



## spring news

Welcome to the 3rd edition of MedScribe Information Systems Client Newsletter. In this seasons newsletter you can find updates and shortcuts for ChartNet™ and WebPortal, view our Client in the Spot Light and meet one of the MedScribe Information Systems team members.

As we quickly move in to 2010 MedScribe is hard at work enhancing our client communications, creating new ChartNet™ reporting options and exploring new ways to keep our technology at the forefront of the transcription industry. We value and welcome your feedback. Please contact a member of our management team to explore our various transcription software options, service and quality tools and/or discuss the many options we have available to keep your transcription cost low while maintaining quality and turnaround times.

**ChartNet News and How To's**  
When using the [F2] Report Search option you can use the % sign to indicate a portion of the patient's name for which you are searching. ChartNet™ will display all reports with patient's names that have the letters placed in the search field. For example, if you know that the patient's last name starts with SMI, type SMI% to view a list of all patient names including SMI.

Auto-fax users can view a list of all faxes successfully sent by using [F6] Fax Manger. To view a list of all faxes sent to a specific physician, click the Edit option in the upper left hand corner. Click Find and then select to find by name or by phone (fax number). Enter the name or

number you would like to search. ChartNet™ will pull a line item with a summary of events for that name or number. Double click on the line item and it will pull up a detailed list of events including all faxes sent. You can view the patient names, account number, and time and date on which the report was faxed.

Are you interested in summaries that provide turnaround time details? Use your [F5] Fax Manager and search for report M008. You can enter a date range that you would like to view. The report will provide total documents by work type, average TAT information as well as details on our overall compliance with TATs for the time period you choose.

### Health Information Privacy and Security Week

Health Information Privacy & Security Week will be held April 11–17, 2010.

Health information is vital to the delivery of care, and so is keeping it secure. Health information management and technology professionals work throughout the year to ensure valuable information is only available to those who need it, no one else. It's more than a commitment. It's a mission. It's a cause we celebrate and reconfirm each year during Health Information Privacy and Security Week. MedScribe wants to wish all Health Information Professionals in the industry a happy Health Information Privacy and Security Week! >>>

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**Funny things our Doctors Say:**  
“Patient comes in complaining of hoarseness. The patient apparently lives with his wife and does a fair amount of talking.”

“The patient reports that since she had a colonoscopy, she has noticed some problems with her short term memory Her next complaint is abdominal pain that she notices only when the wind blows on her abdomen.”

“Patient admits to being hypochondriacal about things recently and in fact she has had to stop watching the TV show “E.R.” because she gets every symptom that she sees. She has actually not felt well since her

 **ChartNet™ TRAINING**



**ChartNet Spring Training Sessions**

ChartNet Client Console for Beginners

**Time and Dates:** 1pm eastern — March 10, April 14, May 12

ChartNet Client Console for Advanced Users

**Time and Dates:** 10am eastern — March 16, April 21, May 19

Web Portal Users

**Time and Dates:** 2pm eastern — March 18, April 15, May 20

Web Portal Electronic Signature for Physicians & Providers

**Time and Dates:** 3pm eastern — March 16, April 20, May 18

*All sessions will be conducted via webinar and conference call. To participate in any of the above training sessions please RSVP at least 3 days prior to the training event to Andrea Baez at [abaez@med-scribe.com](mailto:abaez@med-scribe.com) or by calling 1-800-329-1601 ext.210*

 **spotlight**

**MEDSCRIBE TEAM  
SPOT LIGHT**



**Ed Nimons**  
OPERATIONS SUPPORT

Meet Ed Nimons. Ed is our 1st Shift Operations Support. Ed handles calls and emails that come into the helpdesk and customer support line. Ed has been part of the MIS Team since 2008. He is well versed in ChartNet and skilled to handle most general client concerns. He is here to provide support to our clients Monday through Friday from 7am to 3pm EST. MedScribe is fortunate to have Ed on our team as he strives to take customer care to the highest level through his professionalism, talent and dedication. Ed can be contacted by email at [helpdesk@med-scribe.com](mailto:helpdesk@med-scribe.com) or 800-329-1601 x1.



**Our Winter-Time Client in the Spot Light**

This season’s Client in the Spotlight is Holzer Medical Center. The hospital is located in Gallipolis, OH. It is a 266 bed facility known to provide patient access to the most advanced and innovative treatments in the Southeastern Ohio Valley.



Meet the Holzer Medical Center HIM Team led by Chella Price, RHIA, Director of Health Information Management. Front Row: (L to R) Holly Stutler, Marie Clay, Chella Price, Kim Martinez, Patty Watson Back Row: (L to R) Donna Miller, Lisa Mayo, Ken Payne (CFO), Sherry Asher, Ronda Hogan, Christine Brown & Pam Mahan. MedScribe is fortunate to have a relationship with this great group of professionals and is thankful for the continued support provided by this awesome team.