



North Ottawa Community
Health System



Case Study

North Ottawa Community
Hospital (NOCH)



North Ottawa Community Hospital (NOCH) is an 81-bed acute care hospital located in Grand Haven, Michigan. Like other progressive institutions, their profile changes to meet the needs of their patients and the challenges of the industry. NOCH is a community health care system with a variety of inpatient, outpatient and support services. Affiliate organizations strengthen their delivery of care by transforming into a full health care delivery system. NOCH serves all communities in Northwest Ottawa County and adjacent communities in southern Muskegon County. NOCH is a private, non-profit hospital.

THE SITUATION

NOCH had a successful relationship with a previous local transcription service vendor; however, that vendor was acquired by a larger transcription vendor. The new vendor did not provide the quality, TAT or personalized customer relationship that NOCH was accustomed to.

THE SOLUTION

The new vendor was consistently falling short on meeting transcription service levels which was compromising the quality of patient care.

NOCH began the discussion with other vendors, which included bringing the Mediscribes sales team onsite to present the Mediscribes transcription solution. NOCH was impressed with both the presentation and the one-on-one interaction. NOCH selected Mediscribes for the following reasons:

1. Guaranteed quality of 98.5% or greater.
2. Guaranteed Turnaround Time (TAT).
3. Significant savings with a fixed annual cost.
4. HIPAA compliant.
5. Experience integrating with current Meditech workflow, EMR and ADT.
6. Digital recorder dictation capability and toll-free dictation mirrored to the current system in place.
7. Intuitive transcription management software.
8. 24/7 Customer Support.

THE RESULTS

The Mediscribes staff was present and onsite for the go-live, providing exceptional support during this transition. Mediscribes was able to provide a seamless integration with a Meditech ADT and RESULTS interface. The dictation system was mirrored to the current system so that the physicians were able to continue as usual - without change/interruption. The Mediscribes transcription director was onsite for a thorough review of the process to ensure that all rules and specifics were understood and instilled in the training process for the team of Mediscribes transcriptionists dedicated to the NOCH account.



The partnership with Mediscribes and NOCH has been a very positive experience. Quality and TAT are always exceeded. Customer support is excellent. I look forward to a continued partnership and would definitely recommend Mediscribes to other facilities."

Becky Cook
HIM Director



THE BENEFITS

Mediscribes has consistently delivered and met all benchmarked service levels. Quality and TAT are no longer an issue at NOCH and Mediscribes has provided **considerable cost savings** to facility.