

SPEECH RECOGNITION IN A **VIRTUALIZED** ENVIRONMENT



Dragon Medical 360 | Network Edition vSync for Dragon Medical 360 | Network Edition

CHALLENGE:

With rapid growth in EHR adoption due to Meaningful Use, the acceleration of EHR deployments by hospitals and practices of all sizes is driving provider organizations to implement EHRs for all of their physicians with a low-cost IT and support infrastructure. Many of the most popular EHRs are, as a result, deployed in a virtualized environment by IT departments. Those providers now need a reliable speech recognition solution that works in a virtualized environment.

SOLUTION:

Dragon® Medical 360 | Network Edition includes a component, vSync, which solves the shortcomings of previous Dragon Medical products running in a virtualized environment. This intelligent software, through its hidden virtual channel, monitors both the EHR and Dragon Medical 360 | Network Edition and keeps the information dictated by the physician synchronized with what is being entered or displayed in the EHR.

Dragon Medical 360 | Network Edition is designed expressly for use with virtualized EHRs. It allows physicians full text control within their EHR and grants them the ability to dictate, navigate, and play back dictation with ease and confidence. Physician-users

KEY BENEFITS

- Virtual channel connecting Dragon Medical 360 | Network Edition Client to the virtualized server
- Enables full text control for virtualized environment
- Faster word recognition
- Physicians can dictate into all desktop applications

BENEFITS TO PHYSICIANS

- Significantly increases ease of use and dictation reliability
- Saves each physician up to 20 minutes a day

BENEFITS TO IT TEAMS

- Fewer calls from physician users with technical issues
- No audio transfer over network is needed
- Supports high volume of dictation on one server

are assured of having the highest dictation accuracy.

vSync makes Dragon Medical 360 | Network Edition fully compatible within EHRs from companies such as Epic®, Cerner®, Allscripts™, NextGen®, eClinicalWorks®, and others. The user can dictate, edit and voice-navigate within the text box ('select ankle,' 'choose 2'), directly within the EHR.

As a result, physicians no longer need to dictate into the Dragon Medical 360 | Network Edition dictation box and then transfer text to the EHR, saving steps that previously added 15 to 20 minutes to each physician's day.

Dragon Medical 360 | Network Edition includes several other new features that makes it suitable for provider organizations, including centralized user management tools found in the Nuance Management Server, a component available only in Dragon Medical 360 | Network Edition. For more information on these additional features, please see the Dragon Medical 360 | Network Edition: Nuance Management Server product sheet.

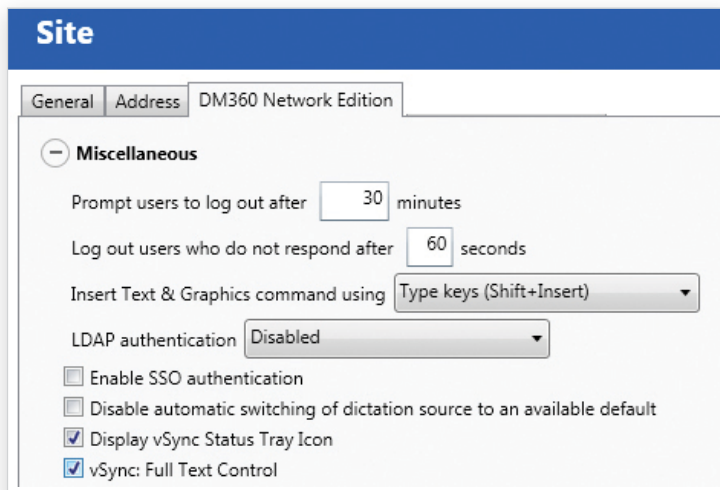
VSYNC FEATURE DESCRIPTION

vSync for EHRs enhances Dragon Medical 360 performance with an EHR in a virtualized environment and is only available in Dragon Medical 360 | Network Edition.

The Dragon Medical 360 | Network Edition Client is installed on each local client laptop or desktop. Through a virtual channel connecting the Dragon Medical 360 | Network Edition Client to the virtualized server, vSync ensures Dragon Medical 360's dictation and correction capabilities, including full text control support, Voice Navigation, Play-Back dictation, and Text Selection, offering an enhanced end-user experience. Prior to Dragon Medical 360 | Network Edition, users could not reliably use full text control commands within a virtual environment.

Both Dragon Medical 360 | Network Edition physician users and IT departments gain significant benefits and advantages by using the vSync capabilities provided in Dragon Medical 360 | Network Edition.

EASE OF USE



IT administrators can enable vSync quickly and easily.

- **Virtual Channel Connecting Dragon Medical 360 | Network Edition Client to Virtual Server.** vSync creates a virtual channel between the virtualized client PC and virtual server, passing pertinent EHR text box information to Dragon Medical 360 | Network Edition, keeping the applications synchronized and protected against loss of dictation. Dictations made into the EHR are continuously monitored to ensure that full text control is enabled in Dragon Medical 360 | Network Edition.
- **Enables Full Text Control for Users within a Virtualized Environment.** Full text control is available within Dragon Medical 360 | Network Edition while dictating into EHRs from Epic, Cerner, Allscripts, NextGen, eClinicalWorks, and other vendors..
- **Faster Word Recognition.** vSync eliminates delays from the time of dictation to when words appear on screen.

VSYNC'S BENEFITS FOR PHYSICIANS

- **Significantly Increases Ease of Use and Dictation Reliability.** Full text control, a powerful feature, is fully enabled in Dragon Medical 360 | Network Edition for physicians using Dragon Medical 360 within a virtualized EHR environment.
- **Saves Each Physician Up to 30 Minutes a Day.** Physicians can confidently dictate into an EHR's text box, eliminating the extra step of dictating into the Dragon Medical 360 | Network Edition Dictation Box and then pasting into EHR text boxes. With this cumbersome process eliminated, there is a shorter learning curve for users.

VSYNC'S BENEFITS FOR THE IT DEPARTMENT

- **Fewer Technical Support Calls.** Physician satisfaction and improved ease of use are raised, reducing the number of technical support calls made to IT—so your support staff is more productive.
- **No Audio Transfer Over Network is Needed.** No extra network bandwidth is needed to support audio transfer, saving additional communication costs.
- **Supports High Volume of Dictation on One Server.** Many concurrent users can be supported by vSync on one virtual server. Therefore, no extra hardware is required because the customer's current server and clients can be used, saving tens of thousands of dollars in annual server costs.

HOW VSYNC IS CONFIGURED

Dragon Medical 360 | Network Edition requires that vSync for EHRs be installed and published on the virtual server. vSync for EHRs must be installed, published, and enabled on each virtual server that hosts the EHR to be used with Dragon Medical 360 | Network Edition.

The Dragon Medical 360 | Network Edition Client installation process installs the necessary components to support vSync on the local PC as part of the standard installation process, when the virtualized client is installed on the computer.

vSync for EHRs is active when a virtualized session begins; full text control is enabled as soon as a user begins a virtualized session.

RECOMMENDED SYSTEM REQUIREMENTS

Supported Server Configurations for vSync

For full technical specifications for vSync, please see the Installation Guide.

For Dragon Medical 360 | Network Edition Client

For full technical specifications for the Dragon Medical 360 | Network Edition Client, please see the Installation Guide.

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 500,000 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 can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 866-748-9537 or visit www.nuance.com/healthcare.