

G-Cloud 15 Service Definition for Dragon Medical One

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What is Dragon Medical One (DMO)?

Dragon Medical One is a cloud hosted subscription medical speech recognition solution. This solution enables end users to access lightweight speech recognition software compatible with IT environments which include remote desktop, thin clients and Citrix – these are not ordinarily supported by previous ‘traditional’ Dragon speech recognition software ranges.

Dragon Medical One (DMO) can be used for front-end speech recognition requirements at the cursor: within any EPR or clinical application on the desktop, or back-office application across the organisation.

DMO provides cloud-based clinical speech recognition across Windows-based devices, including virtualised and remote-access PCs. The lightweight Windows client application downloads and installs in minutes and provides a secure connection to the Nuance UK cloud. It delivers care continuum-wide access to user voice profiles, real-time speech-to-text, and the latest medical dictionary, terms, phrases, and clinical formatting rules to ensure a fast and accurate speech recognition experience.

DMO is a versatile platform and provides the capacity to deploy medical speech recognition across the enterprise in multiple clinical settings and in manageable stages. DMO works with many of the most common UK EPRs such as Epic, Allscripts, EMIS, RIO, SystmOne-TPP, and Cerner.

Who is VoicePower Ltd?

VoicePower Ltd is a Nuance Healthcare Elite Partner, certified to supply the Nuance Dragon range of speech recognition and Winscribe digital dictation solutions. VoicePower provides pre-sales consultancy, trials, installation and configuration services where required, Training and ongoing Support services. Training is delivered by remote, on-site and e-Learning methods. VoicePower’s trainers are all certified Nuance Dragon and Winscribe Trainers. VoicePower was established in 1993 and has worked with the government and NHS for many years and is Cyber Essentials Plus certified. All users undergoing VoicePower training can receive Continued Professional Development (CPD) credits.

See www.voicepower.co.uk for further details.

Why Dragon Medical One (DMO)?

DMO has the most comprehensive dictionaries in the industry. With over 80 medically specialised language models, built with over 20 years’ experience working within the NHS. DMO’s speciality specific vocabularies have been created by processing billions of clinical documents and letters for patterns of words and phrases and the context in which they are used.

Our Dragon Medical AI engine has enhanced our ability to deliver speech to Text in context, so that first use accuracy is exceptionally high; clinicians no longer must perform voice profile training to get started. The DMO AI engine provides automatic user accent detection and automatic microphone gain control to cope with clinicians’ dynamic ambient reporting environments. It incorporates automatic user accent detection with support for English as a second language across European, African, Asia-Pacific and Latin American accented speakers.

This versatility is complemented by the included vocabulary management tools that allow the clinician to add new words that may not yet be in the vocabulary, for example, consultant or drug names. Clinicians can improve speech recognition by explicitly tailoring the system to their requirements.

DMO’s speech engine includes state-of-the-art speech recognition algorithms designed to cope easily

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with minor variations in users' speech. The continuous adaptation process recognises these variations and compensates accordingly. This technology is supplemented by a speech AI to ensure extremely high accuracy from first use is often 99%. It requires no user voice profile training and continues to adapt and improve over time ensuring an optimal experience to clinicians from the start.

Licensing

DMO is licenced per user, this is an annual subscription.

On-boarding

In order to be on-boarded users need credentials to access the software, these are provided once an order has been received from the procuring organisation. VoicePower will require the user details which include name and email address, the user is then created in the hosted environment and access credentials granted.

Upon receiving an order for a Dragon subscription we would liaise with the client's IT contacts to organise access to the solution and to check hardware specifications. We also liaise with the end users themselves in order to understand their workflow and what they wish to achieve with the software and with which applications. We can provide end user training which is at an additional charge to the monthly subscription charge. This training is typically carried out remotely, this can be 1 hour sessions or 30 minute sessions at a charge of £95 plus VAT per hour or part thereof (2 sessions recommended). We also have access to our e-Learning platform at £25 per user per annum. If users take one to one training they will receive support services for the remainder of that terms subscription, this is charged at £5 per user per month if no training taken (Support and training services are optional but recommended).

Documentation is supplied along with prompt sheets.

Deployment

DMO can easily be deployed through your Virtual Desktop Infrastructure (VDI), as a virtual app, or install on any local workstation or laptop in just minutes without the need for complex configurations. Automatic updates, quick deployment, and minimal software footprint mean less work for your IT teams and less disruption for your clinicians.

Maintenance

Maintenance would be scheduled for periods of minimal disruption, this would be advised to users in advance.

Customisations

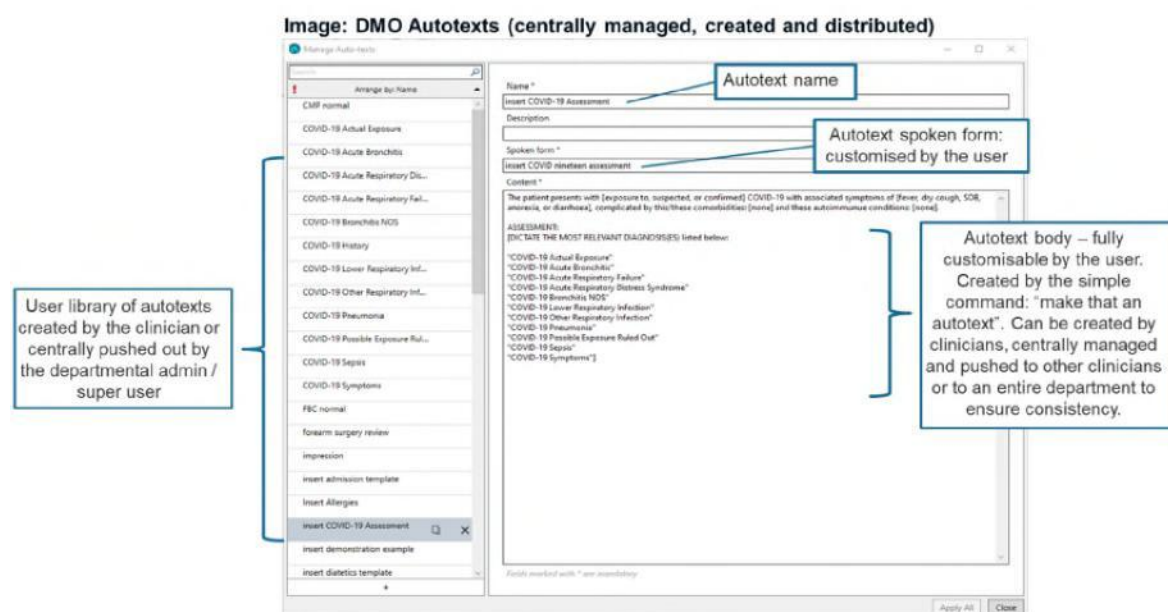
Customisations within the Dragon Medical One include customising individual vocabularies and adding words and phrases at the client side with no restriction. Users can also create their own shortcut commands which are individual to them and saved within their own voice profile.

Dragon Medical Voice Commands is an extremely powerful tool enabling workflow customisation for an enhanced clinician user experience. Add to that, speech driven Autotexts to insert frequently uttered statements into patient narratives in the clinical application for a further increase in efficiency. Autotexts can be very rich in clinical content and are completely customisable per user or department. Clinicians can easily customize texts they frequently use by issuing a voice command: "make that an autotext". Autotexts are centrally stored on the DMO platform, can be centrally managed and

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distributed, and accessible from any Dragon end-point: on the DMO desktop or within the embedded application. For example, within MS Word or Outlook, Cerner Millennium, EPIC Hyperspace, Haiku, Canto or Rover.



Training

The product can be used without additional training, however this will not enable users to utilise the software in the most efficient way. VoicePower can supply one to one remote training for each users on a per hour or per half hour basis and £95 per hour. Training is also available via the VoicePower e-Learning Community where resources are available for users to self-teach independently at £25 per user per annum.

Should and organisation require a Train the Trainer type approach, VoicePower can offer this too.

Usage Metrics

Due to the nature of DMO being centrally hosted it is possible to supply the organisation with usage statistics to enable them to evaluate the return on investment from deploying the solution. The data also provides the ability to identify training needs and support issues if users are not using the solution or may not be utilising features which will save them further time. Usage data is supplied to the organisation monthly by VoicePower.

Hardware for end users

End users using the Dragon Medical One software will require a microphone to dictate, although there is also the facility to use their own Smartphone as a microphone (this requires an additional subscription to the PowerMic Mobile application). VoicePower can supply a range of headsets or hand held devices depending upon a user's requirements.

Basic Headset (not recommended for prolonged use) = £45 plus VAT

Superior Headset = £75 plus VAT

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Handheld all in one microphone device = £186 plus VAT

If users have existing microphones it is advisable to check compatibility, contact VoicePower to check.

Mobile App

Mobile App (PowerMic Mobile) for Smartphone = £60 per user per annum, invoiced annually

PowerMic Mobile (PMM) turns clinicians' smartphones into a secure wireless microphone for use with DMO. PowerMic Mobile gives clinicians the freedom to roam from workstation-to-workstation, room-to-room, and location-to-location to complete clinical documentation using their smartphone as a wireless microphone at the desktop.

PowerMic Mobile enhances clinician productivity and convenience with support for virtualized EPR deployments, user programmable buttons, and 256-bit encryption with end-to-end security over WiFi or cellular networks. Clinicians can opt to use PowerMic Mobile as a complimentary input device, or as an alternative to handheld or headset microphones. The PMM App does not work independently of the DMO solution.

Ordering and invoicing process

VoicePower will accept official NHS purchase orders, these will be invoiced against utilising NHS Terms and Conditions.

Trial service available

VoicePower can arrange for free 30 day non-clinical proof of concept trails, these are free of charge. A user will require a microphone in order to dictate and use the software, this can be purchased from VoicePower (as they cannot be loaned due to hygiene) or a user maybe able to use an existing microphone which they already have, compatibility will need to be checked. A trial of the PowerMic mobile smart App can be arranged free of charge, this would not require the purchasing of additional hardware. Proof of concept trails are not intended for use with live patient data.

To arrange a trial please contact vicky@voicepower.co.uk quoting GCloud 15 and with details of the users.

Hosting information and Locations

Nuance mitigates environmental threats by using two, geographically redundant, Microsoft data centres in the UK running on geographically separate power and data connectivity grids. All data on the Microsoft Azure Platform remains in the UK and is not distributed or backed up to any other geography.

All communication between client applications and Nuance speech services is via HTTPS utilizing TLS 1.2 with a 256-bit AES cipher algorithm. Nuance cloud services leverage Azure Managed Disks with Storage Service Encryption (SSE) to persist all customer text and audio. Customer metadata, such as licensing information, user accounts, etc., are stored in SQL Server databases using Azure's Transparent Data Encryption. Both Azure services implement AES 256-bit encryption to ensure the highest level of protection for data at rest.

Encryption key strength: Transparent Data Encryption (TDE) with 256-bit AES is used for data at rest within Dragon Medical One databases. Encryption keys for secure HTTPS communication are certificate-based using TLS and PKI.

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Controls to prevent unauthorized key substitution: An encoded form of the key is stored on dedicated application load balancers with hardened access restrictions and activity auditing configured. PKI is rotated every three years and can be revoked upon identification of misuse.

Certificates are issued by a trusted third-party Certificate Authority.

Server certificate/key infrastructure: A randomly generated RSA key pair as specified in FIPS 186-3 is maintained in an Azure Key Vault and distributed through an encrypted channel. The certificate/key combination is encrypted in transit as well as encrypted at rest during all phases of its lifecycle.

Key management practices:

- Clear text distribution of keys is not allowed.
- Stored keys are encrypted and key-encrypting keys are stored separately from data-encrypting keys.
- Access to key-encrypting and data-encrypting keys is restricted.
- Keys are changed at the end of a defined crypto period.
- A new key is created when there is suspicion a key has been compromised or weakened.
- Keys are changed whenever a key custodian or person with access to keys leaves the organization.

High Availability, Back up and Disaster recovery

Nuance has partnered with Microsoft Azure UK to host DMO and PMM out of the Azure primary and secondary data centres. Microsoft Azure is the world's largest multi-terabit global network and provides 24x7x365 high availability and guaranteed 99.99% uptime by operating through a network of secure, redundant data centres. These data centres incorporate industry standards and policies and are SOC Type 1- and SOC Type 2-compliant. DMO applications and components reside within the primary and secondary data locations for additional site redundancy.

Hardware requirements:

- 64-bit: Microsoft Windows 10, 11.
- Microsoft .NET Framework 4.5.2 or higher
- Processor speed: Minimum: 1.7 Ghz, Recommended: 2.8 Ghz
- RAM: Minimum: 512 MB, Recommended: 2 GB
- Microphones: any microphone that records in 16 kHz, 16-bit mono format
- Browser: Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Apple Safari
- Mobile: iOS 14 or higher, Android 10 or higher

Monitoring, Maintenance and Support

DMO is designed as cloud-based services ensuring all infrastructure aspects of the solution are managed by Nuance. There is no need for the Trust to monitor or support this infrastructure.

Off-boarding

When a user is no longer requiring access to the software they can be off-boarded and hence removed from the system. This licence for Dragon Medical One can be reallocated if required at any time, this may be preferred if the annual subscription still has time left to run. Once a user is removed from the system there is no access to their voice profile data and hence they are no longer in the system.

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Data Extraction / Removal:

Historical audio logs will be stored and deleted in accordance to Nuance's standard data retention policy as stated in the customer contract. It can be returned at the end of a contract upon written request. However, standard practice is not to return data but to securely destroy it according to the requirements of HIPAA / NIST. A Certificate of Destruction can be supplied by Nuance.