



## NHS transcription Service

### Who is MedQuist?

We are the largest medical transcription company in the USA. Clinical transcription is the group's core business, employing 3,000 people and working with 2,500 US hospitals. By using MedQuist you are accessing a substantial organisation in financial, technical, and resource terms.

### NHS Experience

MedQuist has worked with the NHS for five years and currently types over 1,000 letters a day. We understand the unique NHS culture and working environment, and have performed many interfaces to NHS IT services. All our major NHS engagements have been won through competitive tender.

MedQuist proven technology, combined with a UK Customer Services team comprising experienced medical secretaries, means we deliver a top quality service to the NHS Trusts we serve.

### NHS Reference

Maria Peries managed the digital transcription implementation at St Georges NHS Trust Tooting, including a full OJEU competitive tender process. Maria is happy to discuss our performance with you:-

[Maria.peries@stgeorges.nhs.uk](mailto:Maria.peries@stgeorges.nhs.uk)

### How do MedQuist deliver quality ?

For our UK hospitals we only use typing centres in countries where English is the first language. We have teams in New Zealand and Canada, and all our typists have 2 years experience in clinical departments. In addition 25% of letters are checked in the UK office. We aim to return all letters next day, with a maximum turnaround of 48 hours.

### How do you guarantee confidentiality?

We ask that dictators introduce themselves and the work they are dictating, they then speak the patient id number and date of birth. These are entered into the letter as data fields by our typists. When the letter is returned to the Trust our software sends a query to the Trust information system, and inserts the patient and GP details automatically. We never receive confidential names and addresses; these do not leave the Trust premises.

### What happens if you cannot hear a bit of dictation?

MedQuist advanced technology enables us to return short clips of the audio which we could not hear. If our typist cannot hear she inserts a "QA Marker". The Trust secretary just clicks the "QA Marker" in the letter and the surrounding 10 seconds of audio immediately plays for her. Thus she does not have to ask the dictator or listen to a 30 minute dictation to find the bit she needs. This is a major time saving feature and reduces clinical risk.

Every other transcription company just puts dashes or leaves a gap.

#### How are letters approved?

MedQuist cannot approve letters, we type what is dictated, and return the letter to the Trust on time with the correct format for each type of work. The medical secretary or the dictator must approve each letter before it is issued.

#### What impact does using MedQuist have on Trust medical secretaries?

Medical Secretaries are our main point of contact with NHS clients. We work closely with all the secretaries we type for, and they call our Customer Services team any time during working hours if they have a query. Naturally their role is different if we take over some or all of their typing work. Using us enables secretaries to make time to get involved in other, higher value, tasks within their Trusts, or enables them to expand the number of dictators they support. Also we try to enable Trusts to reduce their use of temp or bank staff as often these people are not qualified, add costs, and are typically not very committed to the Trust.

#### What does it cost?

We ask that you purchase dictation machines from us at the discounted cost of £200 each (Philips DPM 9600). We then charge 10p a line, which we calculate by counting all the characters in a letter and dividing the total by 65, so you don't get charged part lines or formatting.

#### What is the minimum work load?

We don't specify a minimum work load because our experience with the NHS is that departments have not quantified the number of lines they type, or how many letters are issued. All we ask is that you have about 8 regular users, though Trusts often grow to have several hundred dictators.

#### Can we do a trial ?

We invest a significant amount in setting up a new Trust on our systems, including providing a managed server on Trust premises, and creating a query link to Trust IT systems. We don't charge for this work, but we cannot afford to make this investment unless a group of dictators is prepared to implement the service with a view to using it as a permanent part of their working environment.

Our business is based on the fact that once a department starts using us, then others invariably ask to join, so we are happy to make the initial set up investment at our cost if the Trust will commit to using us for say 8 dictators going forwards.

#### What dictation machines do you use ?

We ask that dictators use the latest Philips digital dictation recorders, the DPM 9600, as these have excellent audio quality, are robust, and hold many hours of dictation and come with rechargeable batteries and a cradle.

We regret that we cannot use cheaper machines as the audio quality is not good enough, also they not survive the hospital environment.

The Philips machines have the option of a bar code reader which slots in the top enabling the dictator to capture Patient Id from bar code labels.

## IT fact sheet



We have approval to access the NHS N3 Broadband network so have remote access to our server to minimise inconvenience to Trust IT

With Trust IT support, we place a 1u Dell Windows server in a Trust server room. This does not store data, it acts as a “post box” to send and receive work

All data transmission is by SSL 128bit encryption

Every letter can be supported by an XML data file prepared to HL7 standards to support upload to Electronic Patient Record systems

We can take work from Winscribe systems.

We appreciate that Trust IT does not typically have a budget to provide support to external suppliers so we plan accordingly

Trust secretaries receive an Active-X download when they log on to our hospital server. This means they need IE7 or higher and local administrator permissions when they first access our system. Also they need Microsoft Word.

We have IT engineers dedicated to our NHS clients and available through normal office hours if any Trust IT dept, or Trust secretary, needs to contact IT. Out of hours we have a US support help desk but generally dictation is not seen as a critical system requiring 24x7 local UK coverage.

Our core IT systems are dual redundant, use EMC storage solutions, Oracle 11g database technology, and Cisco routers. The core system supports our entire US customer base so the NHS is accessing a major technology infrastructure.

Every dictation is backed up to a location on the Trust network so in the highly unlikely event that our core system was down we can route any specific dictation back to a local secretary for typing in an emergency. We have never had to do this in six years of working with the NHS.

### Contact

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