

# Case Study

## Novant Health



## THE SITUATION

- Offsite transcription vendor that provided typed documents in MS word format
- Three FT employees in-house doing cut and paste into EMR and then faxing referral letters

## ISSUES

- TAT no maintained
- Lost files
- High cost
- Inability to keep up with growth
- Poor accuracy

## MEDISCRIBES' SOLUTION

- Provided end-to-end solution with minimal change to doctors
- Telephone dictation system with digital recorders as backup
- Transcription, EMR integration and faxing of referral letters

## THE ADVANTAGES

- Cost savings
- Studies completed and faxed to referral physicians by 10 a.m. next morning
- Daily reports on documents transcribed, integrated into EMR, and faxes sent
- Average accuracy of more than 99%

## THE CHALLENGE

Mid Carolina Cardiology (MCC) is a prestigious 38-provider practice based in Charlotte, North Carolina. MCC is a part of Novant Health. MCC previously utilized an outsourcing service for its medical transcription, and was extremely dissatisfied with its performance. The service provider used antiquated and unreliable technology that resulted in serious issues with unmet turnaround times, compounded by inadequate communication from the vendor.

MCC required three full-time employees to handle the labor-intensive tasks of manually inputting the transcribed documents into the EMR and faxing the reports to referring physicians. The doctors were frustrated with poor document quality and demographic errors. Additionally, using dated technology and processes resulted in higher cost and loss of audio files and transcribed reports, and limited MCC's ability to grow.

## THE SOLUTION

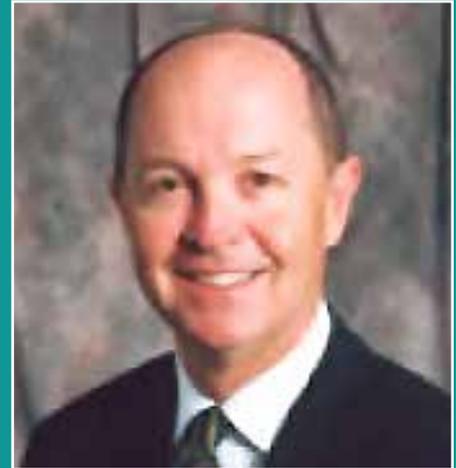
Mediscribes deployed a telephone dictation system as an inexpensive solution for dictating, and provided digital recorders as a backup. This resulted in a more expeditious method for the processing of voice files. Mediscribes then took charge of MCC's entire transcription process, providing a seamless transition from start to finish, and a comprehensive EMR and document management solution.

Mediscribes was able to deliver highly accurate transcribed reports within the client's specified turnaround times, and a viable solution to the integration of finished reports into MCC's EMR. Additionally, Mediscribes provides a daily auditing report for reconciliation of typed reports integrated into the EMR.

## THE RESULTS



*Mediscribes performs high-level transcription services for our 40,000 outpatient visits/year and 30,000/year diagnostic tests. They are unique in all the other companies that we have tried for transcription in several ways: 1) They seamlessly integrated their service into our EMR. 2) Their quality is superior - the best I have seen in 15 years of senior management. 3) Their customer service is superb. I recommend them without hesitation to other medical groups.*



***Dr. Steve McAdams***  
***CEO, Cardiology Group***

## THE BENEFITS

Mediscribes was successful in assisting MCC by providing a cost-effective, comprehensive transcription solution. MCC has been partners with Mediscribes for more than two years now, and has been extremely satisfied with the services provided. During that time, Mediscribes had been unfailingly maintaining turnaround times, wherein studies are completed and faxed to referring physicians by 10 a.m. the next morning.