

## DRAGON MEDICAL PRACTICE EDITION

# FAQS

### What Healthcare Challenges Does Dragon Medical Practice Edition Solve?

EHRs offer the potential to dramatically improve the cost and quality of healthcare. Despite this potential, EHR software is used by only 57% of clinicians in the U.S. today. In order to understand the potential benefits of Dragon<sup>®</sup> Medical Practice Edition, it is important to articulate the factors that are driving U.S. healthcare toward EHR adoption, as well as the factors that are inhibiting EHR adoption.

Incentive payments to physicians have dramatically accelerated EHR software purchasing and implementation. Passed in 2009, the Health IT for Economic and Clinical Health Act (HITECH) provides physicians up to \$64,000 each ‘for showing that they are meaningfully using health information technology’, by purchasing and using CCHIT-certified ([www.cchit.org](http://www.cchit.org)) EHRs. According to the 2010 CapSite Ambulatory EHR and PM Study, 42% of all physician practices indicated they had purchased an EHR in the previous two years—up from 37% a year earlier.

Physicians must also purchase EHRs in order to report to the Center for Medicare and Medicaid Services (CMS) a number of Clinical Quality Measures (CQMs), as well as maintain Problem Lists and Medication Lists. Clearly, EHR templates are required to capture these elements of the patient encounter to meet CMS guidelines.

Dragon Medical Practice Edition is the speech recognition solution from Nuance<sup>®</sup> Healthcare

designed for use not only by doctors but also nurses, nurse practitioners, physician assistants, therapists, and other care providers.

For practices with less than 25 physicians, Dragon Medical Practice Edition is the only real-time speech recognition solution which fits busy clinicians’ needs.

Dragon Medical Practice Edition introduces a faster, more efficient way for medical professionals to create medical records, medical correspondence, or email messages. Dragon Medical Practice Edition introduces a new, faster speech recognition engine that is over 20% more accurate than previous versions.

This solution turns voice into text three times faster than most people can type, with up to 99% accuracy, using any Windows<sup>®</sup>-based EHR system. Dragon Medical Practice Edition includes vocabularies covering more than 90 medical specialties.

### WHY USE DRAGON MEDICAL PRACTICE EDITION?

Here are just a few reasons why Dragon Medical Practice Edition is for you:

- **Improves the quality, efficiency, and profitability of the care you provide**

- **Raises clinician satisfaction**

Physicians who use Dragon Medical Practice Edition report that it makes the practice of medicine more enjoyable and that they can get home in time for dinner—no more late nights and weekends catching up on dictating/typing and signing patient charts.

- **Accelerates EHR adoption**

Clinicians can dictate the ‘medical decision-making’—History of Present Illness, Review of Symptoms, Assessment and Plan—while within the EHR.

- **Helps you dictate notes in your own words**

Create robust, meaningful notes that truly capture the patient encounter—rather than the ‘cookie-cutter’ notes that are often provided by many EHR templates.

### **HOW DOES DRAGON MEDICAL PRACTICE EDITION COMPARE WITH OTHER DRAGON NON-MEDICAL PRODUCTS?**

Nuance provides other Dragon products, such as Dragon NaturallySpeaking® Professional 12 and Dragon NaturallySpeaking Premium 12, which are excellent speech recognition products for ‘general-purpose’ home or business use. However, the size and scope of Dragon Medical Practice Edition’s medical vocabularies provides a far superior dictation experience for physicians compared with Dragon Professional or Dragon Premium.

Tests comparing products used in a clinical setting show that Dragon Medical Practice Edition is over 30% more accurate than Dragon Professional 12 for dictating patient records.

Dragon Medical Practice Edition covers more than 90 medical specialties, which means that you won’t encounter missing terms or phrases—they’re all there ‘out of the box’.

Physicians using Dragon Professional would lose thousands of dollars in practice revenue, or more than a year in time spent correcting errors, or adding medical terms that are already in Dragon Medical Practice Edition. As a result, Dragon Medical Practice Edition is the most cost-effective Dragon speech recognition for clinicians in physician practice settings—by far.

Further, Dragon Medical Practice Edition protects sensitive and confidential patient information by supporting encrypted network file storage of speech files, helping your organization satisfy HIPAA privacy and confidentiality guidelines. Dragon Medical Practice Edition features secure encryption methods, which provide even greater levels of information security.

### **HOW MANY PHYSICIANS ARE USING DRAGON MEDICAL SPEECH RECOGNITION SOLUTIONS TODAY?**

Today, more than 180,000 physicians worldwide have chosen Dragon Medical. Physicians are adopting Dragon Medical speech recognition solutions as rapidly as they are adopting EHR systems.

Physicians are also using ‘front-end’ (dictate, edit, and sign without transcription) speech recognition in other specialties. In radiology, for example, nearly 50% of all radiologists are using Nuance’s PowerScribe® 360 solution.

Nuance Healthcare also offers Dragon Medical 360 | eScription™ which applies ‘background’ or back-end speech recognition. Using Dragon Medical 360 | eScription, a physician dictates into a standard telephone, and his or her speech is processed offline by speech recognition and edited by a Medical Transcriptionist while listening to the physician’s original dictation file. More than 150,000 physicians are believed to use a background speech recognition system.

## ARE THERE DIFFERENT PRODUCTS IN THE DRAGON MEDICAL FAMILY? WHICH PRODUCT IS RIGHT FOR MY ORGANIZATION?

Dragon Medical is available in two distinct pricing and packaging versions designed to meet the needs of these distinct customer groups:

- **For independent practices with less than 25 physicians, Dragon Medical Practice Edition is the only real-time speech recognition solution which fits busy clinicians' needs.**

Dragon Medical Practice Edition introduces a faster, more efficient way for medical professionals to create medical records, medical correspondence, or email messages.

Dragon Medical Practice Edition introduces a new, faster speech recognition engine that is over 20% more accurate than previous versions. This solution turns voice into text three times faster than most people can type, with up to 99% accuracy, using any Windows-based EHR system.

- **Large (25+ physicians) practices, hospitals, and health systems and practices owned by hospitals, should deploy Dragon Medical 360 | Network Edition.**

Dragon Medical 360 | Network Edition is the most effective solution for healthcare organizations to deploy mission-critical, industrial-strength speech recognition across the enterprise.

Dragon Medical 360 | Network Edition is designed for large practices or hospitals that have deployed enterprise-wide EHR solutions and now can add speech recognition as an enabling technology for all physicians in the organization. This version provides:

### – vSync for EHRs

vSync is advanced Nuance Healthcare technology, which creates a virtual channel between the client PC and virtualization servers, passing pertinent EHR text box information to Dragon Medical 360 | Network Edition.

vSync keeps Dragon Medical 360 | Network Edition and the EHR system continuously in sync.

### – The Nuance Management Console

This powerful tool allows Dragon Medical 360 | Network Edition customers to centrally manage users across an entire provider organization. Management capabilities of the Nuance Management Console include the ability to assign batch settings and properties to groups of users (or individuals), as well as schedule batch updates of new releases, and track Dragon Medical 360 | Network Edition performance and usage.

The Nuance Management Console will substantially reduce the total cost of ownership and ongoing management of Dragon Medical 360 | Network Edition.

### – Dragon Medical 360 | Network Edition Client

A 'real-time' speech recognition program that works with virtually any Microsoft® Windows-based or EHR in a virtualized environment for efficient report completion and easy navigation. It includes optional user login and passwords. As part of the installation in a virtualized environment, there is a component that connects with vSync over a virtual channel that receives pertinent text box information, ensuring that Dragon Medical 360 | Network Edition and the EHR are continuously in sync.

## WITH WHICH EHRs DOES DRAGON MEDICAL PRACTICE EDITION WORK?

Making EHRs easy to use by significantly reducing the number of mouse clicks and typing, Dragon Medical Practice Edition enables clinicians to document care much more efficiently. This solution seamlessly drives all major EHR systems.

Nuance has developed the Dragon Medical EHR Certification Program to facilitate collaboration

between Nuance and EHR vendors, in order to optimize the EHR experience of end users.

The Dragon Medical EHR Certification program is designed to ensure seamless Dragon Medical workflow with EHRs. Testing within each EHR system focuses on how a provider would ultimately use Dragon Medical Practice Edition within the physician documentation portion of a given application. For more information on the program, please search the web for ‘Dragon Medical Certification’ or visit [www.nuance.com/for-partners/by-solution/healthcare-solutions/dragon-medical-certified-ehrs/index.htm](http://www.nuance.com/for-partners/by-solution/healthcare-solutions/dragon-medical-certified-ehrs/index.htm)

### WHERE CAN I BUY DRAGON MEDICAL PRACTICE EDITION?

Dragon Medical Practice Edition is designed for physician practices with up to 24 physicians.

Dragon Medical Practice Edition is sold through a nationwide network of more than 300 resellers. To find a local reseller from whom you would like to purchase and get support, please visit [www.nuance.com/partners/healthcare/search.asp](http://www.nuance.com/partners/healthcare/search.asp), or call a Nuance sales representative, who can refer you to an authorized reseller, at 866-748-9537.

### WHAT'S NEW IN DRAGON MEDICAL PRACTICE EDITION?

#### Major Features and Enhancements:

- **Recognition accuracy**

Turns voice into text with up to 99% accuracy. Dragon Medical Practice Edition is over 20% more accurate ‘out of the box’ than previous versions.

- **Recognition analytics**

A percentage of misrecognitions can be caused by simple audio quality issues, such as incorrect microphone connection or placement, background noise, and microphone out of range or low on battery.

Dragon Medical Practice Edition automatically detects poor audio input; it then alerts the user (in various ways depending on the issue), offering advice to remedy the situation.

- **Recognition speed**

Dragon Medical Practice Edition significantly improves recognition response time. The software is also faster than previous editions when selecting application menu items by voice, or executing voice commands that perform actions within applications (e.g., “insert page break”, “make that red”, etc.).

- **New Dragon Box**

A major enhancement over the previous version’s Sample Commands window, this new desktop assistant allows users to discover and remember many commands and tips; at any time, it lets you glance at or explore global commands (including mouse commands), application-specific commands and custom-created commands, as well as tips. Its contents change depending on what window is currently active. In addition, the Dragon Box lets users print its content. (**Note:** This feature can be viewed by selecting from the Help menu).

In addition to these major new features and enhancements, Dragon Medical Practice Edition includes dozens of other new features and enhancements, some of which are described below and categorized for ease of review.

#### **Accuracy Features:**

- **Regional accent support**

Dragon Medical Practice Edition supports many regional accents of non-native speakers (Asian-Pacific, Asian-Indian, Australian, British, Hispanic, Pakistani), and U.S. accents (Deep South, Northern Inland).

#### **System Management Features:**

- **Upgradeable**

Uses voice profiles and language models from Dragon Medical Versions 9, 10 and Dragon Medical Practice Edition 1, so your voice profile and all commands, added words, phrases and macros are available.

### **PRODUCT BENEFITS**

Clinicians receive the following advantages from Dragon Medical Practice Edition over previous versions or non-medical Dragon products:

#### **More Efficient Care:**

- **Dictate faster and more accurately than ever**

Dragon Medical Practice Edition is over 20% more accurate than previous versions—saving valuable minutes. Additionally, Dragon Medical Practice Edition has virtually instant response time, saving clinicians valuable minutes in their day.

- **Dictate anywhere in your EHR system**

Dragon Medical Practice Edition allows clinicians to dictate anywhere in an EHR system, while reviewing Lab Tests, Patient History, or Current Medications. Clinicians

no longer have to click back and forth between information they're reviewing and the dictation window. They dictate while reviewing information, and the improved Hidden Mode feature allows the clinician to paste the dictation directly where he or she wants it.

- **Accelerate clinician adoption and acceptance of EHR systems**

Dragon Medical Practice Edition reduces time spent documenting care in an EHR:

- Voice commands specific to each EHR reduce the amount of searching and mouse-clicks needed to move to the right screens.
- 'Free text' open dictation of medical decision making (History of Present Illness, Assessment, Plan, and other elements of a medical note) directly into the EHR eliminates the need for clinicians to type.

#### **More Effective Care:**

- **Spend more time with patients**

Increased accuracy and fewer errors to correct means clinicians can spend more time with patients, improving patient satisfaction.

- **Dictate in your own words**

Dragon Medical Practice Edition free-text dictation capability supports more detailed History of Present Illness, more flexible Review of Symptoms, and more descriptive Assessment and Plan—the 'medical decision-making' aspects of the note—which give referring clinicians and ancillary providers a clearer and more detailed patient assessment and prognosis.

- **Secure patient information**

Dragon Medical Practice Edition supports HIPAA compliance guidelines to protect patient confidentiality.

- **Improve Clinician Satisfaction**

Clinicians who use Dragon Medical Practice Edition report that it significantly improves their enjoyment of practicing medicine. By allowing them to use their time more effectively, clinicians' quality of life is improved.

### More Profitable Care:

- **Dramatically Reduce the Cost of Documentation**

Eliminate transcription by speech-enabling the EHR, freeing up resources to focus more on patients and invest in methods to help practice efficiency. Practices that are using Dragon Medical Practice Edition today are dramatically reducing transcription costs, which range from \$500 to \$1,000 a month per physician.

- **Support Higher Levels of Reimbursement**

Independent studies have shown that clinicians create more detailed notes with Dragon Medical Practice Edition than with notes built with 'point-and-click', template-only EHR menus.

- **Increase Practice Volume**

Faster, more accurate response reduces time spent on dictation, allowing clinicians to see more patients and increase practice revenue and profitability.

### HOW IS DRAGON MEDICAL PRACTICE EDITION LICENSED?

Dragon Medical Practice Edition is purchased for use on a per-user basis. A user is defined as one (1) individual who dictates in Dragon Medical Practice Edition.

A licensed user may install Dragon Medical Practice Edition up to four times for use by that same user only.

A Dragon Medical Practice Edition license may not be used by more than one clinician, even if other users use the same PC.

### WHAT BENEFITS SHOULD PHYSICIAN PRACTICES EXPECT FROM USING DRAGON MEDICAL PRACTICE EDITION?

Nuance Communications designed Dragon Medical Practice Edition for use by not only doctors but also nurses, nurse practitioners, physician assistants, therapists, and other care providers.

For independently owned practices with less than 25 physicians, Dragon Medical Practice Edition is the only real-time speech recognition solution which fits busy clinicians' needs.

Dragon Medical Practice Edition introduces a faster, more efficient way for medical professionals to create medical records, medical correspondence, or email messages. Dragon Medical Practice Edition introduces a new, faster speech recognition engine that is over 20% more accurate than previous versions.

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### DO CLINICIANS STILL NEED TO USE A KEYBOARD AND MOUSE?

Although clinicians can use Dragon Medical Practice Edition to do almost everything on their computer by voice, some tasks are still easier to do by mouse or keyboard.

Dragon Medical Practice Edition allows clinicians to develop powerful speech commands and macros, which automate navigation and other repetitive tasks, saving countless clicks and keystrokes.

If using a mouse and keyboard are an option for clinicians, they should try experimenting with using their voice and hands for different tasks to see what works best.

## WHAT ARE THE SYSTEM REQUIREMENTS?

### Recommended System Requirements:

- CPU: 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required)
- Processor Cache: 2 MB
- Free hard disk space: 5 GB
- RAM: 2 GB RAM for XP and Vista, and 4 GB for Windows 7, 8 and 2008 64-bit/2012
- Microsoft Internet Explorer 8, 9, 10 (free download at [www.microsoft.com](http://www.microsoft.com))
- Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording
- USB or DVD-ROM drive required for installation

### Supported Operating Systems:

- Microsoft Windows 8, 32-bit and 64-bit
- Microsoft Windows 7, 32-bit and 64-bit
- Microsoft Windows Vista SP2, 32-bit and 64-bit
- Microsoft Windows XP SP3, 32-bit only
- Windows Server 2008, SP1, SP2, and R2, 32-bit and 64-bit (Windows 2008 R2 64 bit SP2 ONLY)

### Applications:

- DragonPad
- WordPad
- NotePad
- Microsoft® Word 2007, 2010 (32 & 64 bit), 2013 (32 & 64 bit)
- Microsoft® Outlook® 2007, 2010, 2013
- Microsoft® Excel® 2007, 2010, 2013
- WordPerfect® x5, x6
- Apache OpenOffice Writer 3.4
- Internet Explorer 8, 9, 10
- RIA IE9
- Mozilla® Firefox® 8+
- RIA FF 12+
- RIA Google Chrome 16+
- Windows Live Mail

- Mozilla® Thunderbird™ x3 and up
- Lotus Notes 8.5
- FTC in Gmail and Hotmail thanks to RIA plug-in

## COEXISTENCE WITH PREVIOUS VERSIONS OF DRAGON MEDICAL?

Only one version of Dragon Medical Practice Edition can be installed on the system.

**NOTE:** Running previous versions of Dragon Medical speech recognition solutions concurrently with Dragon Medical Practice Edition is not supported.

**NOTE:** Coexistence with Dragon Medical SDK Client Edition versions is not supported.

## UPGRADING FROM PREVIOUS VERSIONS OF DRAGON MEDICAL SPEECH RECOGNITION SOLUTIONS

Clinicians can upgrade from Small Practice Box or the Enterprise Edition of Dragon Medical version 9, 10 or Dragon Medical Practice Edition 1 to Dragon Medical Practice Edition 2. When upgrading from these previous versions, clinicians can choose to migrate their user files and vocabularies to Dragon Medical Practice Edition. Once Dragon Medical Practice Edition is installed, previous versions will no longer be functional. If clinicians choose not to upgrade their user files and vocabularies during the upgrade, they can do so at a later time by running the Dragon Medical Practice Edition Upgrade Tool.

In addition, clinicians can upgrade from previous versions of Dragon Naturally Speaking Professional to Dragon Medical Practice Edition.

## WHAT DO I NEED TO KNOW ABOUT VOCABULARIES?

Dragon Medical Practice Edition contains vocabularies covering more than 90 medical specialties and subspecialties, so it is likely that your specialty will appear on the list. If your specialty is not covered, you should choose either the general medicine or the specialty vocabulary that is closest to the specialty you perform.

## ABOUT NUANCE COMMUNICATIONS

Nuance Communications is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides intelligent systems and services that improve the entire clinical documentation process—from the capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

**To learn more about how Nuance Communications can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 781-565-5000 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**