

# REPORTERS TRANSCRIPTION CENTER

*"Put your words in our hands."*

## TRANSCRIPTION "KNOW HOW"

VOLUME 1 ISSUE 5

MAY 2007

### IMPROVING DOCUMENT ACCURACY

Reporters Transcription Center would like nothing better than to provide you with an accurate, fully complete document that you can print and enter into the patient's record without having to make any corrections or changes. This certainly would make you happy, as well. In a busy medical practice, the last thing you have time for is editing documents. So, we have the same goal -- perfect transcription. Many things influence the accuracy of a transcribed document. The two most significant influences are the skill of the transcriptionist and the quality of the voice file. In this issue of our newsletter, I want to focus on ways to improve the quality of the voice file.

Our transcriptionists, no matter how skilled they are, will not be able to produce an accurate transcript if they can not adequately hear or understand the dictation. You may wonder why documents you download contain blanks or words in bold. Our transcriptionists leave a blank (denoted by an underline, \_\_\_\_\_) when they are unable to clearly hear a name, word or phrase that was dictated in the voice file. A word or name in bold is an indication of what the transcriptionist thinks she hears. Some of our customers ask us to type **s/l** (indicating sounds like) prior to what we think we hear. RTC sends all jobs containing blanks or highlights to at least one, and usually two, levels of advanced editing. We don't like to return documents containing blanks, so if you are seeing blanks or highlights, it's because we simply are not able to understand the dictation.

So why can't we understand the dictation? There are many reasons, but the two most common reasons are noises that occur surrounding the person dictating and poorly enunciated or rapidly spoken dictation. You'd be amazed at the number of times a person dictating yawns and continues to talk while yawning! There's no way we can understand the words spoken during a yawn. And, nursing unit ringing phones, alarm buzzers, blasting intercoms, banging cupboard doors, squeaking swivel chairs and all kinds of laughter, conversations and noises going on around the person dictating make it very challenging to hear the dictation. Why is it that people like to sit right next to the unit call bell system that dings, and dings, and dings endlessly during dictation? So, surrounding noise is definitely a deterrent to production of an accurate document.

As mentioned, the second cause for blanks/highlights is the dictation itself. Many of our clinicians like to take one big breath and try to get through the physical exam before they need to take another breath. This means that they set rapid speaking records, which is great for saving time during dictation, but is very bad for accurate documents. Others become tired during dictation and so their voice volume drops off and by three-quarters of the way through the report are barely whispering. If you are seeing blanks in your documents, it would be helpful if you listened to the voice file, more importantly, have the dictator listen, in order to determine if speaking patterns are causing inaudible dictation.

Better dictation will result in more accurate transcription - that goal that we both want. Here are some tips for improving dictation:

1. Hold the phone/digital recorder normally and avoid having the mouthpiece/recorder too close to your mouth.
2. Identify yourself by name and the type of report you are dictating.
3. Set a good speaking pace. The key to pacing is a proper rhythm, not too fast or too slow, with clear enunciation and phrasing. Do not speed through dictation that is repetitive to you, like a physical examination.
4. If you use an unusual word, or a word that sounds the same as another, spell it out.
5. Clearly speak and spell any unique terminology related to your environment, especially acronyms, abbreviations and drug names.
6. Spell out patient first and last name, even those that appear very common, especially if there could be different spellings (Allen, Alan, Allan).
7. Spell out any and all place names and referring doctor names, even those that are very common to you.
8. Please dictate punctuation if you have particular preferences.
9. Indicate start of new paragraphs or sections.
10. Indicate end of dictation. Particularly when you are dictating more than one document, it is important to specify the end of each piece.
11. Please refrain from eating, drinking, chewing gum or having anything in your mouth while dictating.

(continued)

## Improving Dictation Quality - continued

12. If you yawn, stop talking until it is over.
13. Be aware of background noise that can be distracting and interfere with the transcriptionist's ability to hear you, especially other people laughing and talking.
14. To make additions/deletions, simply direct the transcriptionist to make a change to an earlier dictated sentence or section. We will follow your directions.
15. If you wish special formatting, simply describe how you would like it to look and we will try to follow your directions.

Please share these tips with your doctors or other dictating clinicians. Also, we want your feedback. If we keep typing a word incorrectly, for example, call the Help Desk to report the error and tell us the correct word. If you are not satisfied with your documents, please do let us know. We can't fix what we don't know about. And improving the quality of the dictation will directly and immediately improve the quality of the transcription.



### Help Desk

**1-888-813-9498**

Please call this number for all calls to  
Reporters Transcription Center

This is our fifth issue of the newsletter. I know that some of you are reading it because I have received a few comments from you when I talk with you on the phone. On the other hand, I did not receive any emails when, in our March issue, I asked for you to send me an email so that I could use email more effectively for communicating information. I would still like to receive your email address. I promise to only use it for communicating information related to your transcription.

I would be very interested in receiving your suggestions for topics for the newsletter. If you would like tips on accessing documents and/or voice files on the ASP web page or would like to improve your skills in working in MS Word, please let me know. You can call me via the Help Desk or email me at [linda@rtctranscription.com](mailto:linda@rtctranscription.com).

As always, thanks very much for allowing RTC to serve your dictation/transcription needs. We want you to be satisfied with our transcription and the service you receive. Never hesitate to call me if there is something that we can improve on.

*Linda Best*

## Bloopers: Dictation or transcription???

Reflexes in the upper extremities are normal and symmetrical. Lower extremities show an absent right ankle compared to the left.

She reports some hearing loss, with difficulty hearing her husband.

The patient cannot touch her shoulder blade with her right shoulder.

She will now be living with father and step-mother...

She has actually not felt well since her daughter was born three years ago.

The patient reports a fatal reaction to IODINE in the past.

She was the belted driver in the back seat.

"Life moves pretty fast. If you don't **stop and look** once in a while, you could miss it."

Matthew Broderick (1962 - )  
as Ferris Bueller in Ferris Bueller's Day Off (1986)