



"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.**

Harley St ENT Clinic

Case Study

Harley Street clinic improves document processing time with EZ-Complete.

Established in 2004, the **Harley Street ENT Clinic** is a private medical centre based in Central London. It was founded by ENT surgeons Dr Gerald Brookes and Dr Natalie Brookes with the objective of creating a one-stop clinic dedicated to providing high quality care for all ear, nose, throat, head, neck and balance related disorders.

Since its beginning, the organisation has developed various in-house investigative and diagnostic laboratory environments to assess a range of ENT symptoms including hearing, balance, allergy and sleep investigations. Today, Harley Street ENT Clinic is renowned as one of the most nationally advanced diagnostic centres within ENT specialisms; a reputation well earned through expert treatments and excelling patient care.

The medical team consists of highly qualified scientists, therapists and caring nurses and hosts an in-house pharmacy and Harley Hearing Centre hearing aid unit; all assisted by the clerical support department which undertakes the administrative and document processing tasks created by the constant flow of patients, diagnoses, treatments and discharges.

The organisation sees thousands of patients annually – all of which create a vital administrative trail to record and store diagnoses, referrals, treatments and aftercare. This vast amount of documentation required speedy processing to take the information from the point-of-care (doctor's recorded dictation file) to a typed, finished piece of correspondence for forwarding to the patient or further medical sites. The transcribed file had to be accurate in content, secure to prevent unauthorised access, confidential to protect patient dignity and quickly processed to ensure a rapid response to patients – especially in urgent treatments.

EZ Complete Key Benefits

- 24/7 direct support
- Remote assistance
- Comprehensive portfolio of digital input devices & secretarial software
- Digital dictation advice, install & deploy
- Integration with current office programs
- Staff training on usage
- Privatised patient data with PRN (Patient Reference Numbers) for anonymous identification
- Data Protection Act compliant process

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Desné Marston, Practice Manager for the clinic, manages the clerical support department and noted that the PAs were spending a significant amount of time on transcription tasks, lengthened by the site's analogue dictation system -comprising of mini-cassettes and manual transcription units. This traditional, yet cumbersome practice was laborious in nature; dictated tapes had to be physically handed over out of appointments to the clerical team for transcribing – tapes were anonymous in nature and not easily identifiable as to the dictation length or urgency – and then returned to the author for checking and modification when availability suited. In addition, PAs were struggling to remain efficient in transcription processing when dealing with other pressing tasks, such as incoming calls, appointment booking and patient queries.

As their patient numbers and associated administrative tasks grew, Desné investigated other methods of processing medical documents outside of their in-house staff resources – she needed a cost-effective and time-efficient method of creating typed documents and the clinic did not have the capacity to house further clerical staff. She contacted **EZ Smart**, a leading UK medical Transcription provider, who offered a full consultation on the clinic's clerical and technological requirements and recommended **EZ-Complete – the popular Digital Dictation and Outsourced Transcription package**.

The EZ-Complete package provided the clinic with a fully functional digital dictation solution - Philips Digital Pocket Memos (portable digital recorders), iPhone dictation apps and SpeechExec Pro Transcription – plus an accredited and recommended outsourced transcription service. The dictation solution allowed authors to digitally record – with perfect clarity - whilst in the surgery and electronically route the recording via the LAN (local area network) to the clerical support team for either in-house transcription (in urgent cases) or channelling to the EZ Smart outsourced transcription program. This practice entailed a simple one-click upload of the audio file with the ability to track progress via EZ Smart website login – a secure interface that assures confidentiality and file security. The 'transcribed & proofed' file is returned to the clinic - in fully polished format - for their approval and onward routing. The package affirms a 12-24 hour document turnaround and can even process files within 4 hours if required.

Additionally, the assistive Smartphone app revolutionised the way users could dictate and send their audio recording; offering ease of use and immediate forwarding to enable quicker, and location agnostic processing. Similarly, the EZ-Complete service also provided consistent direct line support to assist the clinic and clinician's technical queries - ensuring quick response times with their optimised remote assistance. Having introduced EZ-Complete into the ENT Clinic, Desné and the clerical team saw immediate improvements in the speed of document turnaround and response time to patients.



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