



Physician Owned — Physician Managed

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Time Savings for an ENT Practice A Perfect Transcription Case Study

Executive Summary

- Faster turnaround resulted in physician time savings and improved referring physician satisfaction.
- Improved transcription quality resulted in administrative staff time savings, which in turn led to improved patient satisfaction.

Historical Perspective

A three physician otolaryngology practice struggled with time wasted correcting inaccurate dictated notes received from another transcription service. The service also took up to a week to return reports, which made critical information unavailable to doctors trying to follow up with patients. This problem was frustrating for physicians as well as their patients.

The administrative staff was overwhelmed, spending too much time reformatting and correcting poor quality transcriptions. As a result, they sometimes failed to obtain all of the patient records, such as pathology reports, MRI/CT reports, and other consultants' notes by the time of the patient's office consult. This was an increasing source of frustration for physicians in the practice, who couldn't rely on having all of the information necessary to discuss management options with his or her patient at the time of the patient appointment. Physicians would often need to follow-up with their patient later, once all of the information was received. These unproductive office visits caused frustration and unnecessary apprehension for patients, who weren't able to get the answers they expected during their appointment.

The office had considered hiring more administrative staff to compensate for the additional workload, and to improve their overall service to patients. They were anxious to avoid this additional salary expense by removing rework that would allow their current staff to be more productive.

Key Attributes to Improve

In their first meeting with Perfect Transcription, the practice administrative staff was insistent on improvements to the following report attributes:

- Eliminate physician time spent editing inaccurate reports.
- Eliminate administrative staff time spent reformatting and correcting reports.
- Improve turnaround time of dictated reports from one week to the promised, next business day delivery.

Process Implemented

The practice obtained digital recorders from Perfect Transcription, which allowed physicians to easily send high-fidelity voice files to Perfect Transcription. One of the practice's administrative assistants worked over the phone with one of Perfect Transcription's technical support experts, who got them setup and ready to dictate within about 30 minutes.

Perfect Transcription assigned two transcriptionists to the account for consistency and flexibility. In addition, Perfect Transcription assigned an editor who reviewed each transcribed report for content accuracy and required format. Finally, Perfect Transcription also assigned an Account



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Manager to work closely with the practice on a regular basis to ensure all of the practice's objectives for service were being met, consistently.

Results

The practice has been extremely pleased with Perfect Transcription's performance, and has been a loyal client for the past six years. They provide feedback to their account manager that reports have been consistently received from Perfect Transcription by the next business day, ready to print without editing. They claim the time savings as a result of working with Perfect Transcription has allowed them to remain at their current staffing levels, and to become more productive without the need for additional people.

Benefits of working with Perfect Transcription have included:

Physician time savings – Physicians in the practice have reported a greater overall satisfaction, due to the faster access to dictated reports. This has allowed them to review transcribed notes faster, while the patient's visit is still fresh in their mind. An additional bonus has been the ability to access reports online, giving them the flexibility to contact patients from home. This provides greater confidence and faster response to patient's needs and inquiries, when they are on-call.

Administrative staff time savings – The administrative staff save time, since notes are automatically printed for the chart and faxed to referring physicians as they are received by the practice's computer. The need to reformat reports is rare.

Referring physician satisfaction – Previously, referring physicians did not have access to this hospital-based otolaryngology practice's notes on the hospital's electronic medical record. An interface was created by Perfect Transcription at no additional charge, which automatically uploads approved reports and allows other physicians with access to the hospital's electronic medical record to view them. The added convenience of this change has led to more physicians referring business to the otolaryngology practice.

Patient satisfaction – Previously, an overwhelmed administrative staff sometimes failed to obtain all patient records by the time the patient arrived for their consultation. Once time was freed up from correcting transcribed reports, they were able to more consistently follow up to ensure all patient records were received in advance of the patient's consult. This allowed for more productive patient visits, and more satisfied patients and physicians.

"We are so much more productive in our practice, since we began using Perfect Transcription services, six years ago. As a physician, I appreciate having reliable access to patient records on the server when I'm on-call and consulting with a patient from home. Keep up the good work."

Call today and learn how you can start saving time and becoming more productive in your own practice.

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