ALL NEW

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Frequently asked questions

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Who are Lexacom?

With over 25 years of innovation in digital dictation and speech recognition, Lexacom is the number one choice trusted by UK clinicians, bringing tasks, data, systems, and people together to help healthcare organisations make the most of their time.

Lexacom software offers unprecedented integration with third party applications, and allows organisations to streamline their processes, and work more efficiently.

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What is digital dictation?

Digital dictation is the ability for a clinical staff member to record the spoken word as an audio file.

This file can immediately be sent to an admin team to be transcribed, processed, and shared.

There is a full audit trail, so the audio file can be identifed at every stage.

Digital dictation:

- improves the efficiency of the document management process
- shortens the turnaround times for document processing
- eliminates the risk of losing dictations that exists with older software or taped based dictation

The movement and processing of documents is also commonly referred to as a workflow.

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The benefits of digital dictation

Digital dictation moves away from the frustrations of working with analog devices or older systems.

Unlike taped based dictation, or older technology you may have used, audio files dictated with Lexacom are tracked at every stage, so their status can always be identified, and they won't be lost.

Where can digital dictation be used?

Digital dictation can be used on desktop and laptop computers, via the Lexacom application.

It can be used on tablets and smartphones via the Lexacom app, available on the iOS and Android stores.

What is speech recognition?

Speech recognition is a tool that enables accurate and efficient entry of text onto computers using voice.

Clinical staff can talk naturally and see the words they say appear straight away on their screen, far quicker than they could type.

Speech recognition:

- makes it easy to create detailed, high quality notes
- works wherever the cursor is placed
- can speed up the creation of tasks, templates, notes, documents, emails, and more

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The benefits of speech recognition

Speech recognition greatly increases the speed of data entry, leading to reduced document creation time, reduced costs, and improved productivity.

There are no typos so errors are reduced, and with Lexacom each spoken word is analysed within the context of its sentence before being generated as text, resulting in market-leading accuracy.

Where can speech recognition be used?

Speech recognition can be used on desktop and laptop computers, via the Lexacom application.

It works anywhere text can be entered, including all clinical systems, Microsoft Windows applications, and patient communication platforms.

The difference between live and deferred speech recognition

With live speech recognition, words appear as spoken, wherever the cursor is placed.

Deferred speech recognition is when a digital dictation is made in the usual way, but a text transcript is generated in addition to an audio file. The admin team receive both the audio file and the text transcript. The great benefit for the admin team is that instead of typing from scratch, the text transcript can be used as a starting point to be proof read, formatted, and processed.

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Will training and support be available?

Pre-recorded training materials and supporting documentation will be made available.

Troubleshooting and support will be provided by Lexacom on request.
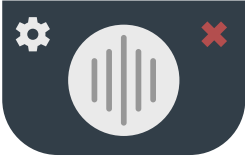
What is Comprehension Engine®?

Comprehension Engine® is a revolutionary new product with many features to help save time and work more efficiently.

It helps Lexacom Echo speech recognition explain complex medical terms for patients, convert medical phrases to shorthand for clinicians, and add SNOMED codes as they are spoken.

There are currently four modes, which are accessed by pressing **F2** on a microphone or the hotkey (by default the **Insert** key) on a keyboard.

Lexacom Echo will scroll through modes, from default mode, to patient mode, then medical mode, coding mode, and back to default mode.

The mode you are currently in is indicated by an icon.
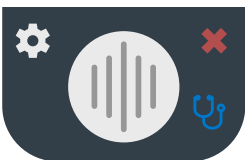
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Default mode

Lexacom Echo is in default mode when the application is launched. Default mode converts speech to text, in any application.

Patient mode

Patient mode recognises medical words and phrases that are spoken or written, and automatically adds plain English definitions in brackets, to improve patient understanding.
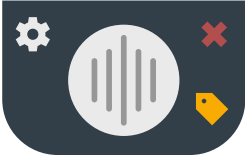
Example: the word "*apyrexial*" will print on screen "*apyrexial (did not have a raised temperature)*"

Medical mode

Medical mode recognises medical phrases that are spoken or written, and automatically converts them into detailed descriptions, abbreviations, and shorthand.

Example: the phrase "*heart sounds were normal*" will become "*HS I + II – 0*"

Coding mode

Coding mode automatically adds subjective and objective codes in SystmOne either as they are spoken, or to existing patient notes.

Clinicians can choose to add diagnostic and chronic disease monitoring codes by saying "*SNOMED…*" followed by the condition.

Example: saying "*blood pressure 120 over 80*" will code "*BP: 120 / 80mmHg*"

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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.