

REPORTERS TRANSCRIPTION CENTER

"Put your words in our hands."

TRANSCRIPTION "KNOW HOW"

VOLUME 1 ISSUE 7

JULY 2007

RTC ATTENDS NYHIMA ANNUAL CONFERENCE

RTC participated in the New York Health Information Management Association's annual conference June 10-13 in Rochester, NY. The conference theme was "We hold the Future - Today!" Over 300 health information management professionals attended the 3-day conference, held at the Hyatt Regency Hotel and Riverside Convention Center in Rochester.

The conference assembled over thirty-two hours of educational opportunities and forty-five highly regarded state and nationally renowned speakers. Presentation subjects covered issues such as ICD-10 coding implementation, the role of severity adjusted data in pay-for-performance reimbursement, creating a positive office culture, considerations in evaluating, selecting and implementing an EMR and keeping pace with Medicare APCs.

RTC was one of over 50 exhibitors. In addition to presenting our transcription services, RTC partnered with Tyrrell Software, LLC (www.tyrrellsw.com) to showcase a new transcription quality management product called TQAudit. RTC has worked with Tyrrell Software over the past year in developing this excellent software product that automates the capture and analysis of weighted error types and categories and calculates a quality score for each document. TQAudit efficiently and effectively measures the accuracy of transcription and identifies staff performance while at the same time identifying issues for training. It is a very robust software tool that has an extensive report capability that enables transcription managers to really get a good handle on quality.

Additionally, RTC provides a quality analysis service to evaluate transcription quality for those who are outsourcing transcription and need to verify that the vendor is achieving quality levels as contractually obligated.

It was great seeing all our New York customers who attended the NYHIMA conference. Thanks for stopping by our booth. We hope to see more of you at statewide AHIMA conferences in the eight other states in which we have customers.



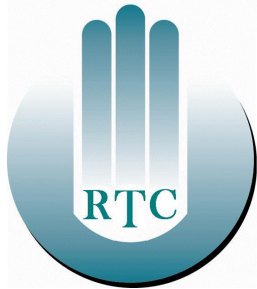
Linda Best and Scott Kinne at the NYHIMA Conference in June.

(Now, all of you who hear Linda's voice when calling the Help Desk can see what she looks like!)

Find Help On Our Web Page

One tool we are using to provide you with information about our file management system is through this monthly newsletter. Each month we endeavor to highlight a tip or aspect that will give you added knowledge and build your skills in finding and accessing your documents via the www.stentelasp.com web page.

In addition to the newsletter, another vehicle for accessing information and gaining knowledge about your transcription is via RTC's web page. We told you last month that the newsletter will be posted on our web page, www.rtctranscription.com. In addition to the newsletter, we have a section on our Downloads page labeled **Available Manuals and Instructions**. We are building a library of information that you can access, download and/or print. Check out this information section on our web page. We'll be adding to the library on a regular basis.



Help Desk

1-888-813-9498

Please call this number for all calls to
Reporters Transcription Center

Don't forget to fax to 267-295-2049 your patient lists to RTC on a daily or, if you are a long term care facility, on a weekly basis. Without a current patient list in hand, RTC transcriptionists have to guess at patient or resident name spelling and the date of service. If we get this information wrong, then you have to spend your valuable time correcting our errors. We prefer to save you that time. Take a few seconds each day to fax us your patient schedule.

MS Word Tip - Headers

Your transcribed documents may contain information typed in a document header or footer. Headers and footers are areas in the top and bottom **margins** of each page in a document. Headers may contain your office letterhead. Second page headers may contain patient name, DOB and page number. The information contained in headers or footers appears grayed out and you may think you can not edit this information, but you can. Here's how.

To activate an existing header or footer:

- Place your cursor in the header area and double-click on it, if you are in **Print View**.
- In **Normal View**, choose **Header and Footer** from the **View** menu.

This activates the header or footer area. You can now edit the information. When finished, move your cursor to any area in the body of the document and double click. This re-activates the body of the document and grays out the header/footer area.

A Day at the Office

F J L H A Q S M K I B C T T T
S U C G Q P E G N I O C N V R
R E C O R D P S U D I A E T A
A R N Y I R U O I R K Q I A N
E O E C L R Z N I B D I T L S
F J A D A N G E O N Q W A X C
C L E N O H P E L E T C P D R
Z O C A H C G O D U I M G R I
S E M F U N T F U S D C E A B
Y O A P I S N O Y Y U E V N E
G U N L U G M H R U Q A H G T
U B L Q Y T P P H A R M A C Y
J I R V L Y E S R U N P F L S
B Y K P W C R R G O M Y O A C
Z V V S H D L O P B Z T L T L
P R E S C R I P T I O N L I I
P L Y P X F V P G S L N O P N
W S I H G M M Q I I I C W S I
T D S W X T W O L M E H U O C
E T A T C I D D W P R F P H V

Appointment, Billing, Clinic, Coding, Computer, Dictate, Doctor, Drugs,
Followup, History, Hospital, Insurance, Medical, Nurse, Patient, Pharmacy,
Physical, Prescription, Record, Schedule, Telephone, Transcribe

A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.

~James Dent

Have a safe and happy summer!