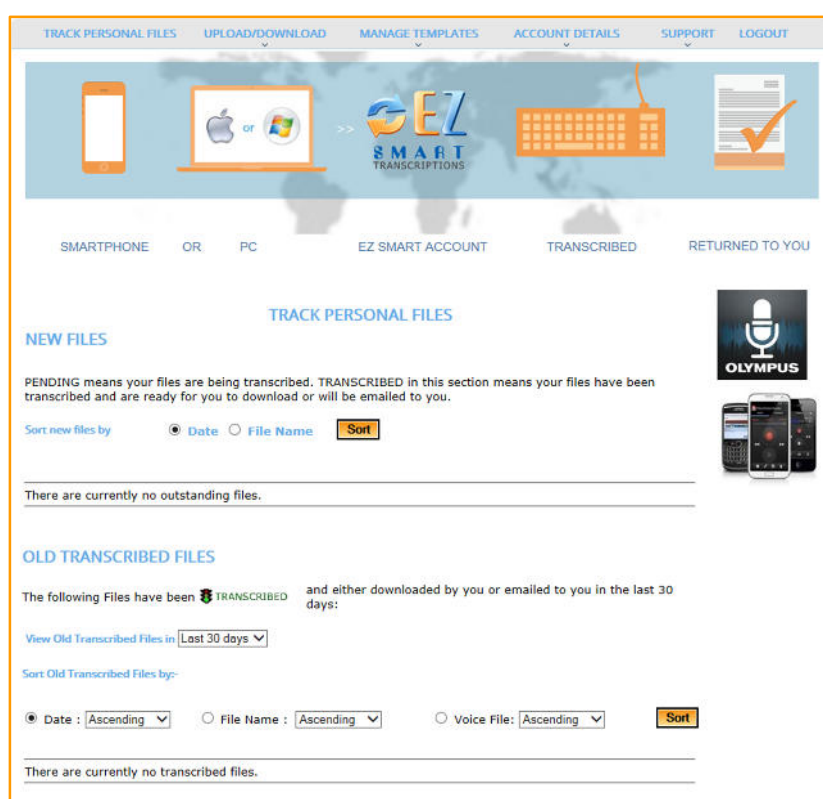
**Flexibility:** ergonomic recording devices allow dictating in the office, at home or at a patient's site to maximise point-of-care time.

**Complete management:** the transcription software interface allows easy view of job-lists to manage urgent, new and pending transcription tasks for easy central task distribution during busy periods.

# TYPING SERVICES

## EZ Complete

Uploading dictated documents for typing services is a simple process. The dictated file is uploaded to the team of skilled secretaries via a secure login site which is constantly monitored. At a click of a button, the dictation is routed to the EZ Smart transcription team for immediate processing, including typing, proofing and formatting within your own templates with quick return of the finished typed correspondence.



The all-encompassing typing package: upload, processing, formatting and return.

- Comprehensive portfolio on digital input devices and secretarial software
- Package consultations, installation and deployment
- Integration with current office programs
- Staff training on usage
- One-click document upload
- 24/7 direct support and remote assistance
- Privatised patient data with PRN (Patient Reference Numbers) for anonymous identification
- Security compliant process: compliance with the Data Protection Act and Information Commissioner registration.

*"Above all what has really made the difference is the constant high level of service."*

**Consultant Urologist,  
The London Clinic**

*"The service was simple, fast, and accurate!. Within 24 hours the completed transcripts were back on my desktop, in fact before I had finished travelling home."*

**Dr Meechan,  
Independent Medical  
Practitioner**

*"The actual turnaround-time has greatly improved – from spoken dictation to processed report or referral can take just 24-hours. I have recommended this service to other practices and I will continue to do so."*

**Desné Marston,  
Practice Manager,  
Harley Street ENT  
Clinic**

*"The three best things about the service are the efficiency, ease of use and the clear learning curve of the transcription effectivity; medical vocabulary is a specialist area and the EZ Smart transcription team tackle terminology with ease and accuracy."*

**Dr Anand Saggur,  
International Gene  
Clinic**

## EZ Mobile

The introduction of mobile apps into technology has resulted in revolutionary adaptations to working practices – and dictation is no exception. Dictation Smartphone apps allow authors to dictate on their standard smartphone – with all the usual insert, prioritisation and encryption features – whilst attending to patients/clients offsite or even travelling between locations.

Not only does the Smartphone app allow clear and concise dictation recording, the connective technology also allows offsite routing to the EZ Smart Transcription team for processing. Totally location agnostic – this service just needs a telephone connection or Wi-Fi to provide a service that actually maximises time away from practice.

The ultimate mobile application to support dictation and typing services – all within a Smartphone!

- Free of charge application for iPhone or Android
- Easy download
- One touch upload anywhere where there is a telephone or Wi-Fi connection
- Remote assistance
- Staff training on usage



## EZ Support

EZ Smart frequents product training so that we can offer full installation, configuration, set-up, training and uncompromised support to our customers and our partnership with key industry vendors, Philips and Olympus, means that we are able to offer clients a comprehensive range of digital solutions. Our remote assistance package delivers quick support to any technical issues to provide fixes and resolve your problems with minimum disruption to your workflow or deadlines.

## DIGITAL DICTATION SOLUTIONS

### The source of workflow efficiency

Efficient digital dictation is the very source of productive workflow systems. Digital technologies have superseded the tape-based systems traditionally used in medical and legal sectors for decades and have provided a wealth of new benefits and added functionality. Digitalised recordings offer significantly improved sound quality with the sector-renowned DSS recording format for crystal-clear recording. That in itself enables smoother transcription with no loss of words and, due to the PC-friendly nature of a digital file, easy profiling of the digital sound file in its entirety; the file is viewable by the typist on-screen and allows quick navigation of the spoken file itself.

Additionally, a digital dictation system offers technical advantages such as file-encryption – vital for data-sensitive environments such as healthcare and legal –, file back-up, increased data storage, automatic routing to secretary via email of the LAN (local area network) and mobile working for location-agnostic flexibility.

For the author, digital dictation devices are available in desktop USB-connected form, portable hand-held recorders or Smartphone apps – all dependant on how the author prefers to work or where they are located. Configuration settings can be personalised so that different profiles of work (for e.g. – report, memo, court referral or patient notes) can be automatically routed to a nominated secretary for transcription depending on confidentiality factors or staff availability.

For the secretaries, pending dictated files for transcription are received onto an “outlook” style list on their respective PCs and are formatted in relation to length, author, privacy and urgency – allowing an immediate overview of pending work and indicating which needs to be processed first. An on-screen dictation “player” allows the secretarial team to utilise their PC and familiar foot control to process the sound file into transcribed text – no longer having to switch from cumbersome analogue units to their PC workstation.

Typically, companies who need further transcription facilities opt for outsourcing typing tasks – very often when in-house administrative pressures cause secretaries to be overloaded or holiday periods result in a decrease in manpower. Digital dictation is the very hub of routing dictated files to a third-party transcription team – files are uploaded within a click of a button and received by the processing team within seconds. Similarly, finished, typed and formatted jobs can be returned back to the customer within hours – again at a click of a button.



- Replaces analogue/tape-based methods
- Location agnostic
- Longer battery life
- Longer recording times
- Lightweight and durable input devices
- Portable and USB docked recorders available
- Password protected recordings
- Dictations can be routed via LAN or email
- Less reliance on paper records

**PHILIPS**  
**OLYMPUS**

## How to Upload

EZ Smart have created a number of ways to upload your sound files for transcription. Each method is secure, encrypted, traceable and formulated with your IT requirements and location in mind.

### ➔ **SmartPhone Upload**

Using EZ Mobile, dictated files can be uploaded at a touch of a button with your existing iPhone, Android or Blackberry. Received files are formally acknowledged with a receipt notification.



### ➔ **Digital Dictation Upload**

Using the application provided with your digital dictation device, your dictated files can be uploaded on the instant that the recording has finished. Received files are formally acknowledged with a receipt notification.



### ➔ **EZ Smart Website Upload**

For those wanting to upload via a web browser, the Client Zone offers a secure login for file upload. Received files are formally acknowledged with a receipt notification.



### ➔ **Email Upload**

Simply email your dictated files to [files@ezsmart.co.uk](mailto:files@ezsmart.co.uk). Received files are formally acknowledged with a receipt notification.





## How to Receive

EZ Smart can offer different methods to receive or download your completed, typed and formatted documents.

### ➔ Email Attachment

Choose email delivery and receive your document as an email attachment.



### ➔ File Transfer

Opt for File Transfer Protocol (FTP) and receive your document securely via our secure servers directly to your PC.



### ➔ Web Download

Download your document directly from the EZ Smart secure client zone via your web browser.



### ➔ EZ Smart solution

Receive documents directly into any hospital-oriented management system rather than a manual transfer.



## Contact Us!

Have further questions?  
Get in contact for a discussion, no-obligation trial or demonstration.

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