Dragon® Medical Practice Edition 2 an "Essential Part" of Veterinary Radiology Practice

Growth of Teleradiology Requires More Efficient Operations.

Challenge
– Growing veterinary practice needs effective solution for dictating large numbers of radiology cases per day

Solution
– Dragon Medical Practice Edition 2 with training and support from Kaberline Healthcare Informatics

Results
– Complete large numbers of radiology reports per day
– Eliminate delays from transcription and added time to review rough drafts
– Expand veterinary practice to improve revenue streams

Speech Recognition Allows Veterinary Radiology Practice to Expand

In Northeast Ohio, Bennett Fagin, DVM, DACVR and Vet-Rad have been relying on Dragon speech recognition technology for approximately 15 years. With the level of efficiency Vet-Rad can achieve thanks to Dragon Medical Practice Edition Dr. Fagin has seen Vet-Rad expand over the years.

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Bennett Fagin, DVM, DACVR
Vet-Rad

Summary
Northeast Ohio – Bennett Fagin, DVM, DACVR is the founding partner of Vet-Rad (www.vet-rad.com). Vet-Rad handles imaging, including x-rays, CT scans, MRI, and ultrasound/sonograms, for four veterinary referral centers. Today, the practice of teleradiology has grown, and Vet-Rad has expanded to support imaging review requests from approximately 1000 veterinary medical centers across the United States.

In addition to the growth of teleradiology, Vet-Rad began the process of digitizing much of its practice, and recognized that a speech recognition solution could make day-to-day processes much more efficient and effective. "We connected with Kaberline Healthcare Informatics about 15 years ago," says Dr. Fagin. "At that time, we adopted the Dragon speech recognition solution for our practice, after talking with other offices that had implemented this technology. We knew it would make our lives a lot easier," he says. Kaberline Healthcare Informatics offers an enhancement to Dragon Medical Practice Edition that's specifically designed for veterinarians. VetSpeak™ adds 6,000 medical and veterinary terms,

phrases, diseases, anatomy, and animal breeds. Vet-Rad takes advantage of this enhancement to make the speech recognition solution seamless for his practice.

Dragon Medical Practice Edition Allows Veterinarians to Complete Charts Faster, More Efficiently
Prior to implementing speech recognition, Dr. Fagin says, "We would either type up our reports or dictate them onto a mini cassette. Those cassettes would be sent out for transcription, and when they came back, it would take time to review them."

Once Vet-Rad could rely on Dragon Medical Practice Edition, however, the entire process could be completed nearly in real time. "Dragon is on from the minute we get into the office until the minute we go home. When we're working at the referral centers, we spend our time at a workstation with teleradiology cases streaming in. We can create, review, and send the final reports right as we're working, which saves the time that would have been required to receive, review, and correct rough drafts from transcription," he says.

In fact, Dr. Fagin believes that the Dragon speech recognition solution has allowed Vet-Rad to grow and accommodate teleradiology requests from so many centers across the country. "If we were still typing reports or doing traditional dictation with transcription, I don't think we could do what we do today. There's a level of efficiency we can achieve with Dragon, and that allows us to complete as many as 150 cases in a single day."

Dr. Fagin also notes that, since upgrading to Dragon Medical Practice Edition 2, there are fewer errors in the reports. "Whenever you're dictating, you're bound to have some errors. But with the speech recognition process, you can view and correct those errors on the spot, and with the newest edition of Dragon, there really aren't very many to correct."

Training and Support from Kaberline Healthcare Informatics Critical to Vet-Rad
Vet-Rad receives ongoing support and training from Kaberline Healthcare Informatics, who did the initial implementation 15 years ago. "We partnered with them based on a personal recommendation from another veterinarian, and it's been a great experience," says Dr. Fagin, who admits to being "terrified" of the transition to speech recognition. "We opted for a Kaberline support package that included onsite training, which was invaluable to our practice," he says. Kaberline spent several days in the Vet-Rad practice, not only doing the

implementation, but teaching the veterinarians how to adapt their processes to speech recognition.

And although Kaberline is located in St. Louis, Missouri, Dr. Fagin has found that geography is a non-issue. Whenever Vet-Rad requires technical support, Kaberline can log into the center's network remotely to trouble-shoot any problems, which are often resolved within a matter of minutes. "Dragon Medical Practice Edition is an essential part of our day-to-day business, and with the quality and timeliness of support we receive from Kaberline, they are just as essential to our operations," he comments.

Today, Dr. Fagin has found that Dragon speech recognition has crept into other areas of his life. "I have become so accustomed to working with Dragon—and my copy knows me so well—that I've found it to be essential whenever I'm on the computer, whether I'm writing a letter of recognition, or a shopping list."

About Kaberline Healthcare Informatics
For more than 25 years, Kaberline Healthcare Informatics has provided professional information technology and practice management services for medical professionals and medical offices, legal professionals, and people with physical limitations and disabilities.

About Nuance Communications, Inc.
Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

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