



**PALABRA:
THE SOFTWARE
ONCOLOGISTS
ACTUALLY LOVE**

CUSTOMER



DR. ANAND KURUVILLA

**AFFECTION FOR NEW DOCUMENTATION
WORKFLOW LEADS TO EVEN MORE
COMPASSIONATE CARE IN FLORIDA**

Dr. Anand Kuruvilla has been a Board-Certified Radiation Oncologist since the early 1980s. He trained in England and completed his residency in New York. Today, Dr. Kuruvilla works as the Radiation Oncologist for the Cancer Center of Putnam, Palatka, FL, where he provides his patients with both state-of-the-art treatments and compassionate care. Dr. Kuruvilla began using Palabra to streamline his clinical documentation workflow in 2017.



*Dr. Anand Kuruvilla
The Cancer Center Of Putnam,
Palatka, FL,
North Florida
Regional Healthcare*

 **Palabra apps**

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PRODUCTION BOOST

125

Saves physicians more than **125** hours a year in documentation time

“I might see 50-80 patients in the clinic every week. That’s a lot of documentation to manage.”

Tell us about documentation processes in your clinic. How did you handle notes before Palabra?

When we work toward a suspected cancer diagnosis in our rural community, my role as the Radiation Oncologist often evolves into me being the quarterback for cancer care. After the initial assessment of the patient, a cascade of appropriate tests and referrals are triggered to make a diagnosis, stage the cancer and keep the patient and family continually informed. Just as importantly, other relevant physicians and care providers need to be kept in the loop. Point being: My work day is typically overflowing with documentation requirements.

Before we started using Palabra, I would dictate my notes for all these interactions using a transcription service, which—despite a 24-hour turnaround—would require a time-consuming editing process. This would necessitate that the dictated notes be very brief, so although time was spent doing the job, the resulting documentation did not genuinely reflect the amount of work and effort involved. In other words, we were clearly short-changing ourselves.

How did you learn about Palabra?

Recently, my entire department decided to go paperless. I, as the sole physician, made the decision to use Elekta, along with MOSAIQ®, as my backbone for both tele- and brachytherapy. We have been online since October 2017 with the full Elekta product suite, including Monaco, Oncentra and the top of the line Versa HD linac, and I am very pleased.

About 10 days before going live and launching our EMR, I attended the ASTRO conference and sat in on an Elekta session where they talked about Palabra and had a user raving about how it works. I’d heard of Palabra before in passing, and I knew it was Elekta’s recommended product, built by MOSAIQ software engineering experts. So at the conference, after hearing this user, I set up a number of many one-on-one sessions with Palabra people. To me, it seemed a natural fit—and we went with it.

How did the implementation and training process go?

Remember, I was brand new to MOSAIQ—I didn’t even know how to spell it! So the Palabra people graciously gave me two weeks to get a feel for the system before they came out. Then, implementation was incredibly fast. They taught me everything all at once. We went live within days, and we had 27 patients on treatment within a week.

Although we went into this EMR transition with some serious trepidation, six months later I am pleased to report that I have not had any regrets. Everything is integrated and working smoothly, in large part due to Palabra.

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FAST TURNAROUND

99

99% of documents are completed within hours of the patient's visit

“Palabra is sophisticated, but it’s not complex technology—in fact, it’s kind of idiot-proof.”

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How are you using Palabra now? What are the advantages?

I use it for the voice dictation, of course. But the advantages go deeper than that. In addition to 25 patients on treatment, I might see 50-80 patients in the clinic every week, either follow-ups or new patients. That’s a lot of documentation to manage. When I go in to see a patient now, whatever kind of visit, Palabra just spits out the basic framework of the note with so much information already filled in—and I love it. I just do a few tweaks and dictate in the blank spaces. It’s just a fraction of the work I used to do.

And there’s more. While I’m the only one who uses Palabra, my support staff are able to enhance how I use it. Whenever they go in to see a patient before me to do assessments—maybe they’re checking on a tumor size or location, taking patient vitals or family history—they then enter data in MOSAIQ. And Palabra imports that data into my note automatically. I’m very busy, so this saves me loads of time. Hours and hours each week.

Are there other benefits to Palabra?

Absolutely. Prior to Palabra, my documentation was inadvertently suspect—because I’m busy and I didn’t have a documentation tool to assist. Now Palabra helps me capture the appropriate charge level for the type of work being done. For example, it helps capture and legitimize the actual time I spend with my patients to discuss treatment options, Plan of Care and end of life discussions when appropriate, smoking cessation advice, Survivorship plans, and so on.

Palabra helps me document what I am doing with Favorites. I can bring whole treatment discussions into the text with just a couple of words. These Favorites put the whole concept into the dictation. There’s a way to immediately legitimize the time I spend and ensure my efforts will withstand scrutiny if and when audited, as it helps me legitimize what I am already doing.

Do you enjoy working with Palabra?

The support is unbelievable. Whenever I call, someone answers within seconds, and, if necessary, joins me live via video chat. Whatever the problem, it’s always fixed.

In fact, we enjoy working with PalabraApps so much that we’re hopefully adding the rest of the product suite—including Palabra Plus, Palabra Nurse, and Teleport. I think those additions will make this an even better product.

What would you say to another oncologist or clinic considering Palabra?

I would say they should not hesitate for a second. Palabra is sophisticated, but it’s not complex technology—in fact, it’s kind of idiot-proof. And it will take your care of the patient to a completely different level.