

# Workflow Management

## Healthcare



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

### Overview

Workflow Management is a task delegation, digital dictation and speech recognition solution that allows work to be automatically routed to the right support staff, at the right cost and monitored through to completion.

BigHand Correspondence combines speech recognition software, mobile apps, workflow integrations, digital hardware and document production tools. Clinicians and administrative staff can work together more easily and organisations are able to improve operational efficiency while reducing overhead costs. Support teams can effortlessly manage their workloads and move tasks along single or multi-step workflows quickly, reducing turnaround times.

Available on desktop, mobile and tablet, our software fits with your existing hardware and systems. Management can easily configure the tool to complement different team structures and support hybrid working models.

Offered on-premise, or hosted securely in the cloud, Workflow Management offers best-in-class functionality to help you rapidly boost productivity and reduce backlogs, wherever your teams are working.

### For Clinicians

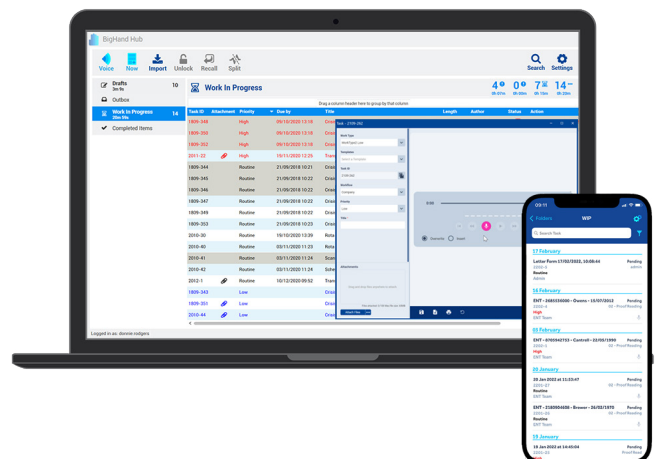
- Delegate from anywhere at anytime, with desktop, mobile and tablet applications
- Save time to focus on patient care, with dictations automatically routed to the right staff via configurable, single or multi-step workflows
- Reduce task delegation and turnaround times, with audio playback, insert and overwrite features, priority tagging and due by dates
- Increase the speed and quality of task completion by integrating with your clinical systems and syncing patient information from your PAS/ EPR
- Easily monitor task progress on desktop and mobile in real-time
- Save valuable transcription time with Nuance’s award winning, cost-effective speech recognition software. Dictations sent to speech recognition are up to 99% accurate and returned within seconds

### For Management

- Configure the software to easily fit any support service model. Create multiple groups and departments, and push more complex work along multi-step workflows
- 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. Reduce risk by linking to documents stored within your PAS/EPR/EDMS
- Ensure deadlines are hit and no work is missed, with the ability to easily redistribute work away from busy or absent staff, clear backlogs and push tasks along workflows
- Make data-driven operational decisions. Access real-time and historical data on backlogs, throughput and service levels via configurable dashboards

### For Support Teams

- Effortlessly manage workloads, with a real-time view of all open, pending or completed tasks, due dates and priority tags. Import dictations on behalf of clinicians and receive alerts for new tasks
- Seamlessly process dictations, with audio preferences and playback options. Securely lock tasks to prevent duplication and split dictations that need to be handled by multiple teams in parallel to meet turnaround times
- Receive the information needed to complete work right, first time, with task comments, attachments or linking documents to patient records



**72**  
NHS Trusts & Health Boards

**45,000+**  
Daily NHS Users

**11**  
Global Digital Exemplars

# Software designed for healthcare professionals



## Digital Dictation

Record high-quality voice notes, add comments or attach files and send for transcription. All common dictation hardware devices are supported



## Speech Recognition

Seamlessly convert speech to text in real-time, directly into applications like an EPR



## Mobile Apps

Submit any task from iPhone, iPad or Android



## Document Approval

Quickly review documents and approve/reject them with a single click, from anywhere



## Clinical System Integration

Automated patient information profiling on dictations and population of document templates with demographic data. Export documents to 3rd party systems for electronic redistribution and storage



## Streamlined Task Processing

A live feed of all support tasks. Sort and filter by work type, priority, due date or author. Easily reassign or split tasks that need to be handled by different departments



## Work Sharing

Gain visibility of who is accessing tasks in real-time, clear backlogs and reallocate work to those with capacity



## Comprehensive Administration

Configure the software to easily fit any support service model



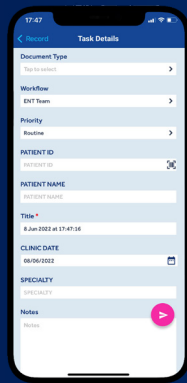
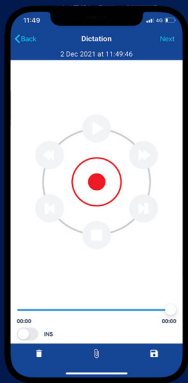
## Intelligent Workflows

Single or multi-step workflows to automatically route tasks to the most cost-effective resource



## Data Security

Active Directory integration, end-to-end encryption and password protection features. Configure different levels of user access to control who sees what



## The Big Benefits

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

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**  
Workflow Management 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**  
Workflow Management Customer

