



Feature Checklist

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Feature Checklist

Dictation System Features

Administrative and Setup Features:

Allows you to:

1. Eliminate dictation console hardware
2. Manage work and listen to voice files in network-attached workstations – no specialized transcribe station required
3. Utilize fewer telephones lines and ports since transcriptionists are not connected to the dictation system
4. Customize dictation user profiles based on user need
5. Log-in with same physician user ID at multiple sites
6. Log-in multiple times by single dictator at the same site
7. Edit job data with appropriate access
8. Customize rewind/fast-forward increments, playback volume, and speed control by dictator
9. Provide unique prompts
10. Enable/disable prompts by administrator
11. Emulate existing prompts for ease of transition
12. Support integration of audio files and header information from other digital dictation systems
13. Return assigned, but uncompleted, jobs to pool
14. Use weighting criteria for physician's dictation difficulty factoring - can be manipulated in transcription productivity reporting

Provides:

15. Multiple filter criteria, including site and work type, to restrict user access for dictation review
16. Listen and access controls by customized criteria
17. Listen partitioning by dictator
18. Keyboard/mouse/foot controls in listen playback
19. Unlimited number of jobs
20. Unlimited number of user profiles
21. Configurable supervisor profile
22. Dictation inactivity time out
23. Ability to disconnect ports and/or users
24. Ability to display all currently-connected dictators
25. Prompt repeats

Dictation System Features for Physician Dictators

Provides:

26. Ability to access voice and transcribed reports remotely with appropriate security
27. Dictators the ability to use a keypad command to prioritize their work when dictating
28. Ability to overwrite and delete dictation
29. Ability to leave reports open for later completion
30. Capability to have listen access to a job from different station while job is simultaneously being transcribed
31. Support for bar code readers to input exam or order number, account number and/or medical record number to facilitate patient identification

32. Supports a variety of dictation input devices, including:

- DVRs - Digital Voice Recorders
- PDAs - Personal Digital Assistants
- Standard Telephones
- Cellular Telephones
- Dictation Stations

- 3rd Party Dictation Systems
- PC's, while using clinical software or PACS

Dictation Features for Transcription Staff

Provides:

33. Automatic routing of dictated jobs by:
 - Document
 - Priority (STAT)
 - First in First Out (FIFO)
 - Manual Assignment
 - Pre-designated Turnaround Time Thresholds
34. Medical Transcriptionists (MT's) with ability to automatically split single physician dictation with multiple patients or reports into several jobs, assigning each its own job number
35. Total length of dictation and time remaining for current job on transcriptionist's workstation
36. Limiting of "cherry picking" by MT staff by requiring a specified reason for return of incomplete jobs
37. Flexible filtering criteria to prevent access to certain jobs. Allows MT selection of work as an alternative to automatic allocation
38. Default profile selections for speed, volume, routing, keypad, foot switch, security and audio speaker, for each workstation

Job Management Features for Supervisors

Provides:

39. Logs of re-allocated (returned, uncompleted) jobs by MT for supervisor review
40. Variety of transcription pool criteria, including dictator ID, date/time dictated, work type and priority
41. Unlimited number of pools
42. Job priority pooling
43. Pooling-based turnaround goals
44. Turnaround time goals by work type
45. Assignment of work to specific MTs by supervisors
46. Reallocation of open reports to pool or another MT
47. Flexible manual or automatic routing by multiple criteria such as work type and dictator
48. Fully-functional remote transcription by moving voice files to the MT workstation via Internet or WAN
49. Ability to interrupt jobs
50. Ability to edit job data from transcription workstation, with appropriate authority
51. Ability to intercept, edit, and cancel dictation prior to transcription
52. Audit trail of listening and dictating activity
53. Ability to generate inquires and look up job information
54. Multiple search criteria for report retrieval
55. Comprehensive set of configurable management reports and summaries for dictation and transcription activity
56. Ability to create ad-hoc reports
57. Viewing and printing of management reports
58. Support for export of management reports to other third-party software modules
59. Ability to maintain management data online for a user definable period of time
60. Job data editing directly from the job screen
61. Method to mark jobs as priority directly from the job screen
62. Ability to route work directly to a transcriptionist from the job screen
63. Configurable internal messaging system with e-mail type functionality (break messages) to communicate between users
64. Monitoring and flagging of any jobs nearing or over report turnaround time goals automatically
65. Routing of jobs nearing turnaround goals to the next available MT if so configured

Transcription System Features

Administrative and Setup Features

Allows:

66. Each workgroup to have its own unique set of privileges
67. Granting or restricting of privilege options to each product module and/or feature such as edit, view, and print
68. Presenting of report formats with a single keystroke; appropriate data fields are automatically transferred to appropriate locations within the report
69. Users to work off-line if network system is down
70. Administrative utilities to run on multiple workstations simultaneously
71. Support of unlimited number of user group definitions by site
72. Maintenance of individual classes of users for each site
73. Maintenance of work type definitions for each individual site
74. Support of unlimited number of sites and/or departments
75. Configuration of physicians at one time for both dictation and transcription, reducing amount of set-up time
76. Removal of all reports from desktop when logging off system for both on-site and remote workstations
77. On-line help to transcriptionists and other classes of users

Word Processing Features

Provides:

78. Microsoft Word® and support of all its word-processing features
79. WordPerfect® keystroke emulation for ease of training with previous WordPerfect users
80. Support for attribute selection, such as bold, italics, underline, with mouse click or keystroke
81. Copy and paste functions in HIPAA-compliant manner
82. Widow/orphan word wrap protection
83. Keystroke insertion capabilities for special characters
84. Support for third party medical and pharmaceutical spellchecker products and their software upgrades
85. Automatically-activated spellcheck upon completion of report and highlighting of errors in report
86. One-touch spellcheck, save, exit, and queue for faxing and printing from word processor
87. Spellchecking without exiting report
88. Identification of misspelled words as they are typed, before invoking spellchecker
89. Users the ability to define custom dictionaries
90. Automatic assignment of correct custom dictionary to user based upon sign-on ID
91. Appropriate server-resident custom dictionary based on User ID – individual dictionary diskettes not required
92. Global search and replace capabilities
93. Capability of magnifying and reducing on-screen size of viewed report – entire page capable of being viewed on one screen
94. Ability to create unlimited expanded sentences and phrases
95. Undo and repeat features of Word®

96. Includes T.A. Speed, an integrated abbreviation expander, with the following:

- Abbreviations can be defined by individual MT
- MT's can add additional abbreviations, word expansions and personal normals “on the fly”
- A starting list of over 1200 abbreviations and word expansions
- Abbreviated phrase automatically expands at the touch of the space bar
- Expander can import word lists from existing PRD+ files
- Eliminates expense and effort of 3rd party expander product integration

97. Includes a “normal” or standard phrase text insertion feature such as:

- A keystroke is used to bring up a pick-list of phrases for immediate insertion into the report
- System does not impose line limitations of “normals”
- System allows user to define fill-in flags (jumps) in all “normals”
- Normals are controlled by supervisors at the server for consistency
- Normals can be created for specific physicians and specific work types

Templates, Auxiliary Copies, ADT, and Remote Transcription

Provides:

98. Unlimited number of report types (templates)
99. Global report templates for reports that are shared between all facilities
100. Quick method for user to define report templates and insert field locations for automatic data merges
101. Users the ability to define and create their own report templates without vendor assistance
102. Integration of facility logos, letterhead, and other graphic objects as part of the work type template definition
103. Ability to use standard formats and templates by dictator such as Dr. Bennett's H&P or Dr. Phibbs' normal chest X-ray
104. Ability to include tables within templates for use with report types such as sleep studies or EKG's
105. Physician electronic signature line in report templates if so configured
106. Single keystroke access to on-line patient database lookup and one-touch record selection
107. On-screen report viewing feature in print layout format
108. Single keystroke capability for editing header and footer information
109. Single keystroke capability for storing a report that has been edited or appended
110. Single keystroke to suspend a document in the event of an interruption; a similar keystroke retrieves suspended document
111. Single keystroke capability to automatically add "carbon copies" at any point in transcription process
112. An automatic "CC" list
113. Capability to create auxiliary copies and specify print location for each auxiliary copy
114. Ability to label each report such as chart copy or original
115. Seamless transfer of demographics with integration to dictation system
116. True non-distorted speed controls (+100%/-90%) for transcriptionists
117. Keyboard hotkey control of dictation speed and volume for transcriptionists
118. User-adjustable foot control at the transcribe station
119. Remote transcriptionists access to central voice and text system using only a single WAN or Internet connection, eliminates need for second phone line
120. All system features to both on-site and remote transcriptionists
121. Equal word processing response time (speed) for remote and on-site transcriptionists
122. Uncomplicated install for at home transcriptionists. Workstation licenses can be moved from on-site to home and back as needed

Transcription Management, Productivity Reporting, and Quality Assurance

Provides:

123. Versioning log of original report, date of changes, author of changes and edited report
124. Configurable internal messaging system with e-mail type functionality (break messages) to expedite communication between users and maintain MT productivity
125. A display of users currently working on the system – so STATs are only assigned to currently working MTs
126. The daily productivity of each transcriptionist in a variety of summary and detail reports
127. Automatic, one-pass line count that can be executed at any time during report creation process
128. Supervisors with the ability to define a line in multiple ways such as 65-character line, Sylvan line or AAMT line
129. Accurate crediting of report edits, giving credit only for edits and not the entire report
130. Maintenance of password-protected on-line productivity log for each MT containing job number, medical record number, dictating physician, number of lines, account number, patient name, and report type
131. 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
132. Configurable automatic notice of impending transcriptionist shortage as dictation backlog develops
133. Flagging of jobs that exceed turnaround goals
134. Support of third-party software reporting packages so users can generate custom management or graphical reports
135. Ability to automatically calculate incentive pay at multiple levels
136. Incentive pay calculations for daily, weekly, and monthly totals and user-defined periods
137. Remote functionality for supervisors identical to on-site functionality relating to dictation activity, transcription activity, and turnaround goals. Supervisors can re-allocate, view productivity, incentive and turnaround stats remotely.
138. Graphical user interface for productivity reporting: reports and queries can be created with point and click ease
139. Support for creation of graphical reports, such as pie charts and bar graphs, in order to communicate trends and percentages
140. Invoices for billing transcription services or for verifying invoices from outside services
141. Capability to produce reports utilizing either dictation or transcription variables or both such as date/time of dictation until date/time of transcription

142. Both active QA (jobs do not progress beyond QA until QA is complete) and passive QA (quality review occurs after completion of transcription and does not stop progress of job through system) capabilities
143. Physician voice files with transcribed report during QA for faster, more efficient review by QA staff
144. MT's the ability to "bookmark" unknown text within transcribed report and audio for QA review. Then QA editor can go immediately to "bookmarked" text and audio for speedier correction of transcribed report.
145. Ability to maintain and adjust MT quality level for each transcriptionist based on QA review
146. Job allocation automation according to report type, dictator, experience level of MT, MT physical location, MT schedule and availability and MT quality rating
147. Automatic notification of the following exception conditions: incomplete documents, incorrect demographics, wrong patient, unknown words, missing template, unknown recipient, pre-admit patient
148. Variety of methods to flag specific reports for active or passive QA review including:
 - All reports or a configurable percentage of reports transcribed by specific MT
 - All reports or a configurable percentage of reports of a specific report type

Transcription Report Distribution

Provides:

149. Full integration with existing enterprise network printers and fax servers
150. Integrated fax server
151. Automatic routing of transcribed reports to unlimited number of destinations as facility requires
152. Automatic report routing and distribution of completed reports to any accessible printer on facility's network
153. Automatic generation of necessary copies as defined by system printing configuration and setup
154. Automatic "CC" copies for Attending, Dictating, Referring, Consulting, and Ordering physicians
155. Accommodation for overrides to change routing to specific location
156. Capability to identify printing scripts based on site/department, provider ID and work type
157. Faxed reports that appear identical to printed and viewed reports for regulatory compliance
158. "Off-line" processing of print and fax copies so transcriptionist can immediately begin working on next report as previous report prints/faxes
159. Automatic default printer and fax locations
160. Capability for reports to automatically print at current patient location for inpatients
161. Print and fax queue option with administrator control
162. Log which details successful and unsuccessful print and fax attempts
163. Batch print output with selected work types held until scheduled time – then producing reports in sorted order by physician
164. Automatic printing of cover sheet for each batch, detailing reports printed within batch
165. Cover sheet for printed or faxed documents that contains transcriptionist-defined text
166. Automatic printer and print tray selection for various work types, providers and sites/departments
167. Print queuing capabilities so print jobs are not lost, even if printer is off line
168. Output history log for printing and faxing
169. Reports generated in format suitable for COLD-feeding into document imaging system
170. Data mining capabilities through keyboard searching

Electronic Authentication

Allows:

171. Dictators to electronically authenticate (sign) transcribed reports
172. Physicians the ability to edit document in MS Word® as part of signing process
173. Editing to unsigned documents as a configurable feature
174. 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
175. Physician to play back dictation voice file while editing
176. Creation of an addendum to accommodate necessary changes to authenticated documents, linking all addenda to original report for viewing, faxing, and printing
177. Dual electronic signature for teaching hospitals
178. Group electronic signature, configured so members of a physician group can sign documents for others of their group
179. Electronic signature key to be present only for those with user profile permission to electronically sign

Provides:

180. Additional password protection for authentication purposes
181. Physician with list of documents awaiting authentication upon logging into electronic signature
182. Prevention of electronic signature for documents containing blanks or missing words
183. Requirement that each document is opened and viewed before authentication, according to regulatory requirements

184. System configuration option to allow or prevent faxing, printing, and viewing before electronic signature
185. Printing of “Preliminary” at the top of report if preliminary feature is configured

Implementation, Training, and Support

Training and Implementation

Provides:

186. An Account Manager as a primary liaison, who is responsible for your account and available throughout the install
187. A complete implementation schedule that clearly defines responsibilities of vendor and of facility
188. All support materials such as operation manuals, customized account instructions, and vendor contact list before training begins
189. Sample letters to notify physicians, nurses, and HIPAA officers of new system and its capabilities
190. On-site and remote training capabilities
191. Support and installation of all necessary and specified equipment to allow system to perform to specifications
192. Vendor employees to perform all parts of the implementation– not subcontractors
193. A realistic implementation, without impacting facility’s existing operations, except as scheduled and permitted
194. Reasonably priced “Refresher” training on-site ideal for use after facility management changes

Coordinates:

195. On-site training activities by vendor staff including:
- Managerial training for departmental supervisors/directors
 - Transcriptionist training for in-house and at-home MT’s
 - Information services staff training for technical support
196. In advance with departmental supervisors when creating training schedule
197. With facility IT and departmental representatives to establish system configuration details

System Support

Offers:

198. Annual support services with licensed software purchases. In addition to ongoing support, services include:
- TAeSeries® software upgrades with instructions
 - Set-up and reconfiguration instructions when facility changes host systems or platforms
 - Integration assistance with hardware upgrades or movement to new releases

Provides:

199. System support per the client’s preferred methods including:
- Unlimited toll-free telephone calls to vendor
 - Internet support via vendor’s web site
 - Fax transmissions to vendor
 - E-mail transmissions to vendor
200. Assignment of ticket numbers to service calls to expedite follow-up and resolution
201. Trouble ticket entry via vendor’s web site by healthcare facility staff
202. Real-time updates of trouble ticket status via vendor’s web site
203. Automatic e-mail to facility staff at trouble ticket closure, summarizing resolution
204. Support center staff of vendor employees rather than subcontractors.
205. Manned 24x7x365 support center – after hours calls received by on-duty support staff instead of pager service or voice mail
206. Remote take over of facility workstation for support purposes, with customer approval and according to facility security policies
207. Response to service requests according to the following schedule:
- Call backs to facility within 30 minutes of receiving service call
 - Remote access by vendor within 1 hour from time service call placed

Architecture and Security

General Architecture

Operates:

- 208. Across Ethernet network, including full support for remote users
- 209. The application within a Windows 2000/NT environment
- 210. Entirely in current Windows environments – allows user to simultaneously run other applications
- 211. The System on industry standard servers without proprietary hardware
- 212. By connecting all servers via 10BaseT Ethernet, fast Ethernet, or fiber optic network cable

Provides:

- 213. Complete support and flexible security for multiple site and multiple department installations
- 214. Open-systems architecture based on industry standard components
- 215. A modular product - facilities purchase the unique configuration that meets their needs
- 216. Separate voice and data servers
- 217. Ability to securely manipulate and manage various applications from either network or remote workstations
- 218. Continuous 24-hour operation
- 219. A single application that is the central on-line information store – tracks all users and clients on the network, as well as database access
- 220. 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
- 221. Seamless integration with existing healthcare facility network
- 222. All user and technical documentation on-line
- 223. The following, automatically, to all transcriptionists (A+Network outside service, at-home and in-house) as a single job:
 - Patient demographic information
 - Physician dictation digital voice file
 - Template for desired report type

Supports:

- 224. Multiple site setup configurations where each site can be customized
- 225. Multiple customer user setups for various departments within sites
- 226. “Push technology” or automatic upgrade functionality for all clients
- 227. Tolerating failure of a single disk drive without loss of data, thus remaining operational
- 228. Remote and local PC-based transcribe client workstations

Backup

Provides:

- 229. Flexible server backup requirements to conform to facility MIS schedules
- 230. Dynamic backup process so system can be operational 24 hours a day
- 231. Recovery to point of failure in the event of hardware/software failure
- 232. Fully redundant storage of voice and data files
- 233. Ability to perform a restore from backup media by using existing tools as needed at anytime
- 234. A transaction log – allows the system to rebuild database in case of media failure

Network Architecture

Provides:

- 235. Support of TCP/IP protocol
- 236. Full web-enablement with end to end DES encryption for HIPAA compliance
- 237. Single connection support for data transmitted down to a single PC and back to main system since voice and data are digital
- 238. Unlimited number of networked ports and workstations
- 239. Ability to co-exist on network with other high-end, bandwidth-demanding applications
- 240. Ability to distribute software updates remotely over network

Host Information System Integration

Provides:

241. Support of and experience with interfaces to major Hospital Information Systems such as Cerner, Eclipsys, IDX, Keane, McKesson, Meditech, Quadramed, and Siemens
242. Support of and experience with interfaces to major Practice Management Systems such as Epic, Medical Manager and QSI
243. Compliance with current release HL7 specs for real-time patient demographic download and transcribed report upload with host information system
244. Ability to work in HL7/datagate interface engine environment
245. Capability to upload transcribed reports and associated data to information system where they can be processed as facility deems appropriate
246. Ability to send results data using HL7 – populating required fields in addition to ADT information
247. Capability to act as the server in TCP/IP connections
248. Acceptance of system reply with appropriate HL7 acknowledgement message indicating that the document was successfully stored in database or that an error occurred
249. Support of real-time TCP/IP socket connection
250. COLD-feeds of documents to document imaging system
251. Conversion of current data from existing system to reduce amount of data entry required for initial setup, including data such as Master Patient Index and dictator files
252. Ability to feed a database outside the system using HL7 or similar industry standard using imbedded data in transcribed report
253. A unique accession or job ID number when transmitting reports to the facility's information system
254. Storage of patient ADT, encounter and order number data for the purposes of report auto-fill and transcriptionist/user inquiry
255. Trigger programs to IBM iSeries (AS/400) based host systems for ADT download and upload
256. 14 years experience with AS/400-based systems integration

Operating System

Provides:

257. Technological advances of application multi-tasking, fully featured report network connections and graphical user interface
258. Allowance for true 32-bit multitasking
259. Ability to take full control for scheduling the CPU - provides each application with appropriate time slices necessary for smooth operation
260. Ability to move from one hardware platform to another since operating system is written in a portable language
261. For the use of single or multiple processor hardware models since operating system is scalable
262. For the system to distribute work over multiple computer systems since the operating system has built-in networking capabilities

Database Software

Provides:

263. Support for a relational database
264. For seamless management of transactions across multiple servers
265. Any ODBC compliant third-party application to be linked to the SQL database
266. High availability and data replication to an off-site location
267. A contemporary object-oriented development language
268. Centralized management for administering distributed databases
269. Writing of completed transcribed reports to database, not a file structure, for easy report location
270. Assurance of integrity of data during creation, access, and modification

System Security

Provides:

271. Security to limit access for all classes of users within healthcare facility
272. Ability to control privileges for each user profile or user group
273. Ability to create groups of users with same system privileges
274. Audit trail which allows management personnel to report all access (dictating, transcribing, viewing, printing, faxing, editing, and signing) to transcribed reports; including printer IDs and fax numbers

- 275. Security on a per-user basis to prevent unauthorized viewing and other access
- 276. Ability to restrict viewing and changing header data from other facilities or departments in a multi-entity environment
- 277. Prevention of unauthorized access to transcriptionist productivity monitoring and quality ratings
- 278. Restriction, in multi-entity environment, of individual user access to specific report types at specific sites or facilities
- 279. Authentication by User ID and password
- 280. Periodic password expiration
- 281. Assurance that passwords are stored encrypted
- 282. Assurance that passwords are not echoed during login
- 283. Ability for users to change their own passwords
- 284. Audit trail of user actions including database reading, writing, and deleting
- 285. Audit reporting on-line and with printed reports
- 286. Removal of all transcribed reports and dictations from transcriptionists' desktops at logoff
- 287. 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, firewalls and VPN security
- 288. Comprehensive virus protection using Norton and Symantec products within ASP center
- 289. Site-to-site VPN security
- 290. Utilization of state of the art firewall security

Vendor Description

Acquisition Options

Offers:

- 291. A traditional, licensed software purchase
- 292. An ASP (Application Service Provider) business model for complete outsourcing
- 293. An ASP business model for partial outsourcing with in-house and at-home transcriptionists
- 294. Annual support with all ASP arrangements and software purchases

Vendor Qualifications

Provides:

- 295. 15 years of experience as an information technology vendor focused only on healthcare
- 296. Retention of senior management with extensive experience working within healthcare enterprises
- 297. Employment of RHIA and CHSP-credentialed staff who understand HIM workflow, physician demands, HIPAA and JCAHO surveys
- 298. Secure offsite location for facility data storage
- 299. Monitoring of servers and system activity continuously, 24x7x365, with immediate remedy of any system failure
- 300. An integrated, modular total solution as an alternative to a remedy pieced together from multiple vendor products with various design and deployment strategies
- 301. Complete focus on providing accurate and timely transcription services and systems to healthcare facilities without distractions of other healthcare businesses such as consulting and survey preparation

A+Network Integrated Transcription Services

Cost Saving Benefits

Provides:

- 302. Outsourcing with the following options:
 - Complete outsourcing
 - Departmental outsourcing
 - Consistent outsourcing as agreed between facility and vendor
 - Overflow outsourcing for seasonal or emergency needs
- 303. Toll-free telephone service for physician dictation
- 304. Digital voice recorders (DVR's) for portable voice capture at no charge when minimum volumes are selected
- 305. PDA voice capture when PDA's are provided by facility
- 306. Support for (voice file integration to) existing facility-owned dictation systems

- 307.Re-record capability from facility-owned dictation systems
- 308.Verifiable line counting methods including choice of:
 - AAMT standard line counting
 - Custom line counting
 - Sylvan line counting
 - 65 character line counting
- 309.Exclusion of attributes such as bolding, italics and underling from line counting
- 310.Counting of partial lines as agreed between facility and vendor
- 311.Counting of headers as agreed between facility and vendor
- 312.Invoicing with on-line detail by report
- 313.Software, with no additional charges, for monitoring turnaround, dictation and transcription activity, document routing and electronic signature

Convenience Benefits

Provides:

- 314.Transcription services 24x7x365
- 315.All user training, to departmental supervisors, physicians, clerical support staff, IT operators, and HIM staff
- 316.Solution to geographic MT shortage with global transcriptionist resources. US domiciled medical transcriptionists and/or offshore transcriptionists are retained to meet all volume levels. Contract provisions can restrict the use of offshore resources.
- 317.An Account Manager as primary liaison responsible for your account
- 318.Specific transcriptionists dedicated to your account for maximum familiarity to your account specifications
- 319.Back-up retention of all voice and text files for a mutually agreed upon time period on A+ Network servers within ASP center
- 320.Turnaround time options based on report types from 2 to 48 hours to meet all requirements
- 321.Special handling for STATS to accommodate their urgency
- 322.Fast ramp up of new clients, typically five days or less, depending on interface needs
- 323.Creation of transcription reports according to AAMT Book of Style practices using AAMT accuracy scoring, unless facility requests other standard
- 324.Quality Assurance editing by US or Canadian domiciled QA editors
- 325.Employment opportunities for qualified, displaced facility transcriptionists

Technology Features

Provides:

- 326.Online-access by facility staff to any job allocated to A+Network. Facility supervisors can track each dictation of outsourced (and in-house) jobs through the transcription process, while monitoring accuracy, turnaround times and invoicing.
- 327.Software for sophisticated document routing including viewing, faxing, printing, editing, and signing transcriptions
- 328.Supervisor allocation of jobs to A+Network transcriptionists or in-house transcriptionists manually or automatically
- 329.HIPAA-compliant audit logging of A+Network activity in the system auditing process. The log includes all viewing, faxing and printing occurrences by A+Network staff and healthcare staff.
- 330.A single seamless system to store, view, print, fax and sign reports created by both A+Network staff and facility staff

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