



Guaranteed TAT, Accuracy and Savings on Medical Transcription Services

THE
University of Vermont
HEALTH NETWORK

Champlain Valley Physicians Hospital

By implementing Mediscribes, Champlain Valley Physicians Hospital realized 50 percent savings on medical transcription services and significantly improved turnaround times in transcribed dictations.



Location
Upstate New York



341 Bed Acute Care; **54** Bed
Skilled Nursing Facility



Type
Regional tertiary center



Total Annual Admissions
8,970

The Challenge

- The hospital was experiencing a two-week backlog for priority cases and a three-week backlog for all other types.
- Hiring transcriptionists for the overnight hours proved challenging and transcriptionists didn't work during periods of low inpatient census.
- These factors lengthened turnaround times and increased the backlog.
- Additionally, CVPH wanted to relocate employees to revenue-generating projects.

The Solution

- Mediscribes expedited the integration to cover their backlog and within 4 weeks transitioned everything including performance and document formatting.
- Mediscribes' proprietary transcription interface integrated seamlessly with CVPH's existing 3M applications used for transcription and dictation.
- Mediscribes was also able to provide the hospital with a verifiable charge-per-line for general dictation and charged no setup fees.
- As part of the solution, Mediscribes offered CVPH's transcriptionists full-time, flexible positions.



Three months into the transition, report quality has improved to the point we were at with the former CVPH in-house transcriptionists - with a better and more consistent turnaround time,”

Maureen A. Stiefel Manager - HIM, CVPH

The Impact

- CVPH was able to cut the cost of transcription services in half by reducing the hospital’s medical transcription staff by 15.5 FTEs and transitioning the department’s manager to revenue-producing areas of the HIM department.
- The amount of IT support dedicated to transcription was reduced by approximately \$12,000 per year.
- CVPH also experienced significant improvement in transcription turnaround times. Mediscribes offers CVPH 24-hour support so there’s no longer a backlog of dictations from the overnight hours.
- With 24-hour support there is no longer a backlog of dictations from the overnight hours. The hospital receives finished, accurate reports in the time.
- By providing consistent, reliable medical transcriptions, CVPH receives high-quality service that reflect 24/7 patient care.



50%
Cost Savings versus
in-house transcriptionists



>98.5%
Accuracy in Dictated
Reports



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