



Datasheets

LEXACOM®



*"Indispensable.
I highly recommend
to other clinicians.
I save 30-45 minutes
each day on admin."*

Dr Peter Hughes

GP PARTNER & CLINICAL DIRECTOR
London

Endless possibilities.
One solution.

LEXACOM

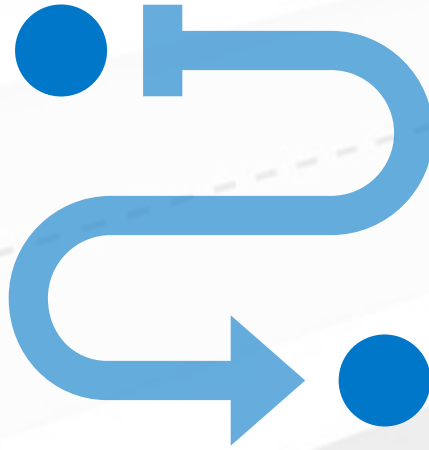


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Workflow management that prioritises what matters most

Infinitely capable, and infinitely scalable, our workflows are fully flexible and completely customisable. Documents and files are created and tracked in real time, moving seamlessly through chosen workflows and approval processes, freeing up more time to focus on what matters most: patient care.

With built-in AI, and seamless access to speech recognition and digital dictation, now is the time to upgrade to our smartest, most intuitive solution.

Accurate and timely documentation

Lexacom offers a range of workflow options which streamline transcription processes, enabling clinicians and administrative teams to focus on patient care rather than paperwork.

Choose from our ready-to-use workflows, or create processes tailored to your work.

← Workflow management

What is a workflow?

A workflow is a structured sequence of steps that data and tasks follow from creation to completion. The data can take many forms; many of our workflows include audio dictations, but they can include video to be processed, or collections of forms and attachments.

Whether they involve a single author or typist, or multiple stages of review, workflows are carefully designed to optimise efficiency, maintain accuracy, and suit different requirements.

Our most popular workflows include automatic speech recognition, applied in a number of ways. We also offer a range of dictation and review workflows as standard.

Standard workflow options

For teams that prefer traditional transcription without automatic speech recognition, Lexacom offers flexible workflows that can be tailored to different working styles.

Workflows with automatic speech recognition

Lexacom's EchoScribe is a deferred speech recognition service that automatically transcribes recorded audio into text.

This gives seamless integration with existing transcription workflows, reducing the effort needed to complete tasks and maintaining accuracy.

Unlike Lexacom Echo, which operates as a live speech recognition tool, EchoScribe processes pre-recorded audio for later review and completion.

Complete customisation

Additional customisation options include:

- *Constructing workflows with tailored steps and media attachments.*
- *Categorisation tools to easily find and sort jobs.*
- *Customisable priority levels to ensure urgent jobs are completed on time.*
- *Tailored types and specialties of documentation to match clinical needs.*



Speech recognition built for healthcare

Convert speech to text in real time in any application, with market-leading speech recognition designed specifically for medical terminology.

Powered by Comprehension Engine®, Lexacom Echo can turn medical phrases into detailed descriptions, define medical terms for patients, and even automatically code clinical information.

Uniquely powerful

The only speech recognition software that can:

- *Automatically SNOMED code clinical information.*
- *Turn medical phrases into full descriptions or shorthand.*
- *Add definitions to medical terms for patients.*
- *These capabilities are activated as needed, and require no extra input from clinicians.*

← Speech recognition

Unrivalled accuracy

Speak into any application and watch your words appear: accurate every time

Lexacom Echo has revolutionised medical speech recognition again, with its easy-to-use interface and industry-leading accuracy. Speed up notes entry into clinical systems, patient communication platforms, and Microsoft Windows applications with real-time speech-to-text.

Lexacom Echo can now proofread transcriptions, and, you can access our new AI features, which summarise consultations and generate clinical documentation.

Accurate, time saving, versatile, customisable

Lexacom Echo uses an NHS specific vocabulary and understands clinical language in context, delivering industry-leading accuracy. Intelligent technology listens to sentences in full, to capture contexts and transcribe the correct meanings. And with regular updates to both the vocabulary and software itself, you'll always stay ahead.

Experience real-time speech to text with quick and easy setup across as many workstations as you need. There's no need to train your voice or spend time customising settings: just speak and go.

Lexacom Echo works with all clinical systems, for all types of documents, and from wherever you are working. Dictate referrals, templates, letters, and emails in practice, on home visits, and remotely.

Save time on repetitive typing by creating prompt phrases that insert standard sections of text instantly. You can even navigate your clinical system with built in voice commands, or create your own to match your workflow.

Four modes of operation

- **Default mode**
Place the cursor in any text field, and your words appear as you speak.
- **Patient mode**
Medical terms are recognised, and easy to understand explanations are added, to improve patient understanding.
- **Medical mode**
Saves time for clinicians by automatically converting spoken medical phrases into descriptions and medical shorthand.
- **Coding mode**
Clinical information is SNOMED coded as spoken, or with a click of a button on existing notes.



Artificial intelligence working alongside clinicians

Ambient AI within Lexacom listens to natural conversations between clinicians and patients, intelligently capturing and structuring clinical notes, without disrupting the flow of doctor-patient interactions.

Lexacom's artificial intelligence is available in clinical workflows, offering the ability to summarise consultations, generate clinical notes, referrals, letters, and emails, and structure documentation in formats such as SOAP. Clinicians remain in control, with the ability to review, approve, and direct notes to secretarial staff, colleagues, or patients.

These innovations reduce the burden of manual note-taking, save time, and improve both accuracy and quality.

← Ambient AI

Integration with clinical workflows

What sets Lexacom's artificial intelligence apart is its integration into our workflows. Wherever clinicians are working, their notes can be processed to suit the requirements of each practice:

- *Consultations within practices.*
- *Dictations made on home visits.*
- *Clinical notes from nursing homes.*
- *Both sides of telephone calls.*

The power of AI, customised to any working practice

Generate clinical notes, documents, referrals, letters, and emails. Send them to secretarial staff, send them back to the clinician for review, to a colleague for a second opinion, or send directly to patients.

Give patients your complete attention

For over 25 years clinicians have relied upon Lexacom in their daily work, and over that time we have seen their roles and responsibilities evolve, with ever increasing patient numbers and administrative requirements chipping away at quality face-to-face patient time.

Artificial intelligence, used carefully and thoughtfully, offers a real opportunity to reverse some of these trends. Feedback from our customer base shows that ambient AI has the power to transform how patient care is delivered.

Experience the return of face-to-face care, let Lexacom generate your clinical notes.

- *Summarise consultations from natural patient conversations.*
- *Generate accurate clinical notes, referrals, letters, and emails.*
- *Output subjective, objective, assessment and plan (SOAP) documentation.*
- *Spend less time on admin, and more time with patients.*
- *Use AI to summarise both live and historical consultations.*
- *Clinicians review and approve the results.*



Digital dictation for faster, smarter workflows

Fast, secure, and reliable, Lexacom's digital dictation is the number one choice trusted by UK clinicians. Intuitively integrated into our platform, it provides a streamlined experience from dictation to documentation.

Clinicians can author all types of documents with ease and track tasks in real time, maximising efficiency. Built to stringent NHS standards, it supports tailored workflows for specific procedures and enables effortless information sharing across multiple sites, keeping teams connected, organised, and focused on patient care.

Lighten your workload, improve patient safety, and enhance efficiency

- *Easily dictate letters, notes, invoices, and reports.*
- *Dictate securely on the move, approve documents, and track progress from your phone or tablet.*
- *Prioritise, monitor and manage your workload with advanced reporting.*
- *Securely share information and admin resources across multiple sites.*
- *Add flexible speech recognition options.*
- *Attach documents or photos to dictations.*
- *Outsource some or all transcriptions to approved providers at the touch of a button.*

← Digital dictation

How does digital dictation work?

Cost-effective, reliable, accurate, and fully scalable, whether you have five or five hundred users, Lexacom's digital dictation is split into three easy-to-use modules.

Simply open Lexacom, and log in. The module you see will have been predetermined while setting up your account. Depending on the type of user your account has been assigned to, the version of Lexacom you see will allow you to do the following:

1. Authors

Authors can easily record digital dictations from their desktop or mobile, Lexacom supplies carefully selected desktop microphones from leading suppliers to ensure only the best sound quality and usability for our clients.

2. Typists

Typists can clearly see their workload, and easily prioritise digital dictations for transcribing.

3. Team administrators

Lexacom's management and reporting can be tailored to suit your organisation and help monitor performance. Ideal for practice managers or office managers, this is also where user accounts are created for team members, determine which workflows they see according to their roles.

We make things simpler

Lexacom digital dictation is an advanced dictation and document creation system designed for professional users.

With easy-to-use workflow management, Lexacom helps you and your team work together, smarter, and is the ideal solution for organisations looking to replace old-fashioned tape-based dictation systems.

Built by professionals, for professionals, we understand the importance of a seamless workflow, along with maximising resources and robust security.

Lexacom can be configured specifically for any organisation and requirement.



Helping clinicians for over 25 years

Like all great companies, Lexacom was created to solve a problem. Founded by then-practicing GP Andrew Whiteley in 1999, the first version of Lexacom's digital dictation software removed frustrations caused by older analogue systems.

By 2020, 7.5m of the 14 million hospital referrals and clinical notes made annually were via Lexacom, its wealth of experience and deep understanding of healthcare leading to a position as market leader, with more than 25,000 GPs using it in their daily work.

Today, Lexacom is the only all-in-one platform offering workflow management, speech recognition, ambient AI, and digital dictation, powered by its own intelligence: *Comprehension Engine*® - but its aims remain the same: to save time, and to improve and patient journey.

Dr Andrew Whiteley is still Lexacom's Managing Director, and the company employs a Clinical Safety Officer and Chief Medical Officer, both of whom are practicing GPs, ensuring what matters to both doctors and patients remains at the heart of everything Lexacom does.



Leading the way, with Comprehension Engine®

Lexacom has a long-standing reputation for pioneering advancements, being the first company to:

- *Integrate with a clinical system (1999)*
- *Integrate with all clinical systems (2009)*
- *Launch a mobile app for digital dictation (2013)*
- *Develop a cloud-based digital dictation solution (2014)*
- *Integrate third-party transcription services (2015)*
- *Offer cloud-based speech recognition (2016)*

Lexacom launched its own intelligence in 2021, Comprehension Engine®, with a unique ability to recognise spoken or written medical phrases and convert them either into abbreviations or detailed descriptions, saving clinicians time when making notes.

In 2022 another unique ability was added to Comprehension Engine®, of explaining medical terms to patients. A YouGov poll of 2,000 UK adults found that with Lexacom, public understanding of medical terms improves more than fivefold.

2023 saw Lexacom become the only company able to automatically code clinical information, both live as words are spoken by clinicians and with a click of a button on existing text, again through the power of Comprehension Engine®.



Unique AI, with patient privacy

Today, Comprehension Engine® incorporates artificial intelligence, and can generate accurate clinical notes from conversations between clinicians and patients.

Two factors that set Lexacom's artificial intelligence apart are:

- ***An unmatched focus on patient privacy***

*For doctors and patients alike, there is nothing more important than keeping patient information confidential, so Lexacom has developed **Patient Shield**®, which redacts confidential patient information before consultations are processed by AI: the only truly confidential AI solution.*

- ***Customised integration into workflows***

Whether consultations take place in practice, on home visits, in nursing homes, or on telephone calls, automatically generated clinical notes, referrals and emails can be processed in any way, to suit the requirements of each practice.

We offer a data compliance onboarding pack to assist with due diligence, and you can turn our AI features on and off, allowing you to activate AI whenever you're ready.

Case study

Bartlett Group Practice, serving 28,000 patients across Hampshire as a training practice, enjoys the benefits of the latest version of Lexacom.

With a rotating team of GPs at varying stages of their careers, the practice faces a wide range of administrative needs: from newly qualified doctors to experienced clinicians, who rely on dictation to work quickly and efficiently.

Helen Taylor, medical secretary, explained how the upgrade has made a difference:

“Different doctors have varying levels of experience and therefore their admin needs from the secretarial team vary greatly. The more experienced doctors seem to have grown up with dictation and realise how much more speedy they can be using Lexacom.”

Streamlined workflows and faster support

The new Lexacom platform has delivered immediate benefits for the secretarial team. Features such as the traffic light system have made it easier to prioritise older dictations and ensure nothing is overlooked.

Helen highlighted the impact of Lexacom’s customer support too:

“Lexacom helpline has been really helpful and super quick to give assistance.”

Flexible working with remote access

One of the biggest advantages for Bartlett has been the ability for secretaries to work from home, something the team had struggled with in the past.


“The major advantage of the new version of Lexacom has been the ability to access this for two of our secretaries who work from home. This was previously not possible but this update has enabled us to make this change which is a big bonus to us.”

Looking ahead

The practice is already considering how to expand its use of Lexacom; Helen sees great potential in exploring additional features:

“I think in time, we will want to investigate the other options available with Lexacom to voice recognise and autopopulate information into the notes, but as we are such a big practice with a rotating door of trainees we will probably not look to do this until the new year. The feeling is we need to get comfortable with one new thing before we try another.”

With a large patient population, diverse team of clinicians, and demanding administrative workload, Bartlett Group Practice is already benefitting from the efficiency and flexibility of the new Lexacom platform - with more opportunities still to come.



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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