

# Case Study

## Missouri Heart Center (MOHC)



## THE SITUATION

- Seven FT in-house transcriptionists
- Doctors using micro-cassette recorders

## ISSUES

- TAT not maintained - HUGE BACKLOG
- Lost files
- VERY high cost
- No measure of employee productivity

## MEDISCRIBES' SOLUTION

- Implemented ezVI to digitize and automate the workflow + measure employee productivity
- Transcription of all studies completed by 10 a.m. next morning and OPN within 48 hours

## THE ADVANTAGES

- Cost savings of \$50k per year
- Ability to monitor work and redirect and re-prioritize workflow as needed
- Real-time reporting on employee productivity and REAL cost
- No lost files – TAT maintained 100% of the time

## THE CHALLENGE

Missouri Heart Center (MOHC), located in Columbia, Missouri, is an eight-location and 16-provider cardiology practice. For years, MOHC providers worked with obsolete methods for dictation recording using micro-cassettes. The consequences were lost files and broken cassettes.

The facility had employed seven transcriptionists to cater to its transcription needs; however, they were unable to keep up with turn around times, thereby creating a huge backlog. There was also no basis for measuring employee productivity, in spite of the high cost of staffing.

## THE SOLUTION

Mediscribes worked with MOHC to understand and deliver solutions that saved the facility money and improved productivity. Mediscribes deployed ezVoiceIntelligence at MOHC to digitize and automate the entire transcription workflow, including capabilities for measuring employee productivity.

Providing end-to-end transcription solutions, Mediscribes replaced three MTs, reducing a significant amount of operating cost. Mediscribes now transcribes and delivers diagnostic reports by 10 a.m. the next day, and other regular office notes/letters within 48 hours.

## THE RESULTS



*The transcriptionists at Mediscribes provide high quality work within our desirable TAT requirements.*

*Their customer service is responsive and understands when we have requests for STAT work. Regardless of our volume, they successfully manage our work and our overflow activity allowing us to realize savings of approximately \$70,000/year. Our initial purchase of the ezVI platform provided us with the productivity information that we needed to determine that outsourcing transcription not only made sense for us, but provided a 6 month ROI.*



**Allen Goree**  
CEO

## THE BENEFITS

With Mediscribes, MOHC estimates it is saving approximately \$50,000 a year on transcription. Mediscribes has empowered MOHC with the ability to monitor and control workload as needed, as MOHC can now execute realtime reporting on employee productivity and real cost. Moreover, the entire MOHC staff is appreciative of the faster turn around times.