

# Todmorden Health Centre

<b>Customer name:</b>	Todmorden Health Centre
<b>Type of business/organisation:</b>	GP practice
<b>Address:</b>	Lower George Street, Todmorden, Lancashire
<b>Date of installation:</b>	3 <sup>rd</sup> November 2009

## What problems was the customer having?

The Todmorden Health Centre workflow management system was based on an analogue dictation system. Doctors would record their notes on a tape and then pass the tape to the typist with an accompanying 'chit' of paper that detailed the information on the tape. However, this system was problematic as the 'chits' of paper were sometimes lost, tapes got damaged and there was no easy way of tracking what recordings had been dealt with.

## How did the customer hear about Lexacom?

Two of the doctors at Todmorden, Dr Ross and Dr Kumar, realised the limitations of their analogue system and looked at the market to see what alternative digital dictation systems were available. They soon unearthed the Lexacom name and set about investigating its software products.

## Did the customer take advantage of a free trial?

In a bid to test the market and assess the suitability of the digital dictation products available, Todmorden Health Centre arranged a trial with a competitor product, before then asking Lexacom for access to its digital dictation system for a month - free of charge.

## What was the solution that was delivered by Lexacom?

After completing its evaluations, Todmorden Health Centre opted to install Lexacom's digital dictation system in all of its consultation rooms and on the computers of its designated typists. It made its decision based on cost, ease of use and suitability to its IT platform.

## Have there been any quantifiable time/cost savings calculated?

Dr Michael Ross said: "The effects of introducing a digital dictation system have been dramatic from the outset. Our letter processing has sped up dramatically and where standard letters used to take between eight and nine days with the old analogue system we had in place, they are now handled in about two days. In the case of urgent letters or information, this is dealt with immediately because the typists can see what files are a priority with the Lexacom system."

## What was the customer reaction after the installation?

Dr Michael Ross said: "The effect has been more dramatic than we all anticipated. Switching to Lexacom's digital dictation software has enabled us to type our letters much quicker and make sure priority information is picked up without any kind of delay. Our typists are also

much happier because they can clearly see what's been done and what needs to take priority."



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