

CASE STUDY INTRO

InstaNote Dictate & Darling Downs Hospital & Health Service



DARLING DOWNS HEALTH LEADS THE WAY IN AI-POWERED CLINICAL DOCUMENTATION WITH IMEDX INSTANOTE DICTATE

In a strong step towards future-focused healthcare, Darling Downs Hospital and Health Service (DDHHS) in Queensland has successfully partnered with iMedX to enhance clinical documentation using InstaNote Dictate—an AI-powered solution built on the secure eSOne platform.

Facing growing demand and cost pressures, DDHHS sought innovative ways to optimise resources without compromising patient care. InstaNote Dictate delivered on that vision by enabling clinicians to convert voice dictations into structured, formatted documentation in real time.

Rapid Results and Real-World Impact

Starting with just three clinicians, the pilot program quickly expanded to over 20 users due to overwhelming success. Clinicians using InstaNote Dictate reported:

- 82% preference for this documentation mode
- Two-day reduction in turnaround time for outpatient letters
- 50% drop in transcription-related costs
- 47% increase in documentation volume
- Improved clinical accuracy and streamlined workflows

Users praised the system's real-time capabilities, reduced administrative burden, and the flexibility to document while patient information is still fresh—improving both care delivery and GP communication.

Seamless Integration, Purposeful Innovation

With minimal change management, iMedX's consultative and human-centered implementation ensured a smooth transition. InstaNote Dictate integrated seamlessly with DDHHS's existing systems and workflows, allowing for fast adoption and measurable efficiencies.

Clinician feedback continues to shape product development, with recent collaborations focused on integrating GP information directly from HBCIS to further reduce administrative load.

Looking Ahead

The success at DDHHS exemplifies how iMedX empowers health services to modernise clinical documentation with scalable AI technology. With the groundwork in place, DDHHS is well-positioned to realise even broader gains as InstaNote continues to evolve.

Contact our Sales Team to request a copy of the complete case study on how InstaNote Dictate delivered rapid results and seamless integration for the Darling Downs Hospital & Health Service.

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[imedx.com.au](https://www.imedx.com.au)



AU TEL: 1300 727 423
NZ TEL: 0800 753 250



AU: sales@imedx.com.au
NZ: nz-sales@imedx.com.au



Suite 110, 12-14 Cato Street
Hawthorn East VIC 3123 Australia