

REPORTERS TRANSCRIPTION CENTER

"Put your words in our hands."

TRANSCRIPTION "KNOW HOW"

VOLUME 1 ISSUE 6

JUNE 2007

LOOK FOR OUR NEWSLETTERS ON THE WEB!

We have published a monthly newsletter since the beginning of 2007. Our current delivery of the newsletter is via the monthly invoice that RTC mails to you. We know that often the invoice is delivered to a Billing or Accounts Payable department. The everyday 'doers' of the dictation upload and/or document download may not ever see the newsletter if it is not forwarded to them by the recipient of the invoice.

Well, we hope that we can make it easier for more people to read our newsletter. Each month, we will post the newsletter to our web page, www.rtctranscription.com. To find the newsletters (and other material that can be downloaded), click on the Downloads button. On the Downloads web page, you will find RTC Newsletters. There is a listing of the primary information you will find in each newsletter.

In order to enhance your knowledge about how to effectively use RTC's dictation/transcription tools and utilities, the newsletter features one primary informative guide each month. RTC receives many, many phone calls each day from customers who need information about their dictation or transcription. Naturally, the RTC Help Desk is most happy to assist any customer in acquiring information. However, in most instances, the customer is easily able to acquire that information from our Application Service Provider (ASP - the web technology RTC uses for dictation/transcription management) web page, www.stentelasp.com. The newsletter is designed to empower you with knowledge so that you can download another copy of a "missing" document, find out if your dictation uploaded successfully, listen to dictation to figure out a blank, etc. By making the newsletters available on our web page, we hope to compile a library of Transcription "Know How" tools that you can readily access, read, download and/or print.

So, take a look. You'll find our newsletters on the Downloads page at www.rtctranscription.com. And also, in each issue you'll find our most popular segment . . . Bloopers. If you'd like a copy of the newsletter emailed to you each month, send your email address with a request for the monthly newsletter to linda@rtctranscription.com.



Help Desk

1-888-813-9498

Please call this number for all calls to
Reporters Transcription Center

WELCOME NEW CUSTOMER

Starting June 1, RTC welcomes the state of Maine's Department of Health and Human Services, Disability Determination Services. In a competitive bidding process, RTC was one of 80 transcription companies to submit a response to Maine's Request for Proposal. RTC was awarded the contract based upon its overall scoring in the areas of cost, experience, customer service and technical expertise. RTC will be transcribing consultative examinations from authorized clinicians for applicants of Social Security Disability Benefits.

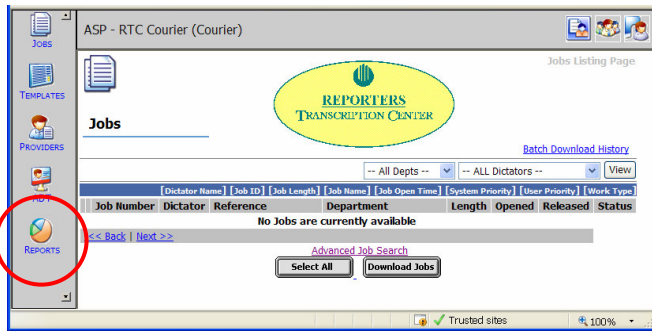
One of the unique features of working with the Maine DHHS/DSS is that RTC will be one of the first companies to utilize the Social Security Administration's (SSA) Internet-based Electronic Records Express (ERE) for transcription delivery. ERE is an initiative by SSA and state Disability Determination Services (DDS) to offer electronic options for submitting health and school records related to disability claims. Having the ability to exchange information electronically ultimately benefits the patient because claims are processed much faster.

We welcome our colleagues from Maine DHHS and the over 300 new users of our dictation/transcription services.

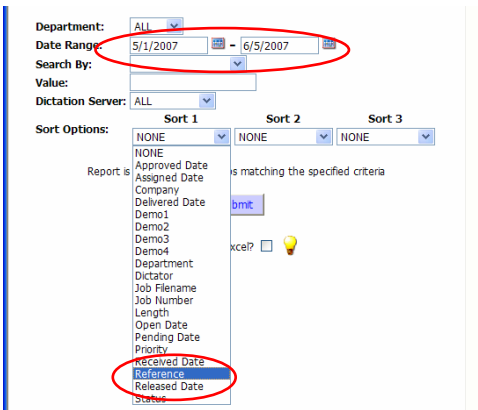
LISTENING TO VOICE FILES

Regardless of how dictation is received, either via telephone or upload of digital voice files, you always have the ability to listen to a dictation from the www.stentelasp.com web page. Although you may initially find this process a bit cumbersome, it does provide you with listen access to all dictation we have received. Here's how.

Log on to the www.stentelasp.com web page using your courier user ID and password (call the Help Desk if you need to know what these are). There are several ways to find jobs, but if you have already downloaded jobs and wish to find one to listen to, click the Reports icon.



Now select Job Delivery Report. This then allows you to enter a date range and other sort options. Enter the date range within a couple of days of the date of dictation. If you'd like the list sorted by patient name, pull down the Sort 1 box and select Reference.



By running this report you will get an alphabetized listing by patient name of documents that you downloaded in the date range specified. Scan down through the list until you see the job you wish to listen to.

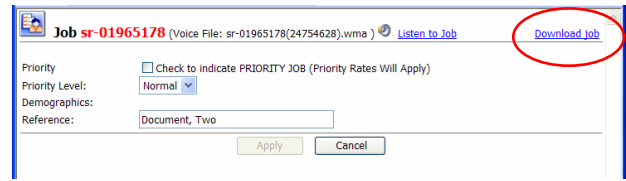
Jobs Delivered
(Department: ALL)
(Search By:)
(Dictation Server: ALL)
5/1/2007 through 6/5/2007

Change Criteria

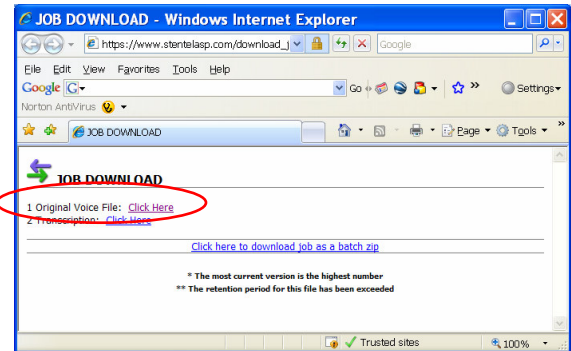
Submit Select All Reset

ID	Redownload	Priority	Job Number	Company	Dept.	Dictator	Reference	Opened
1	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965172	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Document, One	5/21/2007 10:28:11 AM
2	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965173	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Document, One	5/21/2007 10:28:15 AM
3	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965178	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Document, Two	5/21/2007 10:28:13 AM
4	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965182	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Document, One	5/9/2007 12:06:28 PM E
5	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965103	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Fourth Test	5/9/2007 12:06:39 PM E
6	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965103	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Second Test	5/9/2007 12:06:29 PM E
7	<input type="checkbox"/>	<input checked="" type="radio"/>	#01965104	Reporters Transcription Center	Kinne	Kinne, Scott (d)	Third Test	5/9/2007 12:06:29 PM E

Click on the job number. When the next window opens, look for the link in the upper right



Then to play the voice file, click on the 'Click Here' link next to Original Voice File. This will load up a Windows Media Player or DSS player and you can then hear the voice file.



If this process does not start a player, please call the Help Desk and ask for assistance. You may need to acquire player software. Of course, this process does assume that you have a sound card in your computer and that you have either speakers, a headset or earphones connected to your computer. If you ever need to hear a dictation in order to fill in a blank in the document, this is one way to access the dictation. Give it a try . . . and anytime you need assistance with any dictation/transcription concern, please call the Help Desk.

Bloopers: Dictation or transcription???

The patient has a brother and sister who are normal.

I recommended to mother that she get an over-the-counter ear removal preparation.

Healthy appearing child with upset mom.

She was the diver of a car going approximately 25 MPH.

He has been monitoring his blood pressure. Does not drink. Does not use much soap.

The baby was delivered, the cord clamped and cut and handed to the pediatrician, who breathed and cried immediately.

She stated that she had been constipated for most of her life until 1989 when she got a divorce.

I saw your patient today, who is still under our car for physical therapy.