



LEXACOM[®]

For Healthcare.

Speech.

Empowered

Lexacom is an advanced digital dictation and document creation system designed to help your organisation work smarter.

What is Lexacom?

Lexacom is an advanced digital dictation and document creation system designed with the professional user in mind. With our easy to use workflow management, Lexacom helps you and your team work together, smarter, and is the ideal solution for organisations looking to replace traditional tape-based dictations or evolve current working practices.

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

Lexacom 3 is our latest, all-encompassing platform and can be configured specifically for any organisational structure's requirements.

Quite simply, it is designed to lighten your workload, improve patient safety and enhance efficiency in your workplace, with Lexacom you can:

- Easily dictate letters, notes, tasks and reports.
- Dictate securely on the move, approve documents and track progress from your iOS or Android smartphone or tablet .
- Prioritise, monitor and manage your workload with advanced reporting.
- Enjoy seamless integrations with all four major clinical systems in the UK.
- Securely share information and admin resources across multiple sites using Lexacom Connect.
- Add flexible speech recognition options, with our very own Lexacom Echo.
- Outsource some or all of your transcriptions to Lexacom Scribe at the touch of a button.
- Take advantage of the integrated Docmail® print and postal service.

“I honestly don’t know how we coped before using Lexacom; we would not be without it now and have already been recommending it to other Practices. It has been a quick and easy transition to this new digital system and we could not be happier”

Debbie Charman, Practice Manager
- Lordshill Health Centre

How does it all work?

Simply open your Lexacom system, and log in. The module you will see will have been predetermined while setting up your account. Lexacom 3 is split into three different and easy to use modules.

- Talk for authors
- Type for secretaries
- Management & Reporting for practice managers and system administrators.

Depending on the type of user the account has been assigned, the version of Lexacom will allow you to do the following:

Lexacom Talk

With Lexacom Talk, authors can easily record dictations from their desktop or mobile device, Lexacom only supplies carefully selected equipment to ensure the best sound quality and usability for our clients.

To create a dictation is rather straightforward, press record and begin speaking. Lexacom Talk allows the user to edit and prioritise each dictation accordingly. Once you are happy, your dictation is ready to send. Lexacom allows users to send dictations to a specific individual or team, you can even select an approved, fully integrated, and secure external transcription service.

Once sent, users are still easily able to check in real time whether the dictation has been received and actioned. Transcribed dictations can then be reviewed electronically and approved for distribution.

Lexacom Type

With Lexacom Type, admin teams can clearly see workload and simply prioritise dictations for transcribing.

With Lexacom's easy to use workflow dashboard, users can instantly see when a new dictation has been created and sent. Once selected, the dictation will open with the correct patient details in the clinical system, in order to streamline the process and minimise errors. The digital sound quality makes it easy to transcribe documents accurately and efficiently.

At a glance, teams can see which transcriptions are in progress, which are outstanding and how urgent the dictations are. Each dictation will show up in the selected pool, and can be shared among teams to avoid workload bottlenecks.

As soon as a document is transcribed, it can be securely returned to the author for checking and approval, job done!

Lexacom Management & Reporting

Lexacom's Management & Reporting module can be tailored to suit your organisation and help monitor performance. An ideal module for Practice managers, or administrators. This is where you can create user accounts for team members and determine which module they see according to their specific roles.

With Lexacom's workflow management tools users can easily monitor document turnaround times, and identify trends such as documents by author or admin team members. Using this module, users can also develop reports to support key performance indicators which are important to your organisation.

“Lexacom has helped us reduce the time it takes to turn around referrals and has improved accuracy thanks to the integration with our patient records system. We're very pleased we made the switch to Lexacom.”

Dr Matthew Cooper, Practice GP
Brampton Medical Practice

Work smarter with Lexacom.

Lexacom offer a wide range of services which all work harmoniously with your Lexacom 3 digital dictation and document creation system. Fully integrated, these additional features are designed to help your organisation work smarter.

LEXACOM CONNECT

COORDINATE. COLLABORATE.

Lexacom is the only provider to offer secure, cloud-based digital dictation, allowing you to dictate and send correspondence from multiple sites, and share resources.

Let's work together

Depending on your needs, you can have one or more teams receiving work from as many different locations and authors as you like. Whether you are on one site or part of an organisation with multiple locations, Lexacom Connect is here to help you, and your teams, work smarter, work efficiently and more importantly, work together!

Your security is important to us

With Lexacom Connect, your data is stored remotely rather than on your premises. When a dictation is recorded, it is automatically encrypted before being sent to your cloud server in our UK-based secure data centre.

Lexacom Connect uses Microsoft Azure technology to host our cloud service solutions. Azure is accredited with a broad range of compliance standards. Access to Azure services is strictly controlled and monitored, making it the best choice to look after your data.

Information sharing between sites can only be enabled within an agreed client group, and with your administrators controlling who can see what information.

You might wonder how it all works...

Lexacom Connect offers genuine flexibility to work securely from multiple locations and share admin resources. Depending on your chosen configuration, you can have one or more admin teams receiving work from multiple locations and clinicians.

Clinicians can record and approve dictations from multiple locations. Either from a Lexacom-enabled PC or on the go using the Lexacom Mobile App.

Below is an example of a typical cloud registration group using Lexacom Connect. This particular organisation comprises of three different sites and a mobile user all connected to the same cloud-based server.

All four locations can create dictations and send to selected typing pools via the secure server, where teams can complete dictations and return for approval, all through Lexacom Connect.

Any number of Lexacom 3 users can be added to a cloud registration group, no matter how many sites your organisation wishes to connect. Maintaining your own data is easy with Lexacom Connect, multiple sites can be configured to the cloud-based server with access to their own individual folders and access to different team files only when required. This is how a federated group of practices could typically operate in a work-share system.











With Lexacom Mobile you can record, track and approve dictations wherever and whenever you like. Fully integrated with your desktop installation, Lexacom mobile uses the same securely encrypted cloud technology to transmit dictations between clinicians and secretaries, ensuring your data remains safe at all times.

All of your dictations can be paused, resumed and edited at the touch of a button before sending. The priority level can be set exactly as you would from your practice or office. You can even take photographs and automatically attach them to your dictation to add to the patient notes. With dictations created within the mobile app you can track progress updates and review transcribed documents, so you don't have to be in your office to work efficiently.

How it works

Simply tap on the screen to record dictations on the move and send securely via the cloud for typing and dispatch.

-  Record, edit, insert, overwrite, fast forward or rewind your dictations
-  Take and attach photos to your dictations
-  Prioritise each dictation accordingly, either routine, urgent, immediate
-  Send Securely via encrypted cloud technology
-  Manage and track dictations
-  Review and approve final documents

Lexacom Mobile also offers a handy memo and reminder facility which geotags your recordings with location details, perfect for extending your remote working efficiency.

Getting started is easy, Lexacom Mobile is available to Lexacom 3 users for a modest monthly fee, which includes full integration with Lexacom software, software updates and ongoing technical support. Lexacom Mobile App is free to download, easy to set up and even easier to use.





Lexacom Echo revolutionises the way that professional speech recognition is made available and has the potential to dramatically improve efficiency. Lexacom manage and support a UK specific medical dictionary for our users, ensuring Echo stays up to date with not only medical terms, but also acronyms.

You can say that again!

Designed with our customers needs in mind, Lexacom's range of document creation services now includes a flexible and easy to use speech recognition platform, available in addition to your Lexacom 3 solution.

We continually work on developing our portfolio to optimise administration efficiency and accuracy within the workplace. In recent years the demand for speech recognition has significantly increased, our customers have told us of the barriers they have faced to use this technology. Significant up front investment and the lack of seamless integration has held back many customers from making use of this technology.

As an integral part of Lexacom 3, Lexacom Echo removes these barriers for our customers. Echo is available to all users without the need for significant upfront investment in PC hardware, and offers much greater flexibility.

Speech recognition technology, used within our comprehensive workflow platform, offers users the flexibility to use their voice to directly input data into an existing system, as well as to create a dictation to be returned for revision or to be sent to their admin teams for completion.

The benefits of Lexacom Echo

- Fully embedded within Lexacom 3, users are able to select Lexacom Echo as a transcription service, improving the efficiency of a secretarial team, or toggle to the live mode for clinical data entry.
- Profession-specific vocabulary for medical, is fully integrated and updated regularly ensuring consistent accuracy
- Lexacom is able to provide bespoke 1-2-1 training, ensuring any user who needs a little extra support isn't left to fend for themselves.

We all speak differently but with Lexacom Echo each user will have their own speech profile, specific to their voice. This profile will adapt to the user's voice over time. Accuracy will improve with usage and training, becoming more familiar with the user the more it is encouraged to learn. With regular use and training of the users profile Lexacom Echo can save time, but of course we want to ensure moving to this technology is the best fit for every client.

The use of speech recognition technology can be a daunting prospect and a significant change in engrained working practices.

To ensure that speech recognition is right for your organisation we will happily arrange for a free 30 day trial for you and your team, and let our software do the talking.

"We had a demo of Lexacom Echo and could immediately see it was very user friendly. Because it was new to GPs and the administration team, everyone learnt the new system together. We love Lexacom Echo and would highly recommend it to others."

Cindy Flatt, Practice Manager
- Southernhay House Surgery

LEXACOM SCRIBE

YOUR VOICE. TRANSCRIBED.

Lexacom's integrated transcription service available at the touch of a button.

Lexacom Scribe provides all Lexacom customers with instant access to our high quality, secure transcription service. This brand-new solution is fully embedded within Lexacom 3 and will enable work to be securely transferred, with no additional steps.

Whether you have an ongoing resource shortage, require holiday or unexpected absence cover, or even have to deal with an influx in dictations, Lexacom Scribe is here to help, as and when you need it.

"We use Lexacom every day in our busy practice and I honestly can't rate it highly enough. Now with the addition of Lexacom Scribe, which we have been very fortunate to trial, I don't know what we would do without it.

To know that Lexacom Scribe is readily available has been such a help, particularly at a time where we have been short on staff. I trust that the transcriptions will be returned in a secure and efficient way and that there is no down time or delay for our patients."

Dr Simon Bentley

Lexacom Scribe is especially useful for clearing a back log of workload, this can be selected from the author, automatically set up by administrators or manually switched from current typing pools by managers.

Don't let your referrals dictate your working day.

Lexacom Scribe – What is it all about?

- High quality transcriptionists, with expertise in legal, medical and business document creation.
- Quick and reliable service – all dictations returned within one business day with an 'urgent' facility if required.
- Wholly UK based staff.
- Fully integrated in Lexacom 3 – no changes to current working patterns required and no additional steps for users.
- No minimum contract.
- Transparent pricing.
- Only pay for work completed.
- Readily available as and when required.

Our aim is to make partnering with us the best decision you make for your organisation and to be here making your life easier wherever we can.

Their,
there,
they're.

Those soothing words which are always said to make things better, quite appropriate really. Accuracy is key, so let Lexacom Echo put your words into context to ensure you are heard loud and clear. Lexacom for healthcare makes your practice better, your workflow better, your life better.

Why choose Lexacom?

- 1. Track record:** We've been leading the development of digital dictation for almost 20 years. Over 4,000 organisations across the legal, professional and healthcare sectors rely on Lexacom to capture and process their information.
- 2. Transparent pricing:** The cost of our services is clear and transparent. Software updates and technical help is included in your subscription. Additional services such as Lexacom Echo Speech Recognition and secure outsourcing, are available with flexible purchase options.
- 3. Scalable technology:** Lexacom is designed to expand with you as you grow and is being used successfully in small and medium-sized businesses as well as larger enterprises. Opting for Lexacom Connect gives you even greater flexibility as it removes the need to host the software on your own server.
- 4. Client focus:** We are a privately owned organisation that has grown thanks to our focus on providing high quality software and exceptional customer service. We are able to offer an agile service and regularly work with clients to deliver bespoke solutions to meet individual needs.
- 5. Secure service:** We take data protection and cyber security extremely seriously. We regularly review and test processes to give our clients complete confidence that their data is in safe hands.
- 6. Wholly UK based company.**
- 7. Privately owned:** We decide what to develop and when to do it, for the benefit of customers, not shareholders.

Don't just take our word for it...



What our customers are saying...

“The future of general practice is working at scale in an efficient lean, cost effective way that standardises and harmonises the delivery of care across a patch. By moving our GP federation’s member practices onto the Lexacom Cloud we are delivering these goals. Lexacom truly understand general practice and is the innovative and agile partner we need in these challenging times”

Dr Neil Paul GP, GP Federation Board Member and Community Services Director

“We were filled with confidence as to how the software would help us manage our workload and make our working practices more efficient right from the outset”

Clair Witcher, Practice Manager. Westcourt Medical Centre

“We continue to have a very positive experience with Lexacom 3. The easy installation procedure, excellent technical support and the fantastic software allows us to provide a first class service to our patients”

Melanie Newman, Deputy Practice Manager. Portree Medical Centre

“The idea of a cloud-based solution was very attractive, and Lexacom Connect has already made a considerable difference to our team and our patients”

Cindy Flatt, Practice Manager. Southernhay House Surgery

“Being able to dictate on the move and when remote working, knowing my dictations will be treated exactly as if I had recorded them in the surgery, is a huge plus. The immediacy helps ensure accuracy and often my dictations are typed and approved for dispatch before I’ve even returned from visits! I have been one of the early adopters of this software and continue to find it reliable, effective with good support”

Micaela Young, Denmark St Surgery

“As a team, we are now much more organised and I can certainly see that even in the short time we’ve been using Lexacom 3, we are saving significant amounts of time”

Julie Stewart, Practice Manager. Forestside Medical Practice

Let's talk.

LEXACOM[®]

To find out more about how our comprehensive dictation and document creation system can help your team work more efficiently, please get in touch:

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