



Feature Listing

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Feature Listing

A+Network Integrated Transcription Services

Outsourcing and Line Counting Options

Provides:

1. Outsourcing with the following options:
 - Complete outsourcing
 - Departmental outsourcing
 - Consistent outsourcing as agreed between customer and A+Network
 - Overflow outsourcing for seasonal or emergency needs
2. Toll-free telephone service for physician dictation
3. Digital voice recorders (DVRs) for portable voice capture at no charge when minimum volumes are selected
4. Seamless PDA voice capture of facility-provided PDAs
5. Importation of voice files from existing facility-owned dictation systems
6. Re-record capability from facility-owned dictation systems
7. Verifiable line counting methods as agreed between customer and A+Network
8. Counting of attributes such as bolding, italics and underlining as agreed between customer and A+Network
9. Counting of partial lines as agreed between customer and A+Network
10. Counting of headers as agreed between customer and A+Network
11. Invoicing with on-line detail by report
12. Common software platform, TAEseries®, for dictation, transcription, & delivery, for healthcare facility and MTSO (service) use

Convenience and Turnaround

Provides:

13. Transcription services 24 x 7 x 365, eliminating the staffing difficulties for weekend, holiday, 2nd and 3rd shift coverage
14. User training to departmental supervisors, HIM staff and IT operators
15. Solution to geographic medical transcriptionist (MT) shortages with global resources
16. Customer choice of US-domiciled and/or offshore MTs to meet all volume levels
17. An A+Network Account Manager, readily available, as primary liaison responsible for your account
18. Optional back-up retention of all voice and text files for a mutually agreed upon time period on A+Network servers within ASP center
19. Turnaround time options based on report types, from 2 to 48 hours, to meet all needs
20. Turnaround time agreements per customer requirements, not A+Network preference
21. Special handling for STATS to accommodate their urgency
22. Fast ramp up of new clients, typically one to two weeks, depending on interface needs
23. Employment opportunities for qualified, displaced facility transcriptionists
24. Online-access by customer staff to any job allocated to A+Network. Customer supervisors can track each outsourced dictation through the transcription process, while monitoring accuracy, turnaround times and invoicing.
25. HIPAA-compliant audit logging of A+Network activity with TAEseries® software. The log includes all dictating, transcribing, editing, viewing, faxing and printing occurrences by A+Network staff and healthcare staff.

Quality Assurance

Provides:

26. Guaranteed quality levels of 98 or better for transcription accuracy using AAMT scoring process
27. Consistent Quality Assurance editing as part of the contracted line fee
28. QA reviews which include assessment of structure, format, content, spelling and grammar
29. QA reviews which include assessment of header, footer and dictation body

30. 100% editing for new clients until grades of 98% and higher are consistently achieved on all report types
31. Specific MTs dedicated to your account for maximum accuracy and familiarity with your account specifications
32. Continuing education for all A+Network transcriptionists
33. Physician voice file with transcribed report during QA process for faster, more efficient review by QA staff
34. MT's the ability to "bookmark" unknown text within transcribed report and audio for QA or customer review
35. Automatic notification of the following exception conditions: incomplete documents, incorrect demographics, wrong patient, unknown words, missing template, unknown recipient and pre-admit patient
36. QA review by US or Canadian-domiciled QA editors

Dictation System Features

Administrative and Setup Features:

Our dictation system, TAeDictate®, allows you to:

37. Eliminate dictation console hardware
38. Manage work and listen to voice files in network-attached workstations – no specialized transcribe station required
39. Customize dictation user profiles based on user need
40. Log-in with same physician user ID at multiple sites
41. Log-in multiple times by single dictator at the same site
42. Edit job data with appropriate access
43. Customize rewind/fast-forward increments, playback volume, and speed control by dictator
44. Provide unique prompts
45. Enable/disable prompts by administrator
46. Emulate existing prompts for ease of transition

Provides:

47. Multiple filter criteria, including site and work type, to restrict user access for dictation review
48. Listen and access controls by customized criteria
49. Listen partitioning by dictator
50. Keyboard/mouse/foot controls in listen playback
51. Unlimited number of jobs
52. Unlimited number of user profiles
53. Configurable supervisor profile
54. Dictation inactivity time out
55. Ability to disconnect ports and/or users
56. Ability to display all currently-connected dictators
57. Prompt repeats

Dictation System Features for Physician Dictators

Provides:

58. Ability to access voice and transcribed reports remotely with appropriate security
59. Ability to use a keypad command to prioritize dictator's work when dictating
60. Ability to overwrite and delete dictation
61. Ability to leave reports open for later completion
62. Capability to have listen access to a job from different station while job is simultaneously being transcribed
63. Support for bar code readers to input exam or order number, account number and/or medical record number to facilitate patient identification
64. **Supports a variety of dictation input devices, including:**
 - TAeDictate of TAeSeries® platform
 - DVRs - Digital Voice Recorders
 - PDAs - Personal Digital Assistants
 - Standard Telephones
 - Cellular Telephones
 - Dictation Stations
 - 3rd Party Dictation Systems including Dictaphone, DVI, Lanier and Touchworks
 - PC's, while using clinical software or PACS

Job Management Features for Supervisors

Provides:

65. Automatic routing of dictated jobs by 1) Work Type 2) Priority (STAT), 3) First in First Out (FIFO), 4) Manual Assignment
66. MT's with ability to automatically split single physician dictation with multiple patients or reports into several jobs, assigning each its own job number
67. Variety of transcription pool criteria, including dictator ID, date/time dictated, work type and priority
68. Pooling-based turnaround goals
69. Review of turnaround time achievement by work type
70. Flexible manual or automatic routing by multiple criteria such as work type and dictator
71. Ability to interrupt jobs
72. Ability to intercept, edit, and cancel dictation prior to transcription
73. Audit trail of listening and dictating activity as part of larger TAeSeries® auditing software
74. Ability to generate inquires and look up job information
75. Multiple search criteria for report retrieval
76. Comprehensive set of web-based dictation reports, both summary and detail
77. Comprehensive set of web-based turnaround reports, both summary and detail
78. Comprehensive set of web-based MT productivity reports, both summary and detail
79. A multi-tiered incentive plan for MTSOs to compensate MTs
80. Web-based payroll module for MTSOs to compensate MTs
81. Ability to create ad-hoc reports
82. Support for export of management reports to other third-party software modules
83. Ability to maintain management data online for a user definable period of time
84. Job data editing directly from the job screen
85. Method to mark jobs as priority directly from the job screen
86. Configurable internal messaging system with e-mail type functionality (break messages) to communicate between users

Document Creation and Management Features

Administrative and Setup Features

Allows:

87. Each workgroup to have its own unique set of privileges
88. Granting or restricting of privilege options to each product module and/or feature such as edit, view, fax, and print
89. Administrative utilities to run on multiple workstations simultaneously
90. Maintenance of individual classes of users for each site
91. Maintenance of work type definitions for each individual site
92. Removal of all reports, dictation and patient demographics from desktop PC system when logging off for security at both on-site and remote workstations
93. On-line help for system users

Word Processing, Templates and Auxiliary Copies

Provides:

94. Transcription reports in Microsoft Word®-based format with support of all MS Word® word-processing features
95. Support for attribute selection, such as bold, italics, underline, with mouse click or keystroke
96. Ability to create unlimited expanded sentences and phrases using an integrated abbreviation expander
97. A "normal" or standard phrase text insertion feature using dropdown menu
98. Unlimited number of report types (templates)
99. Global report templates for reports that are shared between all facilities
100. Users the ability to define, modify and create their own report templates, without vendor assistance if so desired
101. Integration of facility logos, letterhead, and other graphic objects as part of the work type template definition
102. Ability to use standard formats and templates by dictator such as Dr. Selby's H&P or Dr. Phibb's normal chest X-ray
103. Ability to include tables within templates for use with report types such as sleep studies or EKG's
104. Physician electronic signature line in report templates, if so configured

- 105. Single keystroke capability for editing header and footer information
- 106. Capability to create auxiliary copies and specify print location for each auxiliary copy
- 107. Ability to label each report such as chart copy or original
- 108. Support for creation of letters using TAEseries®
- 109. A seamless transfer of demographics with integration from the dictation system

Customer Management of A+Network Services

Provides:

- 110. Versioning log of original report, date of changes, author of changes and edited report
- 111. Retrieval of report by multiple criteria such as: medical record number, account number, patient name, dictator, transcriptionist, site/department, work type, date transcribed or job number
- 112. Remote functionality for supervisors identical to onsite functionality for monitoring dictation and turnaround activity
- 113. On-line access by customer staff to review invoicing and turnaround of A+Network-created transcriptions
- 114. On-line access by customer staff to any job allocated to A+Network. Supervisors can track each dictation through the transcription process even though it is outsourced.
- 115. TAEseries® software for use on facility campus for viewing, faxing, printing, editing and signing transcriptions
- 116. Job allocation by facility supervisors to in-house transcriptionists or A+Network, manually or automatically
- 117. Verifiable line counting through A+Network-supplied TAEseries® software
- 118. Invoicing with on-line detail by report for backup
- 119. A+Network access to the audit-logging of TAEseries® so supervisors have a report of all viewing, faxing and printing occurrences by healthcare and A+Network staff for HIPAA compliance
- 120. Special handling for STATs to accommodate their urgency
- 121. Transcriptions created according to AAMT Book of Style, using AAMT accuracy scoring, unless facility requests other method
- 122. A single system to store, view, print, fax and sign transcriptions seamlessly even though transcriptions may be created by both facility staff and A+Network staff

Using TAEseries® for Partial Outsourcing and In-house Transcription

Provides:

- 123. Supervisor allocation of jobs to A+Network MTs or in-house MTs manually or automatically
- 124. The ability to adjust flow of transcriptions to A+Network or in-house as daily conditions fluctuate
- 125. Reallocation of open reports to pool or another MT
- 126. Need for fewer telephones lines and ports since MTs are not connected to the dictation system
- 127. Total length of dictation and time remaining for current job on transcriptionist's workstation
- 128. Limitation of "cherry picking" by MT staff by requiring a specified reason for return of incomplete jobs
- 129. Logs of re-allocated (returned, uncompleted) jobs by MT for supervisor review
- 130. Default profile selections for speed, volume, routing, keypad, foot switch, security and audio speaker, for each MT workstation
- 131. Accurate crediting of report edits, giving credit only for edits and not the entire report
- 132. Ability to edit job data from transcription workstation, with appropriate authority
- 133. Choice of automated Quality Assurance (QA) options:
 - Active QA so that jobs do not progress beyond QA stage until QA review is completed
 - Passive QA so that jobs do continue through system for viewing, etc., with review afterwards
- 134. Ability to configure number of blanks permitted in a report before going to QA
- 135. Ability to maintain and adjust MT quality level for each transcriptionist based on QA review

Transcription Report Distribution

Provides:

- 136. Full integration with existing enterprise network printers and fax servers
- 137. Integrated fax server as part of TAEseries® software provided to facility
- 138. Automatic routing of transcribed reports to unlimited number of destinations as customer requires
- 139. Automatic report routing and distribution of completed reports to any accessible printer on customer's network
- 140. Automatic generation of necessary copies as defined by system printing configuration and setup
- 141. Automatic "CC" copies for Attending, Dictating, Referring, Consulting and Ordering physicians
- 142. Accommodation for overrides to change routing to specific location
- 143. Capability to identify printing scripts based on site/department, provider ID and work type
- 144. Faxed reports that appear identical to printed reports and viewed reports regarding fonts, spacing and format for compliance
- 145. Automatic default printer and fax locations

146. Capability for reports to automatically print at current patient location for inpatients
147. Print and fax queue option with administrator control
148. Log which details successful and unsuccessful print and fax attempts
149. Batch print output with selected work types held until scheduled time – then producing reports in sorted order by physician
150. Automatic printing of cover sheet for each batch, detailing reports printed or faxed within batch
151. Cover sheet for printed or faxed documents that contains transcriptionist-defined text
152. Automatic printer and print tray selection for various work types, providers and sites/departments
153. Print queuing capabilities so print jobs are not lost, even if printer is off line
154. Output history log for printing and faxing
155. Reports generated in format suitable for COLD-feeding into document imaging system
156. Data mining capabilities through keyboard searching
157. Prevention of printing and faxing by A+Network transcriptionists. Print and Fax buttons do not appear on A+Network MT desktops.

Electronic Authentication

Allows:

158. Dictators to electronically authenticate (sign) transcribed reports
159. Physicians the ability to edit transcriptions in MS Word® as part of signing process
160. Editing of unsigned documents as a configurable feature
161. Customization of signature/footer by site to include data such as: physician's name/initials, MT's name/ID/initials, date and time of dictation and transcription
162. Play back of physician dictation voice file while editing and signing
163. Creation of addenda to accommodate necessary changes to authenticated documents, linking all addenda to original report for viewing, faxing, and printing
164. Electronic signature key to be present only for those with user profile permission to electronically sign

Provides:

165. Additional password protection for authentication purposes
166. Physician with list of documents awaiting authentication upon logging into electronic signature
167. Prevention of electronic signature for documents containing blanks or missing words
168. Requirement that each document is opened and viewed before authentication is permitted, according to regulatory requirements
169. System configuration option to allow or prevent faxing, printing, and viewing before electronic signature
170. Printing of "Preliminary" at the top of report if preliminary feature is configured
171. Group electronic signature, configured so members of a physician group can sign documents for others of their group
172. Dual electronic signature for teaching hospitals

Implementation, Training and Support

Training and Implementation

Coordinates:

173. On-site and remote training activities by vendor staff including:
 - Managerial training for departmental supervisors/directors
 - Information services staff training for technical support
174. In advance with departmental supervisors when creating implementation schedule
175. With customer IT and departmental representatives to establish system configuration details

Provides:

176. A complete implementation schedule that clearly defines responsibilities of customer and A+Network
177. All support materials such as operation manuals, customized account instructions and A+Network contact list before install
178. Sample letters to notify physicians, nurses, and HIPAA officers of new service and its capabilities
179. On-site and remote training options
180. Support and installation of all necessary equipment to allow system to perform to specifications
181. A+Network employees to perform all parts of the implementation – not subcontractors
182. A realistic implementation, without impacting facility's existing operations, except as scheduled and permitted
183. Fast ramp up of new customers, typically five days or less, depending on interface needs
184. All training needed for various healthcare departments including departmental supervisors, HIM support staff and IT operators

A+Network Support Center

Provides:

185. Manned 24 x 7 x 365 A+Network Support Center with after hours calls received by on-duty support staff instead of pager service or voice mail
186. System support per the customer's preferred methods including:
 - Unlimited toll-free telephone calls to A+Network
 - Internet support via A+Network web site
 - Fax transmissions to A+Network
 - E-mail transmissions to A+Network
187. Assignment of ticket numbers to service calls to expedite follow-up and resolution
188. Trouble ticket entry via A+Network's web site by customer staff, if so desired
189. Real-time updates of trouble ticket status via A+Network web site
190. Automatic e-mail to customer staff at trouble ticket closure, summarizing resolution
191. A+Network Support Center staff comprised of employees rather than subcontractors.
192. Remote take over of customer workstation for support purposes, with customer approval according to facility security policies
193. Response to service requests according to the following schedule:
 - Call backs to customer within 30 minutes of receiving service call
 - Remote access by A+Network within 1 hour from time service call placed

Architecture and Security

General Architecture

Operates:

194. Across an Ethernet network, including full support for remote users
195. Entirely in a current Windows or Windows NT environment allowing user to simultaneously run other applications
196. The TAeSeries® System on industry standard servers without proprietary hardware
197. By connecting all servers via 10BaseT Ethernet, fast Ethernet, or fiber optic network cable

Provides:

198. Complete support and flexible security for multiple site and multiple department installations
199. Unlimited number of networked ports and workstations
200. Open-systems architecture based on industry standard components
201. A modular product - customers purchase the unique configuration that meets their needs
202. Full web-enablement with end to end DES encryption for HIPAA compliance
203. Separate voice and data servers
204. Ability to securely manipulate and manage various applications from either network or remote workstations
205. A single application that is the central information store – tracks all users and clients on the network, as well as database access
206. Integration of dictation system and transcription system so users are able to interface data between dictation/transcription system and third-party systems such as document imaging systems
207. Seamless integration with existing healthcare facility network
208. All user and technical documentation on-line
209. Ability to co-exist on network with other high-end, bandwidth-demanding applications
210. Ability to distribute software updates remotely over network
211. The following, automatically, to all transcriptionists (A+Network, at-home and in-house) as a single job:
 - Patient demographic information
 - Physician dictation digital voice file
 - Template for desired report type

Supports:

212. Multiple site setup configurations where each site, and the various departments within, can be customized
213. "Push technology" or automatic upgrade functionality for all customers
214. Tolerating failure of a single disk drive without loss of data, thus remaining operational

Host Information System Integration

Provides:

- 215. Support of and experience with interfaces to major Hospital Information Systems such as Cerner, Eclipsys, IDX, Keane, McKesson, Meditech, Quadramed and Siemens
- 216. Support of and experience with interfaces to major Practice Management Systems such as Epic, Medical Manager and QSI
- 217. Compliance with current HL7 specs for real-time patient demographic download and transcribed report upload with host information system
- 218. Ability to work in HL7/datagate interface engine environment to upload reports as facility deems appropriate
- 219. Ability to send results data using HL7, populating required fields in addition to ADT (admission, discharge, transfer) information
- 220. Storage of patient ADT, encounter and order number data for user inquiry and report auto-fill during transcription
- 221. Trigger programs to IBM iSeries (AS/400) based host systems for ADT download and upload

System Security

Provides:

- 222. Security to limit access for all classes of users within healthcare facility
- 223. Ability to control access and privileges for each user profile or user group
- 224. Groups of users with same system privileges
- 225. Audit trails showing all access (transcribing, QA editing, viewing, printing, faxing, physician editing, and signing) to transcribed reports including printer IDs and fax numbers
- 226. Audit trails which include access by both healthcare facility and by A+Network staff
- 227. Security, on a per-user basis, to prevent unauthorized viewing and other access
- 228. Ability to restrict viewing and changing header data from other facilities or departments in a multi-entity environment
- 229. Restriction, in multi-entity environment, of individual user access to specific report types at specific sites or facilities
- 230. Authentication by User ID and password
- 231. Periodic password expiration
- 232. Assurance that passwords are stored encrypted and assurance that passwords are not echoed during login
- 233. Ability for users to change their own passwords
- 234. Audit trail of user actions including database reading, writing, and deleting
- 235. Audit reporting on-line and with printed reports
- 236. Removal of all transcribed reports, demographic information and dictations from transcriptionists' PCs at logoff
- 237. Exceeds all requirements for ASP center security relating to fire prevention, leak protection, secondary roof, UPS backup, UPS and HVAC monitors, unauthorized entry, audit logs of entries and exits to building, thumbprint identification, video surveillance, motion detectors and firewall security
- 238. Comprehensive virus protection using Norton and Symantec products within ASP center
- 239. Site-to-site VPN security

Purchase Options and Vendor Information

Offers:

- 240. An ASP (Application Service Provider) business model for complete outsourcing
- 241. An ASP business model for partial outsourcing with healthcare facility MTs also using TAeSeries®
- 242. An ASP business model for partial outsourcing with facility transcriptionists using other transcription methods
- 243. Elimination of annual support expense for in-house dictation systems
- 244. Elimination of annual support expense for in-house transcription systems

Provides:

- 245. Retention of senior management with over one hundred years of technology and healthcare experience
- 246. Management with extensive transcription service experience from A+Network Affiliates
- 247. Management with extensive healthcare IT experience from Arrendale Associates, Inc.
- 248. Employment of RHIA-credentialed staff who understand HIM workflow, HIPAA legislation and JCAHO surveys
- 249. Exclusive use of TAeSeries® products for dictation, transcription and document management by transcription services
- 250. Employment opportunities for qualified, displaced facility transcriptionists
- 251. Complete focus on providing accurate and timely transcription solutions without distractions of other businesses such as consulting and survey preparation