

Digital Dictation, Transcription & Typing Services

SERVICE

Introduction

We have all grown up with a certain way of delivering our opinions to our patients, but with the advent of new technologies many of these methods are now not as efficient or cost-effective as they could be.

The traditional method of delivering opinions was either through notes, then audio tapes, and these methods have led to delays in delivering effective and timely advice leading to longer than needed backlogs in delivering suitable patient care.

These traditional methods have also given rise to long-standing practices involving full-time employees, expensive office space and a high overhead structure.

The following factors have helped produce a more efficient and cost-effective alternative:

- new technologies such as digital dictation,
- the internet,
- safe and secure transmission of encrypted information and
- the development and acceptance of home-based working.

The migration of your typing and document production responsibility is not a decision to be taken lightly and the chosen partner needs to mirror the very same qualities that you have as a highly respected medical practitioner.

Other issues that have become of increasing importance lie around the cyber-security concerns and disaster planning that is becoming a vital part of the delivery of any service.

The key aspects of this service for you to consider are:

- The delivery of a reliable, accurate and quality service.
- An understanding of the security and confidentiality of your patient data and information.
- Quick turnaround times for the return of your completed work.
- Clear cost savings.
- A professional, yet friendly approach to all relationships.

Our service is supported by some key accreditations which will give further reassurance to the delivery of the service:

- Accreditation to ISO 27001:2013 – Information Management Security Standard.
- Accreditation to ISO 22301: 2012 – Business Continuity Management Standard.
- Accreditation to ISO 9001: 2015 - Quality Control Systems
- Registration with the Information Commissioner's Office.
- Fully compliant with GDPR and the Data Protection Act 2018

How do we provide this service so well?

The service is 100% UK based, with a head office in Liverpool and one in London.

All of our associate typists are based in the UK and have had many years of experience in the UK medical and legal sector.

Every typist undertakes a very intense induction period and is fully trained in our processes and approach to our clients.

They then become familiar with the specific house styles and needs of each client for whom they are allocated to. We specifically match past experience with the needs of your consultants, and we also allocate sufficient capacity so that we can meet any deadline or turnaround time that you require.

All typists are DBS checked, references are taken, and each sign a strict Confidentiality Agreement.

The Benefits

Costs:

In addition to the above, the service provides you with the opportunity to make significant operational cost savings of up to 40% of your internal typing costs.

The normal cost of your internal typing would typically be around £2.50 to £4 per dictated minute, with a relatively fixed cost base which at many times will provide you with very little flexibility.

We will only ever charge you for work that you send us, and our charges will be very clear.

Your Current Staffing Levels:

Furthermore, we will be able to support you in any transition you may be considering with your own typing and cost base, and there may be the opportunity for us to help you with any HR issues you are having with your current typing resource.

Ease of Set-up:

We have great experience in working with every operational workflow, and so we will be able to advise you based on that experience on the optimum way forward.

There will most likely be minimal intervention from your IT department, and we will be able to have you working with us within days from clear approval from you.

Experience:

We act for many organisations across the UK, and our existing customers are always happy to discuss with you how we have helped them, and how we have become an integral part of their delivery, and have helped improve their own operational excellence and patient and client responsiveness.

We have no doubt that we can manage your current typing requirements , and we can advise or provide you with a digital dictation system to support your needs. This will ensure that your efficiency and turnaround times are improved, and our track record shows that we can handle high volume typing from a single client and retain accuracy and speed.

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