



Low-Greenwood-Zerbo Spinal Associates

GearPlayer Customer Profile

Digital Dictation and Transcription



GEAR Player

Low-Greenwood-Zerbo Spinal Associates is a multi-specialty surgery group specializing in spine surgery. There are 4 physicians and 8 employees, including Linda DiDonato, the transcriptionist. Dictation hours vary from week to week depending on the volume of outpatient seen.

CHALLENGE

Linda and team were using old fashioned microcassette tapes but started having trouble finding replacement parts, accessories and machines. Additionally, the surgery group was prompted to change the system when they discovered that off site dictation would be happening more and more.

It was important to Linda and the entire team to find an affordable, easy-to-use digital dictation solution. After research, Linda came to TranscriptionGear looking for help after discovering "TranscriptionGear.com was very easy to use in terms of researching products, doing price comparisons, etc."

SOLUTION

Linda made it clear she wanted an easy transition for everyone and the cost had to be reasonable. Linda spoke with Carlie Sizemore, a product specialist who recommended GearPlayer Transcription Software with Olympus DS-3500 digital voice recorders. This solution utilizes the internet and the company's internal network for secure file transfer. This means when the doctor places the recorder in their docking stations, the files are immediately transferred and ready for transcription leading to shorter turnaround times.

RESULTS

After the new system was in place, Linda said, "The benefits of this system by far outweigh our old system. As a transcriptionist, it is nice not having to mess with machines and tapes, etc, when trying to type reports. Also, the fact that I have the capability of working from various locations is a major plus."

Linda was also quoted saying, "Turnaround times are quicker when needed and the cost again was a major benefit. The investment into the new system has basically paid for itself already."

CHALLENGE

Linda DiDonato utilized an outdated analog system that was expensive to maintain and difficult to move work around.

SOLUTION

GearPlayer PC Based Transcription software with digital voice recorders.

RESULTS

- No more driving to pick up tapes
- Increased transcriptionist productivity
- Flexibility for specific small business needs
- Decreased overhead through elimination of travel
- Continued physician satisfaction

"The ease-of-use of the product is the biggest selling point. If you can turn on the PC, login to email, all but the typing is done for you!"

~Linda DiDonato