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Sent: Monday, May 12, 2025 12:06 PM
To: t.gardner@computer.org
Cc: rclewett@gmail.com
Subject: Re: Outline of chronology for Milestone application

Tom,

A key characteristic of the decade of the 60's was that few professionals in any field ever needed to learn how to type. Instead, almost all depended upon stenographers in their offices capable of taking dictation or transcribe it from a Dictaphone. Doctors moving from nursing station to nursing station and floor to floor in a hospital after visiting their patients had to return to each nursing station and hand write their progress notes, new orders, etc. in patients charts to be immediately available for patient care.

The common central problem not recognized by the companies who consequently failed was designing hospital systems requiring keyboard entry, a skill absent from medical professional training or experience. And use of a medical typist to transcribe manually written orders cut off all the potential benefits from physician direct interactive use with information already stored in the computer system. Lockheed's light pen point and click menu solution proved to be generally acceptable to physicians with negligible training (originally conceived by a Lockheed physician development team member who correctly perceived the necessarily interactive and negligible training requirements). In the decades after the personal computer was introduced about 1980 doctors slowly began using keyboard entry in their offices when interviewing patients which is now common practice and thus current physician typing skills are generally high (although patients like me find it annoying when the doctor is focused on his computer display 80% of the time during my patient visit, not on me!).