

REPORTERS TRANSCRIPTION CENTER

"Put your words in our hands."

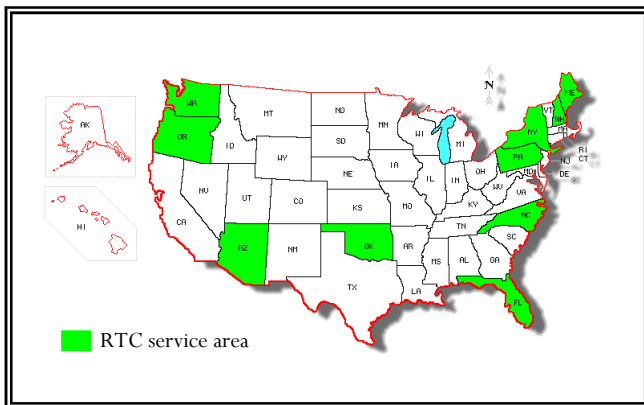
TRANSCRIPTION "KNOW HOW"

VOLUME 1 ISSUE 10

NOVEMBER 2007

RTC'S SERVICE AREA

In an earlier edition of the newsletter this year we told you a little about RTC, the company. Although RTC's headquarters are located in upstate New York, you may not realize that we are a national provider of transcription services and are not limited to any state or region. A majority of our business no longer comes just from within the state of New York. We have been working hard to expand our national presence and to identify opportunities for growing our business. The map below shows the states in which RTC provides transcription services. We plan on showing lot more green in the coming months!



WELCOME NEW RTC STAFF



RTC is proud to announce that **Brian Wornick** has joined us as our newest Territory Manager. Brian's territory consists of western New York and northwestern Pennsylvania. His responsibilities will be to provide service to existing accounts and to market and present the RTC solution to prospective clients. Brian comes to us with a strong

background in sales/marketing and Information Technology. Welcome aboard Brian!

RTC also welcomes **Kathy Burris** to our customer support team at the Help Desk. Kathy greets you and offers service support when calling the RTC Help Desk. Kathy comes equipped with medical practice management experience and significant customer service experience from her years in retail store management. Kathy will be working to familiarize herself with our customers and their needs and she will ensure that our relationship with you is helpful, pleasant and that we meet your Help Desk call needs. Welcome Kathy!



RTC Attends NCCHC Conference

The National Conference on Correctional Health Care was recently held in Nashville, Tennessee. The Conference, sponsored by the Academy of Correctional Health Providers and the National Commission on Correctional Health Care, was attended by over 2,000 professionals ranging from Physicians, Psychiatrists, and Psychologists to Health Service Administrators and Medical Directors.

Reporters Transcription Center was in attendance as one of over 150 exhibitors. Exhibitors displayed products and services featuring the latest from information technology, staffing services, pharmaceuticals, and health care supplies.

RTC took part in the many promotional raffles that were held throughout the three-day event. Pictured here is Scott Kinne representing RTC, as he awards Clare Honen from the Plymouth County Correctional Facility, Plymouth, Massachusetts, with a \$50.00 dinner certificate. Congratulations, Clare!



MS WORD TIPS - Keyboard Shortcuts



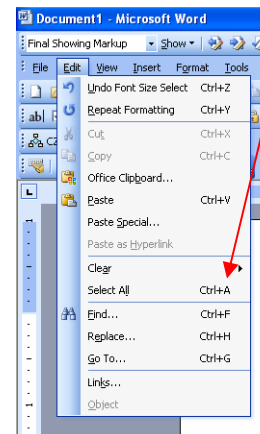
When working on a document using MS Word, there are many times you move your hand to the mouse to perform some function. This might be for moving the cursor to a different part of the document, highlighting a word, sentence or paragraph, choosing the Print command, or exiting the program. These are just a few of the reasons you use the mouse. Moving your hands off the keyboard can break your rhythm and concentration.

Within every Microsoft program there are “keyboard shortcuts” that help you stay concentrated on the task at hand. You can avoid reaching for the mouse if you are familiar with keyboard shortcuts.

Ctrl+N	Open a new word document quickly.	Ctrl+X	Cut- Removes the selection from the active document and places it on the clipboard.
Ctrl+O	Opens a previously saved document.	Ctrl+C	Copies the selection to the clipboard
Ctrl+W	Closes the active window, but does not Exit Word.	Ctrl+V	Paste - Inserts the contents of the clipboard at the insertion point (cursor) or whatever is selected.
Ctrl+S	Saves the active document with its current file name, location and format.	Ctrl+A	Selects all text and graphics in the active window.
Ctrl+P	Prints the active file, also gives the opportunity to change print options	Ctrl+F	Find - Searches for specified text in the active document
Alt+F4	Exit - Closes Microsoft Word.	Ctrl+B	Bold - Formats selected text; make text bold, or remove bold formatting
Ctrl+Z	Undo the last action. This selection can be repeated several times.	Ctrl+I	Italic - Formats selected text; make text italic or remove italic
Ctrl+Y	Redo - After an action has been undone, it can be reinstated in the document.	Ctrl+U	Underline - Formats selected text; make text underlined or remove underline

If you forget one of these, use the mouse and go to the menu bar. In each pull down menu you will see keyboard commands given in the right side of the window.

The keyboard shortcuts are available within each Menu Bar item; File, Edit, View, etc.





Help Desk
1-888-813-9498
 Please dial this number
 for all calls to
 Reporters Transcription Center
 (local 607 area callers, call 724-8228)



Happy
Thanksgiving!

"Success is liking yourself, *liking what you do*, and liking how you do it."

Maya Angelou (1928 -)
 American poet, writer, historian, educator