REPORTERS TRANSCRIPTION CENTER

"Put your words in our hands."

TRANSCRIPTION "KNOW HOW"

VOLUME 1 ISSUE 2

FEBRUARY 2007

About RTC

You might wonder about who we are and how large a company we are. Reporters Transcription Center is a division of Czerenda Court Reporting, Inc. Randy Czerenda, the president and owner of Czerenda Court Reporting, earlier in his career, was the senior court reporter for the New York State Supreme Court. He started his freelance court reporting company in 1975. Randy has authored many phonetic language dictionaries in several languages used by stenotypists, as well as developed court reporter teaching programs throughout the world.

Reporters Transcription Center (RTC) was founded in the early 1980s as an extension of the court reporting business. In the late 1990s, a decision was made to invest in the technology needed to grow the company from a small business that handled audiocassette tapes for local medical offices into a digitally equipped, Internet-based company using patented state-of-the-art technology. This enabled RTC to market its transcription services anywhere in the country.

RTC, located in upstate New York, has expanded its services to provide customers with dictation/transcription services throughout New York and to customers in eight other states. Scott Kinne, our Director of Business Development, is responsible for finding new customers and for implementing our technology. Amazingly, he does this mostly over the telephone and through the use of technology that allows for computer-to-computer connection and control.

Currently, RTC processes about 1,200 dictations per day. We are typing nearly a million lines of transcription each month. We have approximately 125 customer accounts and nearly 800 users of our dictation system. We serve hospitals, multi-specialty medical practices, long term care facilities, physician offices, correctional facilities, mental health clinics, investigative companies and many other types of clients. But when you call our Help Desk, we strive to have a person answer the call and to immediately assist you. We never want to become too big that we are unable to provide immediate, personal service to you.

You can learn more about us, our technology, our workflow and our safety and security systems by visiting our web site at www.rtctranscription.com.

Help Us Grow

Do you know a colleague in another office who could benefit from reliable, fast transcription services? Receive a \$50 gift certificate when you refer a customer to RTC who begins using our dictation/transcription services.

Call the Help Desk for further details.



Help Desk 1-888-813-9498

Please call this number for all calls to Reporters Transcription Center

To those customers who began faxing us patient lists as a result of the last newsletter, thank you! Clearly, some of you read our first newsletter and responded to information presented. This is very gratifying and so we will continue to publish this newsletter on a monthly basis. Your feedback and comments will be greatly appreciated. Please either call me at the Help Desk number or email me at <u>linda@rtctranscription.com</u> with you suggestions, ideas or comments. I would love to hear from you. And don't forget to fax us your daily patient schedule to (267) 295-2049. This will save you time in the long run and your documents will be more accurate requiring less editing on your end.

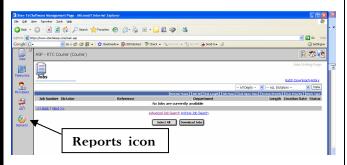
Linda Best

DID I GET ALL MY JOBS BACK? Tracking Your Dictation and Transcription

A frequently asked question from callers to the Help Desk is, "can you tell me if I have any jobs from yesterday not back?" While we'll gladly check the status of your dictation/transcription, you can save yourself a phone call and check online to see the status of all your jobs. Here's how.

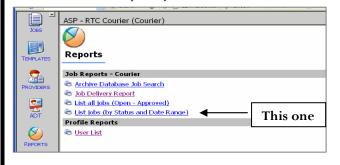
From your browser go to https://www.stentelasp.com. It's a good idea to put this web address in your Favorites for easy access. You can even put a shortcut to this web address on your desktop. Before entering your user ID and password, right click from anywhere on the web page. From the box that pops open, choose "Create shortcut." A message will tell you that a shortcut will be placed on your desktop. Click OK. Now, a shortcut labeled Sten-Tel Login will be on your desktop. Double click this to open the login page.

Once at the login page, enter your Courier user ID and password. (Call the Help Desk if you do not remember your numbers). This opening page can be used to start a number of functions.

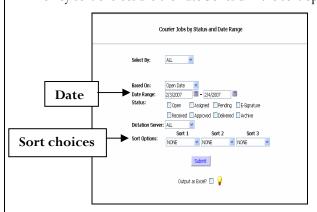


Let's run a report that will list each dictation that you sent to RTC yesterday. Dictations are received either through telephone dictation or from upload of digital voice files from your computer. To list the jobs so that you can determine the status of yesterday's dictation, click on the Reports icon that is on the bar down the left side of the window.

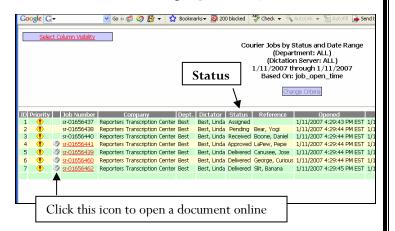
The "workhorse" report that can be used for performing almost any search you need is the fourth report listed, the "List jobs (by Status and Date Range)." Using this report, you have the flexibility of selecting multiple sort options in order to narrow down, or expand, your search.



The key sort choices are the date boxes and the sort option boxes.



Enter yesterday's date in each of the date range boxes. This will limit the list to just the voice files you uploaded yesterday. In the Sort 1 box, select "Status." This will group the jobs by workflow status.



Status definitions are as follows: Open = dictated and available to a typist; Assigned = with a typist; Pending = waiting for editing; Received = with an editor; Approved = document ready for download; and Delivered = downloaded by customer. Jobs not showing as Approved or Delivered are still in process. Checking the status of jobs will keep you "in the know" as to where your dictation/transcription is in the production process.

Bloopers: No kidding, these were dictated!

"The patient has a food allergy to cats."

"The patient has a past history of committing suicide and presents again with depression."

"She slipped on the ice and apparently her legs went in separate directions in early December."

"Diagnosis: Nonspecific symptomatology of unknown etiology."