



MESSAGE FROM NTS QUALITY DIVISION

We are very happy to have you as a privileged partner of NTS. As a valued NTS partner, we would like to you give few tips to your team members on improving their quality skills and become much more independent.

- You will need to have typing skills with speed and accuracy, proofreading skills, editing skills, keen hearing and auditory discrimination, efficient use of references, knowledge of the current acceptable standards of style and professionalism in medical transcription.
- You will need to have complete knowledge of the account specifications of the accounts that are assigned to you.
- Before starting transcription work, it is important for you to go through the previous day's correction report from "FIESA – Feedback for Improving Expectations, Safety and Accuracy" and learn from the mistakes noted on the audit reports. Use of Fiesa has to be taken as a learning tool to improve quality.
- Be sure to go over the corrections and ask your Team Manager for assistance if you are not sure of some corrections/conflicting corrections marked by the auditor.
- You will be able to view correction reports (through fiesa) of your MT colleagues with names masked such that you can see the various errors committed and thereby learn.
- While starting transcription work, a thorough check of patient's demographics is required along with dictator's details.
- You will need to have normal lab value data available with you such that you are sure of the values dictated by physicians. This can vastly eliminate CPSEs.
- You will need to cross verify the drug and drug dosages dictated by the physicians.



- On transcription job, you will need to involve yourself in each of the dictations and follow the disease condition of the patient.
- You will need to have good eye, hand, and auditory coordination.
- With voice recognition playing a key role in the current industry, you should not be misled by VR output, and you will need to make sure that the output makes proper sense to the context of the dictation.
- Reports with discrepancies should always be flagged. Never submit such jobs direct to the client.
- Never guess any words that you are not sure, you will need to either leave a blank and/or you can pend such jobs for **NTS review**.
- Homonyms (sound alike words) will always confuse you, and it is essential that you check the meaning and ensure that the homonym fits the context of the text dictated.
- It is always essential for you to go through the files more than once along with the voice file such that omission major errors can be completely eliminated.
- You will always need to read through the reports before submitting to the client such that almost all of the minor errors can be eliminated.
- As a medical transcriptionist, we need to be alert and when necessary to correct physicians mistakes and flag the report.
- You will need to correct sentence structure, grammar, and word usage for ESL dictators but do edit the least amount possible, and you should not change the dictator's style and do not change the meaning of the sentence.
- While using templates of physicians that are pre-loaded, you will need to ensure to use the correct template and edit/delete the unwanted text that the physician dictates.
- You will need to have a goal of always maintaining accuracy score of 99% or higher.



NUANCE

TRANSCRIPTION SERVICES

- You should not use extensive “blanks” in transcripts and you will need to work on cracking blanks as well as research as much as possible. Most of our customers always complain about excessive number of easy blanks. You may think that the account specifics allows 2 blanks per report, but what customer states is that every other document is coming through with 1 or 2 blanks, which frustrates them. We highly encourage you to take help from others to fill blanks or else pend for **NTS review**.
-
- Slight change in numbers can vary from major to CPSE, and you will need to take utmost care while keying number values.
- You will need to conscientiously look up all unfamiliar words and spellings including capitalization. Spell check needs to be done after every document is completed.
- You will need to be careful of word expansion errors or selecting the wrong word while spellchecking. These errors will often place terms in reports that are totally out of context and are extremely serious errors.
- As majority of our work is flowing through eScription, editing keeping in mind, the usual types of errors from VR output are omitting dictated words, selecting wrong English or medical word, misspelling words, grammatical or punctuation errors, go through each and every transcription with great care and precision.
- There are various online training modules available which will help you in enhancing your skills as MT professionals. We encourage you to complete at least 2 training modules in a month.
- **As a valued partner of NTS**, we are happy to help **your team members** achieve the highest quality standards; however, we have our contractual obligations to our clients, wherein we are required to conduct quality audits, which match the client’s perception of quality.
- **We strongly encourage your team members to come up with any errors that your team members feel that is graded incorrectly for reversals. Any error that is reversed will benefit the overall quality score.**
- Our QA module is setup in such a way that even the QA personnel’s have penalty if they mark errors incorrectly.



- *Remember Customer Satisfaction is our goal. If our customers are not happy, it means we do not have a job in hand.*