



Melrose Surgery

Medical transcription support proves timely

Melrose Surgery is a busy, modern General Practice in Reading that offers the highest standards of healthcare and advice to its patients. It employs a team approach to patient care and endeavours to monitor the service provided to patients, to ensure that it meets current standards of excellence.

The Challenge

The practice is very busy and places great emphasis on the relationship with and care of its patients, dedicating as much of its resources as possible to patient-facing roles. This ensures the quality of care remains high, at all times, even when widespread health issues like norovirus or flu, cause sudden unpredictable surges in demand for appointments, placing additional pressure on support staff.

Given the finite internal resources available to the practice manager, a solution was sought for completing within satisfactory time scales the time-consuming transcription of digital dictation files from the medical team. The workflow could be managed by the dedicated team of receptionists that support the work of the medical team, allowing them to concentrate their efforts on their important patient-facing roles.

The Solution

The modern practice manager is always seeking new ways of working, as they strive to deliver truly patient-focused, efficient services. This changing culture ensures they utilise the full range of systems, tools and resources that will benefit patients and the practice.

Melrose Surgery uses the DictateNow digital dictation workflow software to manage their sound files internally, routing files to take advantage of our large pool of typists, spread throughout the UK, which further helps ensure confidentiality of personal data. This streamlined process routes files securely to our servers, for distribution to our experienced AMSPAR qualified secretaries, well-versed in the terminology of general practice. Our in-house quality assurance team, based at our head office, checks transcriptions to ensure we maintain the level of accuracy on which our service is built.

Our digital dictation and transcription solution also offers the ability for notes to be dictated outside the 'normal' practice hours, with a member of our support team available until 10pm throughout the working week, to offer advice and help with queries. The practice manager knows regardless of when work is sent, it will receive the prompt attention for which we are renowned, with accurate transcriptions usually returned within 2 hours.

The Benefits

Digital dictation and transcription not only improves efficiency within the practice, but utilising our resources ensures there is no delay in the production of finished transcriptions, even when the practice is busy, or when resources are stretched through absence, holiday leave, etc.

"We have used DictateNow for many years and would never change. I particularly like their iPhone app which I find invaluable; they even modified it when I gave them feedback about not being sure if I was in record or standby mode. Truly outstanding."

Dr. Lionel Dean

In Brief

Large pool of experienced AMSPAR qualified medical typists based in the UK

Evening and weekend support available

Typical transcription turnaround is 2 hours

No minimum usage, pay as you go service

ISO 27001:2013 and ISO 9001 certified

**Dictate
NOW**

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