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Choosing a Transcription Service

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This is a matrix you can use to help choose the Transcription Service which is right for you.

Choosing a Transcription Service

Questions you need to ask before choosing a transcription company.

Transcription Quality

Transcription Quality	MTA	Competitor A	Competitor B
Are your MT's assigned to specific doctors based on skill sets and training?	YES		
What is your average accuracy for completed documents?	99.30%		
Do you do random quality audits to ensure accuracy?	YES		
How many QA steps does each job go through before delivery to my office?	5		
Can you assign different TAT's for each report type and doctor?	YES		
Can you complete STAT jobs in less than two hours?	YES		
What is your standard turnaround time?	24 hours		
Is transcription performed in the U.S.?	YES		
How long have you been in business?	16 years		

Software and Hardware

Software and Hardware	MTA	Competitor A	Competitor B
Do I have to purchase hardware or software? If so how much?	NO		
Can I review, retrieve and manage transcription from the Internet?	YES		
Are there monthly lease payments or annual maintenance fees?	NO		
Are there set-up charges for each user added to the system?	NO		
Is your software compatible with EMR?	YES		
Is your software HL7 compatible?	YES		
Is your platform HIPAA compliant?	YES		
Do I have to pay you to build templates?	NO		
Is the platform scalable from 1 to 1000 doctors at no additional cost?	YES		
Can I see a detailed demonstration of the platform you use?	YES		
Can I contact current clients?	YES		

Back End Accounting

Back End Accounting	MTA	Competitor A	Competitor B
Is pricing transparent and can I audit individual documents for verification?	YES		
Are line counts automated and reportable live, on-line?	YES		
Can I generate detailed reports on how much I've	YES		

paid and for doctor costs?

Can I generate reports that measure TAT? **YES**

Do you have industry standard pricing and can you prove actual costs? **YES**

Are there detailed account reporting and auditing capabilities? **YES**

Access

Access	MTA	Competitor A	Competitor B
Remote access by physicians, nurses and assistants?	YES		
Remote access by Administrator?	YES		
Remote dictation by phone, recorder or PDA?	YES		

Operations

Operations	MTA	Competitor A	Competitor B
Do you provide automated report delivery by printer and fax?	YES		
Is work flow routing to transcriptionist automated and instant?	YES		
Is there searchable document storage included at no additional charge for the first 2 years?	YES		
Can reports be customized at no charge?	YES		
Can I attach digital images to transcriptions?	YES		
Can documents be electronically signed at no	YES		

additional cost?

Can copies of transcriptions automatically delivered to referring doctors by fax or internet? **YES**

Security

Security	MTA	Competitor A	Competitor B
Are HIPAA requirements met at every stage of the system?	YES		
Are there flexible security settings?	YES		
Are there multiple electronic signature options for dictators?	YES		
Is the platform co-located in secure server bunkers with emergency back-up power?	YES		
Are there at least 3 physical layers of security for the servers?	YES		

Support

Support	MTA	Competitor A	Competitor B
Is there free support during business hours?	YES		
Is there 99+% application uptime?	YES		
Is there 24/7 system support available?	YES		

Flexible dictation and use options

Flexible dictation and use options	MTA	Competitor A	Competitor B
Do you support handheld digital recorder, telephone and PDA dictation capture?	YES		
Is EMR interfacing available for HL7, XML, batch and custom system?	YES		
Is your system a proprietary system?	NO		
Are proprietary equipment or "Black Boxes" required for integration?	NO		
Can images be attached to the dictation by radiology clients?	YES		
Can images be available to referring physicians and archived with dictation?	YES		
Can referring physicians be set-up on the system and receive reports on line?	YES		
Is there an auto faxing function?	YES		
Can documents be automatically printed at remote locations?	YES		