Healthcare app developer Master Mobile enhances usability in its iPad-based EHR

Challenge
– Provide scalable mobile solutions for access to patient data on the go
– Support multiple medical specialties
– Enable point-of-care documentation
– Streamline mobile app navigation/information retrieval, maintain natural physician narrative/consultation with patient and still meet the requirements for structured data entry

Solution
– Integrate cloud-based clinical speech recognition and Clinical Language Understanding (CLU) into the iPad-based MedMaster Mobility and MedMaster EHR

Results
– Physicians can use natural, voice-driven commands to navigate and control the mobile EHR and document patient encounters in one-third of the time
– Patient stories are preserved by capturing the full physician narrative and documentation is automatically processed

Summary
Staying ahead of the curve in medicine's ever-changing landscape is a challenge faced by healthcare developers across the globe. But one cloud-based point-of-care provider is leading the way with its iPad-based electronic health record (EHR) platform. Master Mobile originally set out to build a front-end mobile application for healthcare practitioners, but ended up developing a fully-certified mobile EHR in addition to their iPad® app that connects with other EHRs and platforms. Soon after development began, Master Mobile was challenged with finding a way to preserve the natural patient narrative encounter and to find a better way to enter and process patient data.

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”The Nuance Healthcare Development Platform enables us to enhance the usability and accessibility of our mobile healthcare solutions with intelligent voice and understanding technologies. Nuance offers us uncompromising support and faultless communication.”

Dennis Carson, CEO, Master Mobile Products

In order to meet these needs, remain competitive, and differentiate themselves from other healthcare app providers, the company turned to Nuance Healthcare Development Platform for its easy-to-integrate, cloud-based medical speech recognition and clinical fact extraction platform that works effortlessly with their physician-friendly application.

Positive from the start
From start to finish, Master Mobile worked closely with Nuance to integrate the cloud-based medical speech recognition and Clinical Language Understanding (CLU) into their MedMaster family of products. Within just days of joining the development program, Master Mobile successfully integrated speech recognition through the Dragon Medical SpeechKit, and later, clinical fact extraction via the CLU SDK. "Nuance was the clear choice partner based on our needs," says Dennis Carson, CEO of Master Mobile. "The technology is extremely easy to integrate, provides highly accurate medical speech recognition and fact extraction performance, and works equally well for both small and large provider organization deployments."

Benefits for physicians
Master Mobile allows physicians to capture a patient's unique clinical story faster and with less effort than previously thought possible. From the very first patient encounter, through subsequent follow-ups, MedMaster Mobility and MedMaster EHR enable physicians to use their voice to securely access, store, share, process, and edit clinical information from their iPad, and maintain an engaged, consultative, personal narrative with the patient. By combining the power of Nuance's voice and understanding technologies with Master Mobile's user interface, physicians are more efficient and better able to maintain more thorough, accurate medical records—leading to better clinical outcomes and, in the end, a better care experience for their patients.

Supporting user workflow
Keeping a physician's focus on the patient and patient care and minimizing redundant and remedial tasks increases productivity. Master Mobile supports variable physician workflows by giving them the power to transition seamlessly from one task to another by simply using their voice.

"Let's say a doctor is in the middle of dictating and needs to retrieve information about the patient's vitals," says Carson. "With Nuance's technology, he can simply 'ask' the EHR for that information and the data is instantly provided on screen or can also be read back to him verbally—all based on his preference."

But providing speech-to-text capabilities and streamlining navigation and information retrieval is just the beginning. Through the use of Nuance's CLU technology, Master Mobile is able to automatically process physician documentation to extract codified, clinical facts to inform and improve patient care, quality reporting, billing, and Meaningful Use.

Remaining competitive
Master Mobile's technology integration has positioned them as a leader in the highly competitive healthcare automation and EHR market. An intuitive user interface, unparalleled experience across all devices augmented with voice and understanding capabilities, seamless integration for small practices and large hospital organizations, and access to all EHR-related data from anywhere combine to offer a truly powerful user platform. When it comes to Nuance's role in all of it, Carson says, "We feel that these technologies from Nuance will continue to make us, and our products, true game changers."

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit nuance.com/healthcare.

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