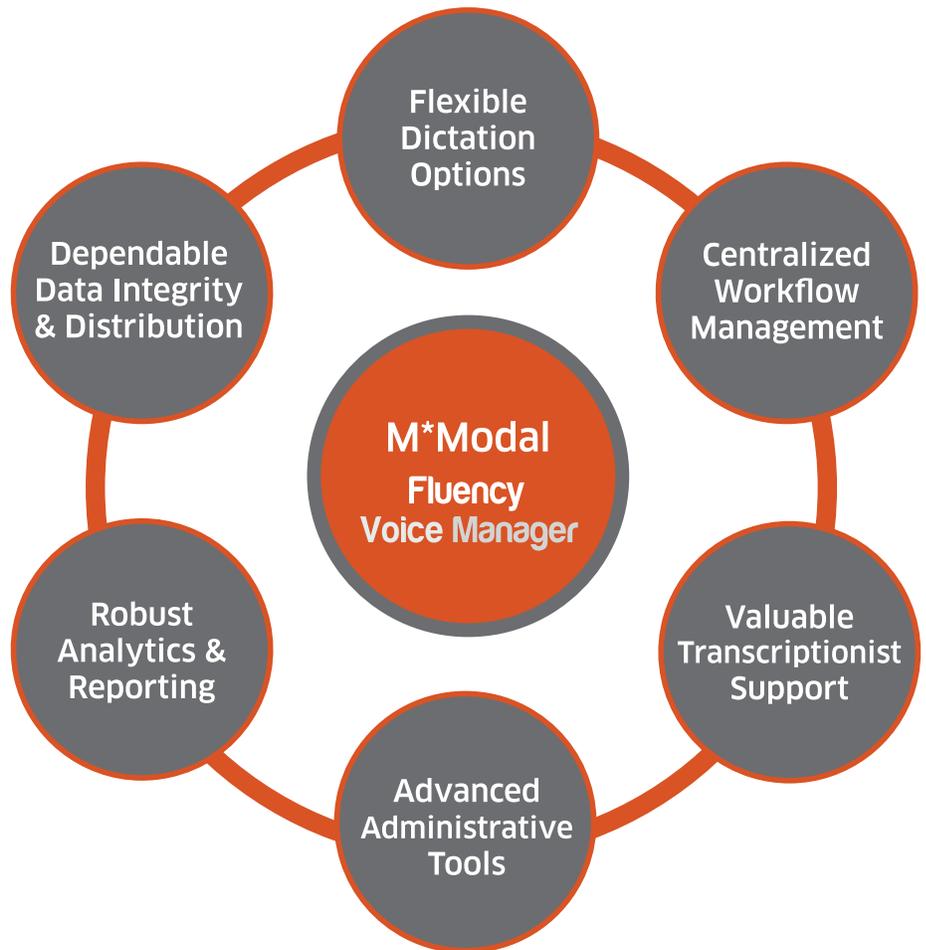# 3M | m*Modal

Fluency Voice Manager

IMPROVE DICTATION AND TRANSCRIPTION WORKFLOW BY LEAPS AND BOUNDS

Enterprise Voice Capture and Centralized Document Management Solution

Part of the integrated M*Modal transcription solution, M*Modal Fluency Voice Manager™ is an advanced voice capture and workflow management system that enables healthcare organizations to handle their dictation volumes and resources across the enterprise from a single, Web-based platform. It is a highly scalable solution that is designed to meet the needs of a single department or an entire health network. Moreover, it allows physicians and administrators the flexibility to choose workflows that best suit them, while maintaining full control over functional details.

From supporting physicians on the front-end of document creation to enabling administrators and transcriptionists on the back-end, M*Modal Fluency Voice Manager improves the productivity and day-to-day workflow of all stakeholders. It is designed to boost speed, accuracy and patient care in every phase of the transcription workflow.

- Flexible Dictation Options
- Centralized Workflow Management
- Valuable Transcriptionist Support
- Advanced Administrative Tools
- Robust Analytics & Reporting
- Dependable Data Integrity & Distribution

M*Modal Fluency Voice Manager

SOMETHING FOR EVERYONE

For Physicians

- Unparalleled flexibility to select the dictation method that best suits their natural workflow: hand-held digital voice recorder, smartphone, M*Modal Fluency Voice Workstation with patient pick-lists and EMR/PACS integration capabilities

- Auto-insertion of barcode scanned episodic patient data, allowing physicians to dictate with a single click

- Enhanced physician satisfaction and adoption

For Administrators

- First dictation system to incorporate patient data during the dictation process, allowing administrators to manage workflow and turnaround times based on critical dates, such as the admission date

- An at-a-glance dashboard with a wealth of information and resources—from navigational aids to document statuses, including counts, backlogs and turnaround times

- A system dashboard that can be customized to meet individual needs

- Centralized management of documents, users and workflows made possible by the system's built-in ability to manage multiple departments, facilities or logical groups as a single enterprise from one location

- Sophisticated, data-based routing algorithms ensure that documents go to the right place, improving efficiency and turnaround times

For Transcriptionists

- Time-saving features such as the ability to batch assign and download voice files or to stream time-sensitive files

- Patient data is directly and accurately embedded into the document header during dictation to boost efficiency

- Patient demographics are auto-populated in the appropriate fields to avoid time-consuming look-ups during transcription

- Advanced quality control capabilities ensure that documents containing incomplete or invalid information do not flow into the transcription/ editor workflow

- Data integrity measures within a document that ensure patient safety and help meet turnaroundtime goals

- Instant access to relevant patient information at the time of transcription

- Improved productivity and efficiency

Fluency Voice Manager Jayna Ferguson

Ashli General Hospital DOCUMENTS SCHEDULES PATIENTS REPORTS MANAGE CONFIGURE

Edit My Dashboard

WORK TYPE BACKLOG

Discharge Summary	8	00:01:23	04-07-14 07:59:17.1
Discharge Test	3	00:00:10	08-20-14 06:39:16.17
History and Physical	84	00:24:16	04-07-14 07:58:51.5
Operative Report	2	00:00:07	07-29-14 07:09:20.73
Progress Note	1	00:00:08	08-26-14 03:32:11.42
RAD O	2	00:00:07	09-24-14 09:18:53.11
Total:	**131**	**00:37:54**	

SAVED QUERIES (28)

Query Name	Options
CRoach	▶▶
CRoach 2007 HP	▶▶
Transcribe Awaiting	▶▶

MY SAVED REPORTS (7)

Name	Creation Date	Action
Feb 13	02/12/2013	🔍 🗑
Feb 19	02/18/2013	🔍 🗑
Jan 11	01/10/2013	🔍 🗑

IN-HOUSE BACKLOG

Classification (Total)	Backlog	GTA	Oldest
Consultation (13)	00:01:47	16:00:00	07-26-14 19:24:43.
Discharge Summary (8)	00:01:23	48:00:00	04-07-14 07:59:17.
GROSS (8)	00:04:15	3:00:00	06-19-14 10:55:55.
General Priority (1)	00:00:08	6:00:00	08-26-14 03:32:11.
History and Physical (63)	00:08:00	8:00:00	04-07-14 07:58:51.
Letter (1)	00:01:06	3:00:00	10-28-14 08:35:26.
MICRO (8)	00:04:29	3:00:00	04-07-14 10:02:23.

DOCUMENT SEARCH

Author ID*
Organization: Cardiology
Creation Date
*=Numeric Search

ACTIVE USERS (1)

| Name | Client |
| Ferguson, Jayna | Fluency Voice Workstation |

AUDIO STORAGE

VOICE SERVER STATUS

Click to View Activity Status

ID Name Status

OUTSOURCING STATUS CHART

Outsource Delivered = 8
Outsource Sent = 16

The information-rich M*Modal Fluency Voice Manager dashboard promotes centralized management of multiple workflows and vendors.

The system's advanced outsourcing functionality provides the flexibility to either send work to Medical Transcription Service Organizations (MTSOs) on third-party platforms or to integrate with M*Modal Fluency for Transcription™ for outsourcing and in-house transcription/editing with back-end speech recognition, so you can:

• Independently manage all your vendors with the click of a mouse—outsourced work can be categorized and reported on to help better manage organizational goals

• Provide end-users the ability to see where their documents are at all stages of the workflow

• Support statistical reporting against archived data to help measure, monitor and improve performance—no matter which workflow is chosen

• Deliver both 10 standard summary reports and provide ad-hoc reporting capabilities that offer full graphical data representation, allowing you to identify bottlenecks and make better business decisions

At the same time, with role-based privileges, triple-layer authentication and data encryption at rest and in transit, M*Modal Fluency Voice Manager maintains the highest levels of data security and enables HIPAA compliance. A robust audit trail records all user access to Patient Health Information (PHI) in terms of name, date, function and result. Advanced search capabilities allow administrators to customize their search against the audit-trail data for greater control and clarity.

In an increasingly complex healthcare environment, the challenges of managing multiple vendors, disparate platforms, many maintenance contracts and escalating operational costs are a ground reality. M*Modal Fluency Voice Manager offers a way out by consolidating to a single, enterprise dictation. solution, increasing feature functionality, decreasing ongoing costs and improving patient care.

Features

- Integrated within the M*Modal Fluency for Transcription Web-based workflow as a voice capture and management system

- Role-based privileges and access with 128-bit HTTPS encryption while data is at rest and in transit

- Bi-directional HL-7 interfaces with ADT and other host information systems to bring patient data to the dictation header

- Distributed voice capture providing redundancy and telephony cost savings

- Open architecture with industry-standard hardware, operating system and database software

- Robust audit trail at document, user and activity-performed level with fully searchable data

- Flexible dictation options—supports standard telephone dictation and PC workstation-based voice capture that can integrate with EMR, PACS, RIS, etc.

- Remote and onsite service capabilities, and smart workstation software updates

Benefits

- Optimizes turnaround times and eliminates need for costly management consoles

- Centralized workflow management maximizes administrator flexibility in transcription resource and workload management

- Enhances audio quality to improve voice recognition accuracy

- Promotes data security and confidentiality of PHI

- Speeds implementation and reduces costs

- Provides ability to leverage M*Modal Fluency for Transcription and other M*Modal products for deeper insights and higher ROI

- Improves physician satisfaction and boosts transcriptionists' productivity

About M*Modal

Now a part of 3M, M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. M*Modal also provides advanced cloud-based Speech Understanding™ technology and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care.

3M | m*Modal™

To find out more, visit our website at mmodal.com
or contact us at 866-542-7253.

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