

ENTERPRISE-CLASS: REAL-TIME SPEECH RECOGNITION FOR YOUR EHR



Dragon Medical 360 | Network Edition MANAGEMENT SERVER

Nuance Management Server 1.0

CHALLENGE:

As electronic health record (EHR) adoption increases, implementation becomes more complex, spanning multiple departments, facilities, and in some cases, ever-larger geographic regions of care. How can healthcare IT departments support complex speech recognition deployments without straining the reach and effectiveness of IT staff?

SOLUTION:

Dragon Medical 360 | Network Edition is the first true enterprise-class “real-time” speech recognition solution. Dragon Medical 360 | Network Edition is managed by a new platform, the Nuance Management Server, an application that allows Dragon Medical 360 | Network Edition customers to manage centrally the entire population of Dragon Medical 360 | Network Edition users from a single seat. The Nuance Management Server substantially reduces the total cost of ownership and ongoing management of Dragon Medical.

From a single administrative console, IT managers can control the creation of new users, allow IT to schedule and run the profile optimizer at any time, and upgrade all Dragon Medical 360 | Network Edition Clients with each new release and service pack.

Physician-users are assured the highest possible accuracy using the latest version of Dragon Medical. Provider organizations are granted the fastest possible return on their Nuance Healthcare investment. The Nuance Management Server helps

FEATURES

- Central user management
- User login and password capabilities
- Enhanced Profile Optimizer
- Updates via NuanceLink
- Automated license tracking

BENEFITS TO PHYSICIANS

- Increases physician satisfaction
- Increases physician productivity
- Higher speech recognition accuracy
- Eliminates need for ongoing downtime
- Vocabulary updates on a more frequent basis
- Improved profile management

BENEFITS TO IT TEAMS

- Improved control of license management
- Faster, easier support of Dragon Medical users
- Substantial reduction in IT administrative time
- Supports HIPAA compliance guidelines

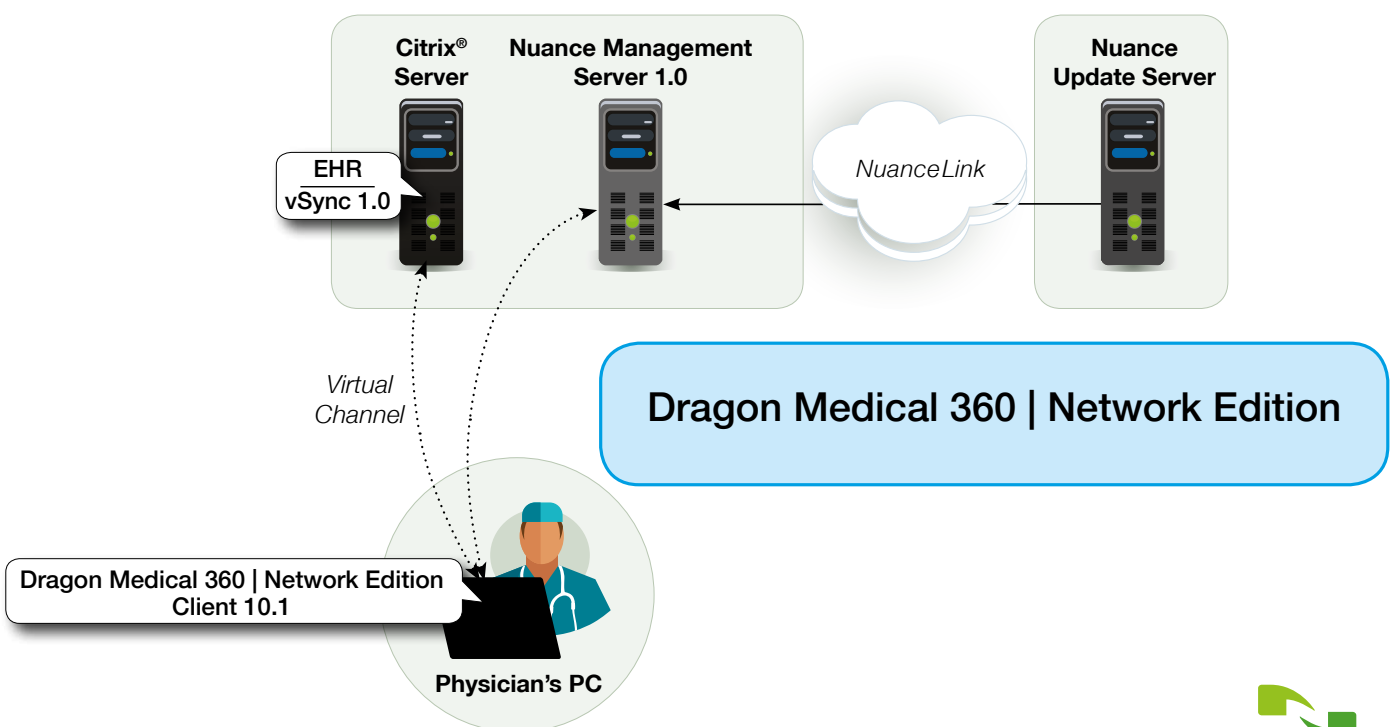
Using the Nuance Management Server, IT administrators can quickly make changes to user settings and distribute new software upgrades.

streamline Dragon Medical system management today, and in the future, will bring together the ongoing systems and IT management of Dragon Medical 360 | Network Edition and other offerings from Nuance Healthcare.

Nuance Management Server Lowers the Total Cost of Ownership

The Nuance Management Server includes the following capabilities, which ensure a significantly lower total cost of ownership. These features are only available in Dragon Medical 360 | Network Edition and are not available in Dragon Medical Practice Edition:

- Central Management for Users, User Groups, and User Options.** From a single management console, users can be segmented by authorized administrators into subgroups (e.g., department or line of service) and assigned user settings.
- User Login and Password Capabilities.** Password-protected logins are created optionally for each user to support HIPAA compliance guidelines and prevent accidental login under the incorrect profile. The Nuance Management Server also supports password management through Active Directory.
- Login Optimization.** Dragon Medical 360 | Network Edition supports a faster login via a newly designed login screen. The Dragon Medical login can also be configured via a Windows®-based script or single sign-on software. An optional password can be assigned to a user, or the login can be managed via Active Directory.
- Profile Optimizer.** Improvements are made to the processing of voice profiles via the Dragon Medical Acoustic Optimizer and Language Model Optimizer (ACO/LMO) software, which occurs on the server, not on each user's client. The process is managed solely by the IT administrator.
- Updates via NuanceLink.** NuanceLink, a new, secure webbased service, provides continuous updates to user vocabularies, including new command lists, medication lists, diagnosis lists, and disease lists. NuanceLink serves as the communication link between Nuance Update Server and each customer's instance of the Nuance Management Server. Administrators can then push all updates to users with just one click.
- Automated License Tracking.** Dragon Medical IT administrators can view, at any time, an overview of existing licenses in use and the remaining license count for new users.



Nuance Management Server Offers Physicians Significant Benefits

Physicians using Dragon Medical 360 | Network Edition will gain the following benefits:

- Increased Physician Satisfaction.** With the responsibility of setup and management of user profiles passed to IT administration, physician interruptions are reduced. Additional processes such as ACO/LMO are also handled by administrators.
- Increased Physician Productivity.** Dragon Medical 360 | Network Edition facilitates quicker access to Dragon Medical via a login by username/password instead of searching a long list of users. Dragon Medical 360 | Network Edition offers shorter load time than previous versions. Users do not need to wait for Dragon Medical to load all of the users on the system before logging in. Additionally, there is no possibility of opening the wrong user profile.
- Higher Speech Recognition Accuracy.** With the profile optimizer running offline on the server, and not on the client, each user profile is analyzed more frequently and honed to ensure optimum

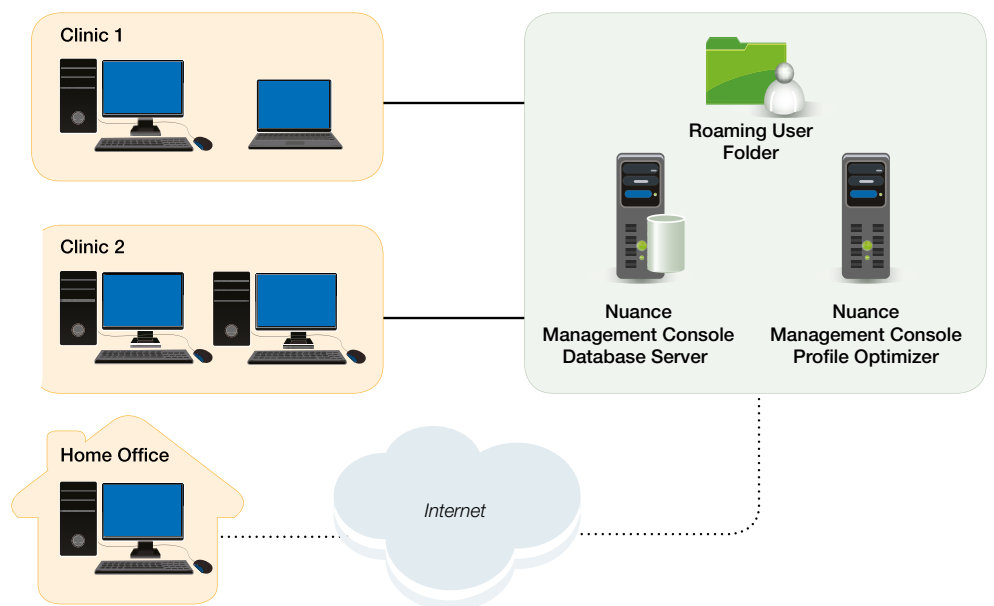
speech recognition accuracy.

Eliminates the Need for Ongoing Downtime.

Physicians using Dragon Medical 360 | Network Edition no longer have to wait for the Dragon Medical ACO/LMO to complete its one- to two-hour cycle, which on earlier versions did not allow users to dictate at the same time the optimization ran. With Dragon Medical 360 | Network Edition, the ACO/LMO runs offline on a server and no longer disrupts physicians' use of Dragon Medical 360 | Network Edition Client 10.1, allowing them to work uninterrupted every hour, every day.

- More Frequent Vocabulary Updates.** Nuance-Link and the Nuance Update Server ensure that the language model of each user is updated as soon as additions are available, creating a more comprehensive language model with higher speech recognition accuracy.
- Better Profile Management.** Since profiles are created and managed by an administrator on the server, IT administrators can make appropriate updates to each profile without involving the end user, optimizing the user's time. No "heavy management" of the user profile is required by the user since profiles are managed on the server.

Centrally manage the entire population of Dragon Medical Network Edition users from a single seat



Nuance Management Server Offers IT Managers a Host of Benefits

Reduction in IT administrative workload via central management of users and options offers IT management the following benefits:

- **Improved Control of License Management.** License management on the server provides an accurate view of license usage, the instant reallocation of licenses, and the prevention of Dragon Medical use by unlicensed users. Additionally, visibility into license usage can help simplify ROI measurements.
- **Better Security.** Dragon Medical 360 | Network Edition provides full password protection to individual user profiles.
- **Faster, Easier Support of Dragon Medical Users.** IT managers can support users since log files are now available on the server and are easily available for analysis by IT managers.
- **A Significant Reduction in IT Administrative Time.** The centralized management of group options allows IT staff to manage users in batches, as opposed to having to manually purge data and make other changes on each Dragon Medical client machine.

Nuance Management Server at Work

Most of the administrative and formatting settings that had to be manually set through each Dragon Medical client in previous releases are now set by an administrator using the Nuance Management Server. The administrative client portion of the Nuance Management Server is a multi-tasking interface, so users can suspend work on one piece of information and jump to another, without disrupting or needing to complete any one task to start another.

Once Dragon Medical 360 | Network Edition is installed, each physician can use his or her profile on more than one client computer. Nuance Management Server allows a physician to use a profile on a client computer with or without a network connection. When the client computer is connected to the network, the system synchronizes the client copies of the user profiles with master copies on the Nuance Management Server.

About Nuance Healthcare

Nuance Healthcare, a division of Nuance Communications, gives doctors access to voice recognition technology anywhere, any time, on any device. Nuance Healthcare empowers healthcare provider organisations and individual doctors to accurately capture and transform the patient story into meaningful, actionable information in 22 languages. Today, over 10,000 care giver organisations and 450,000 users worldwide trust Nuance voice recognition technology to deliver higher quality care, improve financial performance and enhance compliance efforts. Discover how Nuance Healthcare's wide range of voice recognition solutions and services can increase clinician satisfaction and EHR adoption at www.nuance.co.uk/healthcare

For more information on the Nuance Healthcare solutions and services: speechrecognition.healthcare@nuance.com

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