

Proven time savings

Customer survey results

LEXACOM[®]

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Most customers save more than **3 hours** every week

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Lexacom gives clinicians **more time** with their patients


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Customers with Lexacom **and** Echo save even more time



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Customers view Lexacom as **reliable, efficient, and practical**



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"Getting Lexacom revolutionised the practice"

Proven time savings

Customer survey results

LEXACOM®



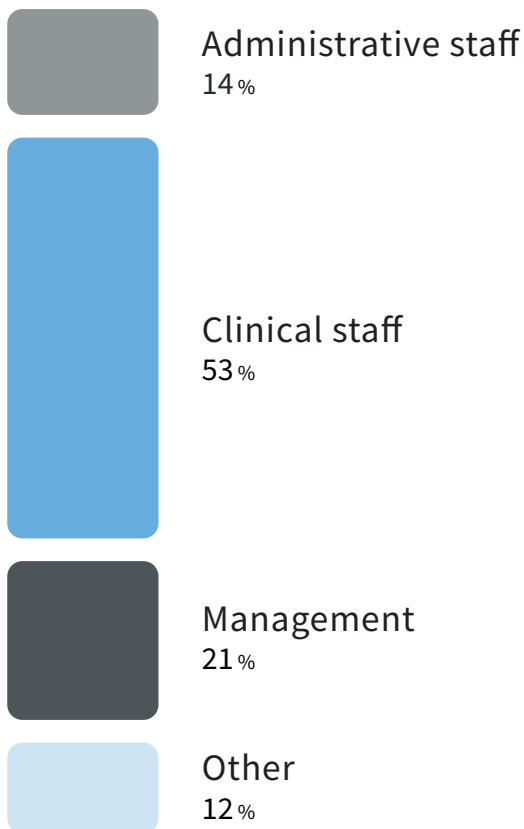
“ | *“Quick easy platform to use”*”

The survey

In the run up to its milestone 25th anniversary, a survey of Lexacom’s customers was conducted, to discover first-hand the differences Lexacom has made to their work over the years.



Customer roles



The survey consisted of 7 brief questions, specific to healthcare and issued only to customers in the healthcare sector.

194 customers completed the survey, creating representative results.

Many customers chose to share further thoughts.

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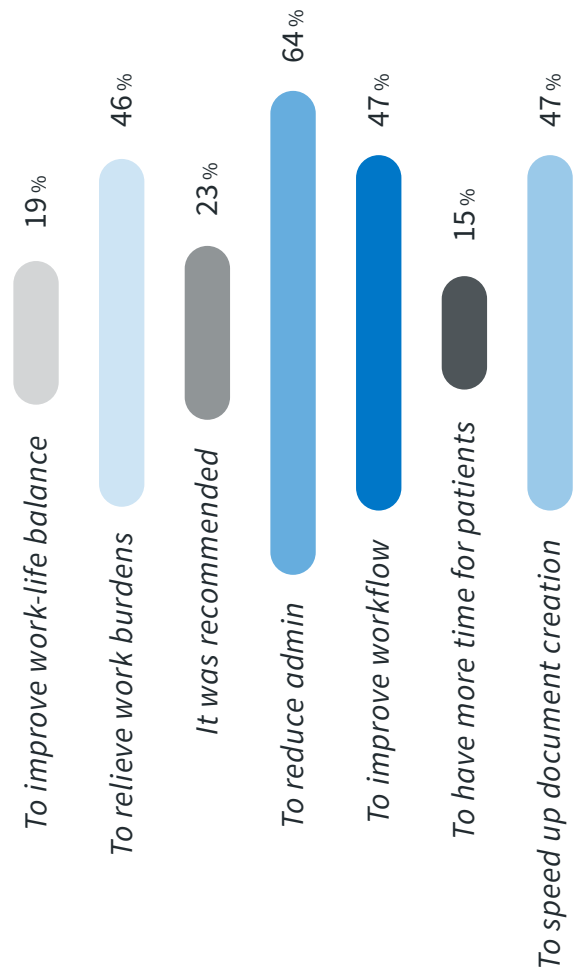
“Makes work more enjoyable”



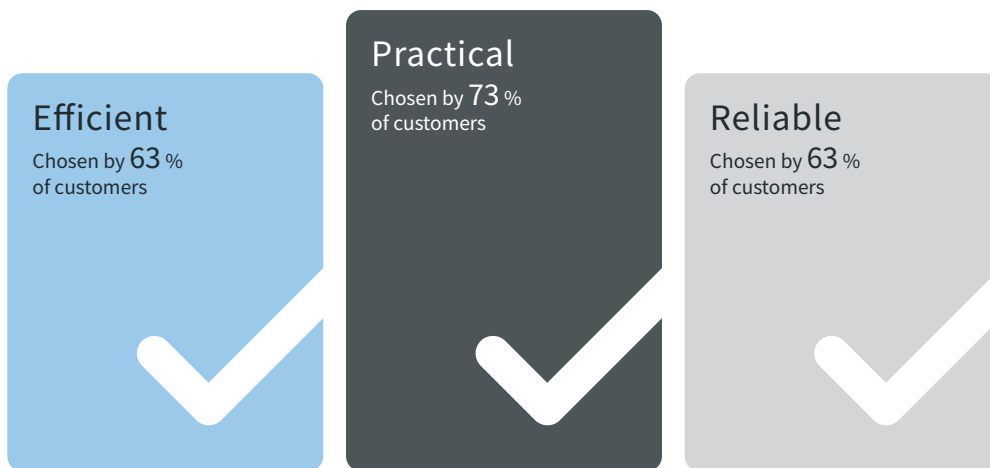
Brand aims

Through innovative software, Lexacom aims to streamline processes within organisations, helping them and their staff work more efficiently.

Feedback shows that Lexacom's aims align with customer needs, both from an outside perspective when deciding to use the software, and also after becoming customers and experiencing the service.



How do you describe Lexacom?



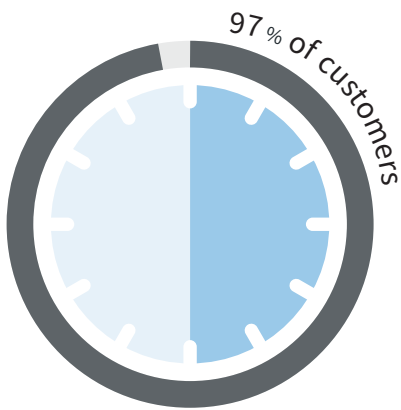
“ Safe pair of virtual hands ”



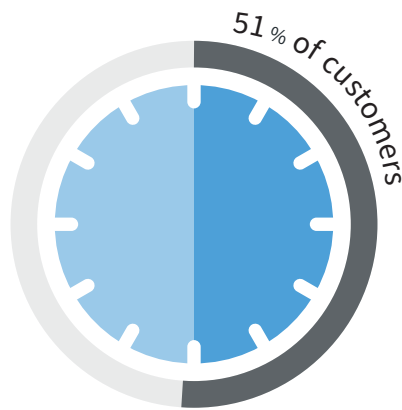
Most
customers
save more
than **3 hours**
every week

“ | *"A great time saver during busy clinical practice"*

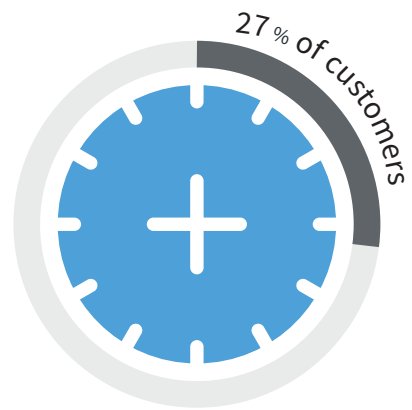
“Lexacom saves so much time.”



Save up to 30 minutes per day



Save 30 - 60 minutes per day



Save an hour or more per day

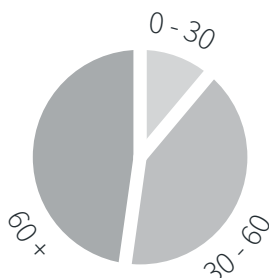
Customer reported daily time savings

Proven time savings

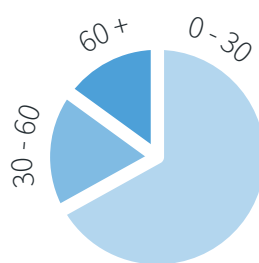
Combined figures reported by Lexacom's digital dictation and speech recognition customers show the amount of daily time saved from administrative tasks, freeing up time to spend on patient care.

Conservative calculations of these figures show that Lexacom saves most of its customers 3 hours and 48 minutes per week.

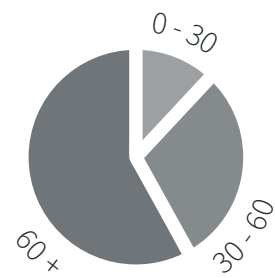
Admin staff



Clinical staff



Management



Daily time savings, in minutes

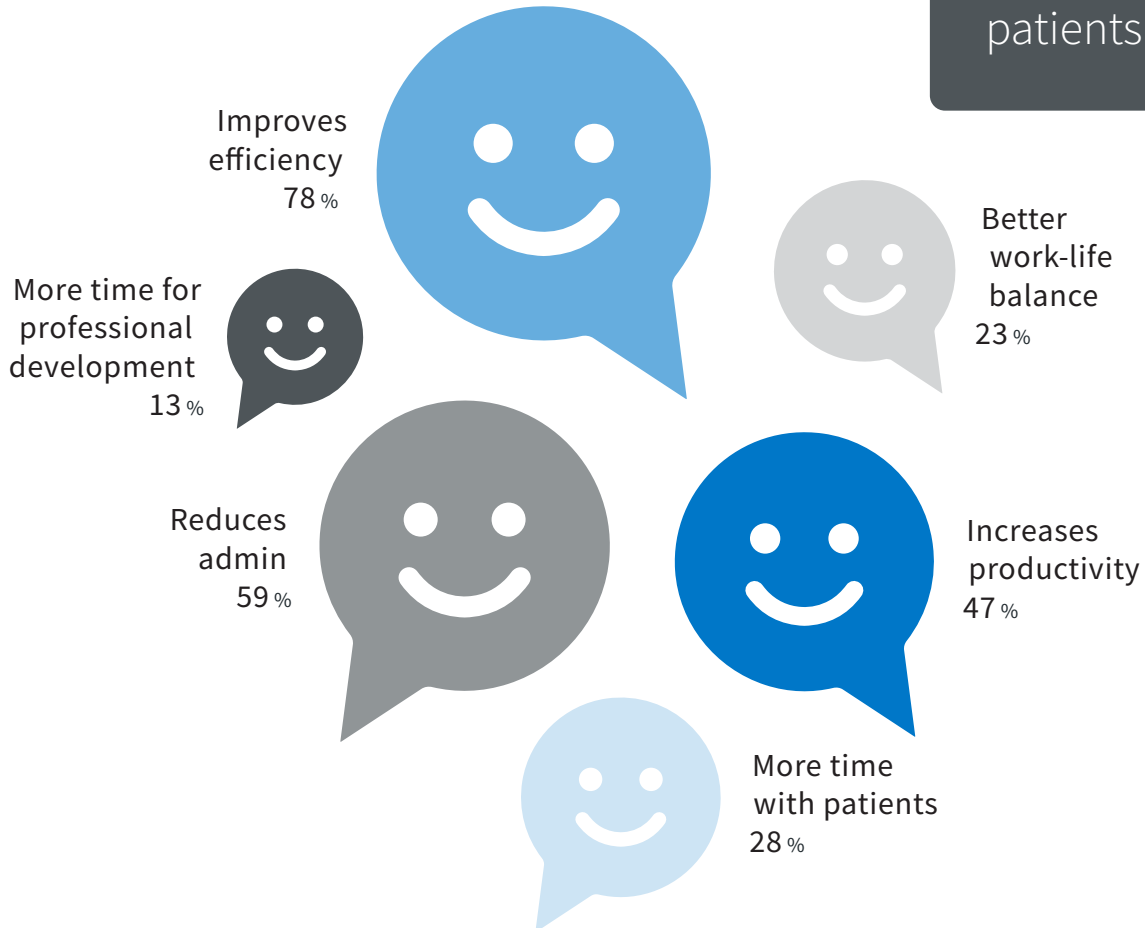


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"So handy, and it can be used from home too"



Lexacom gives clinicians **more time** with their patients



Further benefits

In addition to time savings, when asked about other benefits Lexacom brings, 78% of customers stated it improves their efficiency. Almost half indicated it increases their productivity, and more than half said it reduces the amount of time they spend on admin.

In comparison to the overall customer view, a higher proportion of clinical staff (32%) stated Lexacom gave them more time with patients.



Lexacom Echo

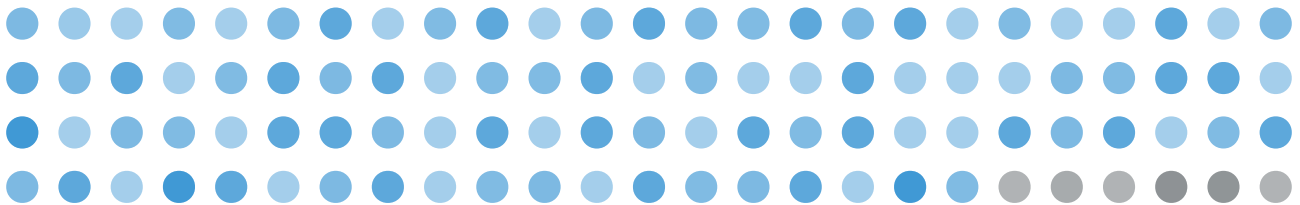
Users were asked for their thoughts on the accuracy of speech recognition with Lexacom Echo.

Thanks to its intelligent contextual understanding and medical specific dictionary, 94% of Lexacom Echo's customers say it meets or exceeds their expectations.



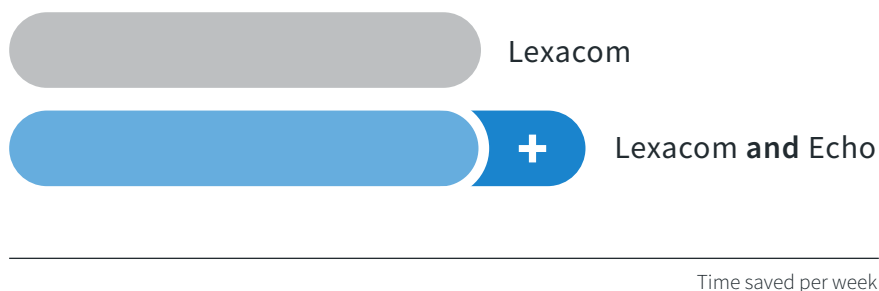
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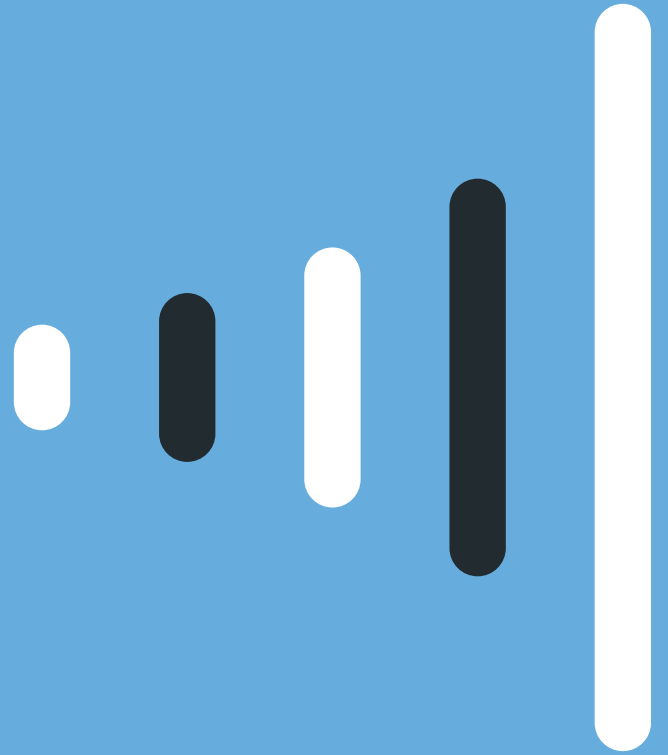
"It saves a lot of time that I used to spend typing, editing, and spell checking"



Most customers rely on Lexacom's digital dictation for their daily work, and benefit from the efficiencies every day.

Customers who use Lexacom Echo speech recognition too report saving an extra 30 minutes every week.





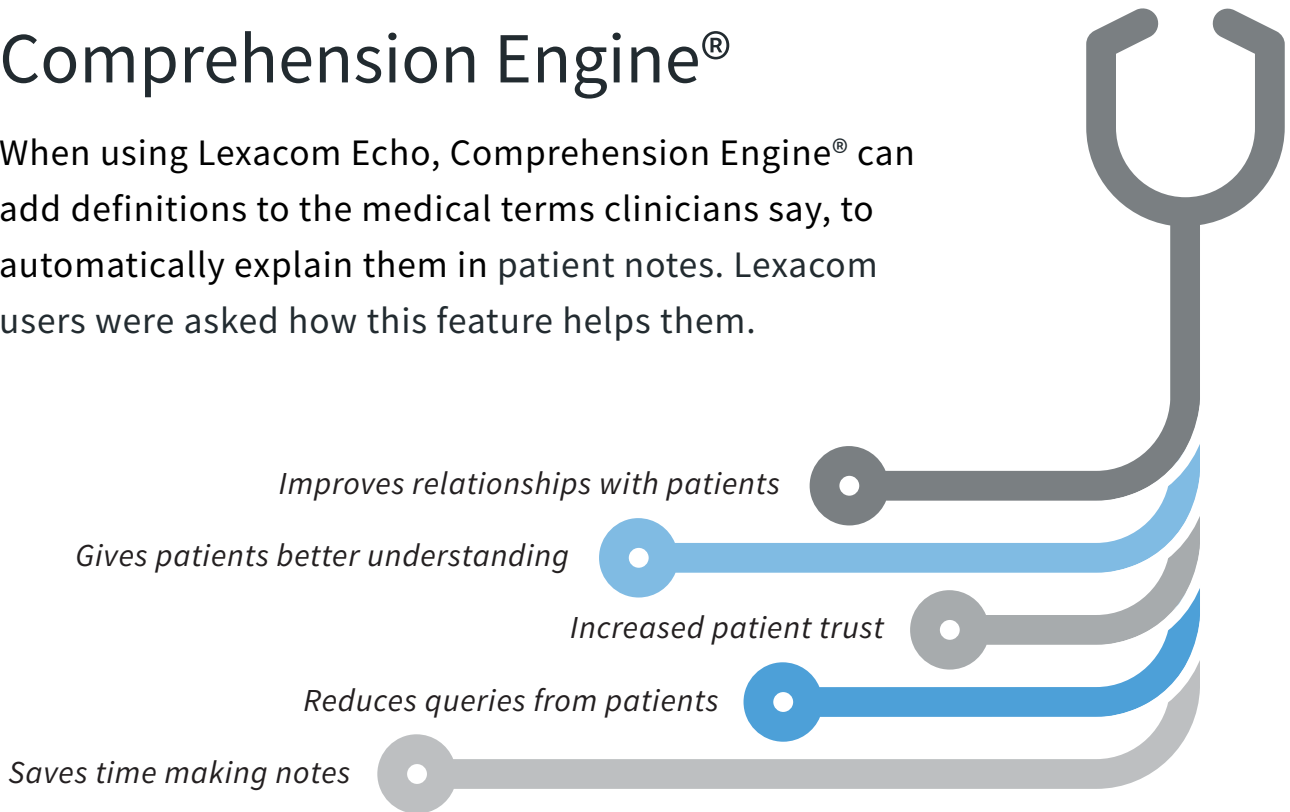
Customers with Lexacom and Echo save even more time

“ | *“Combined with Echo even more efficient on time saving”*

“ | *“Improves **quality** and **detail** of notes”*”

Comprehension Engine®

When using Lexacom Echo, Comprehension Engine® can add definitions to the medical terms clinicians say, to automatically explain them in patient notes. Lexacom users were asked how this feature helps them.



Makes coding more intuitive



Improves coding accuracy

Saves time coding



Makes coding easier

Reduces discrepancies



The latest Comprehension Engine® feature is the ability to automatically SNOMED code clinical information.

Again, the most important aspect of this feature to customers is that it saves time.

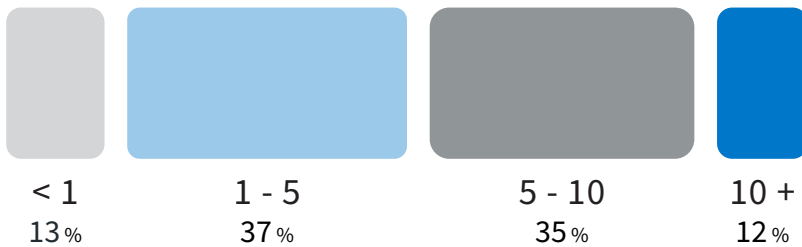
The next Comprehension Engine® features are in development for release in the near future.



Long-standing customers

More than 25,000 clinicians across the NHS rely on Lexacom in their daily work. Highlighting their trust, almost half of this surveys' respondents have been customers for five years or more.

Time as a Lexacom customer, in years



This group of customers report even greater time savings with Lexacom: 55% of long-standing customers save between 2.5 and 5 hours per week, and 30% save more than 5 hours, every week.

Long-standing customers experience an even greater reduction in administrative tasks, with 63% noting this benefit - 7% higher than the overall customer base.

The survey shows that long-standing customers have a greater appreciation for Lexacom's practicality and reliability. Year after year, customers renew as they see the benefits they enjoy from the start being sustained over time.



Increase productivity



Reduce admin



"Great product, easy installation and great post support team"



Practical



Reliable

*"Good to give
clinicians choice
on how to
generate
referrals"*

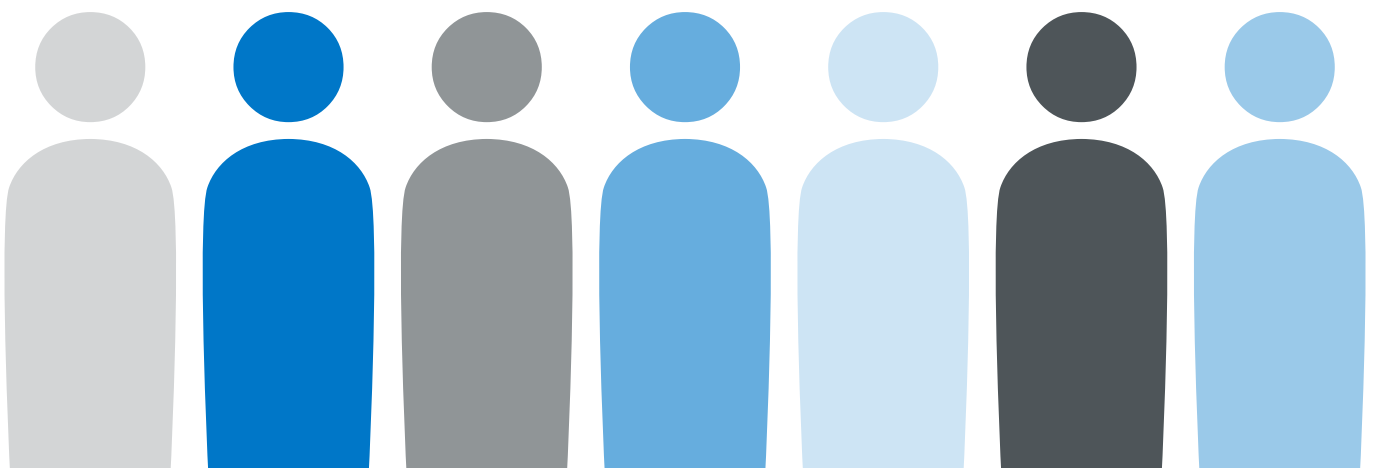
*"Game
changer"*

"Brilliant."

*"As soon as
the GP has
dictated it is on
Lexacom ready
to type"*

*"So much
quicker to
dictate than
type"*

*"Saves
secretarial
time"*





Lexacom is a UK based company delivering a comprehensive range of speech-powered products around the world to help organisations work more efficiently.

Find out more about how Lexacom can help you save time and increase productivity. Call 01295 236910, email sales@lexacom.co.uk, or visit lexacom.co.uk.

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