

In 2017, Moreton Eye Group deployed an OzeScribe end-to-end dictation, transcription and document delivery workflow to assist them with their large volumes of clinical documentation, with the aim in reducing costs, improving clinical efficiency and referral engagement, and assisting them in delivering comprehensive and effective treatment for their patients.



Moreton Eye Group's Needs

- A solution that can connect with their current system
- A centralised workflow that simplified and unified letter processing across their three sites
- An easier & cost effective way to deliver their letters to their recipients
- Reliable and cost effective transcription

Benefits of OzeScribe at Moreton Eye Group

- Cost effective outsourced transcription by Australian typists!
- Fast turnaround on transcription!
- Accurate and verified patient letters via Direct Control appointment book interfacing
- Automatic exports into patient files in Dox EMR
- Integrated document delivery via Medical Objects and Auto-fax reduced postage by 80%
- Doctors can now dictate into their appointment schedule via their smartphone, and review their letters via their smartphone
- Automatic paperless workflows export transcriptions into Dox, whilst automatic file copies print on dedicated printers at each site!

Moreton Eye Group at a glance:

- 3 sites across North Brisbane
- 5 full time clinicians
- Over 900 patient visits per month
- Over 12,000 dictations per year transcribed

OzeScribe at Moreton Eye Group

- System Interfacing - Appointment and EMR integration with Direct Control & Dox
- Integrated secure messaging workflow via Medical Objects
- iPhone App Integration
- 24 Hour TAT at 99.85% Accuracy

“The OzeScribe workflow has been a wonderful addition to our practice. It allows all my clinicians to dictate easily from their smartphones which is easier for them as their patient lists are presented in their app on their phones, which means they don't need to dictate the full details – and this they love! It still however allows those Doctors who want to, to use a Dictaphone. We are also getting cost reductions re postage, as we now send our letters predominantly via Medical Objects and Fax. OzeScribe has really streamlined our process of sending letters back to our referral base, and improved the way we process our letters”

Peggy Ekeledo-Smith – Head of Practice

Moreton Eye Group is the largest ophthalmic care provider in North Brisbane across 3 sites, providing a full range of ophthalmic care services including Cataract, Vitreo-Retinal Surgery, Diabetic Retinopathy, Age Related Macular Degeneration, Glaucoma, Pterygia, Uveitis, Oculoplastic, Retinal Detachment, amongst others.

Moreton Eye Group is owned and run by Dr Hay-Smith an ophthalmic surgeon, and has been run by Ophthalmologists for the last 30 years. This means that the excellence of clinical and surgical results is at the heart of the practice.

“It took a few days for us to transition to the new workflow, but once all the clinicians and staff were all on board, we immediately saw the benefits. We could see all site files in one workflow, and search for any patient file at any time to see what the status is. After the letters are completed by the doctors, we simply batch print any letters that need to be printed and the rest go automatically via Medical Objects or Fax, it’s a real time saver! We are also no longer manually printing letters for the medical record, as the system prints a copy for each patient automatically at each site in the morning! The customer service has also been very prompt in resolving queries and adapting the system to our needs”

Sharon Hartfiel –Patient Liaison Supervisor

Integration partners for Moreton Eye Group:



“I love that I can dictate and review on the go via my iPhone! All still very securely. The fact that the patient appointments are loaded in the app makes dictation a breeze and is a massive step up from the clunky Dictaphones we used to use. The transcription quality is accurate and reliable, as is their turnaround time. I have great confidence in the typist team at OzeScribe, as they know my referring base well now. We get great feedback from our GP’s in our outgoing correspondence and its largely due to our reliable OzeScribe transcription service, I couldn’t recommend them enough!”

Dr Graham Hay-Smith – CEO

Moreton Eye Group’s Ozescribe Workflow

Intuitive & Easy to Use



Dictate

- Android or iOS Smartphone
- Digital Recorder
- Telephone Dial in Dictation
- PC Microphone



Transcribe

- Client Typists
- OzeScribe Typists



Edit & Approve

- Android or iOS
- Online



Deliver

- Electronic secure message delivery to the GP
- Internal Electronic Referral
- Auto-fax
- Mail



File

- Automatic export to EMR or SMR
- Automatic file copy print