

Nuance®

Clinic 360 | Transcription

frequently asked questions

Q: I currently document my office visits using the EMR, what can a transcription service do for me?

A: Transcription offers you the flexibility to dictate from wherever you are. Whether you are out of the clinic, at the hospital or traveling, using your mobile device you can dictate your notes and review them from your mobile device or PC within 24 hours.

Q: I currently document my office visits using Dragon® Medical speech recognition software, what can a transcription service do for me?

A: Transcription removes the need to self-edit every dictated report. In a high velocity specialty practice this reduces the number of patients you can see in a day. Using an outsource transcription service enables you to focus on seeing patients. Transcribed documents are available for you to review from your mobile device or PC within 24 hours.

Q: What is the advantage to using my mobile device for dictation?

A: Using your mobile device to dictate provides you with your patient schedule from the EMR, eliminating the need to dictate demographics. All data is automatically linked from the EMR system. Turnaround time is faster as dictations are continually sent to us as you complete them throughout the day, instead of one or two uploads each day.

Q: What kind of dictation device can I use?

A: You can use a digital recorder, telephone, or our mobile application to dictate. The mobile application enables you to use your iPhone®/iPad®/iPod® for dictation, or an Android® based device.

Q: What if I don't have Wi-Fi coverage?

A: Not a problem. As soon as your device is connected to a Wi-Fi network, the dictated files will be uploaded. Alternatively, if you are using a phone or a tablet device with a data plan, the dictated file will be automatically uploaded using your data plan.

Q: Is it secure?

A: Yes. All data communication is encrypted using a SSL connection, and patient data is securely stored in our data centers in the U.S.

Q: Is your transcription service compatible with my EMR?

A: Yes. We have full HL7 based integration with major EMRs today. Complete reports can be viewed on line and imported directly into your EMR.

Q: How do you ensure the accuracy of complex medical information?

A: A team of highly qualified U.S.-based transcriptionists and editors, with a combined average of 13 years inpatient and outpatient experience, ensures our ability to understand the medical context and identify any perceived

Benefits

- Provides predictable cost model
- Reduces administrative costs
- Protects the patient narrative
- Simplifies transition to the EMR
- Supports varying workflows
- Reduces document turnaround time

The Nuance Difference

- Transactional Fee Structure
- Highly Skilled Workforce
- Dedicated Client Care
- Adherence To Service Levels
- Strong Commitment To Quality
- End-To-End Workflow Management
- Strict Adherence to HIPAA Privacy Standards

inconsistencies. Your dictations are not just words to us. We also have a rigorous quality assurance program that ensures your documents exceed 98% accuracy rates each and every time.

Q: What steps do you take to protect patient privacy?

A: We use sophisticated administrative and technical barriers to ensure the complete privacy of all transmitted voice and data files in strict adherence to U.S. privacy standards (HIPAA).

Q: What can I dictate?

A: We can template any document or form you are using today, giving you complete flexibility and integrating with your established workflows, eliminating any learning curve. You can view your templates from the mobile application. Dictated notes will be transcribed and be available within 24 hours. Using your mobile device or the web portal you can review, edit and eSign completed clinical documents.

Q: Are there any usage limits or minimum usage commitments I have to make?

A: No, the benefit of our transcription service is that you are only charged for the lines you dictate. It is a fixed price per line, and you are automatically billed for the lines of dictation used. There are no other fees.

Q: Who do I contact for support?

A: Support is just an email or phone call away. Full Technical and Customer Support is available from Monday to Friday 8:00 am to 8:00 pm EST.

About Nuance Communications

Nuance Communications, Inc. is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides intelligent systems and services that improve the entire clinical documentation process—from the capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 500,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning, voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow and on any device.

To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please call 1-855-367-4445 or visit www.nuance.com