Office Manager (MRM) – FAQ

Am I required to install additional hardware or software on my PC to run your application?
No, you are not required to install additional hardware or software on your PC. Our application is a web-based platform that does not require any hardware or software installation on your part.

What is the basic requirement to run your application?
You are required to have a computer with Internet Explorer 7+ and an Internet connection.

How do I benefit by using your application?
The best part of our application is that it can be integrated with existing systems without interfering with your work behavior.

The following are the benefits that you will reap:

- No capital investment; you are not required to invest in any kind of hardware or software installation.
- Greater control
- Improved turn-around-time
- Higher accuracy
- Prompt feedback
- Redundant & secure data-center services

How do I start with your application?
To use our application, you are required to have an account with us. Account settings can be made according to your requirements. We accept your dictations through various modes such as toll free numbers, digital recorders and if you work in a large clinic or hospital, we also accept the dictations from your hospital's in-house dictation system through FTP pickup.

Which modes of dictation are supported by your application?
Medikin Online supports dictation via:
- Traditional and VoIP phones to toll-free and local DID numbers
- Android and iOS devices
- Handheld digital recorders
- Smart MICs
- Dictation servers
- Audio recorded with custom equipment

How can I dictate through the toll free number?
We provide a toll free number. Dial this number whenever you need to dictate. Our system will ask for your ID and Password. Dictate your files after your ID and password are confirmed. These files will be recorded and converted into a digital format and will be transferred by our system to our server. Files will be transcribed and then returned to you.

How can I dictate on a digital recorder?
Connect the digital recorder to an Internet enabled PC through a USB port and then download the files.

How can I listen to the audio files?
Click the “Audio Archive” option which is the first round button on the top right corner of the page. This displays a list of audio files sorted by Date of Upload. Click the File ID. A new screen will appear. Click the “Listen to this Audio File” button.

What player do I need to play the audio files?
Your PC is required to have Winamp or Real Media player; either will allow you to play the audio files. They can be downloaded for free off the Internet.

What security features are available on your system?
We understand that our clients’ utmost requirement is the security of their information. We try our best to maintain security for clients in every aspect.

Security features of our system include
- 256 bit SSL encryption on all files transferred via the Internet – All of the files are encrypted 256 times and then transferred from doctor to MT or from MT to doctor via the Internet.
- Authorized user identification through login id and password – User login ID and password are provided so that an unauthorized user would be unable to access the system.
- Every 2-hour activity time out – After every two hours of login, the system asks for the login ID and password. The system denies access to unauthorized persons.
- Upload file restrictions – There are various restrictions for the file upload procedure.
- More than one document file cannot be uploaded for a single audio file.
- Any file which has already been uploaded cannot be uploaded. The system denies it.
- Last login information and account activity log – Whenever the account user logs onto the system, information regarding his or her last login is displayed. This way, the user can track the activity of his or her account. The Recent Activity Log is one of the features through which you can track the event activity of your account.

How much is your system HIPAA compliant?
Our clients’ legal security is of great importance to us. Our system is HIPAA compliant.

Legal Security:
We have a separate legal department which takes care of HIPAA compliance of the system.

HIPAA Privacy Officer:
We have a full-time HIPAA Privacy Officer to facilitate and manage the information security and HIPAA needs of our organization, as well as for our customers. The Privacy Officer will develop and maintain effective educational programs for training internal and external clients on the requirements of HIPAA.

How will I know the status of my audio files being transcribed?
You can easily check the status of your audio files. Click the “Audio Archive” button at the top right corner of the screen. Track the status of the file in the “Status” column. Different colors are assigned to each status.
Red - File in Transit (Still to be downloaded by the MT)
Yellow - In Process (The MT is transcribing the file)
Yellow1 – Under QA1 (File is transcribed and is with the QA1 for editing)
Yellow2 – Under QA2 (The QA2 is editing the file)

How will I know the status of completed audio (transcribed) files?

Click the “View” button under the heading “Transcripts for Approval” or “Audio Archive.”
Red – For Approval (Transcribed file is required to be downloaded by you.)
Green (e mark) – e signed (If you have asked the master administrator to make e signature settings to your account, then the file will be locked when you e sign it).
When you download the transcribed files, the status of the corresponding audio files will be changed in “Audio Archive.”
Green (Tick Mark) – Completed
Green (e mark) – e signed

How can I view and download my transcribed reports?
Download the transcribed files either through “Transcripts for Approval” (view button) or “Document Archive.”
Click the Document Archive option which is the second round button on the top right corner of the page or click the “View” button under the heading “Transcripts for Approval” button. This displays a list of transcribed documents sorted by Date of Upload and Patient Name. View or download the files in either one of the following two ways:

- Click the File ID to view or download the document. A new screen will appear. At the bottom, click the “Download this Document” button or the “View this Document” button as required or
- Select the files (by ticking the checkbox in front of the File ID in the first column). Go to the bottom of the screen. Select the “Download/View Selected Documents” radio button. Click the “Perform Checkbox Operation” button.

How can I download all of the recently transcribed files with one click?
Click on the menu choice "Download Recent Files." This option will download all of the files which have been transcribed and are awaiting your approval into a zipped file on your computer. This feature eliminates the need for you to manually download each document individually.

Can all of the transcribed files be automatically downloaded as soon as I enter (log into) your system?
Yes, our application provides you with the feature “Auto Download NEXUS Settings.” With the creation of your account, specify to the master administrator that you want the feature of Auto Download NEXUS to run at login. Specify the folder on your PC where the system will transfer the transcribed files. As soon as you log into the system, this feature will start running. A window will appear with a list of all of the downloadable files. Select the files (tick the checkbox). Click the “Download Selected Files” button.

How can I open the downloaded zip file?
Go to the location on your computer where the zipped file was saved. Double click on the file to open its contents. Use WinZip or any other program to unzip the file. WinZip comes as a standard utility with the Windows operating system. If you do not have WinZip, download it by clicking here: http://www.winzip.com/downauto.cgi?winzip81.exe

How can I email or fax a document report?
Go to the Document Archive and click on the File ID you want to email or fax and then enter the email address or fax number in the appropriate field.

Is there an option that will allow my doctors to lock the transcribed files so that no one can change or edit them without his/her knowledge?

Yes, our application provides the option to your doctors to lock their files by e-signing them. You are required to specify to the Master Administrator to apply e-signature settings to your doctors' accounts.

What if I do not like a transcribed file?
If you do not approve the transcribed file then you have the option of rejecting it. Click the "Doc Archive" button. Select the files you want to reject. Go to the bottom of that screen. Select the "Reject Files" radio button. Enter the account password in the text box. Click the "Perform Checkbox Operation" button. A new screen will appear. Enter the reason for the rejection. Click the "Reject Selected Files" button. This file goes to the last person who worked on this file; an MT, QA1 or QA2, depending on the workflow through which this file came to you.

Can I add a comment to the transcribed file?
No, you cannot add a comment to the file. If you reject the file, you are asked to give the reason for the file rejection. This reason will appear in the document archive of the MT.

How can I track the status of the transcribed files?
Click the "Doc Archive" button. You can see the status of the files in the status column. Different colors are assigned to each status:
Red - File ready for Approval by the dictator
Green (with tick mark) - File Approved by the dictator
Green (with 'e' mark) – File e-signed by the dictator

Can I generate a report to view which audio file for which doctor is with which MT or QA?
Yes, you can view your doctors' audio files on a doctor or MT/QA account basis. Our application provides the feature with which you can generate a report to view your audio files on account and date basis. Click the "Audio Archive" button at the top right corner of the screen. Audio Archive displays the audio files uploaded in the last 15 days by default. At the top of the screen, make the selections according to the requirement under the "Report Criteria" and click the "Generate Report" button.

Can I automatically upload the audio files onto your system?
Yes, you can automatically upload the files. You have two options: Automatic upload at the time of your login or automatic upload with one click.
Automatic Upload at the time of login: You are required to specify to the master administrator that you need the feature of automatic upload at the time of login. He or she will apply the settings to your account accordingly. Whenever you login, a window appears displaying the list of uploadable files. Select the files to be uploaded. Click the "Upload Selected Audio Files" button.

Automatic upload with one click: On the Navigation Menu, click the "Auto Audio Upload" button. The same window discussed above will appear, displaying the list of files to be uploaded. Select the files. Click the "Upload Selected Audio Files" button.

What provision do you provide when I need the transcribed version of my audio files to be urgent?
When you require the document file quickly, mark the dictation as urgent while uploading it. Click the "Manual Audio Upload" option on the Navigation Menu. Browse the file to be uploaded and enable the option of "Stat." Click the "Upload Selected File(s)" button.

Is there an option to add a comment to my audio file to bring something to the MT's attention?
Yes, while uploading a file, you can always add a comment to it that will bring it to the MT's attention. Click the "Manual Audio Upload" option on the Navigation Menu. Browse the file then enter your comment on the audio file in the "File Comment" text box for each file. This option is available only with manual audio upload. It is not available with automatic upload.

How can I delete my audio files?
Click the "Audio Archive" button at the top right corner of the screen. Select the file you want to delete by ticking the checkbox in front the file ID in the first column. Multiple files can be selected. Go to the bottom of the screen. Select the "Delete Selected Audio Files" button. Enter your account password in the text box. This will assure the system that an authorized user is deleting the files. Click the "Perform Checkbox Operation." A new screen will appear asking for the reason of deletion. Click the "OK" button.

If I do not approve the document file, is there an option for me to edit the file then upload this corrected version onto your system?
Yes, you can upload your corrected document. Go to the Document Archive or Navigation Menu option and click "Upload Corrected Document." Click the orange button adjacent to the transcribed document to upload the corrected version of that document. A new screen will appear. Browse the corrected document. Click the "Upload & Attach Corrected File" button.

How can I specify to the MT that I want a transcribed file in a particular format?
Template is a document that allows you to note the format required for the transcribed file. Template can be created in Microsoft word or any other text editor. Specify to the MRM or Master Administrator that you want the transcribed files in a particular format and give him or her the required template. He or she will change the settings in your account accordingly. As a result, when you upload any audio file, the system uploads the default template based on your account settings.

If you want to upload another template for a specific file, click the "Manual Audio Upload" option on the Navigation Menu. Browse and select the file. Browse the template in the "Template" option.

If you want to upload the template, click the "Upload Template" option in the Navigation Menu. Here you can specify whether this template is default or not.
When the MT downloads the audio file, the attached template attached automatically gets downloaded.

How can I download the template?
Click the "Template Archive" option in the Navigation Menu to download the template. Edit the template on your PC and upload it by clicking on the "Upload Template" option. To keep the old template as well as the newly edited template, save the new template under a different name before uploading it. If you do not need the old template, delete it before uploading the newly edited template.

How can I find a particular file?
Click on the "Search EPR" option on the Navigation Menu. Search for a document or audio file using various search criteria such as dates, file fields, file ownership, patient details, report type, or referring physician.

Why is the audio file not available in the audio archive? Why is it offline in Doc archive?
Audio files are available online for a period of time specified by you, from the date of dictation. Specify to the master administrator the length of time you want your files to be online. He or she will change the settings in your account accordingly. After the expiry of this duration, files are transferred to an offline archive. The red button in the Document archive for the audio file indicates that the file is offline. To request a copy, click the red button and enter a message. Include the File ID number. It may take a few hours for the file to be available online again.

How can I generate a TAT report?
Click the “TAT Report” button on the Navigation Menu. You can generate a summary or a detailed report for a particular duration on doctor and MT account basis.

How can I generate the billing report?
Click the “Billing Report” button on the Navigation Menu. You can generate a summary or a detailed report for a particular period on a report type (audio file or transcribed file) basis or an MT account basis. Make the required selections and then click the “Generate Billing Report” button.

Can I track the event activity of my account?
Yes, you can track event activity. Click the “Recent Activity Log” on the Navigation Menu. You can generate an activity report for a particular duration. Select the type of event from the drop down box. Click the “Generate Activity Report” button. For further reference please see the Help image.

Can I change my account password?
Yes, you can change your account password. Click the “Change My Password” option on the Navigation Menu. A new screen will appear. Enter the old password, the new password, confirm the new password, and then click the “Change Password” button.

Why am I asked for my User ID and Password every now and then?
This is a time-out activity feature which keeps your files and your account secure. Whenever there is no activity on the account for more than 15 minutes, you will have to enter your User ID and Password to continue.

How do I logout?
Click on the last option in the Navigation bar on the bottom right to logout.

Whom should I contact for support?
Click on the "Send Message" option in the Navigation Menu and type out a detailed explanation of the problem. If you need a representative to call you, include your phone number. This will send a message to the support department and the problem will be attended to as soon as possible.