

## MEDICAL TRANSCRIPTION SERVICES

We are a full service Medical Transcription Service Provider and have a diverse client base throughout the United States. All transcription services at *ITC Software* are offered through our state-of-the-art Transcription Facility based in India.

The most important asset that ITC Software has to offer is its staff of professional medical transcriptionists. These well trained, experienced, and dedicated individuals - the medical language specialists, are the engines of our company. We look forward to working with you to make managing your medical transcription as easy as possible.

### We do Specialties

Although our transcriptionists are trained to handle Medical Transcription in all in all areas, below is a list of specialties that our transcriptionists are presently working in:

Cardiology, Dentistry / Oral Surgery, Family Practice, Gastroenterology, General Surgery, Genetics, Internal Medicine, Nephrology, Neurology, Neurosurgery, Otolaryngology, Oncology / Hematology, Obstetrics / Gynecology, Orthopedics, Ophthalmology (including vitreoretinal surgery), Pathology, Pediatrics, Physical Therapy, Psychiatry, Podiatry, Pulmonary Medicine, Radiology, Resident training programs, Rheumatology, Urology, Vascular Surgery

**Type of Documents:** SOAP Notes, History and Physical Reports, Discharge Summaries, Operative Reports, Consult Letters, General Letters, Office Notes, Chart Notes.

### Quality

However large or small your business, we will deliver a level of quality and service second to none. We believe that only by working closely with our clients can we achieve our goal of exceeding client expectations.

Our quality process sets us apart from the competition, not just by our effort but the end product quality & accuracy.

A 3-tier transcription process at ITC Software value ensures that each and every dictation taken up for transcription by the company is meticulously transcribed by trained MTs, proofread by experienced Editors, and finally checked by quality assurance personnel for its correctness, before it is returned to the customer.

### Transfer of Files:

Transfer of raw and transcribed files can be either by email or through our 128 SSL encrypted FTP server. We encourage the use of 128-bit encryption for transfer of files.

### Turn Around Time:

We offer a TAT ranging from 4 to 24 hours depending on your need. The rate varies as per the TAT.

## Trial:

We offer trial services of 3 days for your complete satisfaction.

## Rates:

Our rates for Medical Transcription start at 6.5 cents per line for delivery of transcribed files within a turnaround of 12-24. All rates are based on a line of 65 characters. Although our rates are competitive, they vary depending upon the job and volume. **Can be discussed after trial run.**

## Billing:

All clients are billed on a monthly basis.

## Security:

We guarantee security and privacy of health information with our strict security and privacy policies. Our levels of security meet all HIPAA regulations related to Electronic Transmission of Patient Information. To comply with HIPAA security standards regarding the transmission of confidential medical information, we employ authentication and encryption for all data transfers. Our secure servers are connected via a broadband connection and are firewall protected. Furthermore, each server has a mirrored hard drive to ensure data recovery should the primary drive fail. Every server has a virus protection program with online update subscription, and all servers have a backup emergency power supply (UPS). Our remote Transcriptionists connect to our servers through password authentication, and data transfers are completed using SSL encryption.

We have a smoke alarm and a fire extinguisher in our office. We currently require all our employees to sign a confidentiality and non-disclosure agreement and strict policies in the processing center with standard computer hardware and software configurations required for the work with no removal media drives like CD and floppy drive and ensure a paperless environment.

## Work Flow:

### Process 1: Upload & Download procedures

Dictation from the physician is stored as digital voice files, which are uploaded via the Internet on to our secured FTP server. The FTP Site provides you with pre-configured software, which allows you to upload the voice files and download the completed reports. You are provided with a secure password to access your file directory on our site.

### Process 2: Transcription

The downloaded audio files are assigned to our transcriptionists dedicated to handle specific accounts. The file is then transcribed on a transcription station and put into a customized format that is pre-defined by the client. We support Word formats. You can provide any requisite file templates.

### Process 3: Quality check

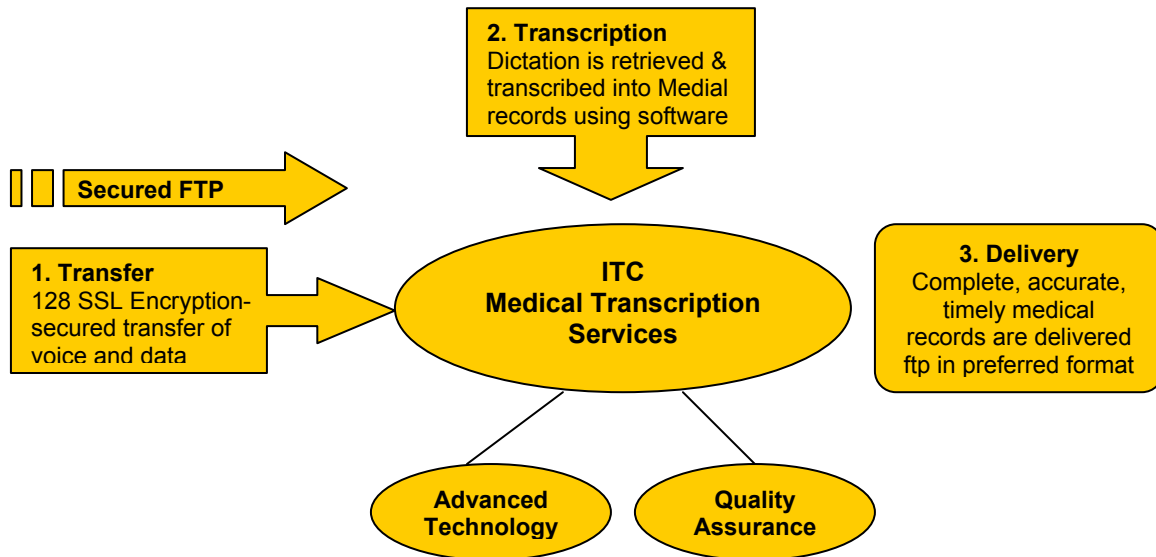
Editors, Process Managers, Physicians and English language specialist then proofread the transcribed report. This enables us to maintain an accuracy level of 98.6% and above at all times.

**Process 4: Delivery of Reports**

Completed reports are then uploaded back on to the ftp directory.

**Process 5: Archival**

We have in place a self-reliant, fault tolerant archival and retrieval system for better data/audio management and care. Generally, Data files are archived for a period of 12 months for a minimum period of two months.



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