



"The three best things about the service are the efficiency, ease of use and the clear learning curve of the transcription staff; medical vocabulary is a specialist area and the EZ Smart transcription team tackle terminology with ease and accuracy. The mobile application has provided me with the ultimate tool – with a touch of a button, my dictated file is gone and ready for processing."

**Dr Anand Saggar, Lead Consultant
IG Clinic**

IG Clinic

Case Study

Renowned Genetic Clinic sees quick document processing with EZ Mobile Smartphone applications.

Based in Central London, The International Gene Clinic uses the combined resources of the Harley Street Clinic, The Portland Hospital and TDL Genetics laboratory to provide comprehensive consultations to those with possible inherited disorders; providing treatments within a modern hospital environment using latest equipment and technologies. The specialities provided include a fully integrated paediatric offering for muscle biopsies, electrophysiology and MRI scans as well as having close links with pre-natal and foetal medicine doctors and fertility clinics for pregnant patients.

Lead Consultant **Dr Anand Saggar** is a Consultant in the South West Thames Regional Genetics Department at St George's University Hospital and Honorary Senior Lecturer within the Medical School. He opened the International Gene Clinic (IG Clinic) in Harley Street to offer both consultations nationally and internationally. Dr Saggar sees many patients within the IG Clinic, who also have a series of related consultations with other medicine specialists and require a level of formalised and supporting documentation, often in the form of reports and referrals, to provide onward correspondence to other consultants and create a documented audit trail of the patient history.

Traditionally, Dr Saggar processed digitalised recordings for audio transcription via a team of secretaries. Although the process was pragmatically sound, finer details needed improvement to further improve the process.

Due to the busy nature of the secretarial team - urgent work was often overlooked when other clerical tasks took precedence and often, full attention to accurate transcription could not be given when secretaries were focussed on more pressing patient-facing tasks -thus causing inaccuracies in transcription, typing or delays in document turnaround.

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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The new requirements were identified – Anand needed a reliable typing process that was solely dedicated to creating formalised and accurate typed correspondence within tight deadlines. He sought a consultation from **EZ Smart**, a leading outsourced transcription service provider, who recommended EZ Complete - the transcription package that provided the clinic with a fully functional digital dictation solution and document upload facility.

The dictation solution allowed Dr Saggar to continue to record digitally at point-of-care using a digital recorder and then, when docked to a PC, the file was uploaded for transcription electronically via the EZ Smart website. This practice entailed a simple one-click upload of the audio file to the secure client zone with the ability to track progress within the password-protected interface - assuring confidentiality and file security.

The fully formatted and polished report was returned to the clinic for Dr Saggar's approval and onward routing - all within a 12-24 hour timeframe and, for urgent cases, a document turnaround time of 4 hours. Additionally, Dr Saggar was able to assign a series of templates to the EZ Smart team to pre-load text into respective formats to further take the pressure off his administrative tasks. From a support perspective, he was also privy to consistent direct line support to assist the clinic's technical queries - ensuring quick response times with their optimised remote assistance.

In 2014, the International Gene Clinic adopted more sophisticated methods of document production. Considering the autonomy and relative mobility of Dr Saggar's working practices, attending to a PC to make document uploads was not always convenient - especially when making reports away from the office or in other parts of the building. Dr Saggar had heard of mobile applications that were able to record, host and process dictated files over an internet connection regardless of author location and consequently consulted with EZ Smart again to investigate options for his clinic.

EZ Smart recommended EZ Mobile; an integrated Olympus Smartphone app combined with automation to the EZ Smart Transcription Service upload interface. This application revolutionised the way authors could dictate and send their audio recording; offering a one-device practice and importantly, immediate and PC-less document upload to transcription to enable quicker and location independent processing.

This advanced level of document automation was not only easier for Dr Saggar to use but also provided an optimised service for urgent work - such as inter-clinic correspondence where patients due to see another specialists imminently; required quick report turnaround times with reliable levels of accuracy that required minimal editing.

EZ Mobile Key Benefits

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



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