

TAYLOR HEALTH ACCOUNT SPECIFIC GUIDE
Taylor Regional Hospital
Bleckley Memorial Hospital

ACCOUNT MANAGER 3

MANAGER ON CALL..... 3

CPSI INSTRUCTIONS 3

 LOGGING INTO CPSI 3

 TRANSCRIBING REPORTS 4

 PRINTING REPORTS 7

 FAXING REPORTS 8

 SEARCH FOR PATIENT BY PATIENT LIST 9

 ATTACHING ORDERS INSTRUCTIONS 9

 ADDENDUM 10

 ALL ADDENDA 10

 UNSIGNED REPORT: 10

 SIGNED REPORT 12

 ABORTING REPORT 13

 DELETE REPORT 14

 INITIAL WORD SETUP 14

 INCORRECT RADIOLOGIST ENTERED 16

 SEARCH FOR REPORTS BY PHYSICIAN 16

 SEARCH FOR REPORTS ON HOLD 18

 PRODUCTION REPORTS 19

XENDESKTOP TOOLBAR..... 21

LOGGING OUT..... 21

 CPSI 21

 INET 22

 TAYLOR/BLECKLEY DESKTOP 22

PROTOCOLS 23

 MISSING RADIOLOGY ORDER 23

 UNABLE TO LOCATE PATIENT 23

 WORK TYPE 7 23

 CORRECTION DICTATION 23

 INCOMPLETE DICTATION 23

 CANCELED/NO DICTATION 24

 BLANKS 24

FORMATTING	24
RED FLAGS	24
BASIC FORMATTING	25
DICTATED/TRANSCRIBED DATE/TIME	27
ATTACHING/LINKING ORDERS	27
CT EXAMS	28
BONE DENSITY/DEXA	28
MAMMOGRAMS	28
CANNED TEXT/NORMALS	28
DOPPLER ULTRASOUND STUDIES	28
SYSTEM DOWNTIME.....	28
TECHNICAL ISSUES/UNABLE TO WORK SHIFT.....	29
TURN AROUND TIME.....	29

ACCOUNT MANAGER

Hannah Morris, President

Phone: 770-607-0700, ext 205

Email: Hannah@southerntranscription.com

MANAGER ON CALL

PLEASE EMAIL JOB NUMBER TO CINDY@SOUTHERNTRANSCRIPTION IF YOU PUT A REPORT ON HOLD.

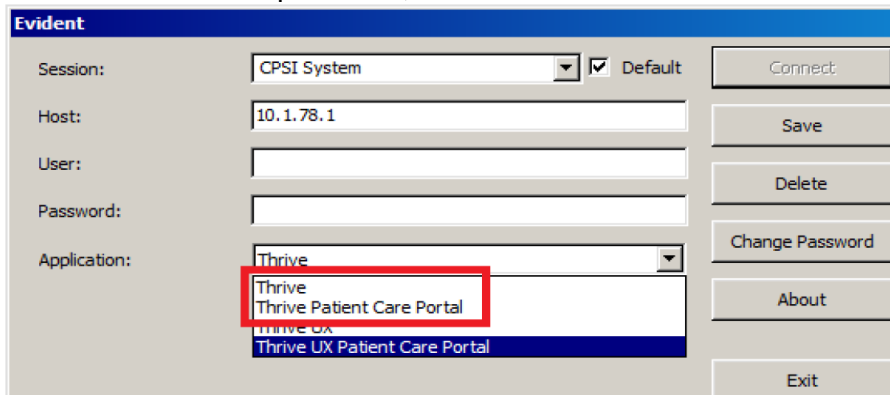
CPSI INSTRUCTIONS

LOGGING INTO CPSI

- Click on CPSI icon



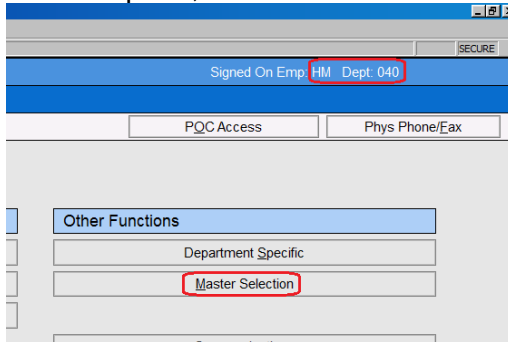
- Chose facility
Note: You will need to log into 2 separate sessions, one for Taylor and one for Bleckley and switch between each, based on the dictating physician.
Session: CPSI System = Taylor
Session: BMH = Bleckley
- Enter user name and password, connect

A screenshot of the Evident login window. The window has a blue title bar with the word 'Evident' in white. Below the title bar, there are several fields and buttons. The 'Session:' field is a dropdown menu with 'CPSI System' selected and a 'Default' checkbox checked. The 'Host:' field contains '10.1.78.1'. The 'User:' and 'Password:' fields are empty. The 'Application:' field is a dropdown menu with 'Thrive' selected. A red box highlights the dropdown menu, showing the following options: 'Thrive', 'Thrive Patient Care Portal', 'Thrive UX', and 'Thrive UX Patient Care Portal'. To the right of the fields are several buttons: 'Connect', 'Save', 'Delete', 'Change Password', 'About', and 'Exit'.

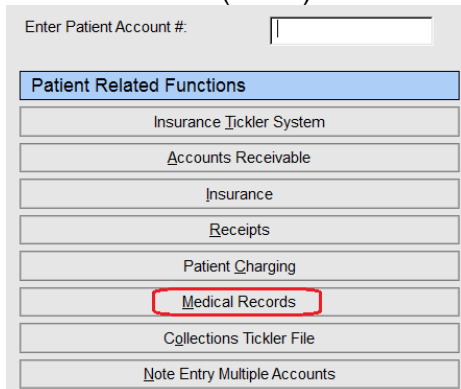
TRANSCRIBING REPORTS

For complete CPSI Radiology transcription instructions go to:
<https://cphelp.cpsi.com/v19/clinical/rad/index.html>

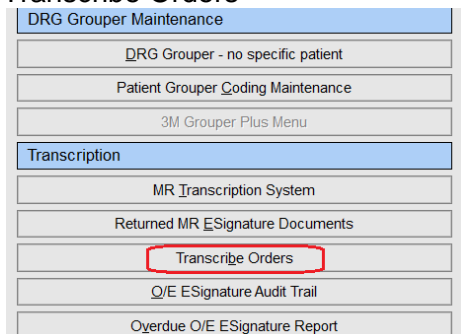
- In HM Dept 40, click on Master Selection



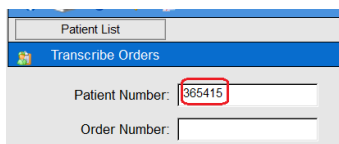
- Medical Records(alt+M)



- Transcribe Orders



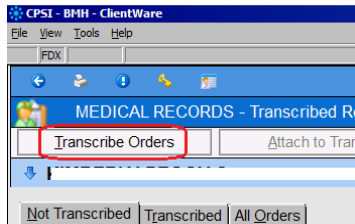
- Enter Patient Number. If subject number is not entered in INet and radiologist does not give subject/patient number. Follow patient Patient List instructions.



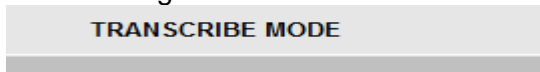
- Radiology

Description	No
DIETARY	042
INHALATION THERAPY	029
LABORATORY	015
PHYSICAL THERAPY	031
RADIOLOGY	023

- Transcribe orders



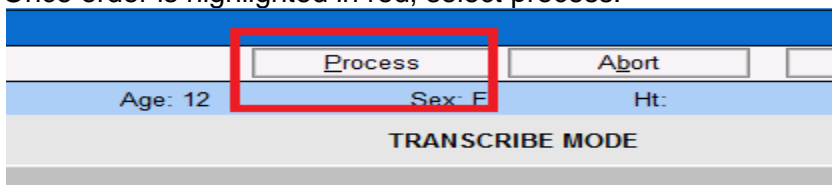
- Status changes to Transcribe Mode



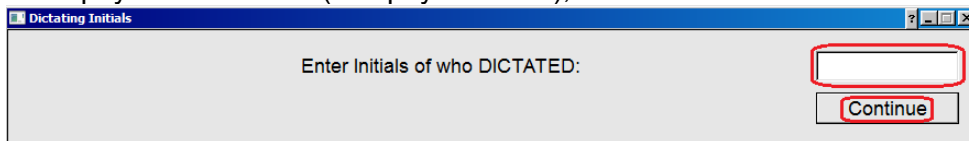
- Highlight order to transcribe

Order Date	Sched date	Description	Status	Order Num
02/17/15	02/17/15	CHEST 2 VIEWS	Transcribe	

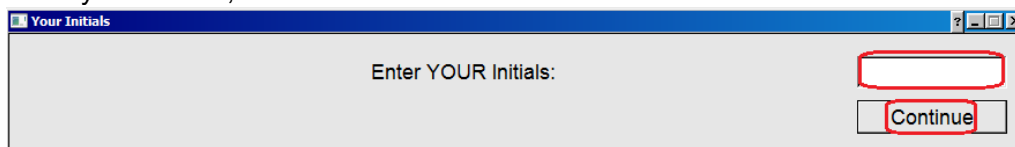
- Once order is highlighted in red, select process.



- Enter physician's initials (see physician list), continue.



- Enter your initials, click continue



- Report must be transcribed between \CNT0\ and \CNTx\ to get credit for lines and for report to be in correct font. Font should be Times New Roman. BEFORE transcribing first report, follow Word Initial Settings Instructions, a one-time set-up.

**Unsigned transcriptions are preliminary reports and do not represent a medical or legal report.

\CNT0\
 \CNT1\
 \CNT2\
 \CNT3\
 \CNT4\
 \CNT5\
 \CNT6\
 \CNT7\
 \CNT8\
 \CNT9\
 \CNTA\
 \CNTB\
 \CNTC\
 \CNTD\
 \CNTX\
 \CNTY\
 \CNTZ\

Begin transcribing between the above and below so it will calculate your line count.

\CNTx\
 \CNTy\
 \CNTz\

Electronically signed by: SIGNINITS

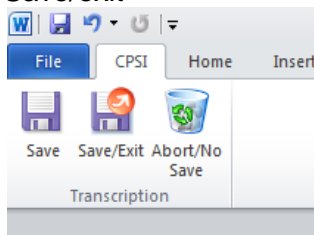
DCTNAME

RADCRED

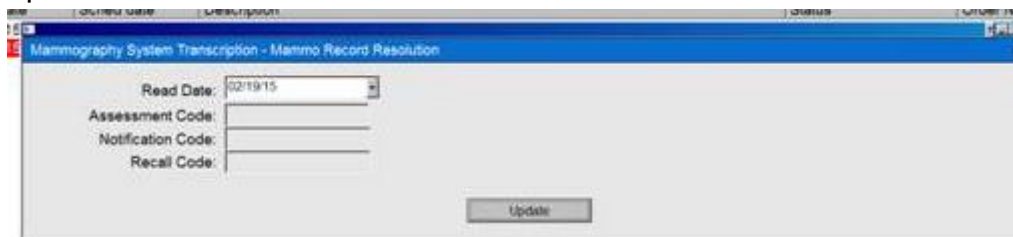
SIGNDATE

<<REPDIST>>

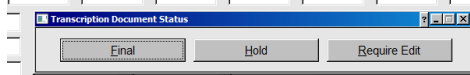
- Save/exit



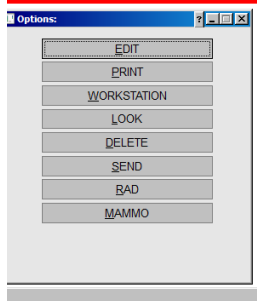
- If mammograms, update read date to date as dictation.
- Update



- Click on Final to finalize.
- Click on Hold to put report on hold.



- If report is to be printed or faxed, see below Printing Reports and Faxing Reports instructions. **We are to print ALL reports that are ER.** Otherwise, press escape key or click on x to close box.



- Press Esc to exit order screen.

PRINTING REPORTS

ALWAYS print report if the patient has an ER stay type or the radiologist dictates to flag report to the ER.

- Add the following statement on line by itself below last line of transcribed text if report is printed to the ER: The report was printed to the ER, date, time.

Example:

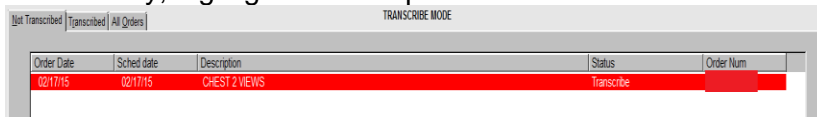
EXAMPLE:

IMPRESSION: Chronic obstructive pulmonary disease.

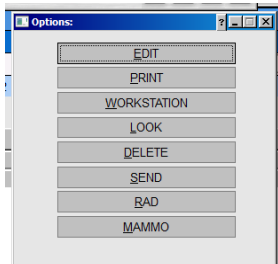
The report was printed to the ER 03/01/15, 1233 hours.

Job#: 338709

- If necessary, highlight exam to print



- Click on Print



- Enter Printer Number, continue.
TAYLOR
Print to 201 (Emergency Room)
BLECKLEY
Print to 123 (Emergency Room)

FAXING REPORTS

Fax the report if:

- Stat dictation on outpatient stay type.
- Dictates to flag report on a non ER patient outpatient stay type.
- Physician dictates to send a carbon copy.

- If necessary, highlight exam to fax

Order Date	Sched date	Description	Status	Order Num
02/17/15	02/17/15	CHEST 2 VIEWS	Transcribe	

- Click on Send

- Enter number for faxing selection. Once physician's name comes up, enter.
- Yes, No, 0-Abort? Y, enter or F for fax

```

Sending Order Result: MEDICAL RECC

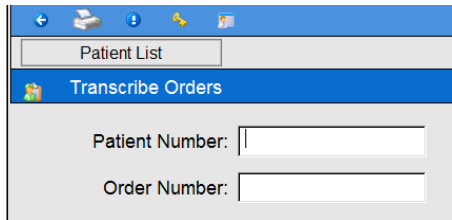
1. PATIENT'S NURSING STATION
2. ANOTHER NURSING STATION
3. ADMITTING PHYSICIAN OFFICE
4. ANOTHER PHYSICIAN'S OFFICE
5. FAX: SPECIAL NUMBER ENTRY
6. LOCATION: PATIENT'S
7. LOCATION: ANOTHER
8. CUSTOM FAX NUMBER

Enter: _____ ( Exit )
CHEST 2 VIEWS

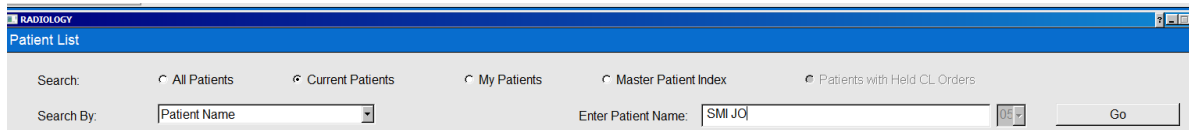
```


SEARCH FOR PATIENT BY PATIENT LIST

- Click on patient list



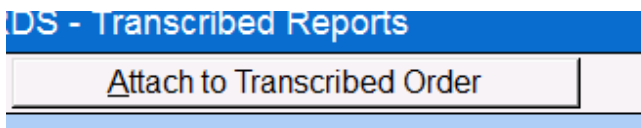
- Current patients
- Patient Name
- Enter Patient Name: type in name LAST FIRST
- Go



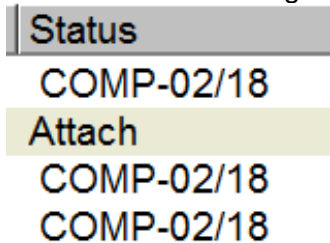
- Double click on account number.
- Patient's order screen for that account number will open.

ATTACHING ORDERS INSTRUCTIONS

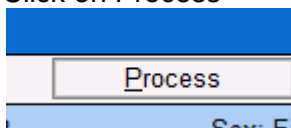
- Once report has been transcribed and saved, click on All Orders.
- Select Attach To Transcribed Order



- Click on orders to attach.
- Order status will change to Attach or Attach to.



- Click on Process



- Status for all orders will change to Unsigned.

Status
UNSIGNED
UNSIGNED
UNSIGNED

ADDENDUM

ALL ADDENDA

- Do not create a new report for an addendum.
- Transcribe addendum at bottom of original report, beneath job number and above the signature line.
- Type heading of ADDENDUM.
- Add addendum job number beneath addendum.

FORMATTING EXAMPLE:

IMPRESSION: COPD.

Job#:

ADDENDUM:

Addendum text

Job#:

- If you did not transcribe the original report:
 - Make note of the addendum.
 - At end of the pay period, enter total number of addenda in the Addendums/Corrections/Not Taken column on the payroll form.
 - Addendum rate is \$1 per addendum.

UNSIGNED REPORT :

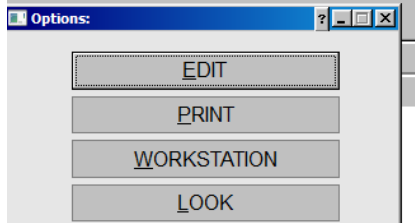
- Follow instructions for creating new report.
- Once on the order screen, click on the Transcribed tab.

Transcribed	Transcribed	All C
Order Date	Sche	

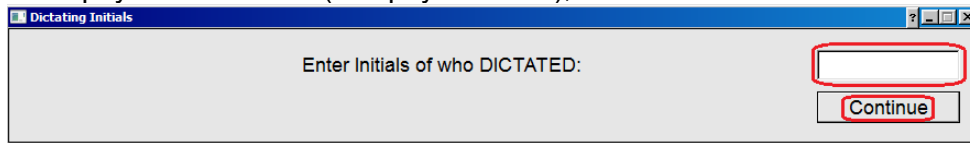
- Highlight order

Trans Date	Trans Time	Order Date	Sched date	Description
05/13/15	12:02	05/13/15	05/13/15	CT HEAD WO CONTRAST

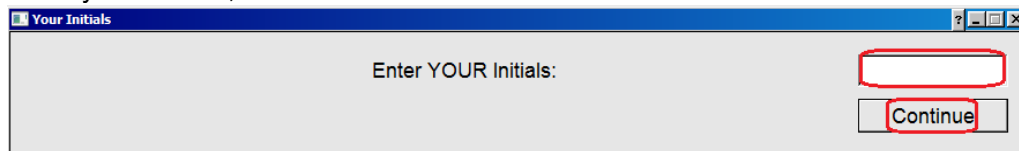
- Edit



- Enter physician's initials (see physician list), continue.



- Enter your initials, click continue



- Report must be transcribed between \CNT0\ and \CNTx\ to get credit for lines and to be in correct font. Reports are to be in Times New Roman.
- Transcribe addendum report at bottom of original, beneath original job number.
- Add heading of ADDENDUM.

EXAMPLE:

Job#: 111111

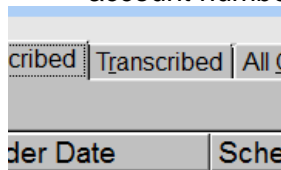
ADDENDUM:

ADDENDUM TEXT

Job#:

SIGNED REPORT

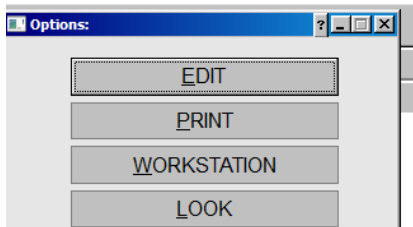
- Follow instructions for creating new report to get to order selection screen.
- Once on the order screen, click on Transcribed
 - If the report has been archived (gone to Clinical History), stop here. Email Connie Harrison (Connie.Harrison@taylorregional.org) the job number, patient account number and complete the job in iNet



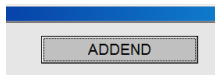
- Highlight order

Trans Date	Trans Time	Order Date	Sched date	Description
05/13/15	12:02	05/13/15	05/13/15	CT HEAD WO CONTRAST

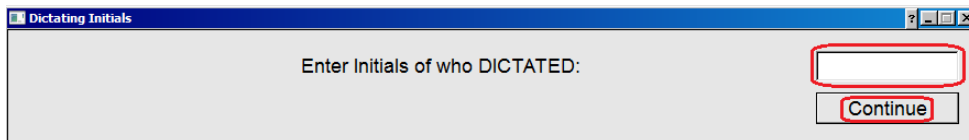
- Edit.



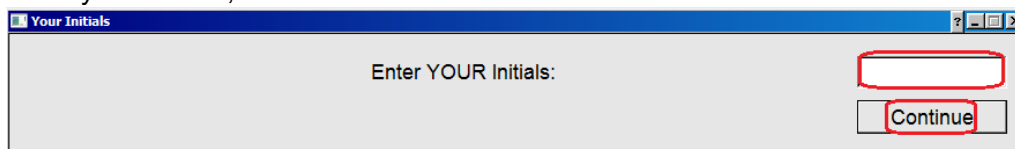
- Addend



- Enter physician's initials (see physician list), continue.



- Enter your initials, click continue



- Report must be transcribed between \CNT0\ and \CNTx\ to get credit for lines and to be in correct font. Reports are to be in Times New Roman.
- Transcribe addendum report at bottom of original, beneath original job number.
- Add heading of ADDENDUM.

EXAMPLE:

Job#: 111111

ADDENDUM:

ADDENDUM TEXT

Job#:

****Unsigned transcriptions are preliminary reports and do not represent a medical or legal report****

\CNT0\

Begin transcribing between the above and below so it will calculate your line count.

\CNTx\

Electronically signed by: SIGNINITS

DCTNAME

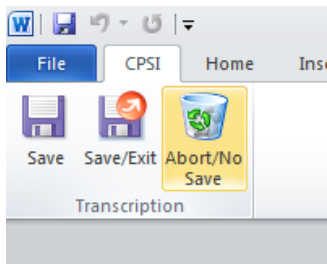
RADCRED

SIGNDATE

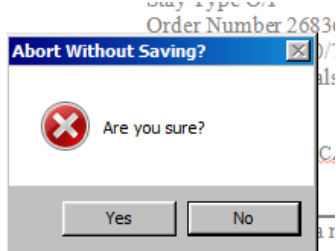
<<REPDIST>>

ABORTING REPORT

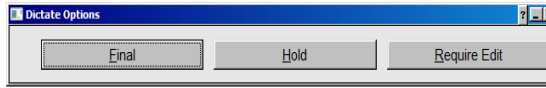
- Select Abort/No Save



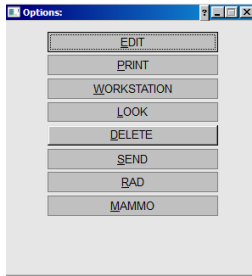
- Yes



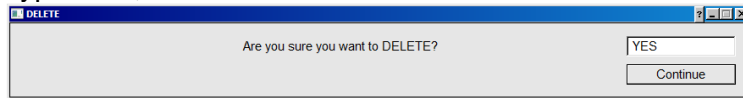
- Hold



- Delete

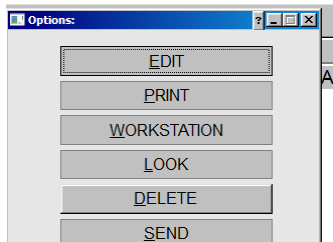


- Type YES, continue

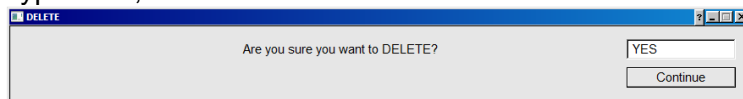


DELETE REPORT

- Go to Orders screen
- Highlight exam
- Click on Delete



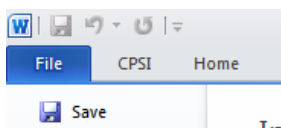
- Type YES, continue



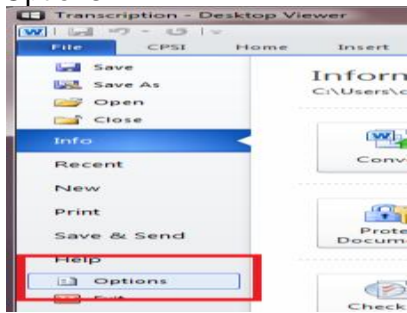
INITIAL WORD SETUP

This is a one-time set up and must be done before transcribing the first report each facility.

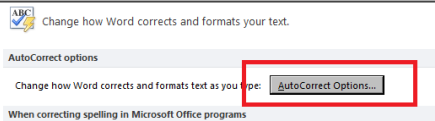
- Once in first report, change the below settings:
- Go to File



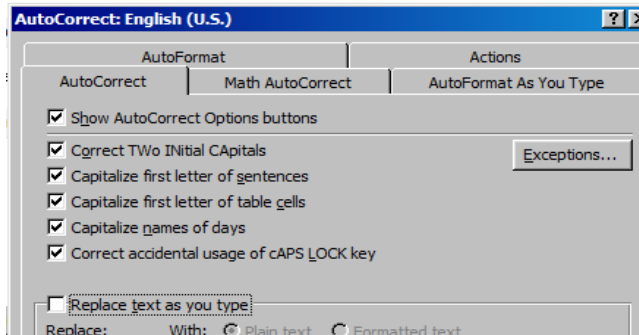
- Options



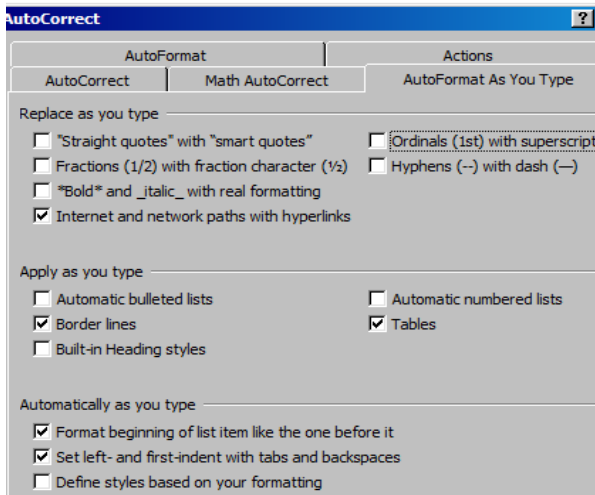
- Autocorrect options



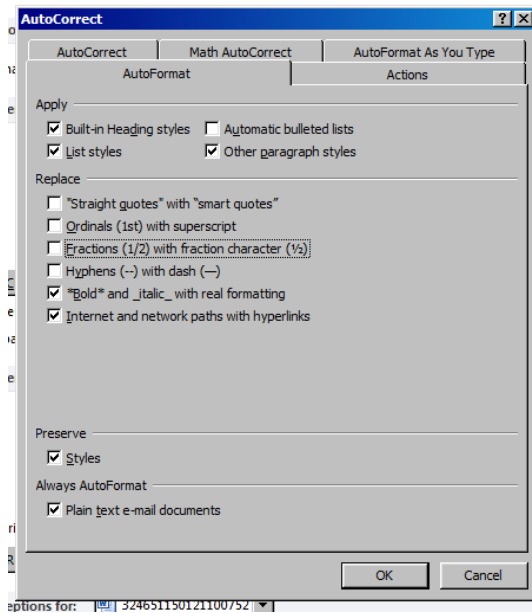
- AutoCorrect Tab - Remove checkmarks as shown below. Click on AutoFormat As You Type tab.



- In the AutoFormat As You Type tab, remove checkmarks as shown below. Click on the AutoFormat tab



- In the AutoFormat tab, remove checkmarks as shown below, OK



INCORRECT RADIOLOGIST ENTERED

While transcribing report:

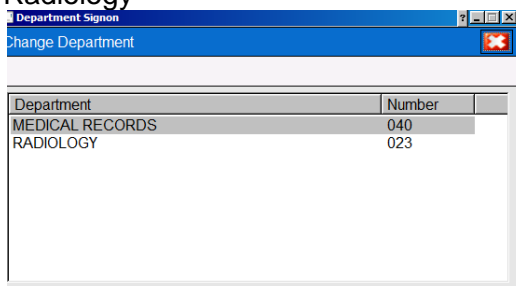
- Put report on hold.
- Edit report and enter correct physician information.

If report has been finalized:

- Look at report.
- Copy transcription only (no patient information) and paste into a Word document.
- Delete report in CPSI.
- Create new report with correct information.

SEARCH FOR REPORTS BY PHYSICIAN

- Change Department
- Radiology



- Department Specific

Other Functions
Department Specific
Master Selection
Communications
Patient Tracking

- Overview Report

Esign Functions
Transcription Send Fail Log
Document Audit Trail
Overdue Signatures
Overview Report
Order Tracking

- Windows Views or Print

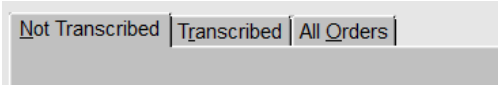
Report Control Options		
Print to Workstation	Windows View or Print	Spool to File
Add to Common Reports	Delete from Common Reports	
Back to BASE SCREEN	Skip to	

- Remove check mark from all dates.
- Chose date range using drop down.
- All signed documents
- Generate

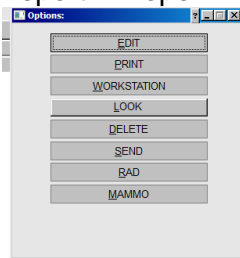
OE E-Sign Overview Report	
Transcription Date Range:	Control Heading:
All Dates: <input type="checkbox"/>	Transcriptionist
Beginning Date: 05/12/15 05	Control Heading Sort Order:
Ending Date: 05/12/15 05	Transcriptionist Initials: 1
E-Sign Documents:	Physician Name: 1
All Unsigned Documents <input type="checkbox"/>	Physician Number: 2
All Documents on Hold <input type="checkbox"/>	Detail Sort Order:
All Signed Documents <input checked="" type="checkbox"/>	Transcriptionist Initials: 6
Overdue Signatures <input type="checkbox"/>	Physician Name: 1
Returned by Physician <input type="checkbox"/>	Physician Number: 2
Editing Required <input type="checkbox"/>	Patient Name: 3
Not Transcribed <input type="checkbox"/>	Patient Number: 4
Orders	Document I.D.: 5
Edit Comments/Return Notes:	Document Description: 6
Include Return Notes <input checked="" type="checkbox"/>	Admit Date: <input type="checkbox"/>
Include Edit Comments <input checked="" type="checkbox"/>	Discharge Date: <input type="checkbox"/>
OE Prefix:	Generate
OE Prefix: <input type="text"/>	

- Change department back to Medical Records.
- Follow instructions for creating new radiology report until instructions to “click on transcribe orders.”

- Click on Transcribed tab

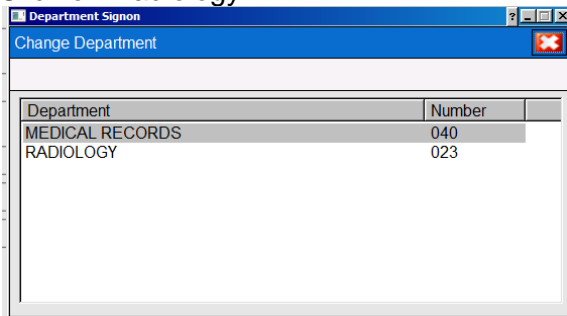


- Highlight exam you wish to view.
- Look
- Report will open with PDF.

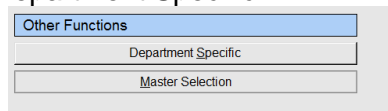


SEARCH FOR REPORTS ON HOLD

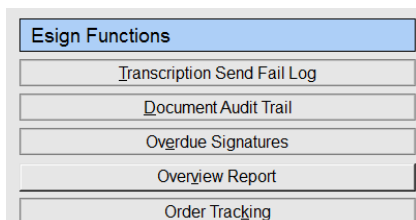
- Change Department
- Click on Radiology



- Department Specific



- Overview Report



- Windows Views or Print

Report Control Options		
Print to Workstation	Windows View or Print	\$
Add to Common Reports		

- Remove check mark from all dates
- Pick date range from drop down.
- All Documents on Hold
- Generate

PRODUCTION REPORTS

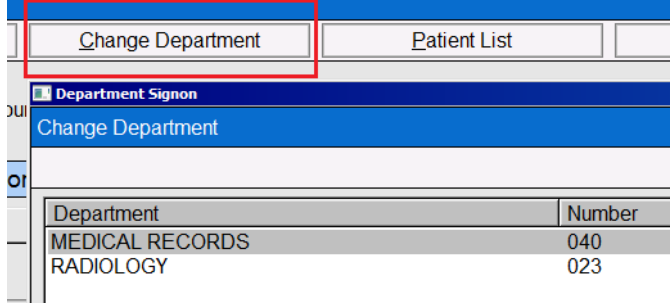
You will need to log into each facility to run the HIM and radiology line counts for both Taylor and Bleckley for payroll. It takes CPSI an extremely long time to create this report, especially when a multiday range is used.

*CPSI does not calculate the lines for radiology reports until the report has been signed.

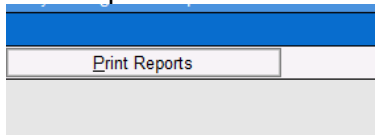
- Check to ensure in Dept 40

Signed On Emp: CR		Dept: 040
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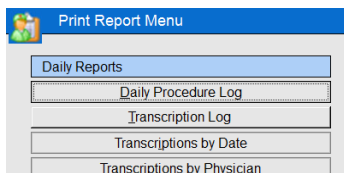
- If not in Department 40, click on change Department.
- Once Department Signon box opens, select Medical Records.



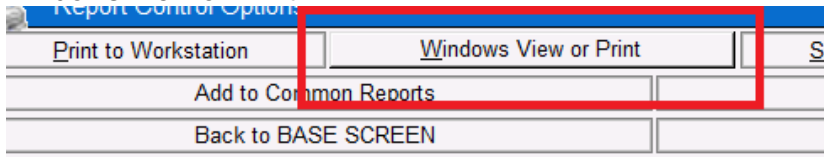
- Print Reports



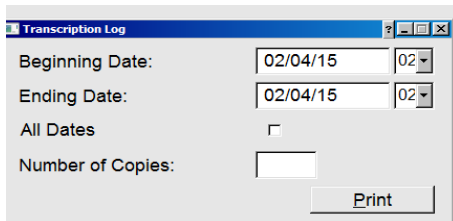
- Select Transcription Log.



- Windows View or Print



- Enter Beginning and Ending dates.
- Do not place check mark in All Dates field.
- Number of Copies: 1
- Print



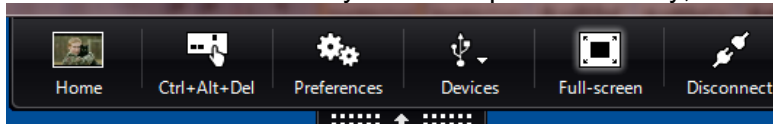
- All transcriptionists' production is listed. Scroll to bottom of report and locate your initials under Recap. The number of lines is what you will submit for payroll purposes.

---RECAP---						
INITS	NEW	WORDS	LINES	PARAS	CHARS	CHARW/S
ACS	7	3583	478	251	19136	22855
CCH	5	1013	132	52	5360	6449
CR	6	1736	279	133	9673	11440
MSH	4	1551	233	98	9005	10687
RLB	6	2972	384	193	15969	19127
TEB	14	6471	907	465	35148	41968

XENDESKTOP TOOLBAR

To access your computer while in full screen mode, click on Home.

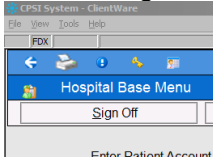
To disconnect from the Taylor Desktop at end of day, click on disconnect.



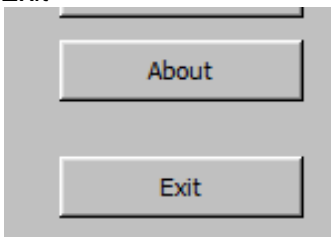
LOGGING OUT

CPSI

- Click on Sign Off

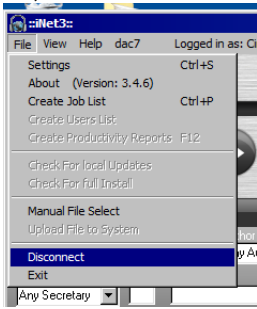


- Exit

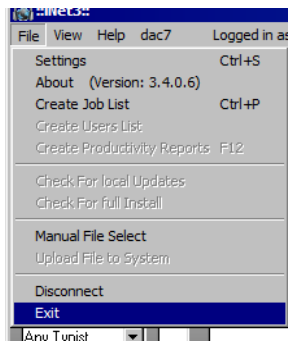


INET

- File, Disconnect

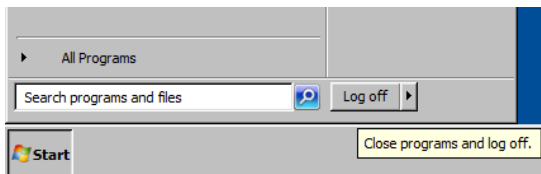


- File, Exit



TAYLOR/BLECKLEY DESKTOP

Start, Log off



PROTOCOLS

MISSING RADIOLOGY ORDER

- DO NOT mark job as complete!
- Change the job WT to 9.
- Return the job in iNet
- Email brief description of issue, account number and job number to Connie Harrison (Connie.Harrison@taylorregional.org).

UNABLE TO LOCATE PATIENT

If unable to locate patient, account number or if unsure of dictating physician:

- DO NOT mark job as complete!
- Change the job WT to 9.
- Return the job in iNet
- Email brief description of issue and job number to Connie Harrison (Connie.Harrison@taylorregional.org).

WORK TYPE 7

Work type 7 in iNet includes all stat reports (Radiology, HP, CON, OP, etc.), echoes, letters, memos, miscellaneous work types.

- If work type 7 is a Stat/Priority, transcribe report as a stat.
- If work type 7 is a letter, memo or other miscellaneous work type, change the work type to a 9 and return it to the queue for in-house staff to transcribe.

CORRECTION DICTATION

If the physician dictates a correction to a report, make correction and email hannah@southerntranscription.com and cindy@southerntranscription.com the job number and correction information.

INCOMPLETE DICTATION

- Check iNet for completion dictation.
- If there is a completion dictation:
 - Mark current job complete, request completion job, transcribe report and finalize.
- If there is no completion dictation:
 - Type what is dictated.
 - HOLD report in CPSI
 - Update job with any missing or incorrect information.
 - Complete the job in iNet
 - Send email to Connie Harrison (Connie.Harrison@taylorregional.org) with job number and account number.

CANCELED/NO DICTATION

- Check in Inet for completion dictation.
- If there is a completion dictation, mark current job complete, request completion job, transcribe report and finalize.
- If no other job in Inet:
 - If report has been started, Abort report in CPSI
 - Update job with any missing or incorrect information.
 - Complete job in INet.
 - Email job number and subject number from INet to Connie Harrison (Connie.Harrison@taylorregional.org).

BLANKS

Contact the radiologist for assistance with blanks at (478) 783-0306.

FORMATTING

RED FLAGS

- Add red flag only if directed to do so by radiologist.
- Red flag statement goes at top of report and in bold on ER and non ER reports.
- Type "RED FLAG" and highlight in **red**.
- Insert appropriate red flag normal on line below RED FLAG.
 - If header shows location as ER, insert ER red flag normal and print report.
 - If header shows location as IP with a room number, insert the Red Flag normal, print report.
 - If header shows location as OP, insert red flag normal and fax report.
- Add the following statement on line by itself below last line of transcribed text if report is printed to the ER: The report was printed to the ER, date, time.
Example:

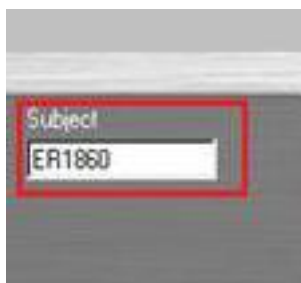
EXAMPLE:

IMPRESSION: Chronic obstructive pulmonary disease.

The report was printed to the ER 03/01/15, 1233 hours.

Job#: 338709

- Edit/adjust job information in Inet before completing job.
 - Add ERF if ER red flag before subject ID.
 - Add RF if red flag before subject ID.



BASIC FORMATTING

- Disc, not disk.
- Do not spell out numbers at the beginning of a sentence when connected with:
 - Unit of measurement
Examples:
TECHNIQUE:
5-mm axial images
Incorrect: Five-millimeter axial images
 - Age/time
Examples:
54-year-old female.
- Do not spell out numbers in body of sentence, unless a pronoun.
Examples:
 - There is a 3-vessel aortic arch.
 - There were 6 views obtained.
 - The one on the right is normal.
- Use numerals as opposed to spelled out numbers in middle of sentence.
Examples:
There were 2 cysts are seen in the right kidney.
There were 3 views obtained.
- Do not rearrange sentence word order or add articles like “a” or “an” in front of the numeral.
Example:
Dictated as: 2-mm lesion right lower lobe.
Correct: 2-mm lesion right lower lobe.
Incorrect: A 2-mm lesion right lower lobe.
- Spell out numbers at the beginning of a sentence if not a age or with unit of measurement.

Examples:
Two cysts are seen in the right kidney.
Three views were obtained.
- Do not expand abbreviations and acronyms unless nonstandard abbreviation or if on the unapproved list.
EXAMPLES:
BX = biopsy
CA = cancer
FX = fracture
COPD = COPD
DIP = DIP
q = every
CC = CC if craniocaudal or prostate volume measurement. (CC and MLO views obtained). If liquid measurement, change to mL/ml.
- Transcribe name of exam as dictated, changing time to military time if dictated in standard time.
EXAMPLE:

THREE VIEWS LEFT ANKLE, 02/01/15, 1020 HOURS

- Do not add headers not dictated.
- Transcribe text on the same line as header, unless numbered.

EXAMPLE:

TECHNIQUE: 5-mm axial images were obtained through the brain without contrast. No comparison study

- Do not number impression when only diagnosis is dictated.

Dictates:

IMPRESSION:

1. BIRADS 1 – NEGATIVE

Transcribe:

IMPRESSION: BIRADS 1 – NEGATIVE

Clinical based management of palpable abnormalities advised.

OR IF MULTIPLE DIAGNOSES

IMPRESSION:

1. Normal CT brain
2. Paranasal sinuses clear.

- Transcribe job number on bottom of report, between last line of transcription and signature line with 1 blank line between each section.

EXAMPLE:

IMPRESSION: Chronic obstructive pulmonary disease.

Job#: 338709

DICTATED BY: xx

- If multiple reports are dictated on one job and reports are typed separately, add an a, b, c, etc., to the end of the job # to differentiate the different reports.

Example:

JOB # 123456a

JOB # 123456b

- Type carbon copy on bottom of report between job number and Dictated By line with 1 blank line between each section.

Example:

Prophylaxis. Start Protonix 40 mg p.o. daily orally and Lovenox 40 mg subcutaneously daily.

Job#: 111111

cc Zoe Jones, MD

DICTATED BY

- Fax carbon copy. Exception: If provider is a hospitalist, print to patient's location.

Dictated/Transcribed Date/Time

Transcribe Dictated/transcribed line at very bottom of report:

D/T: 02/02/15/1300

Attaching/Linking Orders

- If multiple exams are dictated on 1 job with separate impressions, DO NOT attach orders. Type each exam on the corresponding order.

Dictation Example:

FOOT

Three views obtained.

No fracture, dislocation or soft tissue swelling.

Impression: No acute process.

ANKLE

Three views obtained.

No fracture, dislocation or soft tissue swelling.

Impression: No acute process.

- If multiple exams are dictated on 1 job with combined impression, attach orders.

Dictation Example 1:

FOOT

Three views obtained.

No fracture, dislocation or soft tissue swelling.

ANKLE

Three views obtained.

No fracture, dislocation or soft tissue swelling.

Impression: No acute process.

Example 2:

FOOT AND ANKLE

Three views obtained.

No fracture, dislocation or soft tissue swelling.

IMPRESSION: No acute process.

- Always attach the following:
 - Mammogram order to CAD order or additional views order.
 - Ultrasound to Doppler order.

CT EXAMS

Always insert the ALARA macro on **all** CT exams.

When inserting Lung-RADS, include description.

Example: Lung-RADS 1 – negative. Continue annual screening with LDCT in 12 months.

BONE DENSITY/DEXA

- Always use the bone density template and fill in values.

MAMMOGRAMS

- Insert Taylor CAD statement on all mammograms, if a CAD statement is not dictated.
- Always attach orders for CAD and additional views.
- Insert Dr. Paul Chandler's disclaimer on all of his mammograms
- Do not number impression unless multiple diagnoses given.
- Use the Taylor BI-RADS Normal to insert BI-RADS information.

CANNED TEXT/NORMALS

The normals are available in Shorthand and also on the Transcription Desktop in the Office Notes folder. If you notice Shorthand is missing a normal or if there are any discrepancies in what is in SH and what is in the Office Notes folder, send information to Cindy Rudeseal (cindy@southerntranscription.com).

DOPPLER ULTRASOUND STUDIES

If the physician does not dictate a technique on a Doppler ultrasound study, insert this statement on the report: Gray scale imaging, color flow Doppler, and spectral wave form analysis of ___ was performed.

SYSTEM DOWNTIME

If CPSI is experiencing downtime and the facility has requested we follow the system downtime procedure:

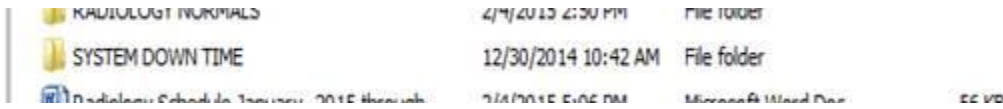
- Transcribe report in a blank word file.
- Transcribe patient name and subject ID, if available, at top of report.
- Add dictated by, dictated date/time and your initials to bottom of report, below job number.

DICTATED BY: Zoe Jones, MD

DICTATED D/T: 02/13/2015 1212 hours

TRANSCRIPTIONIST: CR

- Save report as LAST – FIRST – ACCOUNT NUMBER – YOUR INITIALS (DOE – JOHN-L00000 - CR) in the System Down Time folder. This folder is located in the office notes folder on the Transcription desktop:



TECHNICAL ISSUES/UNABLE TO WORK SHIFT

If you are unable to connect to Taylor or are unable to work due to other technical issues or emergency/illness, please call the office and email all transcriptionists on the Taylor account and all office personnel.

TURN AROUND TIME

If jobs are within 1 hour of being out of turn around or if volume of work is high, call the office and email all transcription and all office staff with number of reports and minutes to request additional help.