

# REPORTERS TRANSCRIPTION CENTER

*“Put your words in our hands.”*

## TRANSCRIPTION “*KNOW HOW*”

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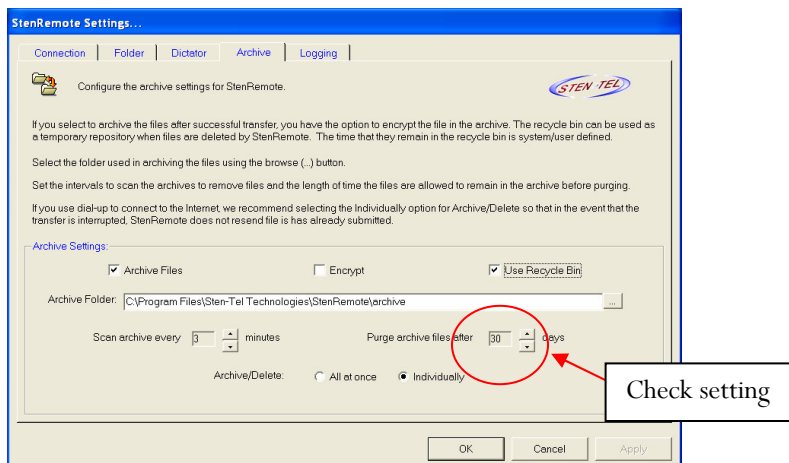
### TRACKING DICTATION

One of the worst things RTC has to tell a customer is, “it appears that we have no dictation for that patient for that date of service.” This situation is disastrous for all involved - for the office staff who has to be the “messenger” to the doctor, for the doctor who has to waste time to re-dictate, for the patient who may be on a followup visit with no previous information available to the doctor, for the billing staff who have no document to code and bill from, and for RTC who may get blamed for “losing” dictation.

The technology used by RTC has many, many checks and balances in place for both you and us to use to ensure that we receive all dictation you intended to send us and that you receive back all reports for the dictation we received. RTC believes that we are partners with each customer share with you the responsibility for tracking dictation and transcription. You have all the tools you need to determine that you did, in fact, send us the correct number of voice files (if using a digital recorder). You can also manage the return transcribed documents as we discussed last month.

If your providers are using the telephone to call in their dictation, RTC urges the provider to jot down the job number spoken at the end of the dictation. This job number serves as a “receipt” and can be used to find the transcribed document more quickly. Some providers mark a “D” or make an “X” on the chart to note that a report was dictated, but the job number is a much better indicator as sometimes the provider is interrupted and may think the dictation was done, but it was not. So, for telephone dictation, encourage the provider to jot down the job number.

For digital recorder uploads, the upload utility, StenRemote, or StenTransfer, keeps track of the number of files uploaded. It also archives the uploaded voice files on your computer for a specified period of time that you can set. To determine your current archive settings, start StenRemote or StenTransfer. Pull down the Tools menu and select Settings. Click on the Archive tab.



### Help Desk

**1-888-813-9498**

Please call this number for all calls to Reporters Transcription Center

*Recently, RTC asked Dun & Bradstreet, one of the leading providers of business information, to conduct a Supplier Performance Review. This open rating process matched us against other dictation transcription vendors in 10 categories, including reliability, quality, business relations and customer support. I am very gratified to report that RTC achieved an overall score of 92 out of 100. Our highest scores were in reliability and business relations with customer support and responsiveness also ranked very highly. RTC's primary objective is to provide excellent service support and the results of the D&B survey indicate that we're on the right track. Please do contact me at the Help Desk if we are not providing you with the service and support you expect.*

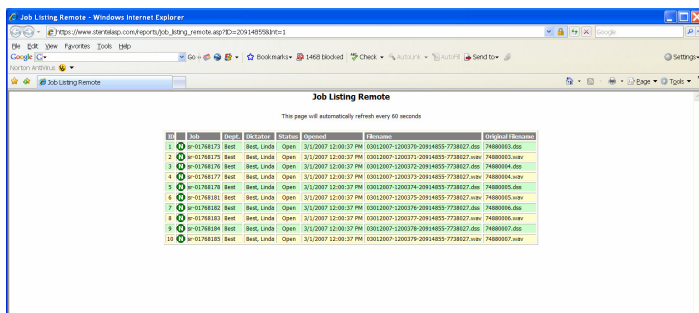
*Linda Best*

# Tracking Dictation - continued

On the Archive tab, RTC recommends that you archive voice files for a minimum of 30 days. Please check your setting to ensure that the box next to Purge archive files after is set to at least 30 days. The other important settings should show a checkmark in the boxes for Archive Files and Use Recycle Bin and a bullet in Archive/Delete Individually.

These settings will protect your voice files in the unlikely event that a voice file was not transmitted to or received by RTC. The upload utility also logs all activity and RTC staff can use your log file to trace voice files if you believe we have not received all your dictation. However, this protective measure works for only the duration set in the Purge archive files after box. Do check this setting to ensure that the voice files are being archived for at least 30 days.

One other step you can take to monitor the receipt of uploaded voice files is to check on our technology web page to view a listing of received voice files. You can make this connection directly via StenRemote or StenTransfer. After you upload voice files, wait a few minutes for the voice files to be transmitted and logged into our file management server. Then, from StenRemote or StenTransfer pull down the Tools menu and select Job Listing (StenRemote) or Recent Job Listing (Sten Transfer). Select the provider you wish to check on. This connects you to the <https://www.stentelasp.com> webpage. A listing will appear showing the voice files received by RTC. You can reconcile the number of jobs listed with the number of voice files sent.



ID	Job Title	Status	Created	Updated	Expires	Original Username
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	
01-02-786121	BAWL Linda	Open	3/1/2007 12:00:37 PM	03012007-120037P-2014485-7738027.htm	7488005.066	

Taking a minute or two to go through this added step will assist you in verifying that all voice files you sent were actually received. At any time, if this reconciliation process demonstrates fewer files in the job list than the number you thought you sent, please call the Help Desk. We will be able to check your archive and log file to troubleshoot any problems.

Last month's newsletter featured an article on tracking transcribed documents. If you would like a copy of that newsletter call the Help Desk and we will send you a copy.

# Improving Communication

One of the items on our list of things to accomplish this year is to establish better communication processes with our customers. We will be sending you a customer satisfaction survey to complete in the near future. Your feedback is very important to us so we want to know what you think about our technology, systems, processes and service. So, be watching for our survey.

A mechanism that we would like to use to facilitate improved communication is e-mail. We would like to develop a database of our customer e-mail addresses so that we can alert you to any issues that might be occurring with our technology and to send you information that you need to know about RTC.

RTC asks that you send us an e-mail with your contact information so that we can add you to our database of e-mail addresses. We will certainly protect your information and will never use your e-mail address for any other purpose other than communicating directly with you about issues related to RTC.

Please send us an e-mail message containing your contact information to [linda@rtctranscription.com](mailto:linda@rtctranscription.com).

Thank you!

# Bloopers: Dictation or transcription???

She self-extricated herself from the vehicle by herself.

His family is accepting of the fact that he has difficulties with academics such as not passing.

This 5-year-old child was evaluated for head lights last month.

The patient was seen about four weeks ago by a physician with a urethral drip.

She had difficulty completing simple calculations. For example, when I asked her what 3 times 3 plus 1 equals, she said 'ten.'



Happy St. Patrick's Day!!