

# Crescendo Speech Processing

E F F I C I E N C Y . R E L I A B I L I T Y . I N T E G R A T I O N

## WHY OPT FOR SPEECH RECOGNITION

Transcribing recorded speech is a time-consuming process and like most medical or legal environments today, your organization's workflow is probably slowed down, if not severely impacted by dictation backlogs. This prevents your staff from providing optimal customer service or even worse, patient care.

By automatically producing recognized text out of offline voice files, speech processing technology can make a huge difference. This is why Crescendo is proud to introduce Crescendo Speech Processing, a speech recognition solution specifically designed for professional users. Built upon Philips SpeechMagic, established market leader with thousands of installations worldwide, Crescendo Speech Processing helps you take a giant step towards the faster and more cost-effective creation of legal and medical reports. Find out today how professional speech processing can benefit your entire organization.

## WHO IS SPEECH RECOGNITION FOR

Designed for highly structured and dictation-intensive professional environments, Crescendo Speech Processing provides specialized word vocabularies (or ConTexts) that address specific business or medical specialties (ex. Radiology, Pathology, etc.) thereby ensuring an optimal recognition rate for each of the above areas.

## SURFING ON THE LEARNING CURVE

With Crescendo Speech Processing, voice training is minimal as opposed to individual voice recognition interfaces. Users don't have to adapt to the system: the system adapts to users thanks to sophisticated algorithms that build user templates (user acoustical reference files) based on each author's specific voice characteristics.

Other benefits of this unique client/server approach include:

- a recognition rate that improves through repeated use and continued correction input analysis
- the ability to use any connected workstation, whether on-site or remote
- a centrally managed system

## EASY INTEGRATION

With Crescendo Speech Processing, upgrading from digital dictation to voice recognition is easy and cost-effective: Crescendo Speech Processing seamlessly integrates with your market-specific software applications and your existing dictation and/or transcription systems - including other vendors'. It operates as part of your organization's existing network, making the document creation process a transparent part of your existing work environment while securing your previous investment.

Supported through MD Center-XL and the entire **DigiScribe-XL** suite, Crescendo Speech Processing is a transparent process that guarantees a fully consistent author experience. Authors can dictate from their usual input device:

- Standard phone or PC (**DigiDictate-IP**)
- Pocket PC (**DigiDictate-CE**)



At a Glance At a Glance At a Glance At a

## Top five reasons to opt for Crescendo Speech Processing:

- Faster report creation
- No more backlogged dictations
- No need to change your dictation habits
- Improved productivity
- Automatic handling and administration of documents

Automated  
report  
creation

## THE BACK-END MODE

When implemented as a back-end layer, the system is fully transparent to authors, who may not even be aware that speech recognition technology is being used. As soon as the dictation is complete, the document is immediately made available to the transcriptionist for correction.



Back-end speech recognition workflow

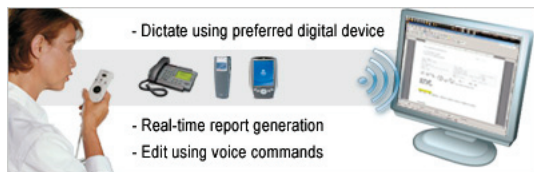
Thanks to the support of phrases and variants, adaptation of hesitations, non-speech and redundant phrases, and additional features such as automatic punctuation, easier handling of dates, amounts and quantities, the engine frees time for transcriptionists to focus on corrections rather than on the actual transcription process. This not only leads to reduced turnaround time, but it also means a reduction in transcription costs and the elimination of backlogged dictation. Not to mention that transcriptionists' time is now freed for other responsibilities.

Finally, once the transcriptionist has completely reviewed a report, the system will automatically update, spell check, count, upload and distribute the final document.

## THE FRONT-END MODE

In the front-end mode, recognized text is produced in real-time while the author dictates. In environments where medical reports are typically short ("normal findings") or where there is a shortage of medical transcription resources (Radiology, Pathology, ER), foreground speech recognition allows authors to correct, sign and release reports faster than ever. It is also a precious alternative to traditional transcription for urgent cases, or week-end and night shifts.

Front-end speech recognition workflow



Should he/she lack time or be interrupted in the middle of the correction process, the author can still re-route the report to a transcriptionist.

## FROM ONE MODE TO THE OTHER

The ability for users to use any mode (back-end or front-end speech recognition) with one license is unique to Crescendo. Another unique feature is the ability for Authors to switch from one mode (back-end, front-end) to the other while logged in, without interrupting their ongoing work.

## TEMPLATE AUTOMATION

Automatic template and demographic data fill in is also available and can be configured by work type. The system then populate the database record accordingly.

Template automation is particularly useful for "normal findings", shortening the entire report creation process to a few clicks or voice commands.

### Did you know?

We all speak five times faster than we can type

## FROM A TRANSCRIPTION SERVICE STANDPOINT

Pay and billing can be configured to reflect the fact that a voice recognition engine is being used. The transcriptionist's profile can be set up to only compensate for corrections (actual typed reports), per report, or on an hourly basis.

## MOBILITY

Unique in its support of distributed networks, Crescendo Speech Processing enables dictation, recognition and correction to take place at any location within a LAN, WAN, or across the Internet. Reports are dictated directly in the required file to fully support the existing workflow and speed up the document creation process.

## SCALABILITY

In compliance with the very modular approach that makes the Crescendo platform so unique, Crescendo Speech Processing can expand easily by adding high end workstations (40 servers, one server handling 24 hours of dictation), making it a scalable system for your firm to grow into.

## MAINTENANCE & ARCHIVING

Last but not least, Crescendo Speech Processing is equipped with the Crescendo Heartbeat Monitor, the role of which is to maintain and archive voice files and ensure uninterrupted operation of your mission critical operations.

This ensures proper disk space usage, and eliminates the need to manually delete unused voice files or reports.

## CITRIX EXTENSION

The Crescendo Citrix Extension optimizes the usability of dictation hardware and allows for the deployment of the full range of speech recognition features within a thin-client infrastructure.

### Crescendo Speech Processing differentiates between:

- Accents
- Dialects
- Age
- Gender
- Emotional state
- Rate of speech
- Environmental noises

[www.crescendo.com](http://www.crescendo.com)

## About Crescendo

- 2,000+ installations and 200,000 users worldwide
- 16-year sole focus on dictation and transcription technology for the healthcare, legal and law enforcement environments
- Established technology leader in the US & Canada

## What they think...



### Dr. Stephen Rosenthal ER Specialist

*Sir Mortimer B. Davis,  
Jewish General Hospital  
a 637-bed academic healthcare centre  
located in Montreal, QC Canada*

"Clinicians are generally very leery of voice recognition technology. However, Crescendo Speech Processing powered by SpeechMagic actually works - and in the middle of a busy Emergency Department! Combined with the Crescendo Pocket PC dictation interface, it allows me to save significant charting time while fully fitting into the mobile working conditions of this environment.

Instead of writing diagnostic notes, filling out reports and carrying files when visiting a patient, I can now see patient data (bed location, priority, etc.) and dictate progress notes on my Pocket PC, in real-time, without having to alter the way I practice. The speech recognition rate is extremely high, requiring minimum correction time from my part. As a result, completed reports are made available and shared with all appropriate parties prior to the patient or physician leaving the hospital. The system surely shows great potential for working in an emergency department setting."

powered by

SpeechMagic™

CRESCENDO

Crescendo Systems Corporation  
1600 Montgolfier  
Laval, Quebec, H7T 0A2  
CANADA  
Toll free: 1-800-724-2930  
Fax: (450) 973-4449