

Transcription Services for Doctors and Clinicians – Frequently Asked Questions

FAST, ACCURATE MEDICAL DOCUMENTATION

Q: WHAT IS YOUR TURN-AROUND-TIME?

A: We guarantee that your transcribed documents will be available for retrieval within 24 hours of dictation.

Q: WILL I HAVE ONLINE ACCESS TO TRANSCRIBED MEDICAL RECORDS?

A: Yes. We have a secure web-portal with Internet access for easy retrieval of your transcribed medical records.

Q: IS YOUR MEDICAL TRANSCRIPTION SERVICE COMPATIBLE WITH EMRs?

A: Yes. We have full HL-7 based integration with major EMR systems in use today. Completed reports can be viewed online and imported directly into your EMR system.

Q: CAN I ACCESS MY REPORTS FROM MY SMARTPHONE?

A: Yes. Accentus Mobile is available for free download so you can dictate, review, and sign reports right from your smartphone, portable media player, or tablet computer.

Q: CAN I USE A DIGITAL RECORDER?

A: Absolutely, our system works with most models. We also provide a toll-free 1-800 number for an easy phone dictation alternative.

“I APPRECIATE THE PROFESSIONAL AND EXCELLENT SERVICE THAT I RECEIVE FROM ACCENTUS. MY REPORTS ARE RETURNED PROMPTLY, ARE EASILY ACCESSIBLE, AND THE TYPING IS OF A SUPERIOR QUALITY. THANKS AGAIN FOR THE EXCELLENT SERVICE.”

RICHARD M. GLADSTONE MD FRCP
NEUROLOGIST
TORONTO, ONTARIO





Accentus MD – FAQs

Q: HOW DO YOU ENSURE THE ACCURATE CAPTURE OF COMPLEX MEDICAL INFORMATION?

A: We provide highly qualified transcriptionists and editors with specialties in all medical fields. We only hire certified individuals and our medical transcription team has a combined average of 13 years experience. Your dictations are not just words to us. Our ability to understand the medical context of your notes enables us to identify and then follow up on any perceived inconsistencies. We also have a rigorous quality assurance program that ensures your documents meet or exceed 98% accuracy rates each and every time.

Q: WE USE A STANDARDIZED FORMAT FOR RECORDS IN OUR OFFICE. DO YOU HAVE THE ABILITY TO CUSTOMIZE OUR REPORTS?

A: Absolutely. Your dedicated account manager will ask you for any templates or custom requirements. These will be loaded into the system for easy retrieval by our transcriptionists. We will also assign a dedicated editor to your account, familiar with your requirements, to ensure your reports are delivered the way you want them – every time.

Q: DO YOU USE QUALIFIED TEXT?

A: Yes. We use qualified text to streamline the transcription workflow and reduce overall transcription costs. For our clients in the United States the use of qualified text can allow for billing of services at a higher level and increase reimbursements.

Q: WHAT STEPS DO YOU TAKE TO PROTECT PATIENT PRIVACY?

A: At Accentus, we use sophisticated administrative and technical barriers to ensure the complete privacy of all transmitted voice and data files in strict adherence to privacy standards (PIPEDA in Canada, HIPAA in the United States).

CONTACT INFORMATION:

Accentus is headquartered in Ottawa, ON, Canada and has offices in Waukegan, IL and Bonita Springs, FL, USA.

For more information please contact one of our account representatives at **1. 855. 367. 4445** or email us at **info@accentusinc.com**, or visit our website at **www.accentusinc.com**

**INTEGRATED MEDICAL
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SOLUTIONS THAT MAKE
GREAT BUSINESS SENSE**

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VIDE FLEXIBLE SOLUTIONS.
WHETHER YOU ARE A HOSPITAL,
HEALTH SYSTEM OR CLINIC, A
GROUP PRACTICE OR AN
INDIVIDUAL PHYSICIAN WE HAVE
A SOLUTION TO MEET YOUR
SPECIFIC REQUIREMENTS.

