



# Guaranteed TAT, Accuracy and Savings on Medical Transcription Services



## RMC

Anniston | Jacksonville | Stringfellow

The Healthcare Authority of the City of Anniston is a three-hospital health system headquartered in Anniston, Alabama. Northeast Alabama Regional Medical Center (RMC) is the premier regional health care provider for a five-county service area in northeast Alabama.

- 323-beds located at RMC Anniston
- 104-beds at RMC Jacksonville
- More than 13,500 inpatients
- 57,000 outpatients
- Nearly 1,800 newborn deliveries
- 42,000 emergency room visits
- RMC Stringfellow was acquired in May, 2017
- 125-bed acute care hospital established in 1938
- Employs more than 250 people



## THE SITUATION

In late 2016, RMC was experiencing challenges with its transcription service vendor and made a strategic decision to seek to change vendors to improve the overall service level, namely transcription quality and turnaround time, yet reduce transcription spending.

## THE SOLUTION

The implementation for all three facilities was completely smooth and professional. There are three different EMRs, RMC Anniston is McKesson Paragon, RMC Jacksonville is CPSI and the recently acquired Stringfellow is moving to McKesson in April, 2018, but still being hosted by Community Health System (CHS).

The Mediscribes staff was present and onsite for the go-live, providing exceptional support during this transition. **Mediscribes was able to provide a seamless integration with two different versions of McKesson Paragon and CPSI Evident.** The dictation system was mirrored to the previous dictation setup so that the physicians were able to continue with business as usual - without change/interruption. Mediscribes performed a thorough review of all business rules and processes to ensure that all account specifics were understood and instilled in the training process for the team of Mediscribes transcriptionists dedicated to the RMC account.

## WHAT OUR CUSTOMERS SAY



My overall experience with Mediscribes has been outstanding and Mediscribes has turned out to be one of the best vendors I have ever worked with. Interfacing to the three different EMRs and the rollup of the product had own its set of challenges, but everything turned out so perfect! Their response team is just superior. We have thrown a lot of extra challenges at them.

“We purchased another hospital, Stringfellow Memorial, in May, 2017. In June, Stringfellow’s transcription provider (Nuance) was subject to a malware attack. I made a phone call to the Mediscribes Customer Support team that I work with. They were able to pull up the entire hospital overnight with no ADT feed, at that time. Mediscribes really stepped up. We worked out some temporary solutions and the doctors continued to dictate without interruption. It was just fabulous. That would be very, very challenging for any company and this team just stepped up perfectly!”

~ Donna Crew  
Director, Health Information Management

## THE BENEFITS

Mediscribes met every challenge head-on and everything agreed to in the contract has been consistently met - and exceeded. Mediscribes has met turnaround times implemented at all three facilities, to include very rigorous TATs.

“We have changed three different hospitals over to Mediscribes and I haven’t had one physician complaint, at all, which is just fabulous. The teamwork and communication from Mediscribes is phenomenal. They are right there for anything we need and they jump in and succeed on each and every challenge. I strongly recommend Mediscribes to any hospital seeking transcription services,” said Donna.



12806 Townepark Way, Louisville, Kentucky 40243

(866) 473-5655 | [sales@mediscribes.com](mailto:sales@mediscribes.com) | [www.mediscribes.com](http://www.mediscribes.com)