Dolbey

SINCE 1914

Healthcare Solutions

About Dolbey:
A History of Excellence and a Future of Innovation

Our beginning in the early 1900s was that of a generational business, handed down from father to son and born from a relationship with one of our time's brightest minds, Thomas Edison.

Today, nearly a century later, the tradition of hard work and innovation continues to drive Dolbey. We are no longer just a regional provider of dictation solutions; Dolbey is now the fastest growing company in dictation, transcription and speech recognition. As a solution developer, we have the recognition of top industry analysts as being first in our class. As a partner, we have been selected by many of healthcare's most notable names as well as many lesser-known but equally important customers. We understand that a commitment to technology requires a dedication to service.

Dolbey's staff and partners provide fast, expert 24 x 7 responses for your mission critical deployment. We still maintain an emphasis on the local relationship with more local support and service personnel than any other company in the industry. This business model is counter to the current trend of toll-free call centers or off-shore support. Our local office with local people, who care for your needs in a community they share with you, the customer, is important to our mission. Our focus is sharp. We provide the most integrated solution for dictation, transcription, speech recognition and computer-assisted coding.

This is our mission and our accomplishment.

Integrated but Modular

Fusion Voice®, Fusion Text®, Fusion Expert® and Fusion CAC™ are offered as either a highly integrated solution or as modular components. When modular, the dictation, transcription, speech and computer-assisted coding solutions are designed to integrate with your existing solutions to deliver seamless vendor-to-vendor functionality.

As an integrated suite of solutions, Fusion can accelerate your drive toward productivity by encompassing the entire lifecycle in creating the patient care record. From the point of dictation or speech recognition, to transcription or editing, to electronic signature, to coding and billing: Fusion can provide one application with a shared database and a single managed view.

Simplicity is a byproduct of the integrated Fusion Suite™ approach. By reducing the applications that require support and training, your staff can focus more on their work and less on their software. By reducing the required integrations, you eliminate cost and increase your ability to manage change. By sharing a common data set with dictation, transcription and speech recognition, you reduce redundant tasks and data entry.

For enterprise-wide healthcare deployments, an integrated approach saves time and money and delivers results faster. The Fusion Suite can meet the varied business models you deploy, by facility or department, in a single solution without compromise. In a single system, Fusion can deliver simple dictation for some, more complex front-end speech for others while accommodating both in-sourcing and out-sourcing of transcription. From small workgroups to large integrated health networks, Fusion is packed with tools to guarantee success across all users and all disciplines in healthcare.

Healthcare Dictation Workflow:
Quality Starts Here

The quality of a patient's chart relies upon the clinician's ability to effectively communicate findings, plans and progress. A reliable, accessible and fluid dictation workflow is essential and Fusion Voice® provides this platform. Unique to Fusion Voice is its expansive feature list while remaining overtly simple-to-use and easy-to-implement.

A scalable architecture provides the ability for growth. An exclusive, fault-tolerant design provides high availability. System partitioning provides a single system image that can be shared by many facilities and departments without compromise.

Transition tools are built in to provide an avenue to reach beyond dictation to speech recognition when the technology is right for your physicians and your infrastructure is ready to support it.

Application:
Extensible

A rule in meeting the needs of a diverse dictation plan is to be willing to break the rules. This adaptability is made possible by Fusion Voice through a series of built-in tools that allow even extreme customization to integrate with your existing IT solutions.

Providing the features expected by busy users and accommodating a potentially remote, and possibly global workforce, you are ready to meet inevitable change with these advanced dictation solutions.

Data:
Secure

A missing link in HIPAA planning has been the ability to manage the need to provide a highly accessible dictation reporting system while maintaining the safeguards required to protect health information.

Fusion Voice logs all events, tracks all access and can even alert you if a breach has potentially occurred. Encryption insures delivery of dictation from end-to-end without worry.

Our Fault-Tolerant Module (FTM) designs and off-site back-up options can provide you with a disaster proof plan to guard against care continuity.

Expertly:
Scalable

Fusion Voice captures the features of today's server architecture for large need deployments while remaining easy to administer for even small workgroup solutions.

Take advantage of the hardware profiles that suit your organization's goals including clustering, SANs, Virtual Machines and thin-client.

Healthcare's largest dictation applications are deploying Fusion Voice on distributed platforms. Smaller needs are achieved on single, redundant server architectures.

Flexible Dictation Input:
User Friendly

Fusion Voice elaborates on the traditional methods of digital dictation. Support includes telephones, dictate stations, and digital portables as well as dictation options from Blackberry, smart phones, PC-workstations and VoIP. Support one or all in the same installed solution.

Physicians in Command and Control

Speech Recognition

For many physicians, the ability to perform once-and-done patient documentation is a reality with Fusion Expert®. As a clinical workstation solution, Fusion Expert breathes flexibility into the job of the clinician. Speak and the words appear with amazing accuracy. Command and the application responds in order. Fusion Expert provides the accuracy to make speech recognition attainable by more physicians than ever before. This speech recognition is an essential tool for delivering results quickly and accurately. Fusion Expert meets the demands of critical results reporting for radiology, cardiology or the detailed reporting required in emergency and general clinical reporting.

Flexible Deployment

Case By Case

Fusion Expert is designed to be truly productive for the dictating physician or clinician. Pre-stored normalized text allows even novice users to quickly adapt to faster productivity of Fusion Expert.

Flexible user deployed software choices give the dictator control over whether they dictate for transcription or speech recognize the dictation for faster reporting disposition.

The integrated functionality of Fusion Expert delivers the unparalleled ability to migrate from transcription-tuned speech toward physician-controlled speech.

Testimonial

"As we recruit new physicians, we're finding that they won't go to a hospital that doesn't have speech recognition. We have to implement the technology to attract the best talent.

They're trained on state-of-the-art technology and don't want to settle for anything less in the private practice world. It has become vital for the image of a healthcare institution, the same as the CT or MRI used.

We've seen the turn-around time decrease, transcription has become more efficient and physicians provide more details in their reports. When we started, we were looking for partners who were willing to help us become world-class. With Dolbey we have built a strong team, with a common vision and a common goal – world-class healthcare."

Michael Westcott, MD
Chief Medical Information Officer
Alegent Health

Clinical Documentation Solutions

Through Integration

With PACs and EMRs, physicians have greater access to digital patient information than ever before. Fusion can integrate with these systems to reduce the effort in indentifying the patient while speeding the delivery of the results to the patient's chart. Fusion Expert® with speech recognition or Fusion Voice® for simple dictation is made easier for the dictator with this integration by providing either an integrated or interfaced solution to clinical workstations from GE, Fuji, McKesson, Cerner, Meditech, DR, AMICAS, Eclipsys and many more.

Viewing a patient chart in an EMR or diagnostic study result in a PAC can now provide the simplified functionality of simply clicking an icon to begin a dictation rather than the previous requirement of scanning a barcode, calling a dictation telephone number, or key entering report data to begin dictation.

Further integrate the solution to provide single sign-on and sign-off ease or even voice clip and results integrations with your PACs or EMR vendor. Standard API and XML integrations make this capability cost effective and quickly deployed while delivering a supportable and sustainable link that can bring real value to your dictating physician or clinician.

"One of the problems with the other systems was the intensity of supervisory management. I spend very little time managing Fusion."

Page Meadows
PACs Administrator
St. Mary's Healthcare System

Smart Document Management:

Medical transcription software must perform beyond creating documents. Fusion Text® delivers with a highly productive transcription application supported by rich downstream features including electronic signature, HL-7 integration, automated distribution and detailed management reporting.

Transcriptionists are enhanced with spell check, expander vocabularies and quick access to routines. Integrating registration and order demographics eliminates redundancy while insuring the integrity of the data as it is passed from Fusion Text to your HIS or EMR.

Tailored to fit your needs, our years of project management and integration experience accelerate the return on investment for this solution. As your needs change, Fusion Text is scalable from single department installations to enterprise-wide corporate deployments.

Increase Transcription Bandwidth

Dictation volumes are rising despite the advent of physician tools including EMR charting, speech recognition and electronic templates. The need for digital documentation versus handwriting is a driving force behind the trend that is requiring more transcription output with shorter turnaround times. Fusion Text provides productivity driven tools that allow you to capture higher productivity without increasing staff. These outcomes provide a true return in time savings and productivity: reduce your dependency on high cost outsourcing; reduce document turn around time; increase transcription bandwidth.

"Our transcriptionists were concerned that their learning curve could have a negative impact on their payment. We decided to pay them at the regular rate while they were training to ease the pressure. In the end, they were pleasantly surprised at how quickly they adapted to the new editing skills. In our team, we estimated the productivity savings at 35%, and we have exceeded that goal."

Mary Radley
Children's Hospital Boston

"With Dolbey Fusion Text we increased productivity by 22% and saved over $700,000 in just two years."

Becky Cain, Health Information Management Supervisor
Tri-Health, Bethesda North & Good Samaritan

Speech Powered Transcription

Fusion Speech® is proving every day that speech recognition is a productivity tool for transcription. Transcription turns to editing when dictations are processed first through the speech recognition engine before reaching transcription. Transcription's edits fine tune the speech recognition dictionary for continued higher results.

Document Distribution

Flexible report distribution reduces manual effort and provides essential audit trails and logs of where and to whom patient information has been sent. Print real-time or to patient floors, fax to multiple destinations determined by recipient preferences or even email reports to ordering or attending physicians with secure encryption.

Physician Sign-Off

From home, office, hospital or away, your clinicians can securely and quickly access their reports in an Internet browser. Physicians can view, sign, or edit reports to speed document turnaround and increase clinical availability of the information. With configurable rules, iDocview™ even meets the needs of academic facilities that require multiple signatures.

Hospital Wide Computer-Assisted Coding

Smart Revenue Management

As its last stop before billing, a patient's chart is examined by medical coders who extract both the ICD and the CPT codes that will be billed downstream. Fusion CAC™ Powered by EMscribe™ is designed to enhance this manual process by increasing productivity and reducing time from discharge to billing. By enhancing your coders' ability to turn more charts per hour, you can dramatically improve the revenue cycle. Fusion CAC also provides the tools to be better prepared for the present demands of POA, MS-DRGs/APR-DRGs, audit contractors and the future challenges of ICD-10.

Data Mining

Natural Language Processing

The power of words are captured by the technology underlying Fusion CAC. A healthcare tuned and patent-pending NLP technology can process thousands of documents per hour to recognize and create the medical billing codes that will be verified and finalized by your coding staff.

As a compliment to the coding capability of the NLP engine, Fusion CAC will abstract data that may eliminate manual tabulation and reporting. Medication data, APGAR scores, cancer registry and morbidity statistics are examples of the information that can be automatically extracted, documented and shared from the Fusion CAC system.

Exclusively Experienced

Inpatient & Outpatient Coding Capability

The technology in Fusion CAC is uniquely qualified as the first proven CAC solution to work with both inpatient and outpatient charts. Other solutions are focused on providing specialty driven coding such as Radiology, Emergency or Physician office coding. This exclusive capability gives you the advantage of implementing one solution to meet the entire need of your healthcare facilities.

Customer Profile

"Robert Wood Johnson uses the Fusion suite of products for dictation, transcription and CAC. Integrated with our 3M encoder and DRG grouper, Fusion CAC has dramatically increased our coding output. We have eliminated our dependency on outsourcing while reducing our DNFB by 80%. We use Fusion CAC to code both inpatient and outpatient charts with incredible results. The savings that paid for the system came within one year!"

Cecilia Hilerio
Director, Health Information Management
Robert Wood Johnson University Hospital

45% Increase in Productivity
89% Reduction in Outpatient Coding Time

With Fusion CAC, your coders are presented a chart already coded with recommendations made by Fusion's Natural Language Processing (NLP) engine. Coders now verify and process the codes through your existing coding system (3M, Ingenix, TrueCode, and QuadraMed). This process dramatically increases the speed in which your existing coding staff can process a chart.

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Since 1914, Dolbey has delivered timely solutions with an emphasis on customer partnering. With expert solutions and fast, local support from locations in most major cities in North America, Dolbey is the company you need to address your fast changing requirements.

www.dolbey.com

7280 Auburn Road, Concord, Ohio 44077
800-878-7828

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