

## CASE STUDY

### **Lawrence Krieger, MD**

Advanced ENT Physicians & Surgeons

Camillus, NY

*Interview by Marcia Layton Turner, Layton & Co.*



The magic number for Dr. Larry Krieger was \$50,000. That was the figure his three-physician practice was paying annual for outsourced medical transcription. It was also the point at which he decided it was time to explore other options. Not only was transcription costly, it was also inconvenient, he explains. After dictating files and sending them to the transcriptionist, which was their typical work process, it would then take 2-3 days for the files to be completed. Then, to access the typed notes, Dr. Krieger and his team had to log into the transcriptionist's web server to retrieve the files, "which was problematic at times," he says. There had to be a better way, he thought to himself.

Dr. Krieger had heard years ago about speech recognition software, so when a 2010 newspaper article on the topic mentioned how much easier it was to use today, he decided to investigate. His office manager came across information on Achieve Results and contacted President Dana Abramson about a training session on Dragon Naturally Speaking.

During the summer of 2010, Dana arrived on-site to train Dr. Krieger, who was the first of his three-person practice to explore speech recognition software. Admits Dr. Krieger, "I didn't know what to expect, but it was actually quite easy. Within a day or two, I was doing every note using Dragon." That quick implementation and adoption has enabled the practice to cut its transcription bills to approximately one-third of its former total, or \$16,500 instead of \$50,000, in a matter of a few months.

Now, instead of taking every file home at night to dictate, when he has a few free moments during breaks in between patients, Dr. Krieger can sit down and generate notes on-the-spot. However, he does still take some work home, which he doesn't mind. Some family members have also become fans of the software.

In fact, his use of Dragon at home has unexpectedly led to Dragon terminology being added to the family lexicon. His daughter has been known to tell her dad, "Delete that," when she wants to take a statement back, Dr. Krieger says, laughing. The next generation of Dragon user is already in training in Central New York.