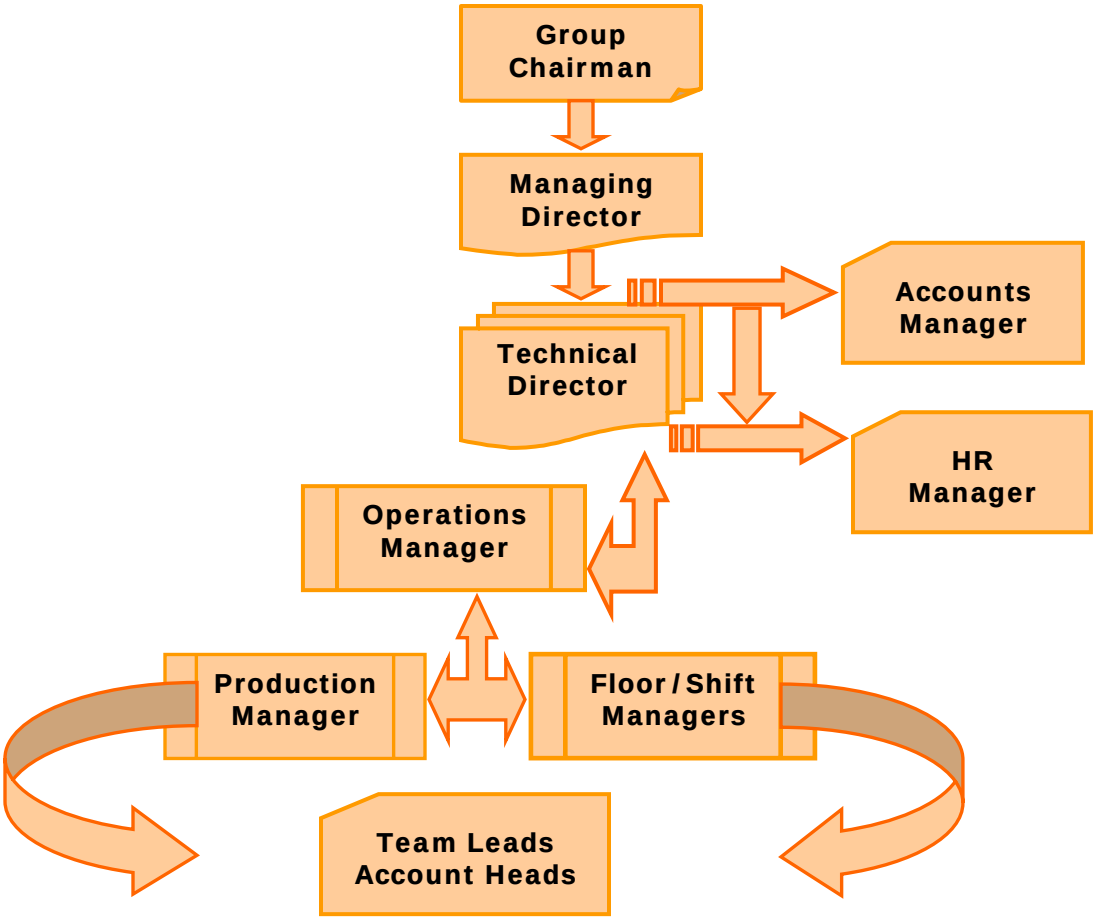
Scale New Heights

PROCESS & INFRASTRUCTURE ASSESSMENT

I.	Name Of the Company:	Bharathi Mediscribe Pvt. Ltd.
Ia.	Business Address:	#135, I Floor, VII Main, IV Block, Jayanagar, Bangalore 560 011
Ib.	Business Telephone: E-Mail:	91-80-41307506/22449121 sales@bharathimediscribe.com sanjay@bharathimediscribe.com
II.	Experience in the Industry:	10+ years. Year of Inception: March 2000
III.	Organization Structure-Business & Process Management	



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IV.	Educational & professional criteria for Editors, Proofreaders & MTs.	1. Graduates-Science/Literature graduates preferred 2. Entry level age – 20 years 3. Excellent hearing & communication skills 4. Computer literate 5. Well Trained, with a minimum of 2+ years experience as a medical report transcriber 6. 2+ year of hardcore transcribing experience in the industry.
Va.	Employees under the following headings, working in the company	1. 24 & Above months: Experienced MTs: 35 Experienced Editors: 10 Experienced Proof Readers 5 2. 36 & Above months: Experienced MTs: 25 Experienced Editors: 8 Experienced Proof Readers: 2
Vb.	1. Average No. of lines/MT/shift: 2. Average No. of lines/Editor/ Shift:	1. 700-800 Lines 2. 1600-1800 Lines
Vc.	Quality Control & Management	1. This is a dedicated group of Quality Analysts. They report directly to the Director-Technical. 2. This group is responsible to device, implement, and supervise all quality initiatives in the production process. 3. The group functions to continuously monitor the defects, if any, in the production process, the tools that aid the process, keeps an eye on the changing methodologies and practices relevant to the industry and suggests remedies and innovations to make the entire production process precise and redundant, thereby driving the entire group to achieve the set quality deliverables consistently. 4. Individually, the group is also responsible to train, update, and equip the workforce in the process chain, be it the MTs, the editors, the report readers, etc., albeit in terms of methodologies and best practices 5. The group handholds and implements all of the end-clients technical requisites. 6. A subgroup within this bigger group doubles up as a watchdog, doing technical audits to verify the strength and weakness of all implementations in the process link.

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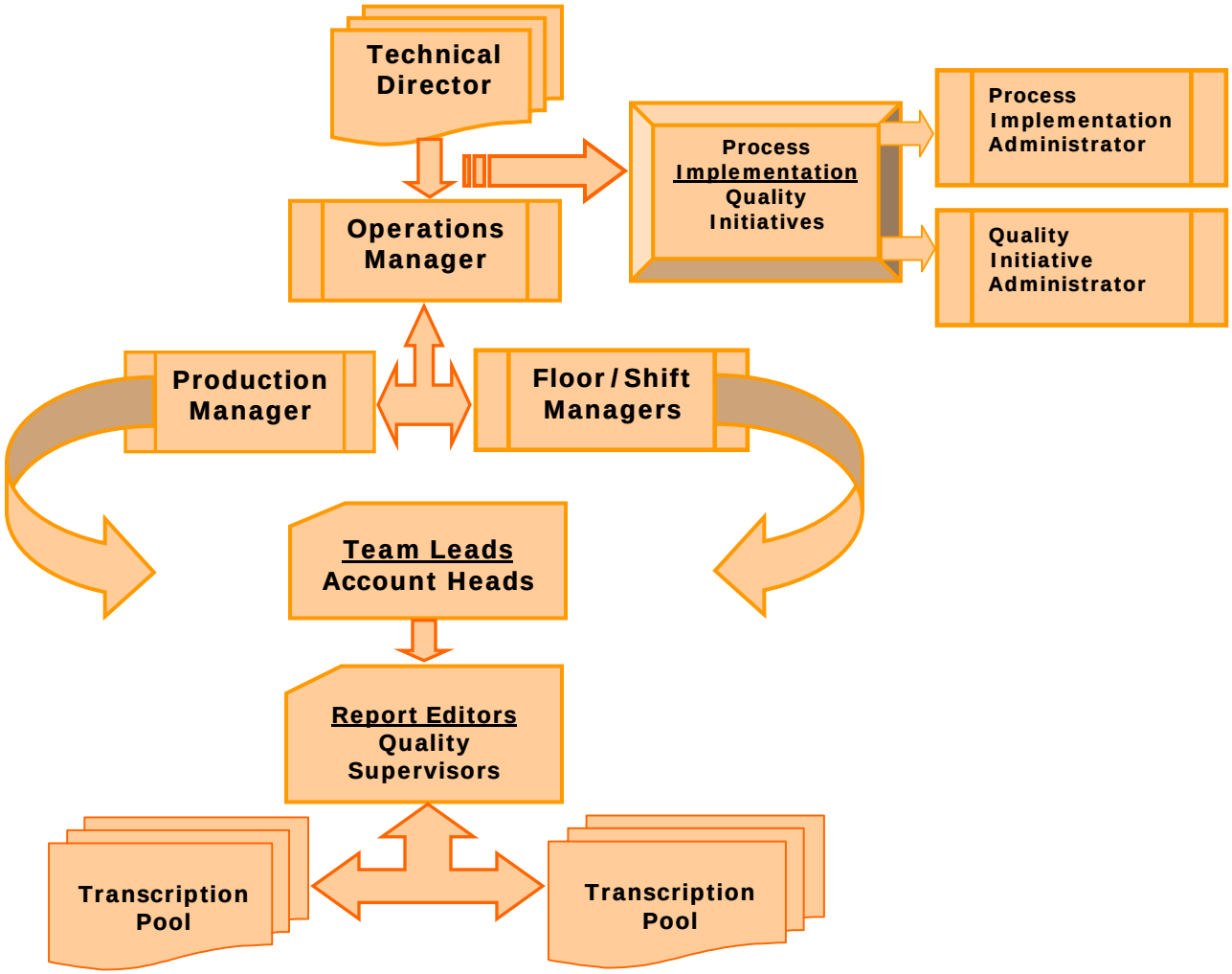
VI.	1. Organization-Process Management



VI.	2. Turn around time	16/18/24/36 hours
VI.	3. Willing to commit for contractual TAT	Yes
VI.	4. Specific audio formats in which dictated information is handled	We handle VOX, WAV, .DSS, .SRI, MSV, DVF, WMA, MP3, etc., to name a few
VI.	5. Quality Management Review-Process and Quality Policy	

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How do we ensure Quality?

To be consistent, it is essential to monitor the quality of the work produced by the transcriptionists at each and every level. It is a prerequisite that only the error-free documents reach the client.

Quality Initiative At Various Stages Of The Production Process

QUALITY-LEVEL 1: (Transcriptionist)

Listen to and transcribe the contents of dictations
Pick and implement all client specific templates and formats
Proofread the transcripts and document the drugs prescribed and their dosages
Confirm and document the consulting reference
Read through the report with the voice off-line
Spell & grammar check

QUALITY-LEVEL 2: (Report Editor)

Proofread the report, 100%, with the dictation on
Check and confirm client specifics templates and formats
Read through the reports for its logic.
Check and confirm the drug and its dosages
Spell & grammar check

QUALITY-LEVEL 3: (Language Editor)

English and grammar audit of randomly picked reports for report logic, sentence formation, punctuations and client specific language usages.
Confirm client specific abbreviated usages.

QUALITY-LEVEL 4: (Quality Analyst/Supervisor)

Technical audit of randomly picked reports with the dictation on-line
Confirm client specifics.
Fill-up the blanks and highlights, if any, in all reports marked for final edit & upload.
Read through randomly picked report for its logic and confirm the drug and dosage prescribed.

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What do we do to ensure Quality initiative is an ongoing process here at Bharathi?

Procedure to monitor quality deliverables to client

Post quality audits are conducted every day, every shift, and across all work pools by the Team Leads to monitor quality of all the deliverables. Apart from monitoring the quality of the deliverables, the audited reports are also used as a feedback mechanism across the various levels of the transcription process to check and correct the flaws, if any.

Skill Level of Production Staff

The monitoring of the skill levels in terms of productivity and quality is done on a regular basis. Performance monitoring is done on a daily, weekly, and monthly basis. Productivity and quality reports are generated to study the productivity in terms of actual lines produced and quality parameters. The reports are prepared for different log-in functions-MT, QA, and SUP and this forms the basis for daily mentoring and assigning of targets by the TLs and the subsequent monthly performance monitoring by the managers.

All MTs, and QAs are provided with feedback on the jobs done by our automated file comparison tool. Repetitive errors thereby gets reduced by a considerable margin because of this effective feedback mechanism, i.e., blanks, physician names, proper nouns, medical terminology, English words, can be looked up and further errors can be checked.

We do it with a difference

It is easy to make promises, but there are only a few that actually keep them, keep them in a way that is measurable in black and white, our commitment to quality dictates that we be able to do this. For this purpose, regular pre and post Quality Audits are undertaken for large volume clients and reports are provided, which elaborates on the measured quality over a period of time.

Continuous mentoring, updates, and monitoring are a habitual part of our daily work-through and we continue to invest a fair deal in training and technology upgrades on an ongoing basis.

All our deliverables, i.e., each and every transcript completed by our transcriptionists strictly does go through all the phases of quality initiatives before they are delivered to the end client, this ensures our committed quality deliverables.

We have imbibed in all our staff a commitment to use extensively lexicons, dictionaries, directories, and other lists and references built-up in-house over these many years.

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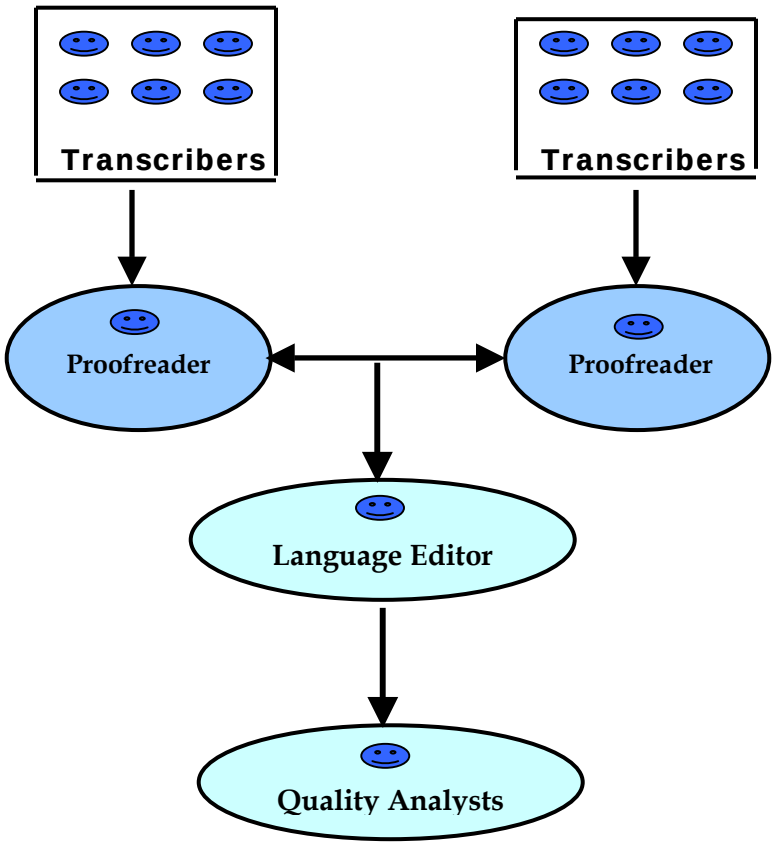
QUALITY CONTROL PROCESS



VII.	1. Current Clients & Type of Clients	10 Clients Clinics, Family Practices, Hospitals
	2. Standards we follow for accuracy, and quality control for the existing client	Quality initiatives explained above

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	3. Procedure followed with regards to client specifics -Formats Templates	• Before any client goes live, the relevant account head develops a client specifics manual/checklist based on the client's implementation request, this includes, the dos and don'ts, templates/formats, normals, etc. Thorough assessment is made and the process fine-tuned with the group heads and the implementation group responsible for process automation, the clients specifics are then loaded in to the process tool. • Client Specifics predefined are preloaded in to our process tool (Job Manager) is available to the MTs for pickup, this leads to accurate and meticulous transcription output • It is an automated process wherein templates are automatically picked up by the MTs through Job Manager. So the wrong usage of the templates/formats/clients specifics are almost nil • Further, if an MT has committed a mistake in terms of format/template, then the feedback is shared with the specific MT as well as with the rest of the team to ensure that the same mistake does not get repeated ever again.
	4. Transfer of voice file from the client to our organization	Secure 128/256 bit SSL Access through FTP/ASP servers
	5. Technology route for the voice files to the MTs/QAs/SUPs	After the voice files are downloaded into our servers, the routing of the voice files to the MTs is an automated process thorough the Job Manager. There is no manual intervention throughout the entire process.
	6. Assign cases (is it specific or routed to next available MT)	Through the automation tool, Job Manager, Accounts (clients) are assigned to a group of MTs. So, within a pool of MTs, jobs get picked on first-cum-first serve basis. The automation tool can also prioritize any particular job(s).

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	7. Disaster/recovery strategies	Redundant • Ready to Plug-in Facility • Network Server • Database Server & tools • Data archive and retrieval tools • Broadband Internet Connectivity
	8. Database tools used	Our Database is implemented on MS Access/SQL
VIII.	1. Do we have a network downtown	We have a certified LAN. We are happy to add that we have never had a situation when the network was down during the transcription process.
	2. How do we ensure network security	We have adequate network security implementations that • Discourage unauthorized user/ device/equipment access. • Multiple secure levels of access/authorization/restrictions for different network users/groups. • Activity-log monitoring across all process activities
IX.	How do we access the clients' dictations	Secure 128 bit SSL Access through FTP/ASP servers
X.	Workstations, nodes, brand, make	Servers/Workstations are based on Intel Pentium IV Brand: HP, Compaq & IBM
XI.	Types of software used for transcription List of reference materials	MS Word/Word Perfect List of reference material attached
XII.	1. Protocols for handling patients' confidentiality with respect to	

The purpose of having such a policy is to ensure confidentiality of Medical records.

A series of steps are taken to ensure that confidentiality of medical records is preserved.

a. TRAINING

All employees are made to sign the confidentiality agreements, and they are educated and made responsible to treat all patient information, client information, etc., as strictly confidential and nonnegotiable.

Any information imparted to the employees, in the course of their employment with us, related to patient information, client information, the production process, the methods and procedures in production process, including the software used are sworn in writing to be kept strictly confidential.

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b. SECURE PROCESS

MAGNETIC STORAGE MEDIA. Use of magnetic storage media like CDs, floppies, magnetic tapes, etc. is limited to only authorized personnel and only by the by IS Dept. The transcription stations do not have floppy drives or CD drives.

OLD FILES ARE DESTROYED UNDER APPROPRIATE SUPERVISION: All out effort is made in this regard. Old transcripts, old worksheets, old client manuals, etc., that are not current or inactive are destroyed under appropriate supervision.

c. SECURE REPOSITORY

Relevant Data is routinely backed-up on relevant media by authorized personnel only and is put under lock and key for future use, if need be.

XIII.	1. Type of communication link & bandwidth available with you	Link-DSL Broadband x4 Bandwidth-1 MBPS x 2 - 2 MBPS x 2

T-Script The Automated Transcription Process Manager

Automated routing & retrieval of jobs in the transcription process, both onsite and offsite.

The process manager facilitates:

- Download and routing of all incoming dictations for the day to the transcription pool for pickup and process thereon, based on a predefined set of parameters.
- It generates a production control sheet for monitoring and control of the job flow.
- When the dictations are picked up for transcription, it organizes and facilitates pickup of the right transcribing templates based on accounts/doctors, facilitates pickup of the most commonly used phrases specific to accounts/dictators, retrieves client specific instructions from the client database.
- Retrieves the deliverable transcripts for upload back to the clients.

Current Experience

Medical Transcribes

- Endocrinology
- Cardiology
- Obstetrics and Gynecology
- Orthopedics
- Pain Management
- Internal Medicine
- Dermatology
- Immunology
- Pediatric Neurology
- Neurology
- Urology
- Ophthalmology
- Psychiatry
- Infectious diseases
- Radiology
- Hematology Oncology

Reference Material

S/N	Reference
1	Orthopaedic & Rehab Words
2	Stedman's radiology & Oncology words
3	Stedman's Concise Medical Dictionary
4	Psychiatry/Neurology/neurosurgery words
5	OB-GYN words
6	10,000 Names for your baby
7	Dorland's Illustrate Medical dictionary
8	Merriam webster's collegiate thesaurus
9	Merriam webster's collegiate Dictionary
10	Sydney Street Directory
11	Stedman's Oncology words
12	Professional Active Server
13	Stedman's ophthalmology words
14	Stedman's GI &GU words
15	Stedman's Plastic surgery /ENT Dentistry words
16	Pharmaceutical word book 2001
17	Stedman's Dermatology & Immunology words
18	Abbreviations, Acronyms & Symbols
19	Stedman's Radiology words
20	Pharmaceutical word book 2000
21	Stedman's Alternative medicine words
22	Stedman's Cardiology & Pulmonary words
23	Stedman's Pathology & Lab Medicine words
24	The surgical word book
25	Quick Look DRUG book
26	American Drug Index
27	Medical abbreviations, eponyms
28	Stedman's Surgery words
29	Medical & Surgical Equipment words
30	North American Road Atlas
31	Business Solutions
32	Baby Name Book (New)
33	MIMS
34	Current Procedural Terminology CPT 2005
35	ICD-9-CM For Physicians-Volumes 1& 2

OUR BELIEF

“When a firm successfully meets the value expectation of its customers, and delivers the same at a cost that is lower than that of its competitors, all the while maintaining the set quality standards, it automatically begins to maximize it’s own value.**”**