

# REPORTERS TRANSCRIPTION CENTER

"Put your words in our hands."

## TRANSCRIPTION "KNOW HOW"

VOLUME 1, ISSUE 1

JANUARY, 2007

### RTC HELP DESK

RTC believes that service to customers makes the difference between a good company and a *great* company. We want to be a great company, so we are focused on service to you

In order to ensure fast, convenient service support RTC has created its telephone **Help Desk** to be the quickest and most convenient method for answering your questions and solving any problems you may be encountering. For all customer issues, please call the Help Desk at:

**1-888-813-9498**

If you are calling from within the 607 area code, you may dial the Help Desk directly at 724-8228.

By dialing the Help Desk toll-free number, you reach the transcription division directly, bypassing the need for being put on hold and waiting for transfer to us. All calls to the Help Desk are answered directly by a transcription service staff member who can immediately assist you.

Calls to the Help Desk are tracked by issue and analyzed in order for RTC to determine patterns in problems or issues encountered by our customers. As we identify common problems, we can take corrective action to improve system operation and service delivery.



### Help Desk

**1-888-813-9498**

One of the results of our Help Desk tracking is the production of this newsletter. We will utilize the newsletter to provide you with information, tips, and tricks - "know how" - to help in managing your dictation and transcription.

*This newsletter is designed to be an educational tool, one that provides you with helpful information related to Reporters Transcription Center and its technology, products and services. Each month we will highlight a skill to enhance your use of our technology. We'll also let you know what's happening in the world of medical transcription. And, we'll also amuse you with funny things that have been said in dictation. If you have issues you would like highlighted, or have feedback about the newsletter, please call me at the Help Desk, 1-888-813-9498, or email me at [linda@rtctranscription.com](mailto:linda@rtctranscription.com).*

Linda Best

### PATIENT LISTS

What's in a name? Every one has one and it is a unique and important identifier. And each dictation you upload is about a specific person. Is the dictation about Allen, Alan, Allan or Allain? Or is it about Laurie, Lori, or Lorrie? How about Kieffer or Keiffer?

Names are a transcriptionist's biggest headache, even when spelled by the doctor, since most doctors spell lickety-split (was that an 'l' or an 'o' she just said??)

We really want to spell patient names correctly. If we get it right, you won't

need to correct it on your end. To help us, please fax your daily patient schedule to 1-267-295-2049 or even better, e-mail it to [rtc@stny.rr.com](mailto:rtc@stny.rr.com). Of help to us is a legible list. Also, with a daily patient schedule we'll know the correct date of service.

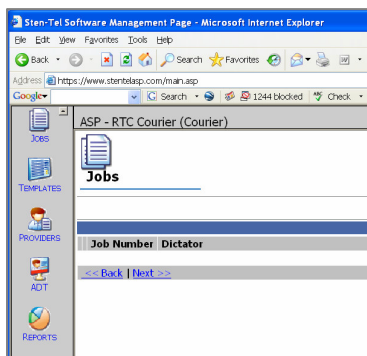


# NEED TO FIND A JOB? How to Find and Re-download a Transcribed Report

We receive many phone calls asking for us to re-send documents. We'll always respond to your request, but did you know that you have at your fingertips the ability to download any transcribed document that we've ever typed for you?

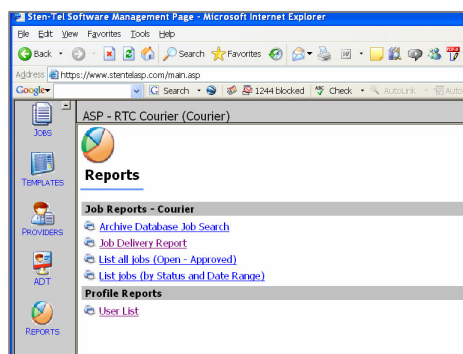
It's true! From the system web page, you can view online, print, and re-download any document. You can also listen to the voice file for any job dictated within the past 60 days. Here's how.

From your browser go to <https://www.stentelasp.com>. Enter your courier ID and password (call the Help Desk if you have forgotten your information).



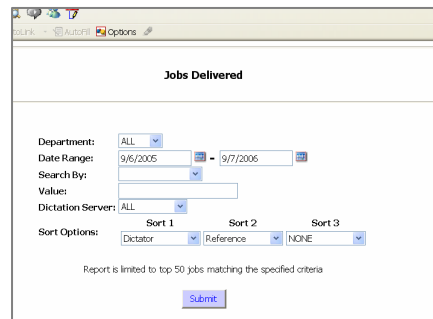
This opening page can be used to navigate to several functions used to find and download transcribed documents.

One easy method for finding a document is to click the **Reports** icon from the left side bar. The window that opens lists four report types that are available. The first report we'll discuss in this issue is the **Job Delivery Report**. Go ahead and click that link.



The window that opens provides several boxes that can be used to narrow down and organize your search. You can enter a **date range** that is near the date of the report you need. You can also manipulate how you wish to view the report by using the **sort boxes**. Drop down the first sort box and select **Dictator**. If you have more than one doctor dictating, this will organize each doctor's work in a group. Pull down the

second sort box and select **Reference**, which is the patient's Last name, First name. This will sort all the jobs in alphabetical order. (Please see the article on the front page to review how important those patient lists are!)



From the entries above, an alphabetical listing sorted by dictator for dictations received from 9/06/05 to 9/07/06 will be listed. Once you have your boxes filled in, click **Submit** and a report will appear.

Select Column Visibility

Jobs Delivered  
(Department: ALL)  
(Search By: )  
(Dictation Server: ALL)  
9/6/2005 through 9/7/2006

Change Criteria

Submit Select All Reset

ID	Redownload	Priority	Job Number	Company	Dept.	Dictator	Reference	Opened	Rela
1	<input type="checkbox"/>		08-00457358	Reporters Transcription Center		Best, Linda		6/8/2006 3:00:17 PM EST	6/21/2006 8:
2	<input type="checkbox"/>		sr-01162292	Reporters Transcription Center		Kinne, Scott (d)		6/8/2006 1:33:17 PM EST	6/8/2006 5:0
3	<input type="checkbox"/>		06-00984245	Reporters Transcription Center		Kinne, Scott (d)	RTC Services	2/24/2006 8:50:01 AM EST	2/24/2006 8:
4	<input type="checkbox"/>		08-00984244	Reporters Transcription Center		Kinne, Scott (d)	RTC Transcription	2/24/2006 6:49:48 AM EST	2/24/2006 6:
5	<input type="checkbox"/>		08-00261982	Reporters Transcription Center		Kinne, Scott (d)	Test 1	11/2/2005 6:45:28 PM EST	11/2/2005 6:
6	<input type="checkbox"/>		08-00261983	Reporters Transcription Center		Kinne, Scott (d)	Test 2	11/2/2005 6:46:06 PM EST	11/2/2005 6:
7	<input type="checkbox"/>		08-00374935	Reporters Transcription Center		Kinne, Scott (d)	Welcome	3/7/2006 9:25:00 AM EST	3/7/2006 9:2

From the list you can check the jobs you wish to re-download. Always at your fingertips is the ability to search for jobs and download another copy. To view a document online, click the small icon between Priority and Job Number.

For more information on accessing jobs via the Internet, go to our web site at [www.rtctranscription.com](http://www.rtctranscription.com). Click the **Downloads** button. Under **Available Manuals**, click on the link to **Web Page Access**. This opens a document that you can view, print and/or download.

## Bloopers: Dictation or transcription????

“On the second day the knee was better, and on the third day it disappeared.”

“The patient has two teenage children, but no other abnormalities.”

“The lab test indicates abnormal lover function.”

*Taken from “The Bride of Anguished Eng-*