

PluralSoft has built a team of professionals with a cross section of relevant experiences who are qualified to deliver unparalleled end-to-end solutions for our customers.

Medical Transcripts Portal for a large physician group

Business Problem

A physician network of over 100 physicians required a constant team of transcribers to take care of medical transcription. The turnover rate of the transcribers, their limited supply in the geographical area, and the increasing cost of medical transcription necessitated a solution that eliminated or minimized reliance on medical transcription as the primary means of clinical documentation. Although this was the long-term goal, in the interim, the customer was interested in optimizing the medical transcription process along with reduced dependence on local labor pool of transcribers.

The existing process depended on recording onto analog tape recorder as the primary means for capturing dictation. Twice a day, a local courier would pick-up the analog tapes from the constituent medical offices. Once transcribed, the printed transcripts would be delivered for filing into patient charts. This entire workflow was tedious and error-prone and the outcome was paper-based which exacerbated the approval of content, its subsequent edits, and finally the physician and staff time spent to manage this process. Add to this the frequency of misplaced tapes or the delivery of transcripts to the wrong medical office. The client wanted a simple and cost effective solution to address these process and outcome challenges.

Executive management determined that there was a need for scalable, reliable, HIPAA compliant, and performant platform that helps

- Manage outsourced transcription to qualified transcriptionists across the globe
- Provide its physicians a mechanism to collaborate with transcriptionists to enhance quality of documentation in a timely manner
- Provide access to physicians to original voice recordings of dictations and associated medical transcriptions anytime, anywhere

PluralSoft delivery methods include:

Onsite

Offsite

Offshore

Combination of All

PluralSoft

4600 S. Ulster Street,
7th Floor
Denver, CO 80237

Office: 303-779-9700
Fax: 303-846-3048
www.pluralsoft.com

Engagement

PluralSoft was engaged to implement a suitable portal solution to deliver a distributed medical transcription platform with capabilities for a computerized patient record that is available anytime, anywhere.

Multiple options were investigated to solve these problems. The two options that stood out, involved using a telephone or a digital Dictaphone. The client opted for portable digital Dictaphones as these would be more cost effective and would require minimal capital investment. A web-based solution was developed which would connect physician offices to multiple pools of transcribers. The implemented solution altered the transcription workflow. The physician would record his or her medical notes of a clinical encounter into the digital Dictaphone either from the office or in the convenience of their homes. Once the medical notes were dictated, the physician or physician assistant would connect the digital Dictaphone to a computer. A solution component would detect the connection of the digital Dictaphone and would transmit the digital voice files over a secure connection to a remote server. The contracted pool of remote transcribers would constantly poll this remote server and pickup one or more digital voice files for transcription. Once transcribed, the documents would be uploaded into the remote server. Multiple edit checks were implemented using meta-tags to ensure that the uploaded transcript matched with the downloaded digital voice file. The edit and approval process was streamlined for enhanced collaboration with care team, medical records and remote pool of transcribers. The transcribed documents were accessed via this portal at multiple care settings – at multiple clinic locations, nursing homes or rehabilitation centers, home care settings, clinician's home, and hospitals where clinicians round. Further, medical records personnel at any of the aforementioned settings could eventually download transcripts for electronic or paper based archival.

Result

The architected solution addressed all the business and technical problems mentioned above and provided the following outcomes:

- Increased efficiency in medical record management helped reduce medical record FTEs
- Simplicity of the process flow reduced interactions between care team and transcribers saved physician time
- Able to recruit transcribers across the country and offshore reduced the cost of transcription service
- Increased accuracy of dictation and transcription outcomes
- The intended transcription collaboration framework became a primitive electronic patient record thereby becoming a catalyst to adopt a more functional electronic medical record

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