NHS
Royal Devon
University Healthcare
NHS Foundation Trust

Title: # Digital Dictation Voice Recognition Medical Transcription

Reference Number: RDF1259-23
Date of Response: 22/02/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Dear FOI Team,

We are currently updating data on your trust's Digital Dictation, Voice Recognition, and medical transcription suppliers. If you do not use any of these services please type "No system installed". The information we need is the following:

1. **Digital Dictation** *(Please specify the information by department that has the service, e.g., radiology, dermatology, etc.)*
Answer: Please see table below representing Royal Devon University Healthcare NHS Foundation Trust's eastern and northern services.

Digital dictation						
Department (e.g. radiology, dermatology)	Supplier (name)	System (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Cost (please specify if annual or for the whole contract duration)
(Northern Services) Not department specific – user specific	M-Modal	Fluency for Transcription	28 September 2021	84 months after the 28 September 2021	No	*
Trust wide (Eastern Services)	M-Modal	Fluency Direct	19 December 2019	48 months	No	*

*This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a

result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

2. **Voice recognition** *(Please specify the information by department that has the service, e.g., radiology, dermatology, etc.)*
Answer: Please see table below.

Voice recognition						
Department (e.g. radiology, dermatology)	Supplier (name)	System (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Cost (please specify if annual or for the whole contract duration)
(Northern Services) Not department specific – user specific	M-Modal	Fluency for Transcription	28 September 2021	84 months after the 28 September 2021	No	*
Radiology (Eastern Services)	Dragon via the Wellbeing RIS contract	Dragon	1 June 2018	60 months	No	*

*This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust.

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3. **Outsourced Medical transcription**
Answer: Please see table below.

Medical transcription services (outsourced)						
Supplier (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Total spending 2019	Total spending 2020	Total spending 2021
Not Applicable	-	-	-	-	-	-

System definitions:
Digital Dictation: *Device used to record audio and share recordings digitally.*
Voice Recognition: *Identifies and translates spoken words into text. Used to complete tasks or transcribe documents.*
Medical transcription: *The manual processing of voice reports dictated by physicians and other healthcare professionals into text format*