



**Name:** Lei Chen, Au.D., CCC/A

**Title:** Manager of Audiology

**Facility:** Ben Taub General Hospital – Harris Health System | Houston, TX

**Product:** OZ eScreener Plus™ (eSP™)

For two decades Dr. Lei Chen has provided audiological services, and managed and trained technicians performing newborn hearing screening. Dr. Chen recommends OZ eScreener Plus™ (eSP™), it reduces human error and makes it easy to monitor babies who need follow-up.

“OZ Systems reduces human error by transferring patient demographics from the EHR and hearing results from screening equipment into OZ eSP. It is hard for our technicians to make mistakes. I depend on it every day for monitoring our program to ensure every baby is screened. We can see if a baby has received follow-up services somewhere else, and not have the family return to our hospital for duplicate services. It helps us provide the best care for babies and their caregivers.”

“Every day I check all the babies in OZ eSP™ from our three nurseries (levels 1, 2 and 3). It is easier for me to access the hearing screening data in OZ eSP™ than it is for me to search the hospital electronic health record. I have the ability to sort the list of babies (e.g. by Date of Birth or Type of Test). I make sure every baby is receiving a hearing screening prior to discharge; transfer babies out who have moved to the children’s hospital; and make sure that babies who are referred out are scheduled to return for a diagnostic assessment at our facility, or have been seen somewhere else. OZ Customer Support is very helpful. In Texas, the TEHDI program with OZ Systems’ Care Coordination provides a monthly report to each facility. This data helps us to monitor our program and make adjustments if needed.”



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