



Accu-Doc:

Atom Live™ Customer Profile

Seamless Dictation Management



Accu-Doc was launched in 1987 by Juliann Calvey, now a 30-year veteran in the field of medical transcription. Since that time, the company has provided fast, accurate, reliable and HIPAA-compliant medical transcription service to clients in every area of the medical community. Their growing client list includes

some of the most prestigious names in New Jersey health care, including Princeton University, Robert Wood Johnson University Hospital, and University Medical Center at Princeton. Accu-Doc utilizes a team approach, beginning with a staff of highly-trained and experienced medical transcriptionists, who are, in turn, supported by Quality Assurance experts. All of their team members are located within the United States, linked via digital technology. The company's competitive edge stems from their approach – "Each health care provider's transcription solutions are tailor-made to fill their needs and we boast ongoing personalized customer care."

MANUAL MAYHEM

Accu-Doc utilized another digital dictation platform which allowed them to move files electronically but offered very little in the way of voice file management. All voice files had to be manually assigned to a transcriptionist and manually deleted after transcription. The system offered very little in the area of file identification, which made the process of dictation assignment difficult and priority detection nearly impossible. All of these headaches were also attached to a very large fee. They needed a system which would ease the task of voice file management: daily assignments, changing assignments, tracking individual voice files, and handling STAT voice files in the most expedited manner. As well, they were looking for a more efficient way to add new users and track their usage of the system. Calvey says, "It was very important for me to find a system which would free me from being so hands-on. I needed to get some of my jobs automated, to duplicate me, so-to-speak."

NO MORE BUSY WORK

Calvey turned to the experts at TranscriptionGear.Com for their advice on the best solution to solve her day-to-day troubles, without a large up-front cost and ongoing support and maintenance fees. Assistant Sales Manager, Ryan Knight, suggested the hosted digital dictation platform, Atom Live™. Atom Live



CHALLENGE

Accu-Doc utilized a labor intensive, in-house system that was expensive to maintain and offered no way to efficiently manage the dictation files, clients or transcriptionists.

SOLUTION

Atom Live hosted digital dictation management system from TranscriptionGear.Com, backed by the industry's best technical support team.

RESULTS

- Detailed management of dictation files and staff members
- Increased transcriptionist productivity through file routing
- Easy and quick distribution of dictation files throughout multiple offices
- Built-in HIPAA and HITECH compliance
- First Vacation in 20 Years!

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“The transition was seamless.

Adding new dictators has been seamless.

Changing assignments is seamless.

I left town for a week for my first vacation in 20 years –

Seamless.”

“I want to shout from the rooftops about how great you guys are.

You don’t get this kind of quality from anybody these days.”

gives you the ability to manage your users and dictations from one central location. It offers management reporting and allows you to customize the flow of incoming work and automate the workflow to enhance efficiency and output, thus eliminating “busy work”. The service is available 24/7/365 and is offered for a low monthly fee.

SEAMLESS TRANSITION

The transition to Atom Live was seamless. Calvey appreciates the attention that was given to her during the set-up process by TranscriptionGear.Com’s dedicated team of support personnel. “What a smart bunch of guys you have. They can and will do anything. You hire the best of the best.” Calvey added “They are never impatient. They have never suggested that I look at the manual and figure it out myself. They have never rushed me off the phone. Even when I’ve said, “okay, I can take it from here, one of them said, ‘well, let me stay on the phone with you.’ I couldn’t believe it.”

Calvey is thrilled by the advanced dictation management features of Atom Live. Route Groups are a series of simple statements in which you tell Atom how to handle your work. Route Groups have allowed her to set up automatic routing of voice files to specific transcriptionists, or a group of transcriptionists, based on dictator, work type, and priority without any manual intervention. In the past, Calvey would spend much of her day looking at a list of jobs and assigning each one to an MT. With no priority flag, a STAT job at the bottom of the list would have to wait until she finally got through all of the jobs above it.

When we asked Calvey how Atom Live has changed her job she replied “My job is much scaled down. I check my FTP site on and off to see if there are any documents I have to process and that’s it! TAT is so much quicker. The STAT function is fabulous! Priority jobs go to the top of the queue – perfect.” Atom Live’s improved workflow allows managers the ability to track what is going on behind the scenes, as well as look at the big picture. Calvey wasn’t the only one who benefited from the move though, “My clients LOVE it! Our STAT turnaround time has been reduced to as little as 15 minutes. My MTs are so much more productive. They don’t have to go looking for work. The work comes to them.”

Well Juliann, we at TranscriptionGear.Com are glad that you came to us.