



## winter 2010 newsletter

Welcome to the sixth edition of the MedScribe Information Systems Client Newsletter. We hope that all our customers had a wonderful time celebrating HI&T Week.

### **The best marketing is a highly satisfied customer**

The MedScribe team works every day to ensure our customers experience a high performance medical transcription solution. At MedScribe we know that we are only successful when we help make our clients successful. We also know that many of our new clients partner with us because of our long list of highly satisfied clients.

Statistics show that 70% of service provider decisions emanate from word of mouth. We are very gratified and thankful when a current customer thinks enough of MedScribe and our relationship to recommend us to an industry colleague. Industry colleagues who recommend MedScribe as an American transcription service provider are people who have taken the leap with MedScribe, outsourced their transcription and their expectations have been exceeded.

You can submit a formal evaluation of MedScribe's services through KLAS by clicking [HERE](#).

If you would like to provide a testimonial in support of MedScribe, please email to [mmorris@med-scribe.com](mailto:mmorris@med-scribe.com) or call us at 800-329-1601 ext 240.



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“The fast turnaround time we have experienced from MedScribe has improved our revenue cycle timing. By using their ChartNet™ system, we have also been able to manage our documents electronically which has had a very positive impact for our ‘on call’ physicians. MedScribe has become a valued business partner for us.”

— Rachael Trout, Administrator  
West Virginia University  
Physicians, Charleston, WV

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## MedScribe Opens New Secure Data Center

MedScribe is proud to announce the migration of its primary data center to the Qwest CyberCenter, located in Tampa, Florida. Our “old” data center (it’s only 2 years old), located in Jacksonville, FL will now take on the role as a fully-redundant backup data center, which will allow our customers to sleep better at night knowing that whatever the circumstances, MedScribe’s services will always be available. Additional benefits of the new data center are: SAS 70 Type II Internal Control Standards; physical security (biometric palm scanners, secure card-key access and 24/7 video and personnel monitoring); HVAC and fire suppression; redundant power supply, and; public and private/point-to-point network connectivity. Needless to say this data Center exceeds industry security standards to ensure maximum uptime and reliability. MedScribe is proud to have the newest and most advanced data center in the transcription industry.

## ONLINE INFO

### MedScribe Offers Compliance Videos and Testing

MedScribe understands the importance of compliance in the medical industry and has strived to help its

employees and its customers maintain compliance over the years. With the changing of tides, it is more important than ever to have up to date records for employee compliance. In an effort to help our customer’s compliance status, MedScribe now offers compliance video training and exams at <http://www.medscribe-compliance.com/compliance/>. We would like for all of our customers and their staff to take advantage of the compliance training. Visit our website today to watch the compliance videos and take the exam. Your results and certificate of completion will be sent to you and your supervisor, if indicated by email. We hope that this addition to our site will help our customers as the healthcare industry is ever changing.



## spotlight

MEDSCRIBE TEAM SPOT LIGHT



**MICHAEL ALLEN**  
Network Administrator

### Michael Allen, Network Administrator

Michael is MedScribe’s fix it man! For the last 11 years Michael has been helping MedScribe customers with IT solutions for transcription. Michael has configured hundreds of interfaces, supported implementations through his IT knowledge and provided technical customer support as information technologies within our customer facilities have progressed over the years. Michael’s know how and can do attitude exemplifies MedScribe’s commitment to supporting our customers with the best team in the industry.



**DONNA COOK**  
Project Manager/Analyst

### Donna Cook, Project Manager/Analyst

MedScribe is proud to announce that Donna Cook has joined the MedScribe Team as a Project Manager/Analyst. Donna has been in the medical transcription industry for over 7 years and has 15+ years experience in Information Technology, Service/Support, and Operations Management. Donna has over 5 years experience with ChartNet and plans to help MedScribe leverage proven technologies and operational expertise to support MedScribe’s tradition of continued growth and best in class service. Donna has four sons, one currently serving in Afghanistan, 3 daughters-in-law, and her first grandchild is on the way! Donna enjoys cooking, traveling, and serving in various community activities in her home state of North Carolina.



## MedScribe Increasing its U.S. Transcription Staff

In the last months of 2010, MedScribe’s recruiter, Gary Jurenovich, will have his hands full hiring over 50 new medical transcriptionists (MTs). The MTs are being hired to support the newest MedScribe client — a large, prestigious teaching hospital with a network of affiliated physician groups and clinics.

Considering the current economy, MedScribe is proud to be able to increase its employment by filling the open positions with highly qualified transcriptionists from all over the United States. We strongly believe that our 100% U.S. staffing model, where every aspect of the work is performed by U.S. based medical transcriptionists, provides the best quality, report turnaround, service and security for our customers while providing our employees a well paid home based career.



## Offshore Apprehensions

Hospitals say they have practical reasons for being reluctant to work with offshore vendors on digital medical records, citing the efficiency of doing work on site and the potential legal complications of shipping sensitive health information to other countries.

They are reluctant to send some patient information overseas, “As soon as it leaves the confines of the U.S., it’s not subject to the same rigorous laws as we are,” says George Conklin, chief information officer of Christus Health, an Irving Texas, operator of more than 40 hospitals in six states.

They also have other hesitations about hiring Indian firms. Designing and installing new medical systems “is hard to do off site, let alone offshore,” says Darren Dworkin, CIO of Cedars-Sinai Medical Center in LA who is close to finishing a 4-year \$100 million project to install an electronic medical-records system.



## Customer Spotlight

Acuityhealthcare is a privately-owned Long Term Acute Care (LTAC) hospital company, founded in 2001. Acuity is the only company with the flexibility to tailor its services to meet the specific needs of its clients. Acuity has the distinction of being the valley’s first long-term acute care hospital (LTACH), and are Joint Commission accredited. In order to better serve the needs of patients, Acuity offers two campuses — Acuity Specialty Hospital Ohio Valley at Steubenville and at Belmont.

The Steubenville Hospital is located on the 3rd floor of the Trinity Health Systems East Campus, and the Belmont Hospital is located on the 2nd floor of the Belmont Community Hospital in Bellaire, Ohio; combined service of 60 beds with an additional 12 beds available next spring.

Acuity sought out MedScribe’s solution and services to alleviate pain stemming from poor TAT and Quality. MedScribe was able to supply Acuity with guaranteed TAT and Acuity has had NO quality problems since starting with MedScribe in June 2010. MedScribe was also able to offer e-signature and auto faxing to help Acuity reduce daily task.

“We are very pleased with Medscribe, as is our Medical Staff. They are impressed with the TAT and no longer dealing with blanks left in their documents”

If you would like your facility to be highlighted in the MedScribe newsletter please contact Meredith Morris at [mmorris@med-scribe.com](mailto:mmorris@med-scribe.com).

MEDSCRIBE CUSTOMER SPOT LIGHT