

Randall
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Thank You

As you know, RISynergy has been working on the dictation software which Todd and I outlined a few years ago. What you may not know is how well the project has been going and how dedicated your team is. Let me give you my take on the project. I went to the users conference where Bob, Steve, Tope, Danny and Louis all sat down with me to show their progress and to ask for input. Since then, Louis and Bob have kept me informed every step of the way. RISynergy has created a dictation system which we have lightly tested and will work great for outsourced or in house transcription.

This has been a huge project which has involved RISynergy, NovaRad and Medical Transcription Corp on my side and probably countless other vendors on your side looking for compatible components. Louis and Bob have been involved in many conference calls. I have used them not only to keep the conversations on track but also as a resource since they have had the advantage of seeing many more systems than I. Code has been written to add Quikscribe to the Radiologist Worklist, Create and save voice files in RISynergy, send voice files to outsource transcription, retrieve voice files in Transcription Worklist, and open and close studies on the PACS from the Radiologist Worklist. After seeing this all work together, I am still amazed at what RISynergy and your talented staff can do.

On my current system I have lost more dictations than I can count, with no way to prove they were dictated or retrieve them. I believe you have just solved this problem. You have added another layer of patient safety by insuring that the patient and study being read matches the correct report header. You will soon stop me from swimming in excess paperwork. I am not to the point of showing the Radiologists yet, but I believe this will make their job easier and give them quicker access to prior history.

Once this is fully developed, you should have a valuable module to pass on to other users. I have tested the Normal button on one exam. It was quick. The typed report footer read Dictated: 1036, Typed:1036 Released:1037. I ran a transcription productivity report for that day and found how many lines my radiologist typed. Hospitals that pay by the line for transcription may see a huge savings by this alone. As we start to use this system, I will be able to gather actual dollar savings statistics for you.

There are very few companies who will listen to a customer the way you do, let alone make the kind of changes you have made. You should know that there has not been a day in my twenty years or so of using RISynergy where I thought another RIS would have been a better choice. Every day RISynergy gives our hospital great service, but days like today is where you earn your title of Best of Breed. Please know how much I appreciate you and your company and pass on my compliments to Louis, Bob and all your staff. If there is ever a time where you need a reference for a perspective customer, please do not hesitate to have them call me.

Thank you,

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