

# Case Study

## East Tennessee Heart Consultants (ETHC)



## THE SITUATION

- 300 physician-based templates
- Laborious printing and faxing
- 22 FT MTs onsite and wanted to reduce the cost and improve the efficiency
- Expensive Dictaphone system with 14 servers

## ISSUES

- High transcription cost
- Variation in transcription from office to office
- High Dictaphone system lease cost
- TAT not maintained

## MEDISCRIBES' SOLUTION

- Standardized templates
- Auto-faxing, auto-printing, and document management
- Replaced Dictaphone with ezVoiceIntelligence system - only two servers
- Absorbed all their MTs

## THE ADVANTAGES

- Saving of **half a million dollars per year**
- Maintained TAT, seamless lab credentials, easy to integrate with EMR
- Real-time faxing, location-based printing, Mediscribes keeps up with PCP database
- Real-time workflow monitoring and tracking
- Integration with GE Centricity and DMS using HL7 interfacing

## THE CHALLENGE

East Tennessee Heart Consultants (ETHC) is an eight-location facility based in Knoxville, Tennessee. Challenges that ETHC faced with its transcription process were typical of the healthcare industry. Despite having 22 full-time in-house transcriptionists, ETHC physicians complained of unsatisfactory quality and delayed receipt of transcripts, resulting in a huge backlog.

ETHC was using a 'Dictaphone System' for its dictation and transcription process, requiring 14 servers that occupied two offices. Additionally, there were more than 300 templates customized for individual physicians for every work type. This created a significant amount of confusion among the transcriptionists, who were also responsible for the slow and labor-intensive process of printing and faxing reports on a daily basis. On top of all this, ETHC was experiencing the high cost associated with maintaining an in-house system, requiring frequent system upgrades and maintenance.

## THE SOLUTION

Mediscribes worked hand-in-hand with the ETHC staff to resolve all of their transcription challenges, one by one. Mediscribes first replaced all servers of the Dictaphone System with only two ezVI servers for the entire transcription workflow. Secondly, Mediscribes absorbed ETHC's transcriptionists, reducing ETHC's overhead expenses and creating employment opportunities.

Mediscribes dealt with the next challenge – the enormous number of templates and doctor-specific formatting issues – by standardizing each one of them with proper naming and coding protocols. The diagnostic templates were created based on ICAEL accreditation guidelines that facilitated easy integration with ETHC's EMR. This ended the variation in transcribed reports from one office to another.

An additional challenge was to eliminate ETHC's laborious faxing and printing tasks. Mediscribes' web-based document management interface reduced this burden by empowering the ETHC staff with e-signing, auto-faxing, auto-printing, and complete and comprehensive document management capabilities.

## THE RESULTS



*Mediscribes was able to replace our existing Dictaphone dictation system with their ezVoiceIntelligence, which provided all of the same functionality at a significant reduction in cost. They eased the transition by offering to hire and brought on board many of my existing transcriptionists. Their application of resources during the implementation process was a clear indication that their commitment to success was unparalleled. The bottom line to me is the nearly **half a million dollars** in annual savings.*



**KC Frescoln**  
CEO

## THE BENEFITS

ETHC now enjoys the benefits of an automated workflow with real-time faxing and location-specific printing of transcribed documents. Mediscribes delivers high quality transcribed reports with client-specific turn around times. Mediscribes has also developed an HL7 interface with ETHC's scheduling system (GE Centricity) to download patient information, providing a better than 99% accuracy rate on the integration of transcribed reports.

ETHC has voiced total satisfaction with the systematic problem resolution and prompt services provided by Mediscribes staff in all areas of its operation, and enjoys a close working relationship with all Mediscribes team members. To top it off, ETHC now saves half a million dollars each year.