

# Voice

THE LEXACOM NEWSLETTER

Issue 2

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## Lexacom gets the official thumbs up from EMIS, Vision and SystemOne

We are delighted to announce that Lexacom is now a fully accredited partner to EMIS, one of the UK's key suppliers of clinical software and related services to GP practices. As a result, Lexacom is now the only digital dictation software provider to be approved by the three leading clinical systems, EMIS, Vision and SystemOne.

Lexacom 3 integrates seamlessly with the three clinical systems, improving both efficiency and accuracy\*. Integration with EMIS Web is particularly beneficial. Not only is patient data automatically retrieved and relevant information included with each dictation, but approved transcriptions are also automatically filed in the patient's notes, ensuring a complete audit trail.

Lexacom Managing Director, Dr Andrew Whiteley, believes this will deliver significant benefits to clients in the healthcare sector. "We have always understood the importance of clinical integration – it's something many of our customers already enjoy with Vision and SystemOne. Rather than providing superficial integration, we have worked closely with the



We are delighted to have our approach rewarded through official recognition by the software providers themselves and I look forward to continuing those positive relationships and identifying more opportunities to improve the service we offer to our clients.

developers of the different clinical systems to ensure our software integrates fully and provides the maximum benefit to clinicians and patients, both in terms of accuracy and efficiency.

We are now looking at the potential to integrate with case management software for the legal sector and would welcome input from our clients in that area as to what you would find most useful."

Please email [info@lexacom.co.uk](mailto:info@lexacom.co.uk) with your comments.

### New Features

We're constantly adding new features to Lexacom 3. Keep an eye on our Twitter, Facebook and LinkedIn pages as well as our website for the latest updates.

[lexacom.co.uk](http://lexacom.co.uk)  
[facebook.com/HomeOfDigitalDictation](https://facebook.com/HomeOfDigitalDictation)  
[linkedin.com/company/lexacom](https://linkedin.com/company/lexacom)  
[twitter.com/LexacomDictate](https://twitter.com/LexacomDictate)

### Special Offer

#### Special hardware deal from Olympus

Looking to upgrade your hardware? Thanks to our friends at Olympus, when you buy 3 DS or 5 Directrec recorders from Lexacom, they will throw in a Transcription Kit for free. For more details, please call 01295 236910, quoting V2Oly



\*Full integration applies to EMIS Web and Vision AEROS when using the latest version of Lexacom 3. Other versions of the clinical systems offer some but not all of the integrated services listed. Please enquire for details.

# Supporting fair justice for all

Protecting fair access to justice for all – that’s the challenge facing lawyers and legal advisors in the wake of controversial changes to the Legal Aid system.

The system of publicly-funded law, originally set up as part of the welfare state under the Legal Aid and Advice Act 1949, is facing its biggest ever shake-up. With the recent introduction of the new Legal Aid, Sentencing and Punishment of Offenders (LASPO) Act, the number of people and types of cases now able to access legal aid has reduced significantly, with Law Centres, citizens advice bureaux, law firms and other legal advisers now having to identify alternative options to maintain fair access to justice.

We have teamed up with online magazine, LegalVoice, to deliver two conferences designed to help continue to provide the best possible service in the face of the introduction of the LASPO Act. The LASPO Survival conferences bring together some of

the leading experts in the provision of legal services to share best practice, techniques and advice, designed to ensure affordable legal support remains accessible to those who need it.

At the first event in July, a powerful address on the future of advice and legal support on social welfare issues was delivered by Lord Low of Dalston CBE, with closing remarks from fierce critic of LASPO, Lord Bach of Butterworth, former Justice Minister in Government and Shadow Justice Minister in opposition. Other topics included getting exceptional case funding under LASPO, pro bono and using volunteers, charging for services in the not-for-profit sector and using digital technology to be cost effective, efficient and client friendly. The event will be repeated on the 30th September in Leeds.

Lexacom Managing Director, Dr Andrew Whiteley, said: “We are delighted to be principal sponsor of the LegalVoice LASPO Survival

conferences, as a natural extension of our longstanding support for the London Legal Support Trust. Making good use of technology to operate cost effectively is now more important than ever and Lexacom is pleased to be able to support Law Centres and advice agencies in achieving that aim.”

For more information about the Leeds conference and to book your place, please visit [www.legalvoice.org.uk](http://www.legalvoice.org.uk)



## Lexacom goes global with international partners

We have taken Lexacom digital dictation across the globe, expanding into Australia and the United Arab Emirates.

After a rigorous selection process, we have appointed COPIA (Australia) and Atlas Medical LLC (UAE) as exclusive distributors of our digital dictation software as part of our international expansion plans.

Dr Andrew Whiteley, said: “We are delighted to be making a mark internationally and I am really looking forward to working more closely with our new distribution partners over the next few months. Both have excellent reputations in providing quality solutions in Australia and the UAE, and, crucially, they demonstrated a real commitment to providing the

excellent customer service that Lexacom customers expect.”

Our next step is to grow our presence across Europe – look out for more news on this over the coming months.

# Are all digital providers the same?

## Why our clients think Lexacom is a cut above the rest.

Lexacom's ease of use and excellent customer service are the main reasons why two of our clients - the Yaxley Group Medical Practice and Page Nelson Solicitors - are happy they made the switch from their old digital dictation supplier to Lexacom.

The Yaxley Group chose Lexacom because they wanted software that would integrate fully with their clinical system, Vision. Practice partner and IT lead, Dr Peresh Gela, commented: "I am particularly impressed with how easy and intuitive Lexacom Digital Dictation is to use. Like many organisations, we have people working here with varying degrees of computer literacy but they have all found Lexacom very easy to work with."

Page Nelson Director, Steven Forster, was concerned that their previous supplier was not listening to their specific

requirements and decided to switch to Lexacom after a free 30-day trial. Steven Forster said: "We were impressed by the



The Lexacom team worked hard to make the transition as easy as possible. Switching from BigHand to Lexacom was straightforward as a result

ease of use, reliability and functionality of the technology. Lexacom 3 delivers all the features we would expect from a digital dictation system, as well as some additional functions that have gone down well with our team."

Both have highlighted excellent our customer service and friendly approach as major reasons for their satisfaction with Lexacom – as well as the easy transition from the old to the new system.

"The training we received was excellent," said Dr Gela. "The Lexacom team worked hard to make the transition as easy as possible, without us needing to invest in new hardware. Switching from BigHand to Lexacom was straightforward as a result," Dr Gela continued.

Page Nelson's Steven Forster added: "I would happily recommend Lexacom to any other law firm."



Meet the team

## Ben Morris

**In this issue we catch up with Lexacom software developer, Ben Morris, to find out what new features we can expect.**

My focus has recently been on the integration of Lexacom with various clinical systems, such as Vision, SystemOne and, most recently, EMIS. It's about making a seamless link between the two systems so that information is shared

accurately, easily and efficiently.

I am also involved in the development of a new reporting module which will be available over the next few months. This will allow users to generate business intelligence reports from the Lexacom system to monitor how efficiently the dictations are being managed. Plus, you will soon be able to import recordings from digital Dictaphones.

Apart from work, I've got a lot to look forward to this year as I'm getting married in October. The wedding will be held in Bodicote, with the reception in a lovely gastro pub nearby. The stag do, however, is being kept a secret and I've no idea where I will end up being tied to a lamppost!

## New ways to contact Lexacom

Our phone numbers have changed. Please use the following numbers:

Sales: +44 (0)1295 236930  
sales@lexacom.co.uk

Our main office hours are 9am-5pm,  
Monday to Friday, with Support  
opening from 8am.

Support: 08450 348100  
www.lexacom.co.uk/support

The best way to log a support request  
is via the website form which is  
available 24 hours a day. All requests  
are monitored, prioritised and  
responded to during office hours.

Main office: +44 (0)1295 236910  
info@lexacom.co.uk

All faxes: +44 (0)1295 709330

## Dictate on the move with Lexacom Mobile Now compatible with iPhone 5, retina displays and iOS7 ready

A growing number of Lexacom  
customers now have digital dictation  
at their fingertips, thanks to Lexacom  
Mobile, which allows  
you



to record, track and approve dictations  
wherever and whenever you like.

Using secure, encrypted cloud  
technology, our mobile app works with  
your office-based Lexacom 3 software  
to provide an integrated mobile  
dictation system.

Simply tap the screen to record dictations  
on the move and send securely via the  
cloud for typing and dispatch. Pause,  
resume or edit as needed, set the priority,  
track progress, and review the final  
document. There's also a handy memo  
and reminder facility and geotags with  
location details.

Lexacom Mobile is available to Lexacom  
3 users (version 3.2.4.15 or later) for a  
modest monthly fee of £3 per user per  
month, which includes full integration

with Lexacom software, software updates  
and ongoing technical support. The app  
costs £3.99, which will be credited against  
your first monthly membership fee.



Being able to dictate on the  
move and when remote  
working, knowing my dictations  
will be treated exactly as if I had  
recorded them in the surgery,  
is a huge plus. The immediacy  
helps ensure accuracy and often  
my dictations are typed and  
approved for dispatch before  
I've even returned from visits!

Micaela Young, Denmark Street Surgery

**Coming soon...**



Lexacom Mobile for Android is due for launch this Autumn.

To find out more, contact the customer service team on +44 (0)1295 236910

## Forthcoming Events

Look out for Lexacom at forthcoming events:

### 30th September

Legal Voice LASPO Survival Conference,  
Leeds. Sponsored by Lexacom Digital  
Dictation. Includes address from  
Lexacom Managing Director on  
maximising efficiency and client service.

### 2nd/3rd October

EMIS National User Group Conference,  
East Midlands Conference Centre,  
Nottingham. Dr Whiteley will be  
demonstrating EMIS integration in  
action on Thurs 3rd.

### 8th October

Healthcare Efficiency Through  
Technology Expo, Olympia  
Central, London.

### 16th October

Best Practice 2013, Birmingham NEC.

### 14th/15th November

NVUG 4-Nations Conference, Solihull

### 19th November

Management in Practice,  
Hilton Metropole, Birmingham

For more information visit: [www.lexacom.co.uk/events/](http://www.lexacom.co.uk/events/)