

## QUESTIONS TO ASK AN MTSO

While hospitals have many choices when it comes to choosing an MTSO, especially those providing low cost services, it is also important to note that quality might suffer if you do not have the right partner. Here are some questions to ask while choosing to out-source MTSO transcription, which might help you evaluate potential partners:

1. What is the background of the MTSO? Does it have sufficient experience?

Bharathi Mediscribe (BMS) is one of the major players in Bangalore in the Medical Transcription arena. BMS has experience of 9 years plus in the industry of serving satisfied hospitals and clinics.

2. Do they have trained staff on board - are they well versed with medical terminology?

This unit is headed by professional MTs/Editors who are having over 10-13 years of experience in the transcription field.

3. How quick is their turnaround time?

12-24 hour turn-around time. STAT Reports - 4-6 hours

4. What constitutes a line of transcription?

We count a 65-character line where a character is defined as any letter, number or symbol necessary for the final appearance and content of a document, including the space bar.

5. Do they have references and success stories to prove what they promise?

Yes BMS does, testimonials to support that can be provided on request

6. Does the MTSO have a clear process to take care of your needs?

Fully Automated Process to delivery quality oriented product to client.

## Workflow

### **Process 1: Customization**

We customize our process to suit your needs

### **Process 2: Upload & Download procedures**

Dictation from the doctor is stored as digital voice files on the client dictation system. These files are uploaded via the Internet on to our overseas secure FTP space or ASP site. The

### **Process 3: Transcription**

Documents are processed through 3-level check process.

### **Process 4: Report Delivery**

Completed reports are then uploaded back on to the secure and SSL compliant FTP space or ASP Server.

## Process 5: Archival

We have in place a self-reliant, fault tolerant archival and retrieval system for better data/audio management and care. Generally, data files are archived for a period of 12 months.

7. Can they understand that your needs are unique and thereby customize a service for you?

BMS strongly believes in working closely with all its clients using their present system and software and also customize its process as per the needs of Client.

8. Do they follow HIPAA guidelines?

We have taken extensive measures to meet HIPAA regulations. Our transcriptionists do understand and adhere to the compliance requirements for healthcare industry.

9. Is your data secured? What measures have they taken to ensure the confidentiality of information?

BMS maintains and operates on multiple fail-safe, redundant data centers. This ensures uninterrupted, round-the-clock service coverage for our clients

BMS complies with the HIPAA Security Standards. NDA (Non-Disclosure Agreements) are duly signed by all employees at the time of their appointment with us.

10. Can they be easily reached?

We are available 24 x 7

11. What payment methods are available?

Payments can be made through check, wire transfer. A Billing Invoice for a particular transcription is sent together with your transcriptions. Attached with the billing invoice are the Bank details required for sending in the payment.

**12. What if I want to test your services?**

We are happy to provide all start up clients a no charge test window to confirm the quality of our deliverables.

These questions can put to rest, worries you might be having while choosing an MTSO, especially if you are out-sourcing medical transcription for the first time. However, these also bring to light important facts about prospective MTSOs, which you might have missed, even if you have out-sourced before.

## New Account Requirements

1. A list of hospital physicians.
2. A separate list of referring physicians and their addresses.
3. A list of frequently referred hospitals, nursing homes, rehabilitation centers, etc., in the locality of the client hospital.
4. Templates, if any, to be used for a particular account.
5. Samples of previously dictated reports of all doctors.
6. Patient demographics, if available.

7. A contact (QA) person's E-mail or chat ID for clarifications in case of doubts that might occasionally arise in QA matters.
8. Regular feedback if any.

#### Types of Reports Transcribed / Confidentiality (HIPAA requirements)

Following are the different types of transcriptions we provide. Further, we also will make the necessary adjustments to your systems to interface with our technology and make sure you comply with **HIPAA requirements**.

- History and Physical Reports (H&P)
- Consultation Report
- Operative Report
- Discharge Summary
- Medical Imaging Report
- Pathology Report
- Radiology Report
- Electroencephalogram (EEG)
- Electrocardiogram (EKG or ECG)
- Autopsy Report
- Labor & Delivery Notes
- Death Summary
- Rehabilitation Notes
- Emergency Room Notes
- Psychological Report
- Social Services Report
- STAT Reports
- Any other reports