



Dragon® Medical Small Practice

Product Fact Sheet

Dragon Medical Small Practice 10

Product: Dragon Medical Small Practice 10

Version: 10

Media: DVD

Pricing: \$1,199/unit

SKU Number: A709A-L00-10.0

Box Dimensions: 16.25L X 14.50W X 10.25H

UPC: 780420119444

Dragon Medical Small Practice 10 with PowerMic

Product: Dragon Medical Small Practice 10
with PowerMic

Version: 10

Media: DVD

Pricing: \$1,499/unit

SKU Number: A709A-L97-10.0

Box Dimensions: 16.25L X 14.50W X 10.25H

UPC: 780420119598

Supported Upgrades

1. Dragon NaturallySpeaking® Medical Small Practice Edition 9 to Dragon Medical Small Practice 10
2. Dragon NaturallySpeaking® Medical Small Practice Edition 9 to Dragon Medical 10

Product Description

Dragon Medical Small Practice 10 is a member of the most widely used and successful speech recognition solution family in the history of healthcare. Dragon Medical technology is used by over 80,000 clinicians in the US today to document care by speech.

Dragon Medical Small Practice 10 is a special version of Dragon Medical 10 especially designed for practices with five physicians or less. Dragon Medi-

cal Small Practice 10 offers the fastest, most efficient way for clinicians in small practices to create medical records, medical correspondence or e-mail messages. It allows clinicians to turn their voices into text three times faster than most people type with up to 99% accuracy using virtually any Windows-based word processing software. Dragon Medical Small Practice 10 offers vocabularies covering 75 medical specialties and subspecialties.

Dragon Medical Small Practice 10 significantly reduces the time clinicians spend documenting care as well as the costs associated with using transcriptionists. With Dragon Medical Small Practice 10, transcription costs are completely eliminated and dictated reports are instantly ready for signature and for distribution to referring physicians and the back office for billing and reimbursement. Dragon Medical Small Practice 10 was designed specifically to meet the needs of a small practice, including supporting HIPAA guidelines, delivering better quality of care and improving both patient and physician satisfaction.

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The Challenge

Today's small practices face increasing pressure – including a new government mandate for every American to have an electronic patient record by 2014 – to document care in an electronic format to improve care, as well as address quality and performance-related initiatives in their region or health system. Most small practices are primary care providers for whom the annual transcription cost of \$5k-8k per physician or the cost of an electronic medical record (EMR) system is prohibitive. Today, less than 5% of small practices¹ are estimated to be using an EMR.

Also, typing is impractical as most physicians are slow typists, which takes their attention away from the patient. Typing takes hours longer, which means physicians get home late, which for a growing number of doctors, is a major source of dissatisfaction.

Dragon Medical Small Practice 10 is the Solution

Dragon Medical Small Practice 10 directly addresses documentation productivity, cost, and effectiveness challenges which solo-practice and small physician offices face.

Dragon Medical Small Practice 10 is a highly-accurate speech recognition solution for doctors who either work in solo practices or in groups with up to five physicians. It has many of the capabilities of the more full-featured Dragon Medical product but is priced to meet the budgets of smaller practices, most of which are in primary care, and have lower reimbursements than specialty or multi-specialty practices.

Core Value Proposition

Dragon Medical Small Practice 10 is fast, accurate and easy to use and learn, making it the most cost-effective method for physicians to create electronic patient notes in Microsoft® Word or other word processing software. It completely eliminates transcription (if the practice currently employs transcriptionists or uses a service), and is the only technology that allows doctors to dictate instantly available records in less time than typing or handwriting.

Designed specifically for practices and clinics with five physicians or less, Dragon Medical Small Practice 10 provides more efficient, profitable, and effective care. It frees up busy clinicians to deliver higher quality care, spend more time with patients, and increase patient and clinician satisfaction while supporting HIPAA requirements.

Dragon Medical Small Practice 10 can significantly improve the bottom line of small practices. Patient notes dictated using Dragon Medical Small Practice 10 are more accurate and complete. Physicians can create pre-defined templates to document often-repeated notes such as initial assessment, follow-up visit, referral letter, consultation note, medical plan, and patient instructions. Improved chart accuracy means coding is also more accurate, bills go out faster, denial rates are reduced and reimbursements are increased. Transcription costs are completely eliminated by Dragon Medical Small Practice 10 adoption. Finally, practice volume – and billing – is increased because physicians can see more patients. Best of all, physicians get home in time for dinner, with paperwork completed before they leave the office.

¹ Source: National Ambulatory Medical Care Survey, 2006.

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Summary

The following is a summary of the impact that Dragon Medical Small Practice 10 has on handwriting, typing or transcribing users:

Physicians Which Type or Dictate...	Physicians Using Dragon Medical Small Practice...
Spend more time on documentation than via handwriting or transcribed dictation	Spend less time documenting care
Complain their notes aren't in their own words	Dictate a personalized patient narrative unique to each patient in any Windows®-based word processing program
Spend more time focused on the computer than the patient	Have time to focus on the patient
Find their already-long days are further lengthened as typing is slower than talking	Allows physicians to dictate each note and complete it prior to seeing the next patient. Physicians using Dragon Medical Small Practice leave on time with their notes signed.
Are turned into typists	Dictate by voice in their own words
Complain their notes are less detailed	Find their notes are more detailed, more complete, and often justify higher reimbursement

Target Audience

Dragon Medical Small Practice 10 is targeted at the small (1-5 doctor) physician practice market.

The “small practice” market is the largest (by number of buying entities) segment of the physician practice market: over 200,000 practices in this segment, according to BLS data.

Nearly 95% of all physicians work in “small practice” settings consisting of 5 physicians or less.

Most small physician practices – nearly 95% – do not have an EMR currently deployed. Many are likely to wait until as close to 2014 as possible to change their documentation practices to include use of an EMR system. This market not surprisingly is the most “price-sensitive” to clinical and business software and may have trouble justifying an EMR

(to themselves, since the physicians are usually the practice owners) with an outlay of \$1,000+ for EMR software.

Dragon Medical Small Practice 10 was specifically created for this price-sensitive market. Physicians who do not wish to make an investment in an EMR but who would still like to have their information stored electronically, can dictate their patient notes, initial assessment, referral letters, consult letters, and other documentation into Microsoft Word or another word processing or email package.

Because Dragon Medical Small Practice 10 converts Microsoft Word from manual word processing software into a highly accurate medical documentation tool via voice-activated voice commands and macros, the physician can create more detailed and significantly higher quality clinical documentation in less time and for less cost.

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The table below shows the distribution of practices by size and the corresponding Dragon Medical Small Practice 10 product targeted for that particular segment.

Number of Employees	Number of Doctors	Number of Practices	% of Total	Inclusive % of all Practices	Total Employees	Product Edition
1	1	19,806	6.2	7.8	19,806	Dragon Medical Small Practice 10
2 to 4	2	186,097	58.6	66.4	667,270	
5 to 9	3	51,447	16.2	82.6	328,351	
10 to 24	4 to 5	37,677	11.9	94.5	540,769	
25 to 49	6 to 10	11,561	3.7	98.2	367,471	Dragon Medical 10
50 to 99	11 to 25	3,886	1.2	99.4	238,135	
100 to 249	26 to 50	1,247	0.4	99.8	168,328	Dragon Medical Enterprise 10
250 to 999	51 to 200	417	0.1	99.9	172,993	
Total/Avg.		312,536	100		2,696,975	

(Source: Bureau of Labor Statistics)

Characteristics

Practices with five or less physicians usually have the following characteristics:

- **One location.**
- **Single specialty.** Over 50% are primary care (family medicine, pediatrics, internal medicine, OB/GYN).
- **Technologically risk-adverse.** These practices regard IT as “nice to have” (unless related to billing).
- **Little or no long-term “practice”/business planning.** They are not as business savvy as 6+ doctor practices. They are, however, more likely to make an “impulse” purchase if they are convinced that an investment will provide immediate benefit and solve a major problem.
- **Physicians are owners and decision-makers with:**
 - No full-time IT staff.
 - 1-2 professional administrators or a significant other of the physician, who serves as office manager.
 - “1-call close” potential with short decision cycle.

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PRODUCT FEATURES

Below is a summary of new features and capabilities which will be found in Dragon Medical Small Practice 10 products.

Major New Features and Enhancements

- Improved Accuracy.** (Enhanced) You won't find a more accurate speech recognition product for your PC anywhere. Dragon Medical Small Practice 10 is up to 20% more accurate "out-of-the-box" than Medical Version 9, and Dragon Medical Small Practice 10 is over 38% more accurate than Dragon Professional 10 when used in a medical setting.
- Faster Than Ever.** (Enhanced) Compared to Version 9, Dragon Medical 10 delivers significant improvement in response time. Fast speakers will observe more than 50% reduction in the time it takes for words to appear on the screen. Since some speakers pause in their dictation to watch the results, having words appear on the screen sooner facilitates a more seamless dictation experience.
- Electronic Medical Record Support.** (Enhanced) Medical professionals can navigate and dictate inside third-party EMR application software.
- HIPAA Supportive.** (New) Supports protection of patient confidentiality and helps provider organizations support HIPAA standards.
- Medical Vocabularies.** (Enhanced) Dragon Medical Small Practice contains vocabularies covering 75 medical specialties and subspecialties which ensure high physician dictation accuracy.
- PowerMic™ Ready.** (Enhanced) Program your PowerMic buttons to run any Dragon function or user voice command.
- Medical Formatting Rules.** (New) Smart software expands medical abbreviations and follows capitalization rules of medical terms.
- Improved Auto-Transcription.** (Enhanced) *The Auto-Transcribe Folder Agent now creates a synchronized audio file along with the automatic transcript for deferred correction.* Dragon Medical Small Practice 10 gives the Auto-Transcribe Agent the option of creating a synchronized audio (.DRA) file along with the transcript file, making it possible to later get the benefit of Playback and Correction—just like users dictating in word processors can save the .DRA file along with their dictated document, which enables a third party to correct errors, refining the speaker's profile.
- New Look and Feel.** (New) Updated icons are intuitive and easy to see. Dragon 10 introduces new graphical icons to enhance the DragonBar™ user interface, making the product easier to use.
- Improved Help System and Tutorials.** (Enhanced) Dragon Medical Small Practice 10 offers an enhanced interactive tutorial with a completely new look and feel. Customizable help screens remind you of your favorite commands.

In addition, Dragon Medical Small Practice 10 includes dozens of additional new features and enhancements many of which are described in the following pages and categorized for ease of review.

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New Accuracy Features

- **Regional Accent Support.** (New) Dragon Medical Small Practice 10 supports many regional accents of both non-native speakers (Asian-Pacific, Asian-Indian English, Australian, British, Hispanic) and U.S. accents (Deep South, Northern Inland).
- **Automatic Accuracy Tuning.** (New) Dragon Medical Small Practice can automatically run tuning programs to improve accuracy while you sleep.
- **Embedded Data Collection Tool.** (New) A new optional data collection engine (switched off by default) is embedded in the product to encourage more users to collect speech data and share with Nuance® to help improve overall product accuracy in future releases.
- **More Flexible Enrollment.** (Enhanced) Special simplified voice enrollment is available for speakers who have difficulty reading interactive text passages. Dragon Medical Small Practice 10 set-up now offers dysarthric support to tune acoustic models during initial configuration. By making it easier to read the text used to train the product to an individual user's voice, Dragon Medical Small Practice 10 improves the experience for younger users and users with certain speech impairments.
- **Medical Bluetooth® Acoustical Model Support.** (Enhanced) Special new acoustic software makes recognition with your Bluetooth headset higher than ever.
- **Improved Third-Party Correction (New).** Your digital voice recording is now sent to your transcriptionist along with the text for more streamlined correcting.
- **Voice Shortcuts for Web Search.** (New) Dragon Voice Shortcuts collapses common tasks into simple voice commands. Now you can search the Web – faster than ever before.
- **Voice Shortcuts for Desktop Search.** (New) Dragon Voice Shortcuts collapses common tasks into simple voice commands. Now you can search your desktop – faster than ever before.
- **Quick Voice Formatting (Delete <that> and Format <that> commands).** (Enhanced) In addition to the many existing editing commands such as “Delete line”, Dragon 10 introduces direct commands for formatting, deleting, and copying named words and passages. Rather than selecting the relevant word(s) or passage and commanding what to do with that text (e.g., “Select very, [pause] Bold that”), you can now directly name the desired text with the desired action in a single voice command, such as “Bold very.”
- **Improved Natural Commands for Firefox®.** (Enhanced) The same great Web browser experience with Internet Explorer is now available for FireFox.
- **Improved Natural Commands for Microsoft® Office 2007.** (Enhanced) Use your voice to control advanced features of Microsoft Office 2007.
- **Option to Disable Microsoft Text Services (CTFMon).** (Enhanced) Option to turn off Alternative User Input Text Input Processor (CTFMon) to eliminate potential conflicts with Dragon.
- **Disable Web Commands.** (New) Disable HTML commands separately from dictation support, so Dragon Medical Small Practice 10 won't confuse commands with dictated words.

New Navigation and Control Features

- **Voice Shortcuts for Email and Calendar.** (New) Dragon Voice Shortcuts collapses common tasks into simple voice commands. Now you can send emails and schedule meetings – faster than ever before.

New System Management Features

- **Improved Enterprise Security Features: Disable Scripting Commands to Prevent VBA Viruses.** (New) More configuration options provide administrators with better control of Dragon in the enterprise.

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- **Upgradeable.** (Enhanced) Uses your voice profiles and language models from Versions 8 & 9, so all words and phrases you've added are available.
- **Auto Configuration Based on System Profile.** (New) Dragon's smart configuration software gets the highest accuracy and fastest response from older PCs and laptops by optimizing memory and processor performance.
- **User-configurable Word Formatting Rules.** (New) A new inverse text normalization (ITN) dialog gives users a faster and easier way to define the formatting options for units of measure. Users can quickly indicate when numbers should be written as numerals vs. words.
- **PowerMic™ Barcode Support.** (New) The PowerMic with integrated barcode scanner can be used to scan MRN's, Patient ID, or accession numbers... in your EMR.

PRODUCT BENEFITS

More Efficient Care

- **Dictate faster and more accurately than ever.** Dragon Medical Small Practice 10 is up to 20% more accurate than Dragon NaturallySpeaking Medical 9 Small Practice Edition, and over 38% more accurate than Dragon Professional 10 in clinical settings, saving valuable minutes. Additionally, Dragon Medical Small Practice 10 has near instant response time, saving clinicians even more valuable minutes in their day. Dragon Medical Small Practice 10 also supports multi-microphone use for a single voice profile, so all changes and corrections are now stored in one place.
- **Reduce cost of transcription.** Using Dragon Medical Small Practice 10, clinicians dictate, edit and sign medical records at the point of care, or in their office. No transcription is needed, which is estimated to save up to \$12,000 annually on transcription cost.

More Effective Care

- **Spend more time with patients.** With increased accuracy there are fewer errors to correct, which allows clinicians to spend more time with patients, improving both patient and physician satisfaction.
- **Dictate in your own words.** Dragon's free-text dictation capability supports more detailed history of present illness, more flexible review of systems, and more descriptive assessment and plan – the “medical decision-making” aspects of the note – giving referring clinicians and ancillary providers a clearer and more detailed patient assessment and prognosis.
- **Secure patient information.** Dragon Medical Small Practice 10, Dragon Medical 10, and Dragon Medical Enterprise 10 are the only members of the Dragon product line to support HIPAA patient confidentiality standards.
- **Improve physician satisfaction.** Physicians who use Dragon Medical Small Practice 10 report that it dramatically improves their enjoyment of practicing medicine. It also allows them to use their time more effectively, and get home in time for dinner, improving their overall quality of life.

More Profitable Care

- **Reduce the cost of documentation.** Transcription costs are completely eliminated by speech-enabling dictation, freeing up resources to focus more on patients, or on seeing more patients or investing in methods that help the practice's efficiency. Practices that are using Dragon Medical Small Practice 10 today are eliminating transcription costs, which total \$500-1,000 a month per physician.
- **Support higher level of reimbursement.** Clinicians can dictate a more detailed and thorough note than via typing or handwriting. The accuracy and speed of Dragon Medical Small Practice 10 means the practice can bill faster and more accurately, resulting in increased reimbursements.

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- **Reduce denials.** Better documentation provides richer detail per patient, which in turn gives physicians greater confidence to code at higher levels than any EMR system's E&M coding capabilities.
- **Increase practice volume.** Faster, more accurate speech-recognition reduces the time spent on dictation, allowing physicians to see more patients and increase practice revenue and profitability.

SYSTEM REQUIREMENTS

Minimum Specifications

- Intel® Pentium® / 1 GHz processor or equivalent AMD processor. Faster processors will yield faster performance
 - Dragon Medical 10 requires the SSE2 instruction set. Processors without SSE2 are "Intel before Pentium 4" and "AMD before Athlon 64"
- 512 MB RAM or 1 GB RAM for Windows Vista™
- Free hard disk space: 2.5 GB
- L2 Cache: 512 KB
- Supported Operating Systems:
 - Windows Server 2000
 - Windows Server 2003
 - Windows XP, SP2 or higher - 32 bit - Home & Prof
 - Windows 2000, SP4 or higher
 - Windows Vista™ or Windows Vista™ SP1 (32-bit)
 - Citrix MetaFrame Presentation Server 4.0 or 4.5
- DVD-ROM drive (required for installation)
- Microsoft® Internet Explorer 6 or higher (free download available at www.microsoft.com)
- Nuance-approved noise-canceling headset microphone (included)
- For Bluetooth wireless microphone support, please visit <http://support.nuance.com/compatibility/>
- A web connection is required for activation

During the install process the software checks to make sure your system meets these minimum requirements. If you do not meet the requirements, the software will not be installed.

Recommended Specifications

- Intel® Pentium® / 2.4 GHz processor (1.6 GHz dual core processor) or equivalent AMD processor. Faster processors will yield faster performance
- 1 GB RAM
- Free hard disk space: 2.5 GB
- L2 Cache: 1 MB

Dragon Medical Small Practice Summary Descriptions

100 words

Dragon Medical Small Practice 10 speech recognition software offers the fastest, most complete way for practices with five or less physicians to create transcription-free medical records and correspondence. You instantly turn your voice into text three times faster than typing in Microsoft® Word or other word processing software, with up to 99% accuracy. Dragon Medical includes vocabularies which support 75 medical specialties and subspecialties, so it understands even infrequently-used terms, and supports HIPAA guidelines. Dragon Medical Small Practice 10 helps you raise your quality of care while making your practice more efficient and profitable.

50 words

Dragon Medical Small Practice 10 speech recognition enables practices with five or less physicians to create transcription-free medical records in Microsoft® Word. Three times faster than typing, with up to 99% accuracy, Dragon Medical's vocabularies support 75 specialties and subspecialties, and supports HIPAA guidelines, improving the quality of care, practice efficiency and profitability.

25 words

Dragon Medical Small Practice 10 speech recognition lets clinicians dictate three times faster than typing—with up to 99% accuracy—making your practice more efficient, effective, and profitable.

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