



## Transcription Services – For Hospitals

A team of highly skilled medical transcription professionals, dedicated client care, best-of-breed process management practices, and an in depth understanding of the healthcare environment enables Accentus to offer healthcare providers industry leading Transcription Solutions.

From short-term backlog and overflow support to a completely outsourced solution, partnering with Accentus gives clients economical, flexible, and customizable transcription options.

### **TRANSCRIPTION EXPERTISE**

Our transcriptionists and editors have hands-on transcription expertise with a comprehensive list of medical specialties and are dedicated to delivering the highest quality medical documentation in the industry today.

Accentus teams are always available to provide and scale to the level of support your organization needs – quickly adapting to new medical environments to provide the best transcription support available.

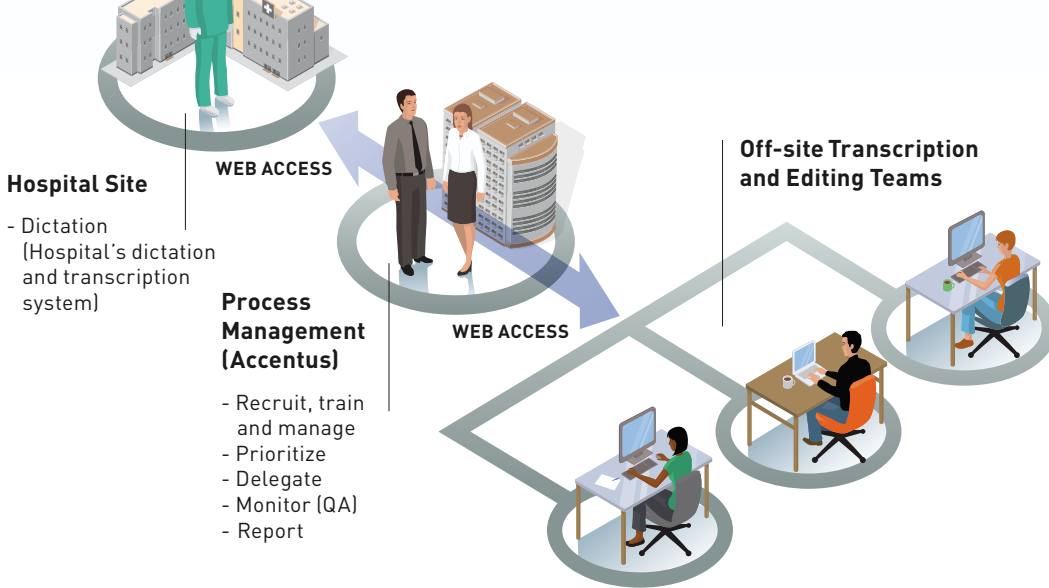
### SMART SOLUTIONS FOR HEALTHCARE PROVIDERS

- ▶ REDUCE HEALTHCARE ADMINISTRATION COSTS
- ▶ BOOST BUSINESS EFFICIENCIES
- ▶ IMPROVE PATIENT CARE



# Transcription Services

## TRANSCRIPTION NETWORK



### Hospital Site

- Dictation (Hospital's dictation and transcription system)

WEB ACCESS

### Process Management (Accentus)

- Recruit, train and manage
- Prioritize
- Delegate
- Monitor (QA)
- Report

WEB ACCESS

### Off-site Transcription and Editing Teams

## OUTSOURCED TRANSCRIPTION – SERVICE BENEFITS

### COST EFFECTIVE

Accentus' outsourced transcription services enables healthcare organizations to increase workflow efficiencies and reduce administrative overhead to significantly reduce transcription costs.

### QUALIFIED TRANSCRIPTIONISTS AND EDITORS

Accentus has a comprehensive three step training program and a rigorous and ongoing gating and quality assurance process to ensure that we recruit and maintain a superior transcription team to serve our clients.

### TRANSCRIPTIONIST SELECTION

Accentus works closely with each client to define a transcriptionist profile and staffs accounts according to client requirements.

### DEDICATED CLIENT CARE

Accentus provides a team of professionals to support each account. An account manager acts as a single-point-of-contact and heads up a team of dedicated transcriptionists and editors, team leads, quality auditors, and IT resources to ensure maximum client success.

### ADHERENCE TO SERVICE LEVELS

Accentus will contractually adhere to client defined turn-around-times, quality metrics, and production targets.

### A STRONG COMMITMENT TO QUALITY

Accentus has developed and maintains a rigorous quality assurance (QA) program. Each QA program is customized to incorporate the QA standards of individual clients.

### COMPREHENSIVE REPORTING

Accentus provides several levels of reports giving clients access to detailed data for trending, forecasting, and on-going planning.

## ACCENTUS BENEFITS

- ▶ TRANSACTIONAL FEE STRUCTURE
- ▶ PARTIAL TO FULL OUTSOURCING FLEXIBILITY
- ▶ HIGHLY SKILLED WORKFORCE
- ▶ DEDICATED CLIENT CARE
- ▶ ADHERENCE TO SERVICE LEVELS
- ▶ STRONG COMMITMENT TO QUALITY
- ▶ COMPREHENSIVE REPORTING
- ▶ END-TO-END WORKFLOW MANAGEMENT
- ▶ STATE-OF-THE-ART SaaS BASED TECHNOLOGY PLATFORM TO SUPPORT SERVICE PORTFOLIO
- ▶ STRICT ADHERENCE TO PRIVACY STANDARDS FOR (PIPEDA, HIPAA)



For more information please contact one of our account representatives at **1. 800. 766. 3439** or email us at **info@accentusinc.com**, or visit our website at **www.accentusinc.com**