

# Case Study

## The Calverton Practice improves patient safety by switching to Lexacom



Lexacom is brilliant. It makes me feel much safer knowing that the dictation I'm transcribing already contains all the correct patient data.

**Janet Lee,**  
Practice Secretary

---

The risk of sending correspondence to or about the wrong patient has been eliminated at The Calverton Practice thanks to a new digital dictation system, which integrates fully with the practice's electronic patient records. The practice has switched to Lexacom 3, which fully integrates with the EMIS clinical records system for improved accuracy and efficiency.

The Calverton Practice relies on EMIS, the most widely used clinical system in the UK, to hold and manage its patient notes as well as using digital dictation to record and transcribe referral letters.

Before upgrading to Lexacom's latest software, the two systems didn't integrate, meaning some patient details had to be added separately. Despite careful monitoring, the practice inadvertently sent a letter to the wrong patient because the name was the same and the date of birth was similar.

Alan Selden, Practice Manager, knew something had to change and was delighted when Lexacom introduced EMIS integration. "In healthcare, accuracy is paramount and it is absolutely vital to reduce the chance of human error wherever possible. Lexacom 3 with EMIS integration has enabled us to do exactly that and we're delighted with it."

Lexacom 3 works seamlessly with EMIS, eliminating the risk of the wrong patient being linked to a dictation. As soon as a doctor begins his dictation (during or immediately after a consultation), the correct patient data is automatically

included with the dictation. When retrieved by the secretary for typing, the correct patient information is included directly from the EMIS system, and the final document is automatically filed in the patient's notes.

Janet Lee, practice secretary, is delighted with the new system. "Lexacom is brilliant. It makes me feel much safer knowing that the dictation I'm transcribing already contains all the correct patient data."

The Calverton Practice was delighted to find that EMIS integration was included as standard with Lexacom 3. Alan Selden added "Our previous supplier was becoming more and more expensive with additional charges being made when we changed our in house systems. Lexacom not only gives us the added benefit of approved EMIS integration but is also a better option financially."

For more details, visit [www.lexacom.com](http://www.lexacom.com)