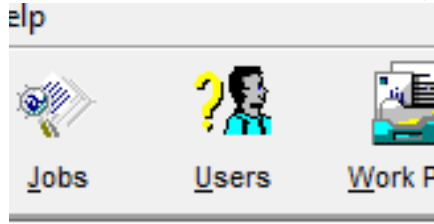


NGHS MANAGER ON CALL DUTIES

- Notify office staff via phone of the following issues:
 - Technical issues pertaining to transcription.
- Send a post call and email to all transcription staff and office staff for:
 - Technical issues pertaining to transcription.
 - Dictation out of turn around or high minutes.
 - To request additional staff if transcriptionist is out unexpectedly and no one responds they will cover.
 - If no one responds they will sign on, no one has signed on after post call sent or staff does not sign off, call office.
 - Extra staff can sign off once within turn around or minutes are no longer high.
- IF TAT for non ER jobs is 3 to 3-1/2 hours, reassign several transcriptionists to radiology no ER. For example, if there are 6 transcriptionists working, change work pool for 3 transcriptionists. See instructions below.
- Force return jobs from transcriptionists with technical issues from dictation console. See Dictation Console User Guide for instructions.
- Prioritize jobs from dictation console as directed by the office staff or facility. See Fusion Text Supplemental Instructions.
 - If job is not listed in radiology backlog, go to report search to verify job has been transcribed and drafted.
 - If job is incomplete or on hold, research reason, complete report, contact physician, etc., as per ASG protocol.
- Conduct extensive job and report search for unresolved reports, correct and send to draft. Examples: NGHS contacts STS stating they do not have report, report needs faxed, a cc needs to be added, etc. See below faxing instructions from Report Search.
- Review reports in Report Search under job status hold and incomplete.
 - If ER on hold, contact transcriptionist responsible for ER report for them to resolve issue by obtaining information needed to move these reports to complete status.
 - For other reports, correct the blanks or areas marked by the transcriptionist in the report and complete report. Do not QA entire report.
- Email Hannah and Cindy if **any errors** in the report/areas of quality concern, hospital notifications or if a transcriptionist is putting ER reports or an excessive amount of report on hold. **Please include the job # if a specific report. Do not send email directly to the transcriptionist.**

To Change Transcriptionist's work pool:

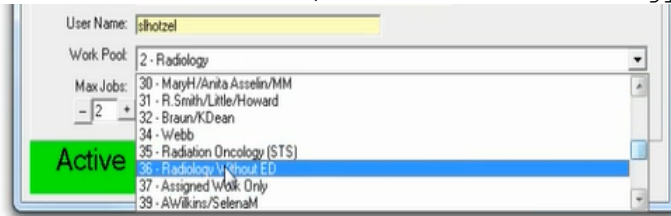
- In the Dictation Console, go to Users



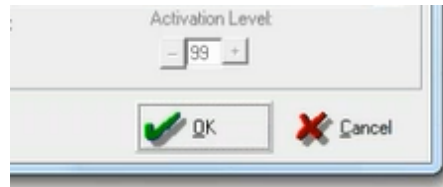
- Double click on transcriptionist's name

User Name	Full Name	Work Pool	# Jobs Out	# Jobs Assigned	# Jobs Completed	# Jobs Returned
everett	Everett, Georgia	Radiology	1	0	9	0
ybates	Fernandez, Meredith	Radiology	2	0	75	0
hames	Hames, Donna	Radiology	2	0	55	0
hotzel	Hotzel, Sandie	Radiology	2	0	2	0
malson	Maldonado, Dree	Radiology	2	0	22	0
watson	Watson, Tina	Radiology	2	0	4	0
voward	Howard, Rita	R Smith/Little/Howard	2	0	22	0
little	Little, Cathy	R Smith/Little/Howard	2	0	14	0
cook	Cook, Nikki	Nikki Cook/Ruth	2	0	11	0
smith	Smith, Bernadine	New MT OPs	2	0	2	0
hanson	Hanson, Paige	marleen/paigeh/cherylul	2	0	5	0
collin	Collins, Rhonda	KC/GN/AS/KK/RC	2	0	6	0
knadler	Knadler, Denise A	KC/GN/AS/KK/RC	2	0	3	0
bertc	Petschy, Lisa	Coker/Crawford/LP/RMole/Etzel	2	0	7	0

- In Work Pool field, select 36 Radiology without ED

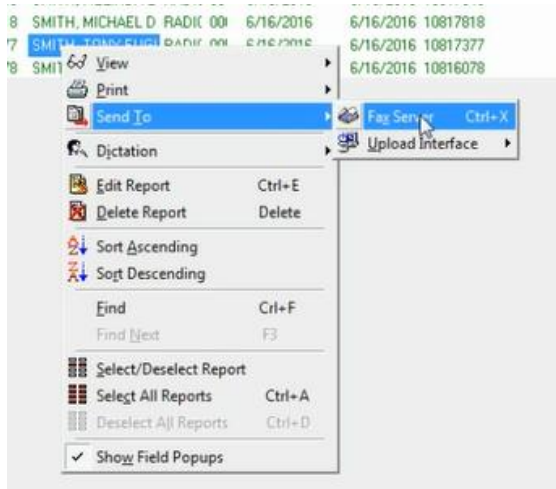


- OK

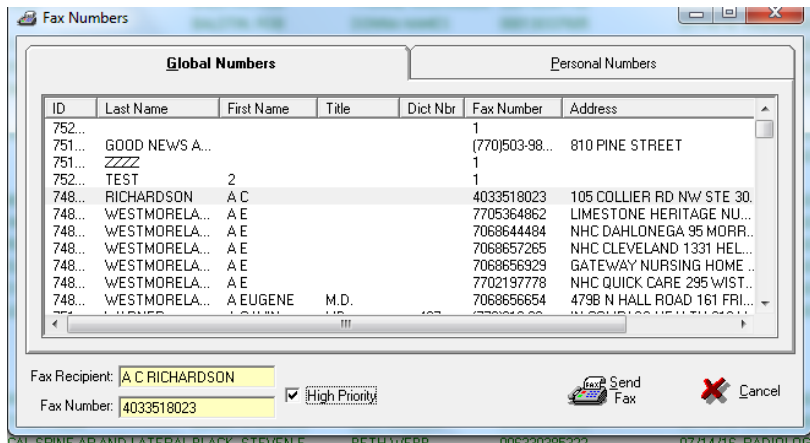


To Fax from Report Search

Locate report you wish to fax, highlight, right mouse click, Send To, Fax Server



Locate physician's name from Global Numbers, highlight, Send Fax



If physician not listed in Global, locate physician's fax number, click on Personal Numbers, enter physician's name and fax, Add Entry to save on your personal list, Send Fax.

The screenshot shows a window titled "Fax Numbers" with two tabs: "Global Numbers" and "Personal Numbers". The "Personal Numbers" tab is active, displaying a table with the following columns: Last Name, First Name, Title, Location, and Fax Number. Below the table, there are input fields for "Fax Recipient" (containing "A C RICHARDSON") and "Fax Number" (containing "4033518023"). There is also a checkbox for "High Priority". At the bottom right, there are three buttons: "Add Entry" (with a blue plus icon), "Send Fax" (with a fax machine icon), and "Cancel" (with a red X icon).

Last Name	First Name	Title	Location	Fax Number
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Fax Recipient: A C RICHARDSON
Fax Number: 4033518023 High Priority

Add Entry Send Fax Cancel