

**CUSTOMER:** Tenet  
**MASTER ACCOUNT:** Tenet  
**VERSION:** 10  
**SAMPLE SITE:**

**SR OM:** Bethanne Tuel  
**OM:** Corinne Baumeister, Lynne McClary, Susan Flynn  
**CLIENT WEBSITE:**  
**FIESA ENTRY:**

#### TEXT FORMATTING

<b>ALLERGY Statements</b>	Uppercase for positive statements, lowercase otherwise
<b>CONTRACTIONS</b>	No Preference.
<b>DATES</b>	Concise numerics as dictated.
<b>HEADINGS</b>	Heading, colon, 2 spaces then text on same line
<b>HEADINGS Formatting</b>	ALL CAPS
<b>SUBHEADINGS</b>	Drop-down format
<b>SUBHEADINGS Formatting</b>	ALL CAPS
<b>THE JOINT COMMISSION REQUIRED LIST</b>	Required and Optional Lists
<b>LISTS</b>	Enumerate only if speaker requests, otherwise comma-separated series
<b>NUMERICS</b>	
Dimensions	No Preference
Numeric Units	No Preference
Numeric Ranges	No Preference
Frequencies	No Preference
OB/GYN	When dictated as abbrev., use a comma (G1, P2)
Vertebral Spaces	Separate with a hyphen. Transcribe vertebral spaces literally, using hyphens: "L5-S1", "S1-2"
<b>Roman vs. Arabic</b>	
Grades	Roman (Grade II/VI murmur)
Stages	Roman (Stage II cancer)
Cranial nerves	Roman (Cranial nerves II-XII)
Types	Arabic (Diabetes mellitus type 2)
<b>PATIENT name</b>	Transcribe name as dictated

#### UPLOAD PROTOCOL

<b>ADDENDUMS</b>	Transcribe ADDENDUM as first line of text, upload.
<b>BLANKS</b>	MLS pend for 1 or more blanks (MLS to NTS QC). QC/Credentialed MLS pend 3 or more blanks to customer.
<b>BLANKS - Credentialed MLS</b>	Credentialing authorizes MLS to bypass pending to NTS for all blanks
<b>BLANKS Formatting</b>	5 underscores. Example: _____
<b>CARBON Copies (New Contacts)</b>	If not in database, add new contact including BE alpha code at beginning of the street 1 field. Upload

<b>CARBON Copies (Same Name/Multiple Entries)</b>	If multiple entries of the same name, add new contact including BE alpha code at beginning of the street 1 field. Upload
<b>CARBON Copies (Inaudible)</b>	If completely inaudible, add new contact with 5 underscores for First Name and 5 underscores for last name, and upload.
<b>CONTINUATION of prior cut off dictation INCOMPLETE Dictations</b>	If speaker dictates a continuation of a prior cut off report, type what is dictated and pend Tenet_Incomplete Dictation. Transcribe Dictation Ends Here as last line of text and pend to customer.
<b>NO Dictation/Cancelled</b>	Type what is dictated. Type the cancel request in all upper case. Change worktype to Cancelled Worktype and upload.
<b>RISK Management</b>	Change discrepancies to blanks and pend to customer, adding a note regarding the discrepancies.
<b>SIGNING Clinician</b>	Pend to customer to verify signing clinician if not dictated
<b>STAT Reports/2 HR &lt; TAT Reports</b>	Do not pend STAT or 2 HR or less dictations EXCEPT for demographic issues.
<b>WRONG Worktype</b>	Change to correct WT and upload as normal.

#### WORKTYPES

*List all WTs specifically as they appear in transcription application*

#### PLATFORM NOTES

Corrections to Prior Reports	Type what is dictated, pend Tenet_Other with comment of Correction to Prior Report.
Date of Service in Body of Report	Type dictated Dates of Service in the body of the report.
Inaudible	If dictation is over half inaudible, pend as Tenet_Poor Sound Quality/Static with a comment of "Inaudible, not edited" or "Inaudible, not transcribed"
Procedure Date Field in Header	Leave blank.
Signing Clinician	Verify if signer has signing rights by checking if their name is in the signing clinician drop down in header. If speaker IS in signing clinician drop down, leave Signing Clinician field blank; if they state they are dictating for someone else or mentions an attending, etc -type that dictated info in the body of the report. If the speaker name is NOT in the signing clinician drop down, select the appropriate signing clinician from the drop down.
Visit ID Selection Tips	If patient info in header does not match what is dictated; try a search using Account Number as MRN.

#### FAQs

#### QUALITY TEAM NOTES

For any formatting instructions outside of the above, please transcribe as dictated or refer to Nuance Transcription Guidelines for preferences. All instructions beyond what is included in this document will not be scored as errors by the quality team.

**THE JOINT COMMISSION DANGEROUS ABBREVIATIONS**

U (unit)	Write "unit"
IU (International Unit)	Write "International Unit"
Q.D., QD q.d., qd (daily)	Write "daily"
Q.O.D., QOD, q.o.d., qod (every other day)	Write "every other day"
Trailing zero (X.0 mg)* (see note below)	Write X mg
Lack of leading zero (.X mg)	Write 0.X mg
*Exception to above: A "trailing zero" may be used only where required to demonstrate the level of precision of the value being reported, such as for laboratory results, imaging studies that report size of lesions, or catheter/tube sizes. It may not be used in medication orders or other medication-related documentation.	
MS	Write "morphine sulfate"
MSO <sub>4</sub> and MgSO <sub>4</sub>	Write "magnesium sulfate"
ug (for microgram)	Write "mcg"
h.s., H.S., Q.H.S., q.h.s.	Write out "half-strength" or "at bedtime"
T.I.W. (for three times a week)	Write "3 times weekly" or "three times weekly"
S.C. or S.Q. (for subcutaneous)	Write "Sub-Q", "subQ", or "subcutaneously"
D/C (for discharge or discontinue)	Write "discharge" or "discontinue"
cc (for cubic centimeter)	Write "mL" for milliliters
A.S., A.D., A.U. (Latin abbreviation for left, right, or both ears)	Write: "left ear", "right ear" or "both ears"
O.S., O.D., O.U. (Latin abbreviation for left, right, or both eyes)	Write: "left eye", right eye" or "both eyes"

<b>Version &amp; Date of Revision</b>	<b>Description of Version Change</b>
1.0 - 04/05/2018	Original New Format