

## TranscriptionStar Medical Transcription Services

### *TRANSCRIPTION FAQs*

After having served more than 100 clients for medical transcription, Transcriptionstar is now armed with a comprehensive list of questions that clients possibly face. Here we present a document that answers the most important ones, in the most concise manner possible.

1. How am I supposed to submit our dictation recordings?
  - A. There are no hassles involved in getting across your dictations to us. We have the provision to accept dictations in a wide range of dictation modes. These are listed as follows:
    - Practices recording dictations using their own dictation devices are given access to a customized browser-based, fully secure ftp account, wherein they can upload their files and get back their transcripts.
    - Practices recording dictations using free dictation devices made available by Transcriptionstar, along with the dictation manager software installed in their systems, can simply plug-in the device to the appropriate port. The files are automatically sent to the respective customer ftp accounts. Moreover, the transcripts are received back automatically too, to a pre-defined location in your system. In short, a fully automated medical transcription solution!
    - Practices preferring to record dictations using toll-free phone dictation, can call in to toll free number: **1-(877)-323-4707**. You will be given a pin number, access code and a phone number where you can get your dictations recorded for free.
    - Practices making use of handwritten notes can fax the reports for transcription, to **909-992-3138**. We will also assist in the migration of your practice from handwritten notes to telephone/digital device based recorder.
2. Explain the transcription process in brief.
  - A. Your dictations that we receive are passed on to a separate group of MTs who have experience in handling that particular specialty of dictation. After transcription, the transcripts are checked thoroughly by a different set of

transcriptionists. Finally the transcripts are again proofread by the chief editor, before we deliver them to your customer ftp account.

3. What kind of security measures are in place for safeguarding the dictations we transfer for transcription?
  - A. Transcriptionstar is a **HIPAA-compliant** medical transcription service. This stands as the best proof of our commitment to securing your patient data. From the time we sign the contract with you, we ensconce your data in a security barricade. The medical dictations are transcribed by in-house teams whose members have been legally bonded from disclosing medical data they have been given access to. Their workstations are all blocked from sending any data outside the office-wide LAN. Moreover, the systems have no portable storage device drives or ports.
  
4. How do I get back my transcripts?
  - A. You will find your finished transcripts in the customer ftp account assigned to you. If you are availing of our automated medical transcription package, using dictation manager software, you will automatically receive the transcripts in your system, in a pre-defined location in your system.
  
5. What are your transcript formatting options?
  - A. We have a large number of formats to choose from. However, we accept requests for customized formatting from our clients.
  
6. Do you entertain request for text insertion using macros during transcription?
  - A. Yes, we do accept macro-driven text insertion for transcription, provided they don't surpass **15%** of the total transcript content.
  
7. Delineate your pricing policy.
  - A. Our prices, as our website claims, are indeed just **40%** of what any local US based medical transcription service provider will charge. It goes down to a mere **33%** compared to in-house transcription services. The charges are calculated according to the units like per line (65 characters), per page or per report. The charges vary for dictation via digital recorder or toll-free device as well as TAT requirements.
  
8. Do you prefer any recording format for uploaded dictation files?
  - A. Transcribing for digital formats like mp3, wav, au etc. is easier compared to other formats. However, we accept medical dictations in any format they come in, be it digital, magnetic tape based like audio cassettes or even handwritten notes. Before transcribing non-digital medical dictation format, our transcriptionists have to convert it into digital format.

9. After receipt of transcripts, for how long do you retain my transcripts in your archives?
- A. As a service to our customers, we retain copies of your finished transcripts in our archives for a period of **6 months** after your transcripts have been returned.
10. What service-linked turnaround times are on offer?
- A. We offer two types of turnaround time packages, depending on the urgency of receipt of transcripts. The **12 hour TAT** package ensures you receive your transcripts within 12 hours from the time your recordings were submitted to us. The **24 hour TAT** package will ensure your transcripts reach not later than 24 hours from the time you uploaded your dictation files.
11. Do you handle weekend/holiday time dictations?
- A. Transcriptionstar is a medical transcription firm that stays **open 24 hours a day, 365 days a year**. You have the freedom to submit dictations whenever it seems convenient to you, irrespective of holidays or off-seasons. This also means that our personnel are available 24/7 for you to check up with the status of your transcription project, any last-minute formatting requirements or anything in general that you need to ask about our services.
12. Give a brief idea about your automated medical transcription service.
- A. Automated medical transcription package is a whole new way of getting your medical dictations transcribed. It follows from our motto of “*no uploading, no login, just dictate*”.
- When you sign up for our automated medical transcription package, you will receive a free digital dictation device from us. You will also have our dictation manager software installed in your system from where your recordings will be received by us and your finished transcripts will be finally dispatched, all configured for your use. Once this is done, you are all set to avail of our automated transcription offer.
- Dictate using our digital dictation device and simply plug in the device to the cradle we provide. Your dictation files will be automatically uploaded to our server. Our transcriptionists will receive these files from the server, transcribe them and upload it back to the server. From here, the transcripts will be downloaded automatically to your system. The entire process involves nothing more than dictating and plugging in the device to your system. The entire cycle involving laborious uploading, user authentication routines, transcript file management etc. has been done away by this system. Yet, it incorporates within itself the strongest security measures, in the form of industry-recognized HL-7 data connections being implemented for data exchange between your system and our server.
13. Do you have options to print/fax/email transcribed reports?
- A. Yes, we do. The Print Center mechanism helps you print/fax/email your transcripts to any number of recipients.

14. What are the payment options?

A. You can make your payments through credit card, pay check or Paypal.

15. How will I know about my bill details?

A. We will send you a detailed invoice about all billing particulars before billing you.

16. Do I have the option of testing your service before signing up with you?

A. You are most welcome to avail of our medical transcription free trial offer. The offer is for a duration of **7 days**. You are free to send us different types of medical dictations during the test period. This will give you an idea about the cross-specialty expertise we have in transcribing medical dictations. It will also help us in getting accustomed to your doctors' accents before we commit ourselves to transcribing for you. To know more, call: **1-(877)-323-4707**.