

CASE STUDY



Envox CT ADE Enables Transcription Service to Eliminate Downtime

EMDAT gains reliability and powerful administration capabilities for their InTouch phone-based dictation service using Envov CT ADE

The Challenge:

EMDAT's comprehensive suite of web-based applications provides medical transcription services organizations (MTSOs) and healthcare facilities with the ability to efficiently manage the entire dictation and transcription process. Clinicians can record notes over the phone using InTouch® or a hand-held digital recorder connected to a computer. The dictations are then uploaded to one of EMDAT's InCommand® servers where they are inventoried and queued for transcription. Transcriptionists use the InScribe® application to automatically download the dictation and transcribe the reports. Once the transcription is completed, it is immediately available on-line for viewing, editing, printing and electronic signature through the use of the InQuiry® application. Throughout the process, MTSOs and healthcare facilities are able to access the file and monitor progress in the dictation process real-time.

Though their dictation process was flawless, EMDAT was facing a one serious problem with their solution delivery - their telephony system was unreliable. As a result, it was having a serious affect on their customer satisfaction, and their bottom line - costing them almost \$8 per minute in lost revenue. The company needed greater reliability and stability out of its telephony systems.

The Solution:

After evaluating their options, the company's new version of their phone-based InTouch service was developed and deployed on Envov CT ADE. EMDAT relied on Envov CT ADE's rapid development capabilities to quickly create the solution. Once deployed, the Envov CT ADE-based approach provided EMDAT with the stability they required to efficiently manage this large-scale, mission-critical solution. Leveraging Envov CT ADE's capability to work directly with the Intel Dialogic APIs, EMDAT is now able to effectively control its telephony boards ensuring that they are up and running.

Based on their success using Envov CT ADE to develop InTouch, the EMDAT development team used Envov CT ADE to create, deploy and manage the fax capabilities of their process, which enables automatic delivery of transcribed dictations through that medium.

The Results:

Today, InTouch relies on Envov CT ADE to take over 4,000 dictations per day and the company has virtually eliminated downtime.

"With Envov CT ADE, we can ensure 100% service availability. Before we took this step, we used to get service calls daily. Now, we very rarely get a service related call, said Kevin Saliga, vice president of software development at EMDAT. "We will continue to rely on Envov Worldwide to provide us with the platforms and tools we need to confidently develop the solutions that our customers demand."



Envov Americas

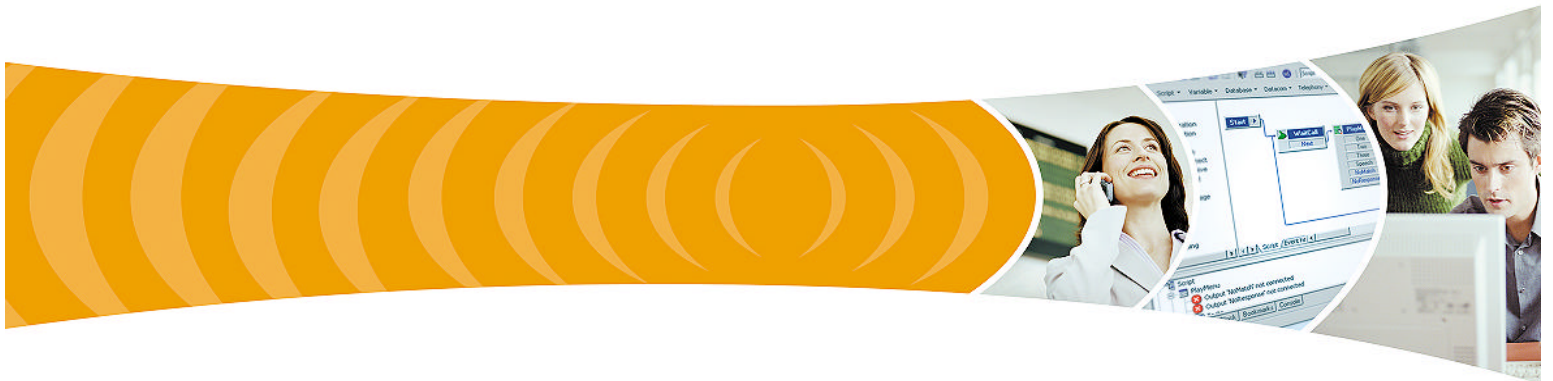
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EMDAT is now free to focus technical resources on product development and on providing the most comprehensive transcription management solution available. The company was one of the first to see the value of providing a total solution in a fragmented market of dictation equipment, document management and transcription service vendors. Today, most of the transcription service providers have adopted the EMDAT solution as the framework for their business. This provides a tremendous benefit for healthcare providers; companies can move from one translation provider to another without changing underlying business processes, retraining clinicians or reinvesting in hardware or infrastructure.

About EMDAT:

EMDAT's complete suite of integrated dictation and transcription software solutions can be used through the company's ASP model or purchased and housed locally. For additional information, or to locate one of EMDAT's transcription partners, contact the company at 866-GO-EMDAT or visit www.emdat.com.



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