

## What our clients are saying

"M\*Modal has been a key partner of ours in capturing key clinical information from our physicians and is dedicated to providing a high-level of service."

- Judy Weibel, Director, Clinical Data Services/Transcription Service,  
Gundersen Lutheran Health System

"At Rady Children's we pride ourselves in our commitment to the latest technology and M\*Modal embodies this. They offer cutting-edge solutions to help us meet the needs of even the smallest patients. Our industry is at a transformational stage, and M\*Modal is providing the solutions to meet the challenges we face today and helping us plan for the future."

- Andra Marino, Clinical Informaticist, Health Information Department  
Rady Children's Hospital

## Technology

Over 140 patents in our portfolio form the core of the M\*Modal difference, including our proprietary Speech and Natural Language Understanding technology. When you speak to M\*Modal technology, it understands. It looks at the meaning of the dictation, not just the individual words as in conventional speech recognition. Because of this, physicians can dictate in a normal, "conversational" mode without needing to follow particular speech structures or provide verbal cues to the engine.

M\*Modal's Speech and Natural Language Understanding creates rich documents that encapsulate both narrative and encoded information. Documents are output not only as text, but also in a leading industry standard format for structured documentation that promotes information reuse and interoperability. Natural language processing technologies yield highly accurate, context-aware content that is codified to standardized medical lexicons, such as SNOMED®-CT, ICD, RadLex®, LOINC, and others. This drives actionable information, enables clinical decision support, and improves the quality of care.

Learning from human feedback is crucial, and our technology adapts to users' needs and preferences. Highly scalable, and responsive to the constant changes in medical knowledge, machine learning is incorporated into our technology – applying intelligent systems that improve their predictions as they process more information.

## A heritage of excellence

M\*Modal brings together the strongest capabilities in the industry across the value chain from our legacy companies of MedQuist®, Spheris®, M\*Modal™, CBay®, Poiesis Informatics™, HCR™, and others. M\*Modal's superior services, products, and partnerships result in a 97% client retention rate.

### M\*Modal serves:

#### Our clients

- 165,000 physicians
- 2,400 hospitals, clinics, and practices
- 850 physician practices

#### Our partners

- Medical Transcription Service Organizations
- ICD-10 and coding consultants
- Radiology systems
- EHR vendors
- Healthcare providers

## Engagement • Collaboration • Intelligence



Transforming clinical documentation into intelligence.  
Using intelligence to deliver better care.



To find out more, visit our website at [www.mmodal.com](http://www.mmodal.com) or contact us at 866-542-7253.

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**Collaborative Intelligence:** The best talent, proven processes, leading technology, and outstanding services work together to provide the insights that permit clinicians to hone in on the most critical information quickly and accurately.



## Engagement

Capture the patient's story. Any device. Any location. Any software. Any way.

With M\*Modal™, physicians are in control and speech is their tool of choice. Their narrative is converted into structured data that becomes a valued part of the clinical information flow. We can meet you at your state of readiness, facilitate easy interaction with EHRs and other systems, and provide "closed loop" feedback to facilitate your workflow.

### Real-time Speech Understanding

This is a high-accuracy, real-time speech recognition solution, accessible via the cloud. Our technology seamlessly captures the spoken word and converts it into both text and structured data. However you speak, the technology learns and adapts for a better physician dictation result, allowing you to dictate, review, and electronically sign reports in one pass.

### Transcription Services

M\*Modal is the world's largest transcription services provider, helping thousands of healthcare organizations save time and money. We guarantee quality documents, a HIPAA-compliant workflow, and time-sensitive delivery. These services complement and accelerate your facility's EHR initiatives, helping you meet Meaningful Use and clinical reporting requirements.

## Collaboration

Use the patient's story. Through your EHR, your RCM, and with new ICD-10 requirements.

Through Natural Language Understanding (NLU) technology, speech is converted to valuable structured information – enhancing the value of the complete patient story. Streamline clinical and administrative processes and achieve Meaningful Use through EHR integration. Make the transition to ICD-10 easier with coding and billing support. Don't just capture the patient's story. Use it.

### EHR Integration

Speech-enable your EHR. Dictate medical narrative directly into your EHR and navigate via speech – a powerful combination that assists healthcare organizations and providers in meeting the dual goal of increased efficiency and improved quality of clinical documentation.

### Computer-Assisted Coding

Let M\*Modal's industry-leading technology help ease the transition to ICD-10. M\*Modal delivers high-efficiency coding, automatically generated from medical reports. The system presents recommendations, along with a link to the text used to make the determination, for rapid coder review and assessment. The result is coder productivity gains of 25-75% or more.

## Intelligence

Learn from the patient's story. Through clinical analytics and feedback.

Abstracting tools will allow you to analyze data by generating queries and reports from large volumes of information. Structuring the data within the context of the narrative allows physicians to make a more comprehensive analysis. Ultimately a differentiated decision can be reached, enhancing the continuity of care with fewer starts, stops, and delays. Promote evidence-based practices. Improve clinical outcomes.

### Clinical Content Management

This self-learning clinical content management platform leverages advanced Natural Language Understanding technology to find and use information embedded in narrative medical documentation. It enables query of large volumes of reports and data to answer questions that have previously been difficult to address through an expansive and powerful clinical reasoning system.

A highly effective clinical content management solution complements a wide range of clinical, business intelligence, analytics, and reporting tools. Receive feedback, patient context, or reminders to improve patient care. Analyze historical data to make sure you do better tomorrow. Don't just capture information, learn from it.