



OKS Healthcare Solutions

UK Hospital Trust Implements Medical Transcription Service With OKS Group

Our Client

This UK hospital trust serves an area of more than 1 million people, is a centre for teaching and research, and provides specialist services such as neurosciences and cardiac services to more than 3 million people.

Objectives

Our client was committed to providing enhanced levels of critical administrative services to staff, patients and other hospital stakeholders.

They sought to replace slow, costly typing functions with customized transcription solutions to solve report backlogs, improve service delivery to GPs and patients, and reduce cost.

Business Challenges

- Serious efficiency problems due to backlogs of clinical typing
- Unable to recruit suitable staff
- Too much reliance on costly temporary staff
- Services to GPs and consequently patients impacted by inefficiency

The Decision

Having evaluated multiple service providers, the Trust selected OKS Healthcare based on our commitment to thorough on-the-ground understanding of the client's needs, our ability to create customized solutions for the initial business challenges as well as potential for future integration, and our reputation for rapid turnaround and customer service.

Our Solution

Our team worked closely with the client on site to develop a bespoke system that fulfilled their original specifications as well as meeting newly discovered expectations on the ground. We made a point of working closely with IT from the outset, as well as with administrative staff to fully understand their requirements.

The OKS Group Team gathered information on letters sent out, length of letters, hours of dictation for each Care Group, and number of people in each Care Group involved in clinical typing (reports, clinic letters, and discharge summaries).

We rolled out Managed Transcription solutions to nearly all clinical specialties within the Trust including ward round notes for Surgery. We deployed a simple user interface for sending and receiving documents, and we delivered structured documents back to the Trust. These documents are then pushed into the local document management system for storage and ongoing availability to the local Clinical Care Groups (CCGs).

The Result

- This bespoke (customized) MT service is in use across most specialties within the Trust.
- Surgery uses the service for ward round notes with a 4-hour turnaround.
- Increased autonomy to clinicians in accessing their own dictation, utilizing electronic signatures.
- Additional integration with other hospital information systems in process.
- Superior level of service delivered to clinicians and GPs.
- Faster turnaround, easier access to patient records, 24/7 service availability.
- Proven cost savings.

