AUTOMATING TRANSCRIPTION OUTSOURCING
with complete track of work in progress

Who controls which dictations are sent for off-site transcription?

Based on user rights and system configuration, this outsourcing option can be made available to authors, transcribers and administrators.

> Authors can select which dictations are sent for off-site transcription.

> Transcribers can choose to re-route dictations for off-site transcription.

> Administrators can batch assign dictations for off-site transcription.

> The system can be can set up to only send dictations off-site based on the work type or turnaround and trigger times (e.g.: attendance notes that have been in queue for more than 48 hours).

CRESCENDO SYSTEMS

What happens to dictations that are sent for off-site transcription?

1. Dictations which are routed to the off-site transcriber are exported (copied) out of the system and ready for external transcription. The dictation is exported in a format which is acceptable to the Outsourcing Provider, along with a corresponding text file containing important information about the dictation, i.e. job number, priority (turnaround criteria), author name, work type, etc.

2. The exported voice and text files are automatically uploaded to the Outsourcing Provider via a secure, encrypted (SSL or VPN) web service. All dictations which have been sent to the Outsourcing Provider are marked with a status of "O" for off-site, allowing you to see exactly which jobs have been exported and the date and time they were exported.

3. Once the Outsourcing Provider has received the exported voice and text file, an acknowledgement is sent back to the DigiScribe-XL off-site Transcriber resulting in the dictation status being changed to "B" for Being Typed.

4. Once the document has been typed by the Outsourcing Provider, the final document will be sent back to the client with an acknowledgement allowing the DigiScribe-XL off-site Transcriber to update the corresponding job status to "F" for Finished.

Can I report on what dictations have been sent for off-site transcription?

> At any time, you can run a detailed report of which work has been sent for off-site transcription, allowing you to compare the data against the Outsource Provider's invoices.

> As the dictation activity is tracked from export to final import, you can even produce turnaround reports to ensure that the predefined turnaround times have been met by the Outsource Provider.

How are documents returned?

The document return service is provided by the outsourcing partner and can be tuned to match your exact workflow.

Mechanisms include:

• Secure, encrypted file transfer
• Direct entry into document management systems
• Attachment to e-mails.

We partner with:

DICT8
Medical Transcription

scribeTECH

Dictate NOW

voicepath®
Fast, secure, onshore transcription