

**“Transform your
organisation using
your voice”**



BigHand Speech Recognition for Healthcare





Is your healthcare organisation:

1. Under pressure to turnaround letters faster?
2. Do your Medical Secretaries find their time is stretched between tasks?
3. Are your GPs frustrated by a lack of consistency in outpatient letters?
4. Is your Trust looking to introduce more 'structured data'?
5. Does your Trust find it difficult to recruit quality Medical Secretaries?
6. Does your Trust spend money on external transcription?

BigHand incorporates Speech Understanding™, powered by M*Modal, to accurately convert speech into text. But while conventional Speech Recognition turns Dictations into simple text, BigHand's Speech Recognition solution recognises and understands words, sentences and concepts and is able to create whole documents.

BigHand Speech Recognition builds a highly accurate speech profile for each person and transcribes Dictations within minutes. BigHand Speech Recognition lets you to achieve big things.

The Facts



The average person speaks about 200 words per minute and dictates between 150 – 180 words per minute. The rate at which people can transcribe these Dictations is considerably lower - on average, people are only able to type 45 words per minute, with competent Medical Secretaries reaching around 65 words per minute.

BigHand Speech Recognition lifts the burden of manually transcribing Dictations and means you can get much more done. Today's Speech Recognition software and devices are highly functional, user friendly and achieve accuracy of 95% or more.

The History



When Speech Recognition was first introduced over a decade ago, users found they ran into numerous problems. The software took too long to learn your voice, it struggled with accents, it was an IT support nightmare and it required an incredibly powerful PC to operate – which meant it couldn't be made available to many users. In addition, transcriptions weren't very accurate and many people who trialled it were left frustrated and lost faith the technology's ability to improve their work life.

Today, Speech Recognition software is much more accurate, it learns in the background and can be hosted remotely making it available to Clinicians anywhere and at any time.

The Technology

Over the last decade, technological advances have meant Speech Recognition has progressed to become a highly effective tool. The software has been carefully adapted so that:

- Speech engines are incredibly accurate
- Learning happens seamlessly in the background
- Speech engines are able to transcribe a wide range of medical specialities with equal accuracy
- It can be used to automatically create progress notes using BigHand SmartNote



The Purpose

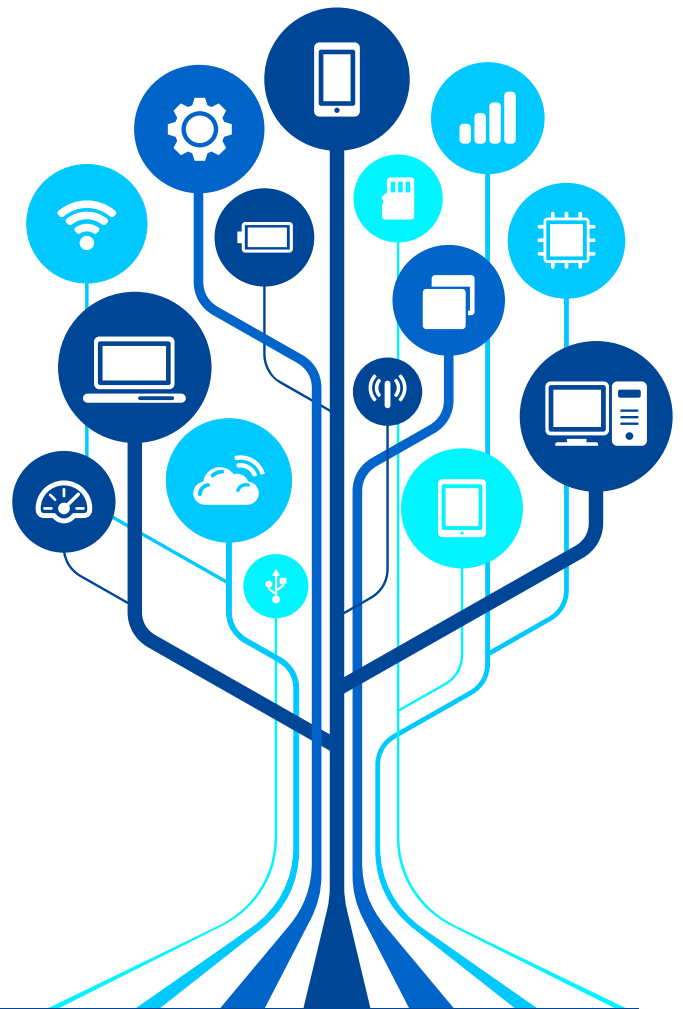
The purpose of Speech Recognition technology has always been to help people to work more efficiently. With BigHand Speech Recognition, busy people can use their voice to increase the amount of work they can process, and can dedicate their time to more patient related tasks as a result.

Transcribing a 300 word recording would take a Clinical Secretary around 5 minutes whereas it would only take our Speech Recognition platform a matter of seconds. Over the course of a week, people using BigHand Speech Recognition can save themselves hours of administration work.

BigHand Speech Recognition can be used to:

- Write letters
- Create patient notes
- Produce reports
- Voice enable EPR systems

Ultimately, BigHand Speech Recognition can be used to do any work that you would have traditionally had to type.



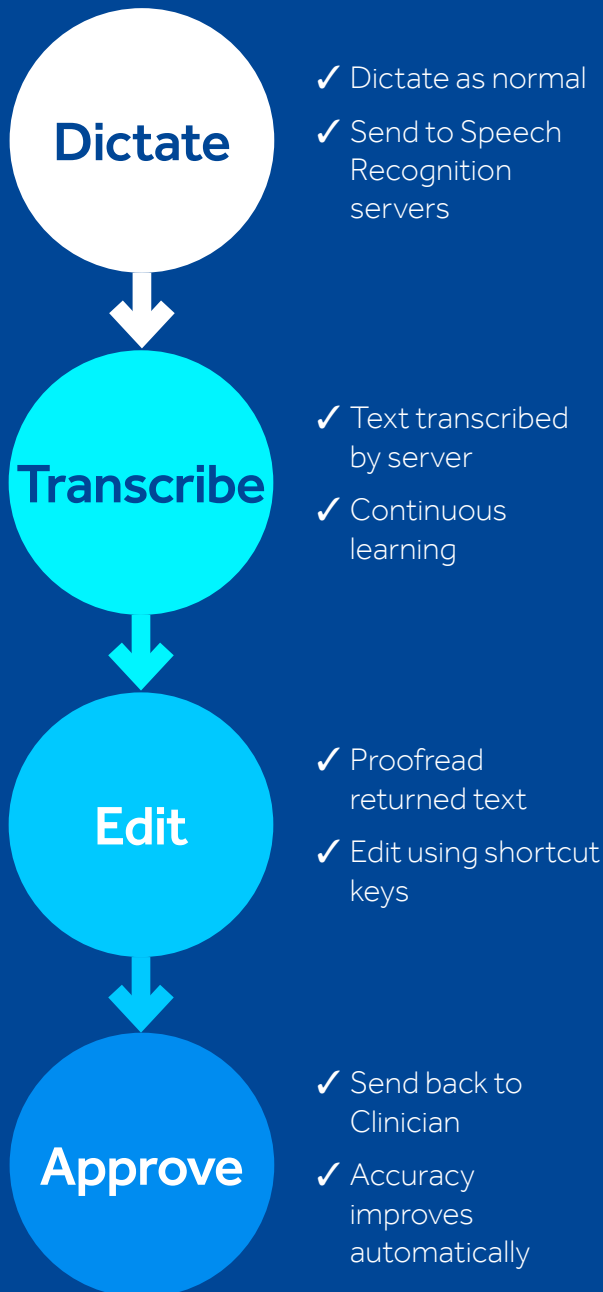
The Big Benefits of BigHand Speech Recognition

Healthcare organisations choose BigHand Speech Recognition module to increase productivity and reduce the amount of administrative work they need to process manually.

- **Speed of turnaround:** BigHand Speech Recognition generates letters and reports much faster than when they're transcribed manually
- **Optimised resources:** When Speech Recognition is adopted, support staff have more time to focus on higher value, patient related tasks
- **Self-sufficient working:** BigHand Speech Recognition is a valuable transcription tool for clinicians who do not have access to secretarial support
- **Mobile working:** When used via the smartphone or tablet app, BigHand Speech Recognition makes it easy for people to work in the community
- **Cost effective:** BigHand Speech Recognition offers a lower investment alternative to using manual transcription
- **Advanced document production:** Clinicians can continue to dictate as normal, but now produce whole documents such as letters and reports

The Types

BigHand offers flexible Speech Recognition options to suit your requirements. We offer both client side and server side solutions, powered by M*Modal Fluency Batch and Fluency Direct technologies. Both solutions are integrated into a single Digital Dictation platform to enable seamless operation, regardless of when or where you're working.



Server side:

Our server side Speech Recognition solution lets Clinicians convert their voice into text remotely, using the processing capacity of secure servers on the N3 network.

The BigHand server side Speech Recognition integrates with M*Modal Fluency Batch technology. With this solution, Clinicians can benefit from advanced Speech Recognition functionality without having to complete extensive training or change their working practices.

With BigHand server side Speech Recognition you can:

- Get set up and running quickly and with minimal training
- Continue to work as normal without having to make any significant changes to your Dictation habits
- Choose medical dictionaries specific to your field
- Choose Speech Recognition workflow options that suit you
- Have transcribed content returned to you as plain text or as a completed document
- Work anywhere and at any time on with smartphone and tablet apps
- Save costs on infrastructure as the solution is hosted over the secure N3 network

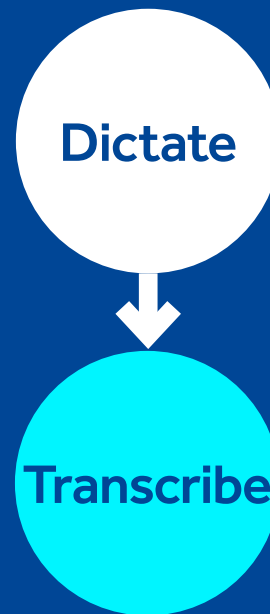
Client side:

Our client side Speech Recognition module uses the M*Modal Fluency Direct software and lets you transcribe text in real time as you Dictate.

Once transcribed, the text can then be edited and copied across into any other application as plain text. Alternatively, you can use Fluency Direct to generate content directly in a third party application - for example, to enter information into an EPR or, to generate the body of a clinic letter in Microsoft Word.

With BigHand client side Speech Recognition you can:

- Convert your speech into text in real time
- Dictate directly into applications like EPR or Microsoft Word
- Use your voice to edit text and navigate between applications
- Use your existing server side speech profile without any additional set up



- ✓ Choose application
- ✓ Dictate as normal

- ✓ Text automatically appears
- ✓ Use voice commands to edit

Setting up BigHand Speech Recognition is very simple. Both BigHand's server side and client side solutions have an in-built training wizards to guide you through creating a speech profile, which adapts to your voice pattern and learns from any corrections you make during or after dictating. Typically, users achieve accuracy levels of 95% within the first month of use.



“Rolling our BigHand Speech Recognition Trust-wide is no small undertaking. Here at University Hospitals Bristol NHS Foundation Trust we had very much equal focus on the technology and the people aspect. The energy required for user engagement should not be underestimated – we have focused a lot of time on training and communication.”

Mike Milton, Project Manager, University Hospitals Bristol NHS Foundation Trust

Clinic Builder

BigHand Clinic Builder creates lists of clinics, appointments and patients and lets Clinicians create Dictations associated with specific patient information. This makes it much easier for clinicians to work in an organised fashion, creating and storing Dictations with ease and without the chance of human error when manually entering the details of a Dictation.



Last Letters

BigHand Last Letters is a lightweight document storage and retrieval solution that makes it simple for healthcare professionals to access patient correspondence.

Last Letters works in conjunction with BigHand Clinic Builder and BigHand Speech Recognition to provide a complete end-to-end document workflow. At the point of saving a patient

document, such as a letter, an electronic copy is made and stored in the Last Letters web-based document library. Once in the library, documents are discoverable as part of a full correspondence backlog and can be retrieved by searching patient name, date of birth or NHS number.

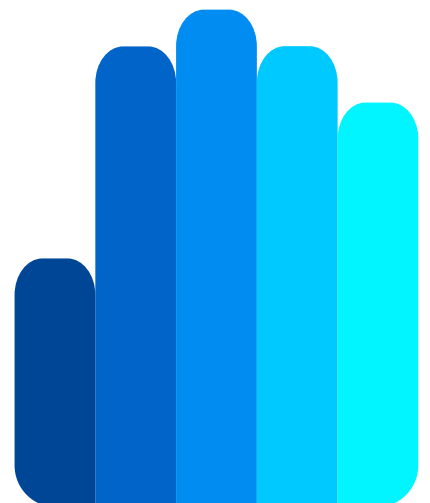
Last Letters encourages a cost-effective, paper light environment that's built for the future.

The BigHand Way

At the beginning of any project, we run bespoke engagement sessions to make sure we understand the way you work and that the software we offer works with your processes.

Our Client Services team have years of experience delivering Speech Recognition for healthcare organisations of all sizes. We know that no two projects are the same - that's why we build our knowledge and experience to build products that suit our clients' needs.

Our Project Management team work closely with clients for the duration of any project. We customise the software and training so that the solution makes a big difference to your organisation.



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