

WELLSTAR HEALTH SYSTEM
ACCOUNT SPECIFIC GUIDE

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CONTACT INFORMATION

Account Manager

Hannah Morris, President

Phone: 770-607-0700, ext 205;

Email: Hannah@southerntranscription.com

Manager On Call

Refer to WellStar Transcription Staff and WellStar Schedules on STS website.

WellStar IT/Help Desk

770-956-6000

DO NOT TRANSCRIBE

Duplicate Dictation	See Duplicate Dictation protocol.
DEXA	Return to queue.
Mammogram	Return to queue.
Outpatient and Inpatient Breast MRI, including with biopsy	Return to queue.
Outpatient and Inpatient Breast Ultrasound, including with biopsy (transcribe if stat or ER only after normal business hours)	If not Stat or ER after normal business hours, return to queue. If transcribed Stat or ER, email RA# and patient name Donna Robinson (donna.robinson@wellstar.org)

FORMATTING

- Do not transcribe or change anything within the red brackets or that has red text.
- Leave all headings as they pull into report, unless otherwise directed by physician. If information after heading is missing, leave as is and do not add an underline. Transcribe any headings that are missing.
- If history within red brackets is different than dictated, add dictated information outside of red brackets on same line.
- Transcribe date as dictated. Ensure dates are transcribed in same format throughout report.
- Spell out ordinals first through ninth, 10 and higher use numeral.
Example:
 - There is a fracture of the fifth rib.

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- The second MCP joint is normal.
- There are fractures of the eighth, ninth, 10th and 11th ribs.

- Do not spell out numbers at the beginning of a sentence when connected with:
 - Unit of measurement
 - Examples:
 - TECHNIQUE: 5-mm axial images not Five-millimeter axial images)
 - 5-mm nodule.
 - 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.
- 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 otherwise.
 - Examples:
 - Two cysts are seen in the right kidney.
 - Three views were obtained.

IMPRESSION/CONCLUSION

- Double space to begin impression/conclusion text.
 - IMPRESSION:

 - COPD.
- Do not number. If physician numbers, transcribe in paragraph form.
 - Example:
 - IMPRESSION:

 - COPD.

 - Pneumonia.

PA-C DICTATING

- At the bottom of the report after the impression, transcribe the dictation statement below and fill in the blanks as appropriate:

The procedure was dictated and performed by ____, PA-C; supervising physician Dr. ____.

- PA's name will be listed as Resident in PowerScribe.

ABBREVIATIONS

- Do not expand standard medical abbreviations anywhere in the report, including the diagnosis.
- Do not use nonstandard abbreviations:
Examples:
 - FU - followup/follow up/follow-up
 - CA - cancer
 - BX - biopsy
 - FX - fracture
- Follow the STS Unapproved List in regards to dangerous abbreviations.

F1 Code

- When instructed, transcribe F1 (type F1 only, no initials) or the F1 comment/statement where dictated. Do not automatically add the "F1 comment/statement" to reports when they request the F1 code.
- Transcribe any other F1 related statement as dictated and where dictated within the report.

EXAMPLE:

Availability of this report in WellStar system will be made known to referring physician.

Tumor Tables

- Always check prior exams for tumor table.
- Highlight exam you wish to view under Prior Reports.
- Report text will show in column on right.
- Highlight tumor table, copy and paste into current report. Leave formatting, including all caps, when pasted into current report.

The screenshot shows a software interface with a 'Prior Reports' table and an 'ADDENDUM' text box. The table has columns for Exam Date, Procedure, Attending, and Signed. The first row is highlighted with a red box. The 'ADDENDUM' text box contains the following text:

ADDENDUM:
This report is being returned back to the editor for review and testing of the addendum process.
Edited By: Ashley Gilstrap 11/10/2015 2:04 PM
Released By: BRIAN KAINEG 11/12/2015 1:00 PM
Added on 11/12/2015 1:00:20 PM by BRIAN KAINEG.
EXAM: [KH US CRANIAL]
CLINICAL INDICATION: [initials]

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- Format tumor table the same as previous tumor table.
- If comparison is given and exam is not in PowerScribe, check for exam in Epic.
- If no previous tumor table, create tumor table in format below.

TUMOR TABLE FORMATTING

Use the TAB key to separate the headings and dates from the information for format consistency and ease.

TUMOR TABLE:

TUMOR #1

LOCATION: Right axillary lymph node

mm/dd/yy: Series 1, image 37, 1.1 x 0.9 cm

mm/dd/yy: Series 1, image 40, 0.9 x 0.7 cm

TUMOR #2

LOCATION: Left paratracheal lymph node

mm/dd/yy: Series 1, image 37, 1.1 x 0.9 cm

mm/dd/yy: Series 1, image 40, 0.9 x 0.7 cm

PHYSICIAN PREFERENCES

Dr. Jay Patel:

Carotid Doppler Ultrasounds

- o When he dictates PSV, expand to peak systolic velocity
- o When he dictates the peak systolic velocity values, automatically add the unit of measurement of cm/sec.

BLANKS/DISCREPANCY/NO DICTATION

- Do not call physician.
- **Do not transcribe note at top of report.**
- Select Notes in PowerScribe
- Click Insert Note link
- Note box will open
- Enter brief note. Please remember to be professional and courteous as these notes go to the physician and can be seen by WellStar administration.

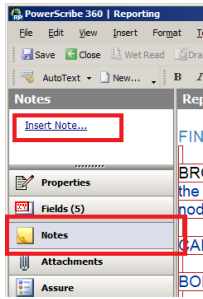
Examples:

Incomplete dictation

Please review blank

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- Once brief note entered, click OK

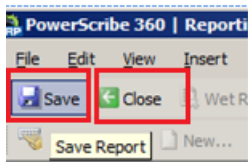


- Click on Finish to send report to physician.

TURNAROUND

Refer to TAT by Accounts on main dropdown located on the STS website. If workload is heavy and multiple reports are in danger of going out of turnaround, send calling post and an email to all STS WellStar staff and office staff.

- If transcribing a long or difficult exam, such as a lung screening, causes ERs or STATs to be in danger of going out of turnaround, click on Save and Close.



- Edit/Transcribe STATs and ERs.
- Once ER and STATs are current, go back to previous exam by doing a quick search or clicking on link of Touched Today under My Reports.

If a report shows pending correction with another transcriptionist's name listed as editor, status shows returned for correction or exam is locked by another transcriptionist for an excessive amount of time or that transcriptionist is not currently scheduled to work, take control of the exam in PowerScribe and edit/correct the report.

If an exam comes to your queue, you must transcribe the dictation, regardless of who is dictating or the length of dictation.

COVERAGE

Forward Office Line to your personal number in Crexendo. Instructions are emailed to staff.

- Monday - Friday 10a-6p monitor the PowerScribe system and edit reports as needed only when Lillian ***IS OUT*** sick or on vacation.
- All WellStar Holidays, 10a-6p, monitor and edit reports as needed.
- All other times
 1. ***DO NOT*** monitor the PowerScribe system.
 2. Only login if you receive a call from the facility requesting coverage.

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3. Continue monitoring the system until the Radiologist's shift ends or a call to discontinue support is received.
4. You will be compensated your hourly rate.

TECHNICAL ISSUES/TROUBLESHOOTING

TROUBLESHOOTING

Follow the below checklist before emailing MOC or contacting office. Complete each step and test for resolution of problem before going to next step. If this does not resolve within 20 minutes, email STS WellStar transcription staff and office staff to report the issue.

- Check to ensure indication lights on router or adapter are showing internet is working properly.
- Log out and then back in transcription platform.
- Disconnect completely (including VMWare), delete temporary internet files and reconnect.
- Reset router.
- Reboot computer.
- Contact WellStar Help Desk.

WORK SCHEDULE

UNABLE TO WORK

Refer to the separate STS RTO Protocol If you are unable to notify coworkers and STS office/administration via email, call the STS office at 770-607-0700 if unable to email. It is your responsibility to make sure the appropriate staff has been notified that you will not be able to work as scheduled.

BREAK SCHEDULES

- Shift of 6 hours or less: Two 10-minute breaks or one 20-minute dinner break.
- Shift of 6-8 hours: Two 10-minute breaks and one 30-minute dinner break.
- Shift of 8-12 hours: Three 10-minute breaks and one 30-minute dinner break.
- If you have an urgent need that requires a longer break, you MUST email all STS transcriptionists and office staff the length of time you expect to be away.