



The Word Doctor:

Atom Live™ Customer Profile

Dictation and Transcription Management



The Word Doctor, which provides medical transcription and data editing services, was started more than 15 years ago by Jan Green because of her desire to create a pleasant home-based career for herself and others in her community. Green spent several years in the health insurance industry, an experience

that led her to recognize the importance of accurate medical records. Each transcriptionist at The Word Doctor maintains a particular account or doctors to gain a familiarity with the preferences of its medical group clients and generate consistency, efficiency and the highest quality possible in its transcribed reports. Though Green had used a variety of dictation and transcription devices since the start of her business, she wanted an advanced digital dictation solution with low startup costs and friendly and experienced support to back it up. Atom Live is a hosted digital dictation management platform by TranscriptionGear.Com that lets Green and her staff enjoy the benefits of a dictation management system without the high entry price and maintenance hassles associated with owning and housing her own system.

HOME GROWN

The Word Doctor offers professional, motivated medical transcriptionists and editors who take their responsibility to the industry seriously. The company offers in most cases a 24-48 hour turnaround time and prides itself on providing reliable and high quality service to its customers. The Word Doctor has grown significantly since its inception to approximately 35 employees, including men and women who are college students, stay-at-home parents, or grandparents ... all with diverse life and career experiences. This stable growth pattern is in large part due to the loyalty of those employees and how that loyalty is reflected in the quality of work presented to the physicians, administrators and others who are on the receiving end of their work.

“I had used my previous system for around five years, but there were so many advancements made in the industry during that time period, and I wanted to cut back on our number of phone lines,” explained Green. “The upgrades necessary for the old system were very expensive, and the technical staff for that system was very hard to work with. I was even expected to pay for an hour of service support after only a three minute conversation.”



CHALLENGE

The Word Doctor utilized an outdated, in-house system that was expensive to maintain. The technical staff was difficult to work with and offered little support.

SOLUTION

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

RESULTS

- Smooth transition from an aging in-house system to a hosted digital dictation system
- Increased transcriptionist productivity
- Flexibility for specific small business needs
- Decreased overhead through elimination of phone lines -improved profitability
- Continued physician satisfaction

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SMALL BUSINESS SYSTEM

Green wanted a flexible digital dictation and transcription solution that was able to meet the needs of her small business. Atom Live allows The Word Doctor to grow its business through convenient monthly billing and paying only for the functionality and number of users it needs, all without eating up precious capital. Atom Live allows staff at The Word Doctor to dictate in a variety of different ways using digital voice recorders, workstation software or telephones, resulting in compressed and encrypted sound files which are then automatically queued for transcription inside Atom Live. The transcriptionists can retrieve the dictation either by calling in with a digital transcriber or by utilizing Atom Player, a software-based transcription program which eliminates the need for a phone line.

Atom Live provides Green with a quick and easy way to look up work that has been completed or is awaiting transcription. She is able to manually override the automatic workflow while having access to statistical reports and summaries about dictation volumes, turn-around times and individual performance statistics throughout her company. In addition, the system allows an Atom Live administrator to establish security settings enabling only authorized personnel such as Green access to certain files and areas within the system. According to her, “Being able to go into the system and manage files and employee workflow has saved me hours!”

“In the eyes of the physicians we serve, this system really makes us look ‘on the ball,’” continued Green. “They know I have control of their files and can quickly get answers to any questions they may have about them, even faster than when I had a system in my own home. I initially dreaded the transition and expected at least some physician complaints when we switched to Atom Live, but there were none. Zero!”

Green also appreciates that TranscriptionGear.Com works with companies of all sizes and provides the same level of support, no matter what.

“I’m a fairly small company compared to the ‘big dogs’ out there, but TranscriptionGear.Com gave me an opportunity, and it has worked out very well for The Word Doctor,” commented Green. “I think Atom Live is going to save me several hundred dollars a month in the long run because I don’t have to have all the phone lines, and the time savings is huge to me. TranscriptionGear.Com has a good basis - the trust factor - for being in business a long time. As a small business, you don’t always get that trust factor. The Word Doctor/TranscriptionGear.Com partnership works well because we both offer a good product with a good support team to make our customers happy.”