

Medical Transcription Service

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HELPING YOU
IDENTIFY YOUR
OVERALL COSTS



Remote Operations Transcription Service

- Security of Patient Health Information (ePHI)
 - Remote Operations transcription personnel are at dedicated facilities - no “at home” transcriptionists
 - Transcriptionists do not use Microsoft Word™
 - No documents containing PHI stored on computers
- Confidentiality
 - Transcriptionists do not have access to facility information
- Seamlessly integrates with current processes
 - Electronic medical record integration
- Reduced overall costs per transcription
 - Clients typically see **10-25%** reduction when compared with current transcription outsource vendors

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Audio Dictation

- Audio can be recorded in several formats
 - Open line dictation
 - Toll free number using standard or cell phone
 - Emulates Dictaphone, Lanier, DVI, Sony keypad layouts
 - You can also select a custom layout
 - In-house dictation systems
 - Dictaphone, Lanier, DVI, Sony, etc.
 - Handheld recorders
 - Olympus, Sony, etc.
- No hardware or software changes are required
 - Ensures timely implementation schedules

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Transcription Turn Around Times

- Transcriptions can be individually set for turn around time
 - 2 – 4 hour Commonly used for radiology or stat
 - 8 hour
 - 12 hour
 - 24 hour
- Improves time-to-chart (TTC) metrics
 - Patients receive treatment sooner
 - Insurance companies can be billed sooner
 - Hospitals receive payment sooner

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Automated Transcription Processing

- Automatic routing of transcription workflow
 - Ensures reports are completed on time
 - Transcriptions are never “forgotten”
 - Removes the “human” element
 - Provides scalability compared with legacy transcription techniques
 - Traditional transcription companies manually assign each transcription – inducing delays

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Bundled Audio

- Each person working a transcription can listen to the original audio
 - Audio always available for verification
 - Administrative staff and physician interact with the same text and audio as the transcription staff
 - Ensures accuracy that the exact words dictated are typed
 - Physician can listen to their original recording when reviewing / digitally signing

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Integrated Medical Spell Checker

- Robust medical dictionary included
 - 133,000 + words
 - Pharmaceutical, procedural, anatomy terminology, etc.
 - No fumbling for dictionaries when updating, digitally signing, etc.
- Use your own medical word dictionary too
 - Transcriptionists can create custom dictionaries


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Quality Checked By Professionals

- Quality checked by medically trained personnel
- Transcriptions reviewed for context as well as flow
- Transcriptions receive second-level check by editors
- Ensures accuracy rate that exceeds the industry standard

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Manage Transcription from Anywhere

- Your staff can update transcriptions remotely
 - Performed using a web browser
 - Available online 24 hours per day
- Physicians can update and digitally sign transcriptions from home or on their handheld devices
 - Blackberry™ devices  *BlackBerry.Enabled*
- Encryption and authentication guarantees security

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Great Reports Available

The screenshots display the Remote Operations Client/Partner Information System interface. The top screenshot shows a message: "Files Awaiting Digital Signature". The middle screenshot shows a message: "HL7 notifications with no associated files over the period selected below." The bottom screenshot shows a report titled "Files uploaded over the last 7 days" with the following data:

File Priority : 8-hours

File Name	File Type	File Status	Date Added
02 - Courtesy of the Red White and Blue.mp3	Audio file	Sent Back	5/22/2004
12 - Can I Sleep In Your Arms.mp3	Audio file	Sent Back	5/22/2004

Total Files For Priority 8-hours : 2

File Priority : 1 day

File Name	File Type	File Status	Date Added
John Prine & Nanci Griffith - Gulf Coast Highway.mp3	Audio file	Sent Back	5/22/2004
Johnny Cash & Willy Nelson - Funny How time Slips Away (1).mp3	Audio file	Sent Back	5/22/2004
Marie Haggard & Willie Nelson - Reasons to Quit.mp3	Audio file	Sent Back	5/22/2004
Satellite.mp3	Audio file	Sent Back	5/24/2004

Total Files For Priority 1 day : 4

File Priority : 2 days

File Name	File Type	File Status	Date Added
Toby Keith - Beer For My Horses (With Willie Nelson) (1) (1).mp3	Audio file	Received	5/22/2004
Toby Keith - Big Ol' Truck.mp3	Audio file	Received	5/22/2004
Toby Keith - Dream Walkin.mp3	Audio file	Received	5/22/2004

Total Files For Priority 2 days : 3

- Information at your fingertips
- Identify physicians dictating late or not signing reports
- No guessing what is happening

Track and Trace a Transcription



The screenshot shows a web browser window displaying the Remote Operations interface. The main content area is titled "File Log for 02 - Courtesy of the Red White and Blue.mp3". Below the title, there is a table with columns: Log Date, Log Type, Added By, and Log Data. The table contains 15 records of transcription events, including file status changes, assignments, and transcription progress updates. At the bottom of the table, there is a "Done" button and a footer with copyright information.

Log Date	Log Type	Added By	Log Data
05/23/2004 3:50 PM	File Status Change	ROFileScraper	File received by ROFileScraper...
05/23/2004 3:50 PM	File Assignment Change	RuleEngine	File assigned by ROFileScraper to transcription center...
05/23/2004 7:17 PM	File Assignment Change	rbagdonas	File has been assigned to demo_transcriptionist1...
05/23/2004 7:18 PM	File Assignment Change	rbagdonas	File has been assigned to demo_qa1...
05/23/2004 7:30 PM	File Status Change	demo_transcriptionist1	File work started by demo_transcriptionist1...
05/23/2004 7:30 PM	File Transcription	demo_transcriptionist1	This person goes in and makes a few mistakes...
05/23/2004 7:32 PM	File Status Change	demo_transcriptionist1	Transcription put on hold by demo_transcriptionist1...
05/23/2004 7:33 PM	File Status Change	demo_transcriptionist1	File work started by demo_transcriptionist1...
05/23/2004 7:33 PM	File Transcription	demo_transcriptionist1	This person goes in and makes a few mistakes...
05/23/2004 7:33 PM	File Status Change	demo_transcriptionist1	Transcription completed by demo_transcriptionist1...
05/23/2004 7:35 PM	File Status Change	demo_transcriptionist1	Editing work started by demo_transcriptionist1...
05/23/2004 7:35 PM	File Transcription	demo_transcriptionist1	This person goes in and makes a few mistakes...
05/23/2004 7:35 PM	File Status Change	demo_transcriptionist1	Transcription editing completed by demo_transcriptionist1...
05/23/2004 10:27 PM	File Assignment Change	RuleEngine	File (02 - Courtesy of the Red White and Blue.doc) sent back to client...

Identify where a transcription is in the process

- When audio was received
- Audio fingerprinted
- When transcription started
- If transcription was reassigned
- When transcription is edited
- When transcription is delivered
- Which faxes have been sent
- Which HL7 messages have been sent

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Prepare for the Future

- We integrate with Electronic Medical Record (EMR) systems
 - System can “fill” your new EMR with previous transcriptions
 - Even if you do not have an EMR solution now
 - No need to spend significant capital on transitions
- Decreased cost per transcription will affect this year’s budgets
 - Reduced FTE expenses for managing transcription work
 - Increased efficiency with HL7 integration
 - Digital signature option reduces physician management

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Schedule a Demonstration

Contact Remote Operations today to schedule a demonstration and see for yourself

(512) 231-1300

sales@remoteop.com

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