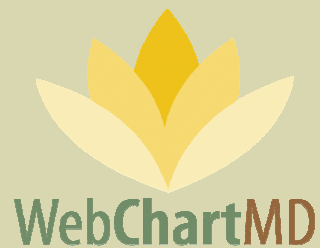


Webinar 6: Back-end Speech Recognition

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Prepared by:
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WebChartMD "Surviving the Transcription Downturn," public use permitted

Premise for Today's Discussion

PAIN POINT: MTSOs need to run more efficient operations to generate higher margins from lower volumes transcribed.

ACTION POINT: back-end voice recognition can cut transcription costs by 50% or more after initial learning curve.

Premise for Today's Discussion

For some MTSOs, back-end speech recognition (we use M*Modal) provides a viable option for reducing costs and gaining margin.

What we'll cover:

1. How M*Modal works - a demonstration of speech recognition editing tools.
2. What to expect in terms of speech recognition productivity gains.
3. Translating productivity gains into margin – assessing the financial benefits.

Front End: Nuance

- Revenue \$444.6 million in 2010 for front-end and consumer sales of speech recognition into healthcare (\$369MM 2009, \$283MM 2008).
- All 10 of top 10 EHR products have Dragon integration.
- 137 EHR vendors (29%) currently offering Dragon front-end speech recognition.
- Nuance claims 100,000 healthcare providers use Dragon for some or all clinical documentation – about 1/3 of all current ambulatory EHR users.

Front End: M*Modal

- Estimated \$24MM revenue 2011 from 41 total clients.
- Sold to MedQuist in 2011 for \$130MM.
- Represents est. 10% (\$2.4MM) of M*Modal revenue.
- 17 EHRs currently have M*Modal front-end integration, including two of Top 10 (Allscripts and GE).
- Use of front-end VR is optional.

Back-End: M*Modal

- Uses a cloud model where files are processed at M*Modal's data centers and returned to client workflow.
- Solution includes data structuring.
- 41 total clients, almost 90% of revenue (\$21.5MM) generated from 21 MTSOs and TASPs.
- Top two clients, Transcend and CBay, account for almost 60% of current minutes processed.

Back-End: SpeechMagic

- Owned by Nuance, formerly owned by Philips.
- 60,000 total authors, 3,000 back-end editors and 400MM lines / 40 MM minutes per year.
- Uses a hosted model, files processed on licensee's servers.
- Solution does not provide data structuring.
- Top client, MedQuist, processes 150MM lines per year, or 38% of total SpeechMagic volume.
- MedQuist lines expected to migrate to M*Modal.

Thank you for joining us today!

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