

## Custom Speech USA™ Case Studies Telephone Dictation for Transcription Service

### Background

Medical transcription company with one local and three remote medical transcriptionists (MTs).

### Case Study

#### Vendor/Client

Custom Speech USA™ for medical transcription company in Covina, CA.

#### Overview

Owner wanted to upgrade from manual to automatic distribution of audio and text. Requested seamless upgrade that did not disrupt service to her physician clients.

#### Components

- Command!™ Call Center x 1
- Command!™ Professional x 1
- Command!™ Workstation x 3
- Command!™ Job Processor x 1

#### Installation

Prior to upgrade, customer shipped its existing telephone server running Windows 2000 Professional to Custom Speech USA™ for installation of Command!™ Call Center with 4-line Dialogic telephony card. Customized prompts were also created using text-to-speech. A temporary dictation service was hosted at Custom Speech USA™ office in Crown Point, IN for four days while customer system was upgraded. Audio files were emailed to customer for transcription. After the system was sent back to customer, physicians could call in to the system, enter user ID, and begin dictating. When the physician finishes dictating, the audio is automatically assigned to one of four MTs based upon transcriptionist group assignment and doctor user ID. A job audio file is then sent to a remote MT with Command!™ by email. The remote MT plays back audio with Express Scribe (<http://www.nch.com.au/scribe/>) and transcribes using Microsoft Word. The document is sent back to the original location. If the MT had any questions, these are entered into the Comments field of the Command!™ workflow manager. These are flagged for the central transcriptionist. Transcription is reviewed and edited, if necessary. Document file name is created automatically based upon the Job ID, Subject, and Document fields within Command!. The document is distributed to the clients via encrypted email use MEP (<http://www.deturi.com>). Workflow management is accomplished with Command!™ Job Processor Server is used to determine assignment of dictation audio to transcriptionists. MTs are using Windows 2000 or XP.

#### Benefits

- Seamless upgrade with no interruption of service
- Easy integration with preexisting software
- Automatic distribution of jobs

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We teach computers how to listen®

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