

Voice-controlled reporting

Why voice-controlled reporting?

For every appointment you have with your (directing) practitioner, a report is made and placed in your electronic health record (EHR). Nowadays, technology makes it possible to convert audio (recordings) into text. In addition, Artificial Intelligence (AI) can edit this text to create a report with a fixed structure. Your practitioner will request your consent for this during your next appointment.

Your privacy is well protected



The recording will not be stored.



The AI system is not trained with client data.



The report is stored in the app for a maximum of 7 days.



The transcript and report are created in a secure environment.



How does it work?



The session will be recorded.



The audio recording will directly be transformed into text.



The text will be automatically converted to a report using AI.



Your practitioner always checks the report before it is placed in your file.

What this means for you



Your consent will be requested and recorded in your EHR.



You can withdraw your consent at any time.



Your practitioner is responsible for placing the correct report in your file.

Q&A Voice-controlled reporting



1 What is voice-controlled reporting?

Voice-controlled reporting uses an app that converts speech directly into a transcript. AI then processes the transcript into a session report.

2 What are the benefits for the practitioner/organization?

Using the app reduces administrative work for your practitioner and saves time after each session. This enables practitioners to treat more clients and helps reduce waiting times. In addition, reports become more standardized and of higher quality, which makes communication between (lead) practitioners easier.

3 Are the recordings stored?

No, audio recordings are not stored.

4 What are the benefits for me?

Your practitioner can focus entirely on the conversation without taking notes during the session, and a report is immediately available afterward. All session reports follow a fixed structure, improving the quality and consistency of documentation. This also supports better communication between your practitioners.

5 Is your data safe?

Yes. The app meets all security standards. Only servers located within Europe are used, and two-factor authentication is required.

6 Which app is used?

At Silver, we use the Medendo app. You can watch an explanatory video about the app with this link: <https://www.youtube.com/watch?v=-nAxHiv3YoI>.

7 Who has access to the transcript and report?

Only the practitioner who activated the app during your session has access to the transcript and report. You cannot log in to the app yourself, and other practitioners cannot access this information. Once the practitioner has uploaded the report to your EHR, you can read it via your client portal. Other practitioners involved in your care (such as the lead practitioner) can also read in once it is in your EHR.

8 How long is the report stored in the app?

The transcript and report are stored in the app for a maximum of 7 days. Within that time, the practitioner must transfer the report to the EHR.