



# Eksote takes control of patient documentation

The Eksote district, in Finland, has significantly increased the efficiency of patient documentation with a system developed by Diktamen. Diktamen also proves its suitability for the social and health care service model.

# Diktamen answers needs for the social and health care service model

Eksote is responsible for the health care services of the 132,000 residents in the region. Eksote employs 344 doctors who together dictated around 360,000 case notes in 2016.

Thanks to Diktamen, Eksote has gained many significant benefits, as dictation functions have been brought under control in terms of both costs and workflow management.

“We are satisfied with Diktamen. Their solution fits our needs well and has increased productivity. Diktamen has also listened to our wishes, and cooperation has been excellent,” said **Anitta Harju**, Service Manager of Office Services.

The actual dictation and transcription is easy. For patient care it is an important advantage that patient documentation is completed effortlessly, reliably, and on time.

“This saves more time for patient care,” Chief Physician and Director of Rehabilitation **Markku Hupli** rejoiced.

## Reporting in frequent use

Diktamen has made dictation services more transparent, thanks to the reporting and workflow management functionalities.

“The statistics functionality of Diktamen is a valuable feature for us,” Anitta Harju commented.

Supervisors can prevent backlog situations, view available resources, workload of transcriptionists, and doctor and specialty-specific amounts of dictation in real time.

“Now we can see all dictations, dictation volume, and employee time tracking in one system. We can see, for example, how many dictations each transcriptionist has transcribed and we can intervene if the situation changes. We can also see the status of each queue for transcription,” said Anitta Harju.

A specific view of Diktamen’s user interface is provided for different user groups based on their needs. A transcriptionist for example, can personally view the number of dictations they have transcribed, as well as the elapsed time.

“One improvement is that you can leave the dictation in listening mode if there are unintelligible parts. You mark the timestamp down in the system, and that way your colleague

can fix it or tell you what the word might be,” said **Hanna Hämäläinen**, Team Leader in transcription.

## Dictation services reorganized

As Eksote began using Diktamen, they also revamped the organization of transcription, which has also played a part in increasing efficiency.

For specialist care, there are 13 full-time transcriptionists with some dictation also distributed to different units to be transcribed. In Eksote’s outpatient care and social services,



departmental secretaries also take part in transcription. Approximately half of the over 250 departmental secretaries transcribe dictations as part of their regular duties. The Diktamen system enables simultaneous control and workflow management of centralized and decentralized transcription, making transcribing cost-efficient and ensuring that sufficient resources are available.

Eksote’s implementation also proves that Diktamen is already equipped for the needs of the social welfare and health care reform in Finland. The social and health care services in the region are arranged under one organization that spans the entire province, so that in practice the solution fulfills social and health care service requirements.

Transcription organization management, which can be simultaneously centralized and decentralized, is not an issue

when you are using Diktamen, which is designed for versatile operation and workflow management.

## Reliable system

Diktamen’s software continuously displays how many dictations there are queued for transcription. The software distributes dictation for transcription based on urgency determined by the doctors.

“Diktamen’s dictation has been very reliable. You just need to open the software, which does an excellent job in pulling up the patient’s information, and start dictating,” Chief Physician **Markku Hupli** reported.

There was no need for a separate training session to use the software, which was important for the busy doctors. According to Hupli, dictations are now transcribed into text faster than before.

“Now transcription is so fast that it improves patient safety, even,” he commented.

## Listening to the customer

Introducing and integrating Diktamen with the patient data system took some effort in the beginning, but Eksote’s data administration is happy with the result.

“Diktamen was much more affordable than the other options. The biggest advantage is that Diktamen as a provider reacts quickly and has an active approach. When we have requested new features, for example, we have received them very quickly,” recounted **Veli-Pekka Helvola**, IT Service Manager at Eksote.

Diktamen is independent of the patient data system as it runs on its own servers.

“In principle, you could dictate and view transcripts even if the patient data system is down,” Helvola remarks.

The software is constructed so that if the device on which dictation is being done is disconnected from the network, the software sends the dictation forward as soon as the device reconnects to the network. Before Diktamen, plenty of dictations were lost or left on workstations every day.

Diktamen approaches product development in a customer-oriented way, and regularly adds new efficiency-improving features to the system. In addition to continuous product development, Diktamen is very well suited as a platform system, as it has open interfaces for adding other applications.

# The benefits of introducing Diktamen at Eksote

## ✓ In general

- Significant savings in dictation and transcription costs
- Saving time for actual care work
- Highly reliable dictation system
- Effortless user experience for different user groups

## ✓ For supervisors

- Comprehensive dictation reporting and management
- Versatile workflow management functions
- Real-time status of resources, teams, and dictations

## ✓ For transcriptionists

- Easy-to-use transcription software
- Processing dictation based on queue situation
- Monitoring one’s own work

## ✓ For doctors

- Saving time for patient care
- Determining urgency of dictations
- Quick processing of dictation into text



# Let Diktamen assist you

Diktamen is the leading provider and developer of services that accelerate the generation and management of patient documentation.

Over 200 customer offices and 13,000 health care professionals use Diktamen daily. Over 3.5 million dictations are managed, recorded, and transcribed with the Diktamen system each year.



Over **200**  
customer offices



Over **13,000**  
daily users



Over **3.5 million**  
dictations each year

**Contact us and accelerate your patient documentation today.**

## Diktamen

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Optimization through dictation