

MANAGED DOCUMENT SOLUTION

Integrated

– adjective.

Combining or coordinating separate elements so as to provide a harmonious, interrelated whole.

Workflow

– noun.

The flow or amount of work to and from a system, office, department, or employee.

Lanier.
voice
Integrated Workflow

Lanier Voice is proud to introduce Australia's only complete Software as a Service (SaaS) document workflow solution for Health Information Management.

From voice capture through intelligent voice recognition, transcription, editing, electronic signature and distribution, Lanier Voice can exceed all your requirements allowing you to focus on core HIM activities and improved patient care.

Our Managed Voice Solution is a full-lifecycle solution for all your clinical documentation.

Lanier Voice establishes your dictation and transcription facilities and then manages your workflow to maximise the productivity of your internal staff whilst minimising any overflow to outsourced transcription organisations. Coupled with this is the confidence of knowing you are dealing with a single vendor with over 30 years of industry experience.

The core technology behind the Managed Document Solution is the DocQment Enterprise Platform™ (DEP) with automated voice recognition technology. The DEP provides users with a digital dictation facility to capture the Clinician's dictated reports then converts them into accurate, fully formatted (to client specific templates), ready-to-edit text files for correction by the department's own transcriptionists. Productivity actually increases with time, as users and the system adapt to each other. The work is routed to the transcriptionist via sophisticated document routing and management capabilities from within the platform.

The automatic formatting, routing and elimination of keystrokes for the transcriptionist dramatically improves productivity and delivers cost savings when compared with traditional transcription and outsourced transcription models.

Should there still be a requirement to overflow transcription then Lanier Voice can also manage this stage of the document cycle.

Our team of highly skilled Medical Transcriptionists will type or edit the report as if they are located within your department. No premium is paid for this service. It is our objective (unlike outsourced transcription providers) to minimise or eliminate this overflow and the associated expense through the use of voice recognition technology.

Once the document is complete it is released to the Clinician for electronic authorisation. The Clinician can sign, co-sign, reject to transcription or amend the report with the added functionality of having the original audio file available for review with the document. Once the document is signed it is automatically distributed via print, fax, email and uploaded to your electronic document repository.

All transcription is processed in Australia and both HIPAA and Australian Government privacy standards, ensuring the safety of the record are met.

Our transcription services are of the highest standard and Lanier Voice constantly monitors and publishes performance standards and targets such as turnaround time and quality control.



The Managed Document Solution minimises direct investment in IT infrastructure.

Since the service is offered as an SaaS model hardware requirements are minimal, as are internal ITS support requirements.

The digital dictation platform is provided as part of the solution meaning you never have to worry about replacing or upgrading a digital dictation system again. All upgrades are included in support contract and are conducted to by Lanier Voice thus minimising ongoing requirements on your internal IT staff.

A dedicated Lanier Voice Account Manager will ensure that the implementation of your solution goes without a hitch and then services your department on an ongoing basis to ensure that all your operational goals and objectives are constantly met.

Lanier Voice brings together every element of the document life cycle giving Health Information Managers more control over their workflow, cost centres and staff productivity.



How Does Managed Document Solution (MDS) Work?

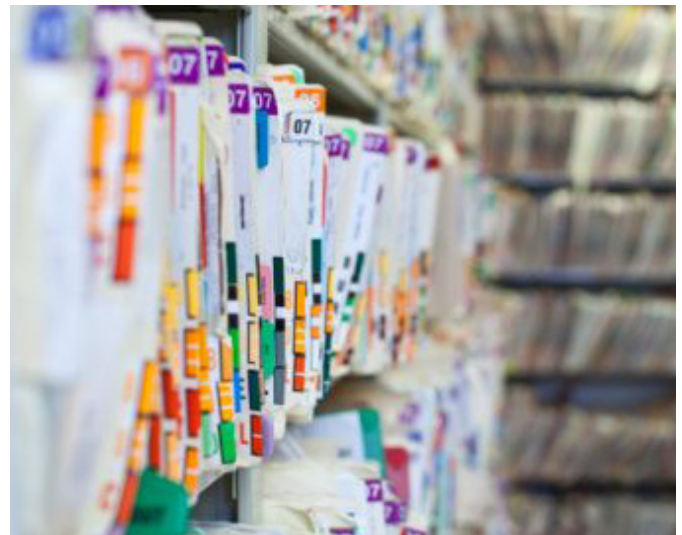
The Managed Document Service is customisable to fit your existing infrastructure and workflow requirements. Your Account Manager will assess your requirements and provide you with a tailored proposal outlining how each module within the MDS will assist your organisation in achieving your goals. Whilst the MDS is traditionally offered via an SaaS model, Lanier Voice can also provide you with costings should you wish to purchase the solution outright.

The below table is a guide to each module within the MDS and the services available to each facility level. There are different options within each module that cater for your individual requirements.

| MDS MODULE | FACILITY TYPE | | | | | | |
|---------------------------------------------------|---------------|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Digital Dictation and Transcription | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| ADT Feed into Users Templates | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Electronic Signature Web Based with Voice File | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Electronic Distribution Print, Fax, Email, Upload | | | | ✓ | ✓ | ✓ | ✓ |
| Background Voice Recognition | | | | | ✓ | ✓ | ✓ |
| Overflow Transcription Services | | | | | | ✓ | ✓ |
| 3G and Wireless Smartphone Access | | | | | | | ✓ |

MDS for the Health Information Manager

- 20 – 50 % productivity increase from FTE support staff
- Reduction or elimination of outsourced transcription
- Complete suite of workflow and reporting tools
- Minimal ongoing support requirements from internal
- ADT information integrated into customised templates
- Auto formatting of templates
- Patient demographics linked to voice file
- Web based electronic signature for Clinicians
- Ability to sign, co-sign, edit, or reject within electronic signature
- Clinician access to completed reports
- Australia Government privacy standards & HIPAA compliant
- Completed documents stored onsite (not offshore)
- Upload to EMR or other repository
- Automated document distribution, including 'follow me' printing
- Code work prior to transcription
- Single vendor management and accountability



MDS for the Chief Information Officer

- Web based applications and light-weight clients
- Unlimited concurrent licencing
- Minimal hardware requirements
- Multiple input options
- EMR Ready
- HL7 compliant
- Cost effective managed voice recognition
- Full Integration of ADT and Audio
- Cost effective electronic signature platform
- Electronic signature complete with audio file
- Automated document distribution
- Migration MS Word expansion for transcription (canned text)
- 128 bit SSL encryption

MDS for the Chief Financial Officer or Executive Officer

- Minimal capital requirements
- SaaS model - Pay as you go
- Reduced ongoing maintenance and support costs
- Reduce FTE support staff requirements
- Reduced outsourcing expense
- Integrated mobile solutions (Smart phone, Blackberry, iPhone)
- Improved Clinician productivity
- Reduced clinical risk
- Positive short term ROI
- Very cost effective when compared with other voice recognition or EMR platforms

About Lanier Voice

For over 30 years Lanier Voice has been delivering digital dictation and now integrated workflow solutions to healthcare organisations across Australia. To satisfy your needs, Lanier offers a wide range of products for individual users, small workgroups, entire departments, and national organisations. We design these solutions based on an understanding of each client's unique needs and with a focus on business outcomes, our solutions produce returns immediately. We back this commitment to our customers by maintaining direct sales and service offices in each mainland state of Australia, rather than using dealers or third-party support vendors.

We Believe Your Company is Unique

We Believe Your Company is Unique Every customer has a different story, market niche, philosophy and vision. That's why Lanier Voice employs workflow assessment methodologies to develop a rich understanding of your specific needs - before we recommend a single component of any solution.

We Know What Solutions Are

A solution is not just a product — it's a problem solved. Effective solutions may include hardware, software, workflow analysis, integration, application development, training, and technical support. It's the ability to bring these components together that makes Lanier Voice unique.

We Focus on Productivity and Cost Reduction

Many organisations don't realise document creation and management represent a significant portion of their operating costs. So it is crucial that our solutions minimise costs, improve productivity and staff satisfaction.

Global Products, Local Focus

Unlike other vendors that offer a single product, we specialise in a 'best of breed' approach to our product range. This range is sourced from partners globally with an emphasis on local requirements. Our range is designed to address specific business and workflow challenges. You can feel comfortable in the fact that most users of digital dictation, voice recognition and workflow solutions worldwide use one or more of the products in our range.

Our Partners

Lanier Voice works closely with our strategic partners and manufacturers to constantly expand and improve our range of products and services. Our partners include, Crescendo Systems, MedQuist, JAVS, Citrix, Nuance, Microsoft, IQMAX, Olympus and Philips.

1800 222 822
www.laniervoice.com