MANAGE REAL-TIME SPEECH RECOGNITION FROM A SINGLE SEAT

Nuance Management Server for Dragon Medical 360 | Network Edition

True, Enterprise-Class "Real-Time" Speech Recognition for Your EHR System

CHALLENGE:

As electronic health record (EHR) adoption increases, implementation becomes more complex, spanning multiple departments, facilities, and in some cases, ever-larger geographic regions of care. How can healthcare IT departments support complex speech recognition deployments without straining the reach and effectiveness of IT staff?

SOLUTION:

Dragon® Medical 360 | Network Edition is the first true enterprise-class "real-time" speech recognition solution. Dragon Medical 360 | Network Edition is managed by a new platform, the Nuance® Management Server, an application that allows administrators to manage centrally the entire population of users from a single seat. The Nuance Management Server substantially reduces the total cost of ownership and ongoing management of Dragon Medical 360 | Network Edition.

From a single administrative console, IT managers can control the creation of new users, allow IT to schedule and run the profile optimizer at any time, and upgrade all

FEATURES
- Central user management
- User login and password capabilities
- Enhanced Profile Optimizer
- Updates via NuanceLink™
- Automated license tracking

BENEFITS TO PHYSICIANS
- Increases physician satisfaction
- Increases physician productivity
- Higher speech recognition accuracy
- Eliminates need for ongoing downtime
- Vocabulary updates on a more frequent basis
- Improved profile management

BENEFITS TO IT TEAMS
- Improved control of license management
- Faster, easier support of Dragon Medical 360 | Network Edition users
- Substantial reduction in IT administrative time
- Supports HIPAA compliance guidelines

HEALTHCARE

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Dragon Medical 360 | Network Edition clients with each new release and/or service pack.

Physician-users are assured the highest possible accuracy using the latest version of Dragon Medical 360 | Network Edition. Provider organizations are granted the fastest possible return on their Nuance Healthcare investment. The Nuance Management Server helps streamline system management today, and in the future, will bring together the ongoing systems and IT management of Dragon Medical 360 | Network Edition and other offerings from Nuance Healthcare.

NUANCE MANAGEMENT SERVER LOWERS THE TOTAL COST OF OWNERSHIP

The Nuance Management Server includes the following capabilities, which ensure a significantly lower total cost of ownership. These features are only available in Dragon Medical 360 | Network Edition and are not available in Dragon Medical Practice Edition:

- **Central Management for Users, User Groups, and User Options.** From a single management console, users can be segmented by authorized administrators into subgroups (e.g., department or line of service) and assigned user settings.

- **User Login and Password Capabilities.** Password-protected logins are created optionally for each user to support HIPAA compliance guidelines and prevent accidental login under the incorrect profile. The Nuance Management Server also supports password management through Active Directory.

- **Login Optimization.** Dragon Medical 360 | Network Edition supports a faster login via a newly designed login screen. The login can also be configured via a Windows®-based script or single

sign-on software. An optional password can be assigned to a user, or the login can be managed via Active Directory.

- **Profile Optimizer.** Improvements are made to the processing of voice profiles via the Dragon Medical 360 | Network Edition Acoustic Optimizer and Language Model Optimizer (ACO/LMO) software, which occurs on the server, not on each user's client. The process is managed solely by the IT administrator.

- **Updates via NuanceLink.** NuanceLink, a new, secure web-based service, provides continuous updates to user vocabularies, including new command lists, medication lists, diagnosis lists, and disease lists. NuanceLink serves as the communication link between Nuance Update Server—located in the Nuance data center— and each customer's instance of the Nuance Management Server. Administrators can push updates to users at a convenient time, to ensure the least amount of disruption with just one click.

- **Automated License Tracking.** IT administrators can view, at any time, an overview of existing licenses in use and the available license count for new users.

NUANCE MANAGEMENT SERVER OFFERS PHYSICIANS SIGNIFICANT BENEFITS

Physicians will gain the following benefits using Dragon Medical 360 | Network Edition:

- **Increased Physician Satisfaction.** With the responsibility of setup and management of user profiles passed to IT administration, physician interruptions are reduced. Additional processes such as ACO/LMO are also handled by administrators.

- **Increased Physician Productivity.** Dragon Medical 360 | Network Edition facilitates quicker access to the application

via a login by username/password instead of searching a long list of users.

Dragon Medical 360 | Network Edition offers shorter load time than previous versions. Users do not need to wait for the application to load all of the users on the system before logging in. Additionally, there is no possibility of opening the wrong user profile.

• **Higher Speech Recognition Accuracy.**
With the profile optimizer running offline on the server, and not on the client, each user profile is analyzed more frequently and honed to ensure optimum speech recognition accuracy.

• **Eliminates the Need for Ongoing Downtime.**
Physicians no longer have to wait for the application's ACO/LMO to complete its one to two-hour cycle. With Dragon Medical 360 | Network Edition, the ACO/LMO runs offline on a server and no longer disrupts physicians' use, allowing them to work uninterrupted every hour, every day.

• **More Frequent Vocabulary Updates.**
NuanceLink and the Nuance Update Server ensure that the language model of each user is updated as soon as additions are available, creating a more comprehensive language model with higher speech recognition accuracy.

• **Better Profile Management.** Since profiles are created and managed by an administrator on the server, IT administrators can make appropriate updates to each profile without involving the end user, optimizing the user's time. No "heavy management" of the user profile is required by the user since profiles are managed on the server.

Using the Nuance Management Server, IT administrators can quickly make changes to user settings and distribute new software upgrades.

NUANCE MANAGEMENT SERVER OFFERS IT MANAGERS A HOST OF BENEFITS

Reduction in IT administrative workload via central management of users and options offers IT management the following benefits:

• **Improved Control of License Management.**
License management on the server provides an accurate view of license usage, the instant reallocation of licenses, and the prevention of Dragon Medical 360 | Network Edition used by unlicensed users. Additionally, visibility into license usage can help simplify ROI measurements.
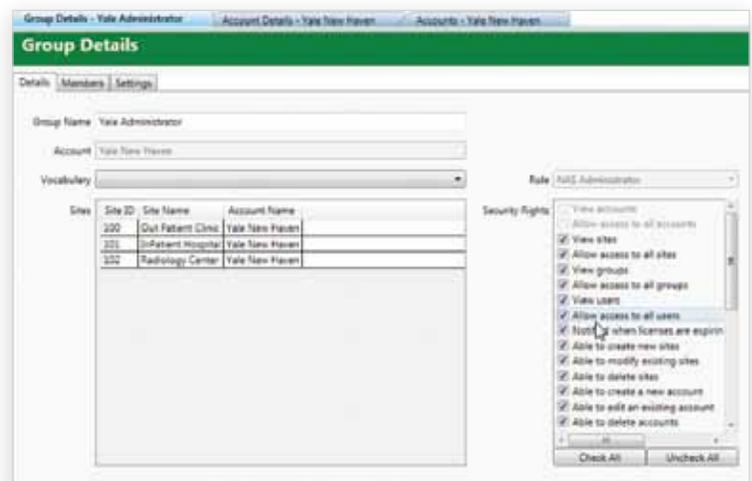
• **Better Security.**
Dragon Medical 360 | Network Edition provides full password protection to individual user profiles.

• **Faster, Easier Support of Users.** IT managers can support users since log files are now available on the server and are easily available for analysis by IT managers.

• **A Significant Reduction in IT Administrative Time.** The centralized management of group options allows IT staff to manage users in batches, as opposed to having to manually purge data and make other changes on each client PC.

IT BENEFITS

NUANCE MANAGEMENT SERVER AT WORK

Most of the administrative and formatting settings that had to be manually set through each client in previous releases are now set by an administrator using the Nuance Management Server. The administrative client portion of the Nuance Management Server is a multi-tasking interface, so users can suspend work on one piece of information and jump to another, without disrupting or needing to complete any one task to start another.

Once Dragon Medical 360 | Network Edition is installed, each physician can use his or her profile on more than one client computer. Nuance Management Server allows a physician to use a profile on a client computer with or without a network connection. When the client computer is connected to the network, the system synchronizes the client copies of the user profiles with master copies on the Nuance Management Server.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 866-748-9537 or visit www.nuance.com/healthcare.

SYSTEM REQUIREMENTS TO SUPPORT NUANCE MANAGEMENT SERVER FOR 100 USERS

Nuance Management Server can be loaded on one server or scaled over multiple servers. Supported Citrix Server Configurations for vSync.

NUANCE MANAGEMENT SERVER:

Operating System: Microsoft® Windows Server 2003 SP2 Standard Edition with latest updates, Microsoft Windows Server 2008

Database: Microsoft SQL 2008

.NET Framework: 3.5SP 1 with latest updates

Cache: 512 KB minimum L2 Cache Recommended: 1 MB L2 Cache

DVD Drive: Required for installation

Free Disk Space: 2 GB per user

RAM: 4 GB

Internet Browser: Microsoft Internet Explorer® 7 or higher (free download available at www.microsoft.com.)

Networking Requirements: 1 GB or faster local area network is recommended to connect the system components.

Note: For configurations with more users you may need higher specifications. See the Nuance Management Server Implementation Guide for details.

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