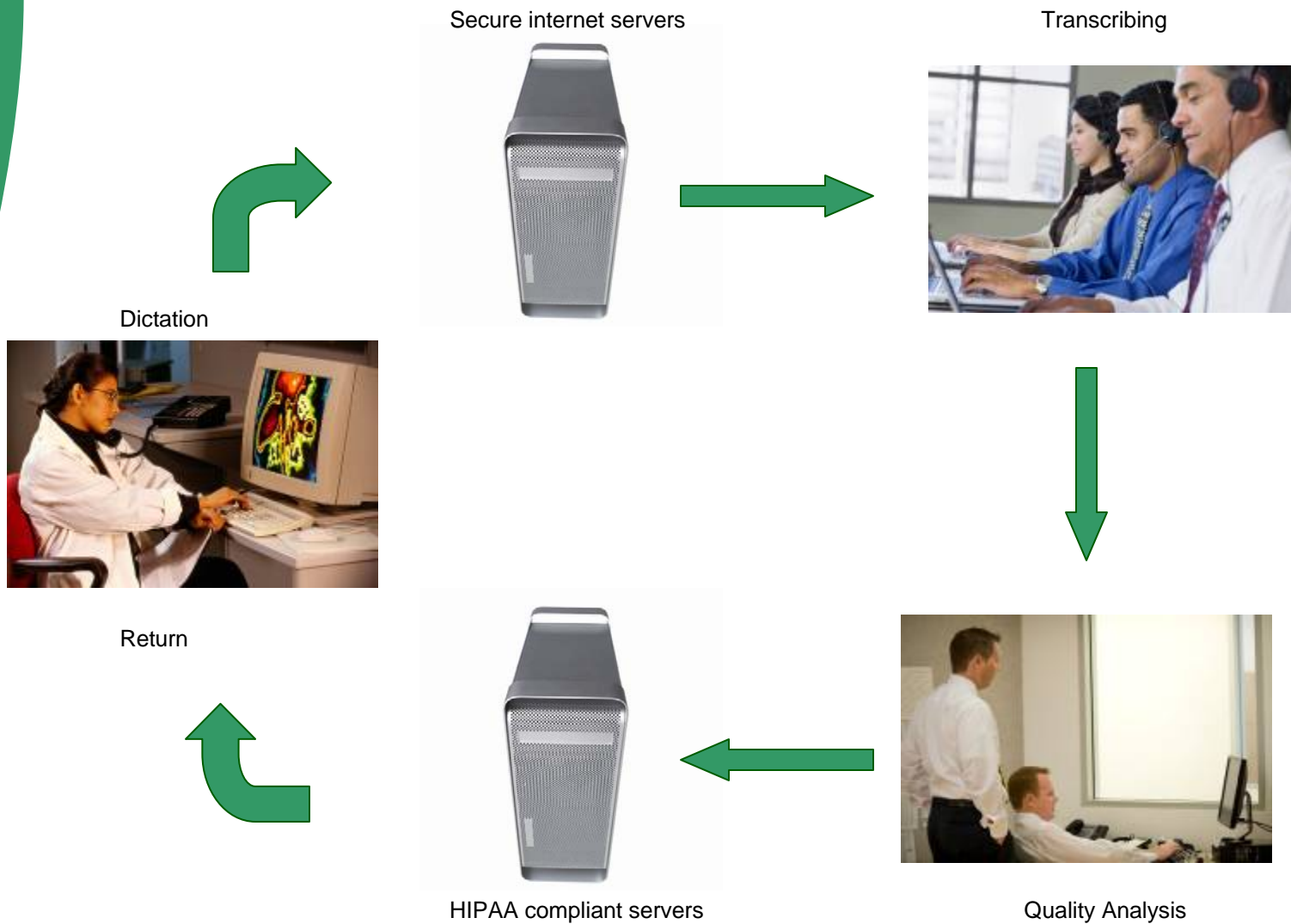




Transcription Services

www.vishwausa.com

Medical Transcription Process



Dictation

Medical practitioners record patient information into the following recording devices:

- ❖ Hand-held digital or analog recording devices
- ❖ Phone-in recorders
- ❖ Personal computers
- ❖ Other recording equipment



Doctor speaks into voice recorder



From voice recorder it is uploaded to server

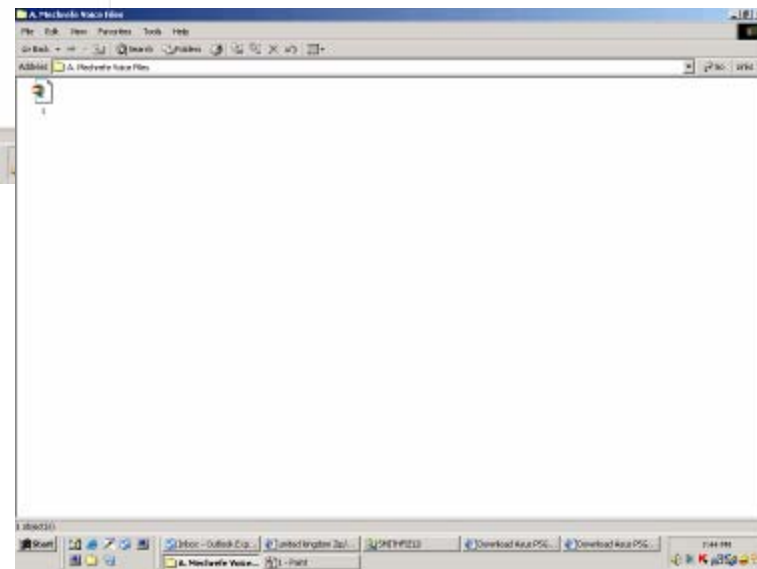
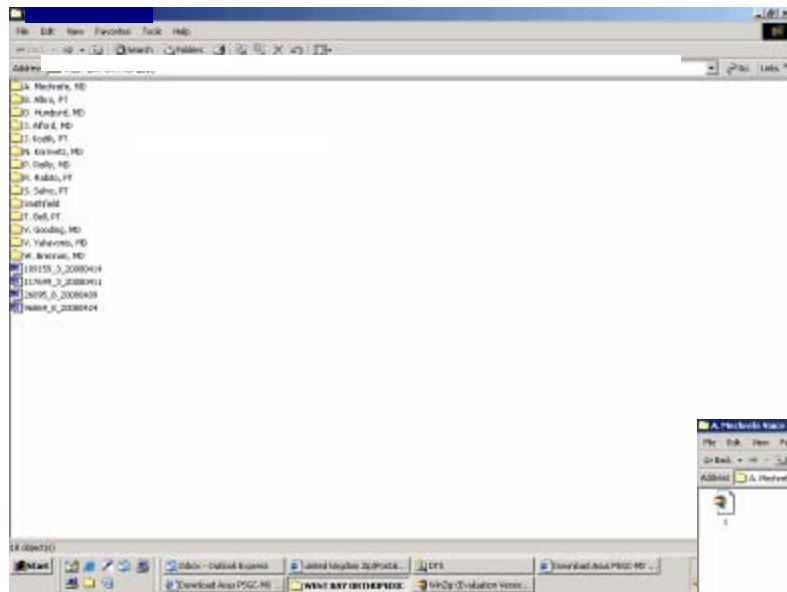


Secure Internet Servers

- ❖ The digitally recorded dictations are transmitted from the doctors' PCs to the secure internet server.
- ❖ For every doctor a respective folder is created, and each doctor's voice files are saved into their respective folder.
- ❖ Vishwa enters the server using username and password.
- ❖ Downloads the voice files and allots it to the transcription team.
- ❖ Individual files have distinct job IDs and a centralized allocation system is put in place, to avoid duplication of the same files by different transcriptionists.



Screenshots of Server



Transcribing

- ❖ Transcribers use headphones to listen to dictations and are expected to type the dictation 'verbatim' and are not authorized to make changes to the dictation except in case of obvious grammar or usage errors.
- ❖ If the transcriber faces inconsistencies or obviously illogical medical facts in a dictation, the file has to be flagged off for the relevant doctor's attention and comments.
- ❖ Transcriptionists are encouraged to research extensively and access standard medical references available both in print and on the internet.



Quality Analysis

The stipulated accuracy rate in the medical transcription process for experienced transcriptionists is 98.5% with a 12 hour turnaround.

Vishwa employs stringent levels of QA in its medical transcription services.



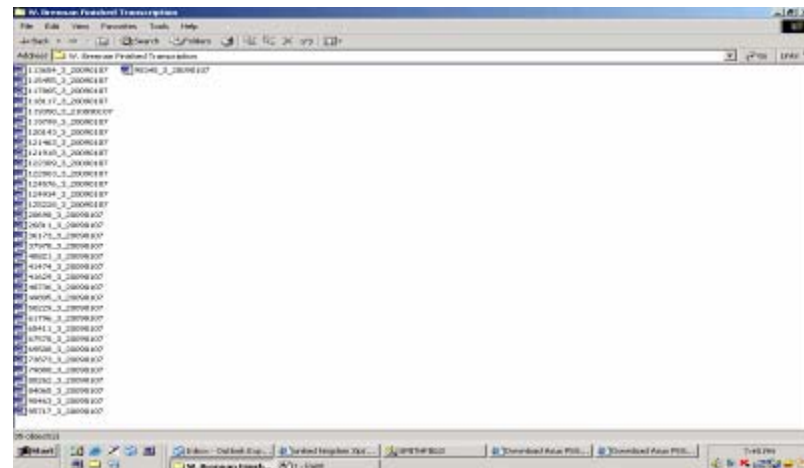
QA

QA department uploads the files to server



HIPAA Compliant Servers

- ❖ After QA, the records are approved by the quality department.
- ❖ The approved medical records are stored in HIPAA compliant servers.
- ❖ All the completed medical records are saved into the respective doctor's folder in MSWord format.



Returning

The completed medical records are then downloaded from the HIPAA compliant server to the hospital's server / doctor's PC at the earliest possible time.



Vishwa follows a series of systematically defined steps in its medical transcription process, with an absolute focus on accuracy and quality.



Vishwa provides expert medical transcription services to healthcare service providers, medical billing companies and insurance companies, mainly in the U.S. and UK.





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Thank You