

**DAN**

Dental Audio Notes



# Master record keeping by secure audio recording

Clinical record keeping doesn't get more  
complete, accurate or  
contemporaneous  
than a  
live audio recording

# Welcome

Dental Audio Notes has been created by husband-and-wife team, Ala and Adam.

When it comes to a record of the deep and meaningful conversations clinicians and patients share, despite our best efforts the written record suffers from omissions, lack of detail and inconsistent quality. A trilemma; complete, accurate, contemporaneous. Choose two.

An audio recording enables us to enjoy all three. It provides a master record of our consultations and the decision-making process that our patients have worked through with our guidance. It is complete, it is accurate and it is immediate. It includes all the nuances, the exact words, as well as the tone and manner in which information has been received. In the same way that photographs add colour and context to charting, audio recordings provide accuracy, completeness and context to the written record.

We created DAN for all dentists to improve clinical record keeping and make life easier so that we can concentrate on looking after our patients, continue to strive towards excellence in our work, and maybe to get home that little bit earlier.

We look forward to helping you with the same.

All the best,  
Ala & Adam



**Adam Marsh**  
BEng, MSc, MBA  
Director / Founder

[adam@dentalaudionotes.com](mailto:adam@dentalaudionotes.com)



**Ala Rozwadowska**  
BDS (Hons) Cardiff  
Founder / Clinical Lead

[ala@dentalaudionotes.com](mailto:ala@dentalaudionotes.com)

# Capture what really happens...

The screenshot shows a software interface for recording. At the top left, the window title is "DAN | Record". A vertical sidebar on the left contains several icons: a right-pointing arrow, a person icon, a microphone icon (highlighted in teal), a play button, a gear icon, a question mark, and a home icon. In the center of the screen, there is a large, colorful microphone icon with the text "Recording" and a timer "00:34" below it. In the bottom left corner, there is a "Tag" input field with a dropdown arrow, a checkmark, and an 'x' icon. Below the tag field is a list of events:

- 23:38:41 [Microphone icon] Recording started  
Audio sources: ●○○
- 23:38:43 [Checkmark icon] Consent : ●○○  
Patient id: test

In the bottom right corner, there is a blue audio waveform and the text "Microphone (Laptop) (Realtek High Definition Audio)". The Windows taskbar is visible at the very bottom of the screen.

# ...not just what you have time to write down.

## Your Master Record

---

When it comes to clinical records of patient consultations, it doesn't get more complete, accurate and contemporaneous than a live audio recording.

## An Extra Team Member

---

DAN is an extra pair of hands working hard to protect you. Never miss a beat or an important sentence.

## Patient Focus

---

Move away from the keyboard and turn your consultations into uninterrupted, one-on-one time.

## Complete

---

Even with the best team, it is impossible to capture as much detail as possible in written form. If there is ever any reason you cannot write all your notes, exactly spot on, right now, use DAN.

## Accurate

---

No more 'He said, she said'. Get credit for each of your important sentences, not just those there was time to write down.

## Safety Net

---

When you need to rely on your records to support you, confidently respond to complaints with good, data-driven decisions and considered actions moving forwards.

# Whether an experienced specialist or navigating patient than your

## Get The Details

---

If at the end of the day you need to write a referral, a letter or check your written notes are full, you have a master record to bring you back into the moment with all the details at hand.

## Patient Care

---

Share with patients so they can listen again when they need to remember. Help family and carers understand, value and support the patient in decision making.

## Transcription

---

Automated transcription provides easy navigation and search through the audio. A simple copy and paste puts the transcription into the written record.

## Support your team

---

By making the record keeping process easier for everyone, DAN makes for happier, more productive clinics where teams can flourish.

# DFT, there's so much more that you do with your written notes could ever record

The screenshot shows a Zoom meeting window titled "DAN | Play". The meeting is on "Tue Jun 20 2023 10:32" and is taking place on a "Dev Laptop - Silver HP [LIVE] @ Adam's Test Practice". The transcript is as follows:

maybe Adam as well, DragonSpeak, medical, that kind of stuff. So I got some colleagues and what they do and shout out to Ron who does this, he's got a microphone and he's basically dictating his notes. And as he's doing a root canal, instead of being a silent treatment, he's actually saying mesio-buccal canal found, 16 millimeters. As he's saying it, it's actually coming up on so it's like a contemporaneous as he's doing it. Now he has to be new line, new line. So it sounds a bit robotic, a bit annoying, but that is one way. But there's some challenges and some dunkiness with that. **So when I came across DAN** I'm using at the moment for my TMD consultation because my TMD consultations, it's very difficult for my nurse Zoe to write everything down that the same. And these histories are very complex, there's lots of facets to it, right? And so now that I've been using DAN my nurse is so much more chill. She's still making those sounds again. I like the fact that she can still jot things down as the audio is being recorded, generating the transcript. But she's just much more chill. If she misses something, it's okay, it's being recorded and there's going to be a transcript, so that when I review it and I send my treatment plan report, I don't miss any vital piece of information. So that's what really caught me. And how about you guys. So where do you think is, when you start to create this and perhaps if it's evolved now, who do you think is the ideal dentist to be using audio recording software?

10:33 Ala So I think any dentist who is interested in mastering their dental records, so in just getting them right, just getting them right every time. So part of DAN was born out of the frustration of what you wrote down versus what really happened and anybody who wants to solve that tension and just not have that in in their lives anymore, that's what down is for. So it gives you genuinely complete, accurate and contemporaneous records without having to sit there till 11 o'clock at night, making sure that they are complete.

11:05 Adam Yeah, if you look at the patient record holistically, then it's full of all different technologies. As you were saying, you've got x-rays, photographs, and of course, written notes and models. And when it came to that complete, accurate, contemporaneous of the conversation between dentist and clinician then it patient to clinician it just made sense audio was the right technology for that because if you're trying to write it up it seems that dentists were trying to write up their conversation and you can't let that's just you just can't achieve complete accurate and contemporaneous like that's a trilemma you can choose to you're either gonna do it late at night and get everything or you're gonna you know you're gonna miss stuff if you try and do it immediately And so all you just need to, as a technology, as you were saying, just sort of cover that challenge. And then that migration of technology, I mean, we looked at this years and years ago, and that was just a case of using some software on your computer, managing the files. And that was even before cloud was even a thing to really simplify that into a product. And that evolution now is there's great technologies out there for transcribing audio into text, and then obviously trying to pick out speakers identifying and then you can start to lay some filters over that like you were saying picking out new words, sentences, things like that. And I mean that technology landscape is really exciting at the moment. It's really exciting to see where that's going. In the realm of clinical record-keeping it's probably around that the dentistry, dentists and professionals I think should probably be influencing and driving rather than that necessarily coming from an outside space because there's a lot of considerations that clinicians have for their patients that a lot of people from a technology background it's just quite it's separate you're in different fields you know and

12:52 Ala It's actually that's been super fun because being able to get a product so it actually works in clinic and it actually works it helps your flow of your conversation with your patient rather than getting in the way so we've got the little thing where it can be on top. It's literally two clicks to do the consent and then start the process of recording. It's the

9:43 43:01

Speed: 1 x

Actions: [Microphone icon] [Screen share icon]



**Martin Kelleher**  
Author of "The Daughter Test"

---

"A lot of truly important diagnostic information can be gleaned by listening carefully to a patient with both of an interested clinician's eyes and ears being fully open and being 'fully present', rather than furiously scribbling notes.

In fact, overtly concentrating on writing or typing notes, rather than sympathetically engaging face-to-face with a patient, can often detract from the chances of that patient being open and honest enough to reveal the bits of information that are so vital in getting the full diagnostic picture."



**Aly Virani**  
Dentist  
Ali makes his own audio records of every consultation using a dictaphone and has been doing so for many years.

---

"Audio recordings are an essential part of my consent process. It allows for every detail to be tracked and keeps me accountable at each appointment.

Most importantly, I send the recordings to patients who listen back in their own time so that they can be sure that they are happy with their clinical decisions.

In the event of any risks of treatment becoming a reality, audio recordings have meant that patients approach us with a view to working together to find a solution rather than with surprise or blame. Detailed clinical notes cannot have the effect of reliving the conversation."



**Alan Burgin**  
Dentist  
the.cornish.dentist

---

"I'm really enjoying using DAN. It makes the note taking a lot easier. I typically use DAN for my new patient assessments where I am discussing treatment options for around 15-20 minutes.

My nurse is good at getting a decent set of clinical notes and now she can focus on the key points and treatment planning. The audio provides a nice backup with everything we covered in the appointment.

The wireless RØDE microphone has been working really well and is an ideal option."





**Kevin Lewis**  
Dental Director, Dental Protection  
(1998 – 2016)

"Not only does DAN capture what actually happened, rather than a post-facto drop-down version of what should have happened in an ideal world, it has the potential to do wonders for the quality of interpersonal communication between patient and clinician.

That is arguably a more important dividend than the records themselves."



The Protrusive Dental Podcast - IC039 - June 2023  
**Audio Recording Your Consultations?**  
**The Future of Dental Record Keeping**



**Jaz Gulati**  
Dentist  
The Protrusive Dental Podcast host

"I just think it's bloody brilliant."

"I've been using dental audio notes when I want to capture the full story of my TMD patients, but my poor nurse can't keep up with the typing.

Dental audio notes does exactly what it says on the tin. It allows you to record your conversations with your patients that all important initial conversation, the consent process and the discussions afterwards. Can you imagine how much time this could free up for you as a clinician so you can spend more time with your loved ones and not worrying that you didn't capture something?"



Craig Lewis, Dentist

"Using DAN for all new patient orthodontic consults is gold dust. The continuous updates are really good. and the transcribing is better, especially the clinical terms, than I could get using other software".



Mike Hughes, Dentist

"For those who've tried dictation software in the past, DAN is a game-changer. I've been using DAN to streamline my radiograph reports and cone beam CT implant planning, and it has truly transformed my workflow".



Megan Melish, DentaNurse

As a nurse, I found using DAN extremely helpful. It was very reassuring to know that while taking notes, if I missed any part of a conversation between the dentist and a patient, it was there, recorded in DAN.



Richard Coleborne, Dentist

"DAN enhances my record keeping and provides Medico-legal support. Additionally, it improves my communication skills - it makes me more aware of how I explain dentistry to patients".

# Workflow

## Setting up surgery

Copy the patient ID from your practice management software into DAN to identify your patient.

## With the patient

When the conversation turns clinical, press record and inform the patient you wish to make an audio recording.

A request must include:

1. Why we will make a recording
2. That it forms part of the clinical record
3. Allowing a patient to confirm this is OK

Confirm, and continue as normal.

Teams that use DAN seamlessly introduce and start DAN as the clinical discussion starts. They may start and stop DAN at various points throughout the appointment or leave it running.





Press record



We're going to have a good conversation and share lots of information.

Is it okay if I take an audio recording of our visit today?

It means I know our clinical records are spot on and I can concentrate on you instead.

[pause and wait for the answer]



Confirm the consent

"Thank you".

# Microphones

DAN works with any microphone that can be connected to your computer.

## Wireless

Wireless microphones provide good options for effective positioning to pick up the spoken word of both patient and clinician. You will need to be aware of battery life and remember to charge the transmitter overnight. Turn the mic off between patients if you need to.

## Wired

Wired microphones are reliable, simple, and always ready with no battery considerations. They offer less optimal positioning typically with the patient or clinician facing away from the mic. Wired mics perform best in smaller environments such as a treatment planning room.



RØDE Wireless GO



£ 200

Audio

Transcription



BLUE Yeti



£ 130

Audio

Transcription



BLUE Snowball



£ 50

Audio

Transcription



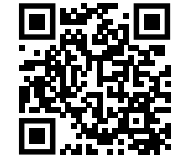
Basic Wireless Mic



£ 30

Audio

Transcription



# Data Security & Privacy

Clinical audio records contain special category, personal, sensitive data and need to be managed with diligence and respect.



Our Cyber Essentials certification demonstrates our commitment to cyber security and protection. Cyber Essentials is backed by the UK government and overseen by the National Cyber Security Centre (NCSC).



Our ICO registration is proof that we value and care about the protection and privacy of you and your patient's information. We do not have the ability to decrypt and therefore access your data. It will never be shared with any third parties.



The NHS Data Security and Protection Toolkit (DSPT) is an assessment tool measuring performance against the National Data Guardian's 10 data security standards. All organisations must use this toolkit to have access to NHS patient data and we have been assessed since 2021.



The GDPR is an important component of EU and UK privacy law and human rights law. Health records contain special category, personal, sensitive data and are subject to higher requirements of data protection and privacy. We are fully compliant with GDPR.

In addition, the dental regulatory bodies providing standards and requirements for the profession include record keeping in their publications. Using DAN for audio record keeping ensures you are fully compliant with the requirements of the GDC and CGDent.



# Frequently Asked Questions

## **What should I record?**

Record your clinical and technical conversations with your patient. Teams that are confident using DAN seamlessly introduce and start DAN as the clinical discussion starts. They may start and stop DAN at various points throughout the appointment or leave it running.

## **Can't I just record consultations on my phone instead?**

By using your phone, you are risking the privacy and security of your patient's highly sensitive personal data and likely in violation of GDPR. That means if you need those phone recordings to support a medicolegal claim in the future, you could also land yourself in a lot more trouble with data regulators.

## **Do recordings form part of clinical records?**

Yes they do, and recordings are managed accordingly. Recordings are retained for the same period as any other clinical record, as defined by the relevant governing bodies, currently 11 years.

## **Can I edit or delete a recording?**

Once a recording has been made, it forms part of the patient record, so it cannot be edited or removed, the same way in which a written dental record cannot be adjusted or deleted.

## **Does DAN integrate with my practice management software?**

DAN operates alongside, and independent of your practice management system. Just enter the patient ID from your software to identify your patient and start recording. DAN seamlessly manages all the storage, security, reliability and accessibility for you, whilst being super-lightweight on your team, existing processes and IT infrastructure.

## **What do indemnity providers say?**

Indemnity providers are rarely in the position to endorse or comment on the suitability of a product, but will provide advice and considerations when making audio recordings of patient consultations. You should reach out to your indemnity provider for an official response.

# How Much Does DAN Cost?

## Can I use DAN across surgeries and practices?

Yes you can. A DAN subscription is valid for an account. An account's subscription can be used by a single individual, or shared across multiple team members, surgeries and practices.

## Do I need a microphone?

Yes you do. DAN works with any microphone that can be connected to your computer. You can get started with what you have or refer to our recommendations.

## Do I need to ask for consent every time?

As clinical audio may be considered somewhat novel, it is considered prudent to confirm patient consent to record. You may wish to update your practice privacy policy to include clinical audio, in which case it would be polite to ask for permission the same way you do for photographs and x-rays.

## What if a patient says "No" to recording?

Simply do not confirm consent. If consent is declined or not confirmed within 60 seconds, the recording is stopped, and the few seconds of audio recorded thus far is destroyed.

DAN is provided as a monthly subscription with inclusive recording time. A subscription can be shared across multiple surgeries and clinicians.

## Get started for free

### 3 hours free

Sign up to DAN and get started with 3 hours of recording for free.

## For daily use:

### £30/month

Includes 20 hours of recording.  
Additional hours £1.50/hr.

## For occasional use:

### £5/month

Includes 1 hour of recording.  
Additional hours £5/hr.



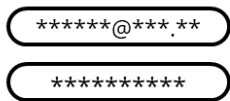
# Get started in 5 minutes

**DAN**

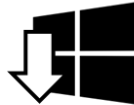
Dental Audio Notes

[www.dentalaudionotes.com](http://www.dentalaudionotes.com)

① Register



② DL the DAN app



③ Plug in a mic



④ Press record

