



## Mid Atlantic Retina:

## Atom™ Customer Profile

### Dictation Management



*Mid Atlantic Retina is an internationally recognized, pre-eminent retina practice in Pennsylvania, New Jersey and Delaware, delivering state-of-the-art, comprehensive patient care for over 40 years. The practice is dedicated to the diagnosis and treatment of retina, vitreous and macular disorders with the goal of improving the quality of life of its*

*patients. When Mid Atlantic Retina added ten physicians in 2009 for a total of 19, it quickly experienced an extreme backlog in its dictation files and wanted a digital solution to better manage those files. The Atom™ dictation management system from TranscriptionGear.Com not only provides Mid Atlantic Retina with a streamlined dictation and transcription workflow but also allows its files to easily be moved and shared through its multiple office locations.*

### CLARITY AND COLLABORATION

Before implementing the Atom system, Mid Atlantic Retina used analog microcassettes for its dictation and transcription, a method that didn't always produce clear results. According to Lauren Moser, COO of Mid Atlantic Retina, "The digital dictation provided by Atom is about 1,000 times clearer than the micro cassettes we were using, and the improved clarity makes a world of difference. In addition to not having to fix broken tapes and reproduce those files, the Atom system makes the job a lot easier for our transcriptionists, allowing them to get files completed and out the door much more quickly."

Another significant benefit that Atom provided Mid Atlantic Retina was a significantly reduced turnaround of its dictation files from two months to only one day. Moser is able to use the system to manage the files and transcriptionists available from the practice's multiple offices to complete those files, prioritizing and spreading the work around as needed and allowing the transcriptionists to focus on other duties. She also is able to more efficiently track each physician's dictation style and volume along with their specific turnaround times.

"Each physician has a different dictation style - some dictate as they go, some wait until the end of the day and some go by chart and patient," explained Moser. "Most of our physicians dictate while they're in with their patient, which allows them to spend more time with their patients. Plus, each physician has a handheld dictation device, and their dictation files are automatically routed to the office at which they are based."



### CHALLENGE

Mid Atlantic Retina's challenge was multi-faceted. From aging tapes and recorders, recordings with poor sound quality, the addition of 10 new dictators which work out of multiple offices, Mid Atlantic Retina needed a more reliable method of capturing and routing dictations to transcription.

### SOLUTION

Atom Digital Dictation solution increased sound quality, decreased turnaround times and provided management several benefits that they didn't even know they needed.

### RESULTS

- Significant decrease in turnaround time from two months to only one day
- Detailed management of dictation files and staff members
- Increased transcriptionist productivity
- Easy and quick distribution of dictation files throughout multiple offices
- Built-in HIPAA and HITECH compliance

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*“The Atom System has been a great asset to our multi-physician, multi-site, practice.*

*Despite the reluctance from the physicians and transcriptionists to convert from tapes to digital, they have now experienced all of the benefits and appreciate how easy it is to use.*

*The Atom System has allowed us to conveniently assign work to transcriptionists, who are located in several different states, and provide our referring physicians with completed letters in a time frame we never were able to achieve with tapes.”*

**- Lauren Moser, RN  
Chief Operating  
Officer**

## STREAMLINED SECURITY

Atom incorporates the latest in technology, providing Mid Atlantic Retina with a solution that will last long into the future. The solution uses a SQL database, is Windows compatible, is adaptable to all common network environments and includes built-in HIPAA supportive security features to keep the practice's data safe. In addition, it uses 128-bit encryption and tracks everything that occurs in detailed activity audit logs.

## FUTURE GROWTH

“The system has helped me tremendously and allows me to focus on important details that weren't easily available with our old method,” remarked Moser. “Even as our practice has grown, we haven't had to add any transcriptionists, and we continue to enjoy much more expedient turnaround. Atom has given us enough bandwidth that our current system will be able to expand along with us. Everybody at TranscriptionGear.Com has been especially helpful and patient, from the installation team to the support team, and Atom provides a number of benefits I didn't realize we were missing.”