

TRANSCRIPTION SERVICES

SAVING HOURS FOR MENTAL HEALTH PROFESSIONALS

In recent years, the demand for mental health services within the NHS has surged dramatically. The causes behind the increase are multifaceted, with attributing factors that include heightened awareness, reduced stigma, and the evolving complexities of modern life. As more individuals seek support for their mental well-being, it's imperative that the NHS adapts and innovates its approaches in response.

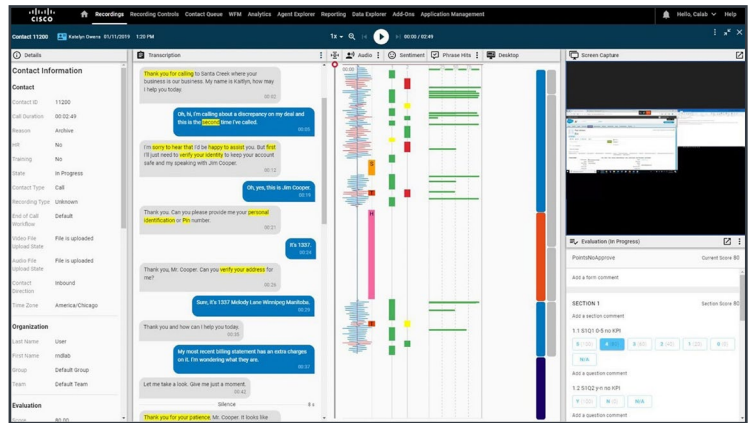
The NHS 111 option 2 crisis line represents a hugely positive step in supporting the accessibility of these services, delivering a free-to-call service that enables the public to engage with and receive professional support and advice, 24/7. As we see these increases in both demand and accessibility, NHS Trusts also need to be supported in areas that don't naturally scale up at a similar rate. Due care and consideration must be taken so that bottlenecks are avoided, and those that require access can take full advantage of these services. One crucial way in which this is being done lies in the continuing digitisation of processes to support clinicians.

To support NHS Trusts in this regard, ITGL offers a suite of tools that can save time and deliver efficiencies through the automation of a variety of tasks – including digital transcription to complement telephony platforms such as Cisco Unified Communications Manager, Webex, or Microsoft Teams.



With the right implementation, digital transcription can offer significant assistance to healthcare professionals dealing with patients in mental health crises in several ways, including:

- Accuracy and efficiency:** Digital transcription technologies can accurately transcribe spoken conversations in near-real-time. This accuracy can be crucial in capturing the details of a patient's condition, symptoms, and the context of their crisis, allowing healthcare professionals to focus more on engaging with the patient than on taking detailed notes.
- Documentation and record-keeping:** Transcription technologies help in creating detailed and accurate documentation of patient encounters. This documentation is essential for maintaining comprehensive medical records, ensuring continuity of care, and facilitating collaboration among healthcare providers involved in the patient's treatment.
- Time savings:** Instead of manually documenting patient encounters, healthcare professionals can save time through the use of digital transcription technologies – allowing them to allocate more time to assessing the patient's needs, providing interventions, and developing treatment plans. As an example, we've seen time savings of around 30 minutes per call through improved efficiencies and automation in the post-call wrap up process.
- Improved communication:** Transcribed conversations can serve as a clear and precise means of communication among members of the healthcare team. They can help convey critical information about the patient's condition, response to interventions, and any changes in their mental health status.
- Enhanced data analysis:** Digital transcription technologies can also facilitate data analysis and pattern recognition. By analysing transcribed conversations, healthcare professionals can identify trends, patterns, and risk factors associated with mental health crises. This analysis can then inform the development of more effective intervention strategies and preventative measures. Keyword and phrase tags can be set to prompt follow up actions, alerts, or notifications to help with patient prioritisation and offer an additional level of support to the call handlers.



- Remote collaboration:** In situations where specialists or consultants are not physically present, digital transcription technologies enable remote collaboration. Transcribed conversations can be shared securely among healthcare professionals, allowing them to provide timely feedback, guidance, and support – regardless of their location.
- Privacy and security:** Advanced transcription technologies often come with robust privacy and security features to ensure the confidentiality of patient information. This helps healthcare providers comply with regulatory requirements.

Digital transcription technologies play a vital role in supporting healthcare professionals to effectively manage patients in mental health crises, through the improvement of documentation accuracy, efficiency, communication, and data analysis capabilities.

Want to learn more?

To find out more about digital transcription and how it can make an impact in your organisation, **get in touch** at health@itgl.com.