



Dayton Heart Center  
Premier Health Partners



# Case Study

The Dayton Heart Center (TDHC)



## THE SITUATION

- Offsite transcription vendor that provided typed documents in MS word format
- Two FT in-house staff doing cut and paste into GEMMS ONE and then faxing referral letters

## ISSUES

- TAT not maintained
- Lost files
- High cost
- Very poor customer support from vendor

## MEDISCRIBES' SOLUTION

- Provided transcription solution with minimal change to doctors
- Digital recorders with telephone dictation system as backup
- Transcription of all notes and studies completed by 9 a.m. next morning

## THE ADVANTAGES

- Cost savings – transparency in billing
- Data security and fast TAT
- Daily reports on number of audio files received and documents transcribed
- Ability of staff to listen to all audio files

## THE CHALLENGE

The Dayton Heart Center (TDHC), a large cardiology practice located in Dayton, Ohio, was having several issues with its previous transcription service provider. One of the most prevalent was the loss of audio files on a consistent basis, due to the use of an antiquated dictation system. Additionally, TDHC was experiencing long TATs (turn around times), causing serious delays in completing patient charting and billing.

The monthly billing statement from the service provider was unclear and seemed excessive, with no ability for TDHC to audit the accuracy of the invoice. To make matters worse, the vendor was providing poor customer service (e.g., phone calls were not returned for more than two days), resulting in a high level of frustration.

In addition to the high monthly cost of the transcription service, TDHC was also paying two full-time employees to copy and paste transcribed reports into its EMR application (GEMMS ONE), and to manually fax letters to referring physicians.

## THE SOLUTION

TDHC came to Mediscribes looking for solutions to all these issues. Utilizing Mediscribes' state-of-the-art digital dictation technology, ezVI, TDHC is now able to monitor all dictations in real time, and generate daily audit reports. Mediscribes has provided TDHC with a complete audit trail of audio files from day one, eliminating the issue of lost files.

Mediscribes' skilled EMR integration team facilitated the importation of transcribed reports into TDHC's GEMMS ONE application, and automated faxing of referral letters, significantly reducing the cost associated with this process.

Additionally, Mediscribes provides prompt, world-class customer support within minutes, and continues to meet all turnaround times specified by TDHC with a better than 99% accuracy rate on transcribed reports. All of these statistics are provided with the monthly billing statement, which includes a clear definition of a line (i.e., no "magic formulas"). As part of its commitment to superior customer care, Mediscribes continues to meet with TDHC regularly to ensure the facility's ongoing needs are met.

## THE RESULTS



*Things I enjoyed in my business dealings with Mediscribes are; proactive dedication to quality adherence, timely work completion, work-flow tracking made available to us and truly world-class and enthusiastic customer service. Regular updates and feedback from the QA staff from this most professional, MT oriented company that I have ever worked with in my 26 years of medical career only makes me say I recommend Mediscribes without reservation for any healthcare facility looking for a quality transcription company.*



**Cherie Smith**  
*Operations Director*

## THE BENEFITS

Delivering highly accurate transcribed reports in a timely manner has increased TDHC's productivity with improved workflow management. Mediscribes has saved TDHC over 15% in transcription costs through workflow efficiency, decreased costs, and transparent billing.