BigHand Professional

Healthcare

Powerful, cloud-based task delegation, digital dictation and speech recognition software. Built on existing, award-winning BigHand technology.

Part of

Workflow Management

Overview

BigHand Professional Healthcare is a hosted task delegation and digital dictation system that enables you to use your voice to get more done.

Authors can record dictations via their desktop or smartphone and send voice files instantly to support staff for transcription from any location. Dictations can be shared amongst support staff, prioritised and tracked, enabling faster document turnaround times and improved client service.

Our integrated forms-based task delegation options ensure you can maximise the efficiency of your support teams, by routing all work to the right place.

Get your teams up and running quickly, with minimal disruption. Our software fits with your existing hardware and systems and can be setup in less than 24 hours, enabling you to start delivering ROI rapidly, without the need for intensive training or complex maintenance.

Hosted in our secure cloud, BigHand Professional Healthcare gives you access to enterprise-quality technology without the expense of infrastructure and support requirements.

For Management

- Meet rising demand for work to be completed by the most cost-effective resource
- Keep your data secure, with end-to-end encryption, configurable user access and password protection features
- Save on hosting costs associated with on-premise solutions
- Ensure work is always completed on time, with the ability to easily redistribute work away from busy or absent staff
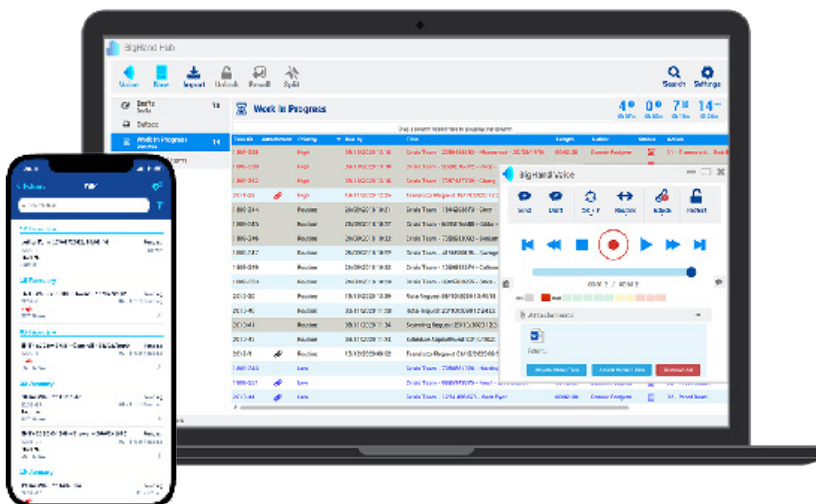
For Support Teams

- Effortlessly manage workloads, with a real-time view of all open, pending or completed tasks, accompanied by due dates and priority tags. Receive alerts when a new task has been assigned
- Seamlessly process dictations, with audio preferences and playback options
- Receive all the info needed to complete the work right, first time, with task comments and file attachments

For Clinicians

- Delegate from anywhere at anytime, with desktop, mobile and tablet applications included at no extra cost
- Save time to focus on higher value work, with dictations automatically routed to the right support team member, via configurable workflows
- Reduce task delegation and turnaround times, with audio playback, insert and overwrite features, priority tagging and due by dates
- Easily monitor task progress on desktop and mobile in real-time
- Save valuable transcription time with Nuance's cost effective, award winning speech recognition software. Dictations sent to speech recognition are up to 99% accurate and returned within seconds

The Big Benefits

- Improve patient care
- Increase efficiency
- Improve turnaround times & productivity
- Share & receive work seamlessly
- Keep your data secure
- Support hybrid & flexible working

BigHand

Software designed for healthcare professionals

Digital Dictation
Record high-quality voice notes, add comments or attach files and send for transcription

Speech Recognition
Seamlessly convert speech to text, playback, edit and send via email with one-click

Task Enhancements
Drag and drop or attach documents, photos or important links to your dictations. Add comments and input patient appointment information

Streamlined Task Processing
A live feed of all support tasks. Sort and filter by work type, priority, due date and author

Work Sharing
Gain visibility of who is accessing tasks in real-time and give users the ability to see completion status at any given time

Mobile Apps
Submit any task from iPhone, iPad or Android, included in the price of your subscription

Data Security
End-to-end encryption and password protection features. Configure different levels of user access to control who sees what

Hardware Compatible
Compatible with common dictation hardware devices

The BigHand Professional Secure Cloud

Secure cloud storage

- Award-winning workflow software, secure within the cloud
- Keep your data safe with SSL 256-bit AES encryption and 24/7 onsite security at our centers
- ISO27001 certified
- 99.5% reliability from our global data centers
- Configurable access, granting your users with the right access to the right information

Join thousands of organisations using Workflow Management to achieve operational efficiency

"Compared with many other IT applications, BigHand is quick, intuitive and robust. Secretaries can see new voice files in real time, and sometimes have urgent letters ready for review before clinic is over!

**Medical Oncology Consultant
BigHand Professional Customer**

"Since deploying BigHand across Nephrology and Transplantation several years ago, we have seen a huge change in letters and other dictations handled in the department - and this has been universally for the better

**Consultant Nephrologist and Clinical Lead
BigHand Professional Customer**

"The introduction of BigHand across the Trust has not only been an important component in our drive to become more cost-effective, but has improved efficiency through the reduction in turnaround times

**Transformation Lead
BigHand Professional Customer**

600,000
Software licences

4,200+
Global clients

72
NHS trusts & health boards

45,000+
Daily NHS users

11
Global digital exemplars