Meeting the Special Needs of a Large Practice
A Perfect Transcription Case Study

Executive Summary
- Reduced administrative time was achieved through electronic review, approval, and distribution of records.
- Achieved cost savings of 16% each month for transcription, from what they were previously paying.
- Provided faster turnaround on transcription and online access to reports, which allowed physicians to consult with patients more timely and with more complete information.

Historical Perspective
A 50-physician internal medicine practice had reached the point where patient medical records had become a nightmare to track, and retrieve timely. Paper records were scattered across a 30,000 square foot, hospital-based outpatient office. Records were staged in queues before filing, waiting for insurance coding, test results, and transcription notes that took about a week to receive.

At the time they contacted Perfect Transcription, they were using a large, nationally recognized transcription service, but were unhappy with the service they received. The transcription company had originally committed to using the practice's specific formatting requirements, but had failed to consistently deliver on this commitment. Because of their size, these formatting standards were critical to managing the large number of documents the practice handled every day. Their needs included customized headers and text boxes, as well as automated printing and faxing capabilities. After several failed attempts to get the transcription company to meet their needs, they began the search for a new transcription service.

Key Attributes to Improve
When Perfect Transition's assigned technical lead contacted the practice's office manager, he learned the following objectives would be important in earning their business:
- Transition of technical and administrative processes needs to be smooth, and invisible to the physicians and patients they serve.
- Consistent use of their specific format, with customized headers and text boxes. No exceptions!
- Improve office efficiency through electronic distribution of reports.
- Improve report turnaround time.
- Eliminate rework required by the office to correct or reformat reports.

Process Implemented
Perfect Transcription assigned a lead technical resource and a designated account manager. Both worked closely with the practice's office manager to ensure all technical and document management requirements were understood, and efficiently implemented.

The client quickly achieved online access to all patient information, which allowed physicians or office staff to easily locate patient notes, even when they were misfiled in paper charts. The office manager gave Perfect Transcription feedback on how pleased they were with the attention to detail and strong customer focus shown by their technical and account manager

contacts. Because of their prior experience with another transcription service, they were amazed at how Perfect Transcription maintained a high level of service, long after the practice had become "just another client."

Results
The internal medicine practice has been a loyal client of Perfect Transcription for the past six years. During this time, they have developed a close relationship with their account manager. They now have peace of mind, knowing they can call on this relationship to address any issues they might encounter, proactively, before issues turn into problems.

Their greatest compliment about Perfect Transcription's service is the fact that they rarely even think about transcription anymore. It just happens – consistently.

Additional benefits of working with Perfect Transcription have included:

Cost savings – While the practice had never identified saving money as a key attribute they were looking to improve, they were pleased to see this result. After switching to Perfect Transcription, they saved 16% each month from what they had paid previously.

Physician time savings – The physicians in the practice gained online access to reports, which now allows them to immediately respond to medical inquiries, without waiting for their staff to pull charts.

Improved record integrity – Paper notes, which can at times be subject to filing errors, now have an electronic duplicate that is kept on server. This avoids having the physician wait to make a patient call, while office staff scrambles to locate the missing document.

Reduced administrative time – Based on implementing electronic medical records, the practice was able to reassign two administrative staff members to more important roles, when they were no longer required to track down records, make corrections to reports, and file. Physicians can now view patient records on the server, make changes as necessary, and file electronically. Remaining staff access the server, print records, and file in paper charts.

"We have a large practice that relies on customized headers and automated printing and faxing. Our former transcription service claimed to be flexible, but in reality, wasn't. In comparison, Perfect Transcription gave us what we wanted, from the very beginning."

Call today and learn how you can start saving time and money in your own practice.

Perfect Transcription
(800) 818-9375
Info@PerfectTranscription.com