MT Admin - FAQ

Where do our transcriptionists and clients login?
Medikin Online provides its clients with the feature of white labeling. You can sell our product under your company name and logo. All your clients and transcriptionists can login from your website. You can create a simple login button on your website and use https://alpha.dictationservices.com/ as the hyperlink which will redirect them to our website without letting them know that they are using Medikin Online.

As MT Admin, what technical specifications are required for my PC and for my transcriptionists and editors?
Medikin Online is a web-based routing platform which does not require any specific hardware or software installation. Any computer with Internet Explorer 7+ and an Internet connection can run Medikin Online. Medikin maintains the server and storage.

What minimum Internet connection is required for the MT Admin and the transcribers?
Medikin Online works on a thin client technology where the entire processing takes place on our servers, which are backed by very high speed, dedicated Internet lines.

What player will our transcriptionists need to play the audio files?
Transcriptionists can run their audio files on Winamp or Real media player. These can be downloaded for free off of the Internet.

Which format should the transcriptionists type in the reports?
They can type the reports in Microsoft Word or any other text editor as per your client's requirements. Just let Medikin know the file extension for security reasons.

Can more than one person log on with the same login id and password from different computers?
Yes, there is no maximum number of persons who can log into the system with the same or different login ids.

How many quality levels are there and do all the transcribed reports go to the editor?
There are three transcription levels: MT, QA1 and QA2. The MT Admin can set the file routing per the dictator's account preference. The transcribed reports from the MT go through two levels of quality checks: QA1 or QA2 as per the settings of those accounts.

Explain the auto email notification system.
The auto email notification keeps all of the concerned people informed about the system. Audio file upload notification – On any audio file dictation, an email is sent to the MT Admin with details of the audio file such as the dictator ID, length, urgency and TAT.
Audio file assignment notification – When the audio file is assigned manually or automatically to the transcriptionist, the MT receives an email about the assignment with a copy going to the MT Admin. File due notification – If the document file is not uploaded up until 30 minutes before the applicable TAT, an email is sent to the assigned transcriptionist or editor. A copy goes to the MT Admin.
Document file upload for editing – When the MT uploads the document file, an email about the basic document upload is sent to the editor (if set up that way) with a copy going to the MT Admin. Document file upload complete – When the MT/Editor uploads the complete document

file, an email about the document upload is sent to the client, with a copy going to the MT Admin. Red flag notification – When an MT/Editor marks a red flag on the file, an email is sent to the MT Admin.

Corrected document upload – When the client uploads a corrected document, an email is sent to the MT who worked on that file. A copy goes to the MT Admin.

What HIPAA security features are available on the system?
Medikin understands its clients' utmost requirement is the security of their information. Medikin tries its best to maintain security for its clients in every aspect.

Security features of Medikin Online (system) include
- 256 bit SSL encryption on all file transfer via Internet – All if the files are first encrypted 256 times and then they are transferred from the doctor to the MT or from the MT to the doctor via the Internet.
- Authorized user identification through login id and password – User login ID and password is provided so any unauthorized user will 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 unauthorized access.
- 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. A file, if already uploaded, cannot be uploaded again. The system denies it. Control accounts such as Master Admin, MT Admin and MRM cannot upload any files.
- Last login information and account activity log – Whenever the account user logs into the system, information regarding his/her last login is displayed. The user can track the activity of his/her account in this manner. The Recent Activity Log is one of the features through which you can track the event activity of your account as well as the accounts controlled by you.
- Server security and redundancy – Our clients need not worry about the server installation. Medikin maintains the entire server and it's backup. The servers maintained by Medikin Online are as follows:
  - o Medikin Online Staging Server – Development and Backup Server for Medikin Online
  - o Medikin Web Server – Production Web Server for Medikin Online
  - o Medikin Online Database Server - Storage of Medikin Online's audio files and transcribed audio files
  - o Medikin Online File Server - Storage of Medikin Online's audio files and transcribed audio files
  - o Medikin Online Network Attached Storage Server **-** Storage of Medikin Online's audio files and transcribed audio files
  - o Medikin Online Remote Backup Server **-** Storage of Medikin Online's audio files and transcribed audio files

Legal Security:
Medikin has a separate legal department, that takes care of HIPAA compliance of the system.

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

Confidentiality:
Apart from adopting high security measures, Medikin Online also adopts confidentiality measures:
Restricted usage of data storage media such as floppy disks and CDs at data collection points in the company to ensure that no information is leaked out by the employees.

Confidentiality Agreement - All of the employees are required to sign a "Confidentiality Agreement" which addresses the issue of leakage of patient or any other information.

How can I determine the status of the audio files?
Click the "Audio Archive" button at the top right corner. The status column displays the status of the files. Different colors are assigned to each status: Red – File is still to be downloaded by the MT. Simple yellow – File is being transcribed (with MT). Yellow (1) – The QA1 has the file. Yellow (2) – The QA2 has the file. Green (with tick mark) – File is has been transcribed.

How can I split the audio files?
Click the "Audio Archive" button. Select the audio file. Tick the check box in front of the file ID. Multiple files can be selected. Go to the bottom of the screen. Select the "Split Selected Audio Files" button. Click the "Perform Checkbox Operation" button.

Can I view/download MT/QA1/QA2 files?
Yes, you can view and download the MT/QA1/QA2 files. Click the "Audio Archive" button. Go to MT File, QA1 File or QA2 File column. Click the blue button in the column next to the corresponding audio file. A new screen will appear. At the bottom, click the "Review Audio/Doc" or "Download this Document" button as required.

What are compared documents and how can I view them?
Whenever a transcribed file is transferred to the QA from the MT and the QA makes changes to it, then uploads the final document, a compared document is generated. A compared document is always generated by higher-level for the lower level. In these documents, MTs can view the mistakes they made and thus improve.

Click the "Audio Archive" button. Click the blue button under the "Compared Document MT or QA1 or QA2" column next to the corresponding audio file for which you want to view the compared document.

How can I determine the status of the document file?
Click the "Doc Archive" button. You can see the status of the transcribed file in the status column. Red signifies that file is complete and ready for the doctor to approve. Green signifies that the doctor has approved that file.

How can I create client (doctor) accounts?
You can send a message to Medikin from the "Send Message" option and cc (carbon copy) addaccount@medikin.com giving all of the details of the new client. It normally takes 2-6 business hours for the account to be operational. Send details such as the account name, provider name, email address, and fax number. Login ID and password are required with TAT. If the client wants a toll-free number dictation service, then keypad mapping and prompts should also be mentioned in the message.

How can I create accounts and what is the maximum number of accounts I can set up?

Click on the "Create Account" option on the Navigation menu. Fill in all the required information and then click on "Create New Account" button. A new screen will appear with the message "You will be billed for this new account as per your contractual terms. Do you want to continue?" Click the "OK" button to continue or the "Cancel" button to stop. A new screen will appear confirming the new account registration. Create as many accounts you want. There is no restriction.

What types of accounts can I create?
You can create three types of accounts: MT, QA1 and QA2. While creating the account, select the radio button next to the type of account you want to create.

Is it possible to not to disclose the user's name?
Yes, this is possible. While creating account, you will see the option "Display File Owner ID as" with three radio buttons next to which is written "ID Number Only," "Initials Only," and "Full Name." Select the one to which the file owner identification will be disclosed.

How can I make changes in any of the MT Accounts?
You can easily make changes in the MT Accounts. On the navigation menu, click the "Account List" button. Click the MT or QA1 or QA2 hyperlink in the user's name column. A new screen appears. Click on the hyperlink to make the required changes then click the "Modify Account" button.

How can I make the settings for the audio files to be automatically downloaded to the MT's PC?
Medikin Online provides the feature of NEXUS Download. If enabled, audio files will automatically be downloaded to MT's PC into a specific folder. Click the "Account List" button. Click on the MT's User Name, the settings of which have to be changed. A new screen will appear. Click on the "Document Delivery (sFTP)/NEXUS Download Settings" button. Fill in all of the required information. For further reference please see the Help image.

Can I specify the number of files to be assigned to the MT/QA1/QA2?
Yes, you can specify the number of files to be assigned to the MT/QA1/QA2. Click the "Account List" button. Click the MT/QA1 User Name in the User Name column. Click "Workpool Information." There are various options available: Maximum assignment of files per day, maximum assignment of minutes per day, or maximum assignment of minutes per week. Enter the specifications in these boxes according to which system routes the file if the Workpool type is set as auto.

How can I send the audio file to the MTs according to their specialization and dictator preference?
Every transcriptionist has his/her own specialization area. He/she may also feel comfortable transcribing the audio files of a specific doctor. Change the settings in MT's account accordingly. Click the "Account List" button. Click the MT/QA1 User Name in the User Name column. Click "Workpool Information." Set report type preference and dictator preference for the particular account up to four levels.

How can I automatically route the red flagged files to the next level?
You can automatically route the red flag files to higher level. Click the "Account List" button on the navigation menu. Click the concerned MT/QA1 User Name in User Name column. Click "Workpool Information." You can enable the red flag settings. If the MT red flags the file, it is automatically routed to the QA1 when workflow is MT->Doctor or MT->QA1->Doctor. If the QA1

red flags the file, it is automatically routed to the QA2 when workflow is MT->QA1->Doctor or MT->QA1->QA2->Doctor. When the QA2 red flags the file, it goes to the MT Admin Account. These files can be viewed in the "Red Flagged" folder on the right hand side of the screen.

Can I track or block the IP Address of the PC through which the MTs login?
Yes, you can track the IP Address of the PC from which the MT logs into the system. Click the "Account List" button. Click the MT/QA1 User Name in User Name column. Click "IP Tracking/Blocking" option. Specify the IP Addresses for which tracking or blocking is to be done. For further reference please see the Help image.

Can I set the priority amongst the doctors?
Yes, you can set the priority among the doctors. According to these priority settings, audio files of the doctors will be transferred to the MT. Doctor files having highest priority will be the first ones to be transferred to the MT. Click the "Workpool Settings" button on the navigation menu. A new screen will appear. Set priority for each doctor. In the priority column, select any one to set the priority for a particular doctor: High (red font), Medium (yellow font), Low (green font) and Normal (No color/black font).

How many kinds of workflows are available? Can I set different workflows for different doctors?
Medikin Online provides three kinds of workflows: MTClient, MTQA1Client, and MTQA1QA2Client. You can definitely set different workflows for different doctors.

What if the doctor does not want all of his/her files to be transferred to a higher level in workflow?
Medikin Online provides the flexibility of not assigning all of the files of a doctor to the next higher level in the workflow. Click the "Workpool Settings" button on the navigation menu. A new screen appears. In the "Upper Level Assignment" column, select the percentage. If workflow is MTQA1Client and upper level assignment is 10%, then every 10th file for that doctor will go to the QA1 and the other 9 files will automatically go to the client/doctor.

If Workpool type is auto, how does the system decide which file of which doctor is to be transferred to which MT, QA1 or QA2?
While creating MT, QA1 or QA2 accounts, various settings are made. Similarly, when the client (doctor) account is set, various settings are made. Moreover in "Workpool Settings" an algorithm is set under the "Automatic Workpooling" (Cost, Report Type Matching and Dictator Matching). According to these settings, the system routes the audio files as soon as the doctor uploads them.

How does online billing work and how do I enter the line count?
The MT/Editor can manually upload the line count (along with file attributes) depending upon the client's terms and conditions. The line count can also be automatically extracted from the uploaded files for each account when the account is set for Auto Extraction. Online billing is then available through that line count to the client, MT Admin, MT and the editor.

How can I generate the billing report?
Click on the "Billing Report" button on the navigation menu. A new screen appears. Here you can generate a summary or detailed billing report on one of the following: doctor or MT basis, document file basis, audio file basis, or an all level or completed files only basis. After selecting the criteria, click the "Generate Billing Report" button at the bottom.

Is it necessary for me to provide the billing report option to the MTs?
No, it is not necessary for you to provide the billing report option to the MTs. Click the "Account List" button. Click the MT account for whom you do not want to provide the billing report option. In "General Account," disable "Enable menu button: Billing Report?"

How do I send a red flagged file to the dictator?
Go to the "Red Flag" button. Select (tick the check box) the red flag files which are to be forwarded to the editor. Go to the bottom of that screen and click "Transfer Selected files to QA1/QA2 account". Once the editor uploads the file, it will be sent to the dictator.

How can I change the Document file attributes?
Click the Doc Archive button on the right hand side at the top. Click the document file ID. You will be redirected to a new page. Make the required changes and click the "Update File Information" button.

How can I view, print and download the transcribed reports?
Click the Document Archive option, which is the second round button on the top right corner of the page. This displays a list of transcribed documents sorted by Date of Upload and Patient Name. Click on the File ID to view, print or download the document.

How can I find a particular file?
Click on the "Search EPR" option on the Navigation menu. Enter all of the information you have on that page. You can then search for any document or audio file using various search criteria such as file type, date, file fields, file ownership, patient details, report details, and doctor details. More information will lead to a quicker search of the record of the concerned patient.

How can I view and download a template?
Click the "Template Archive" option in the Navigation menu to view or download a template.

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 account secure. After every two hours, you will have to enter your User ID and Password to continue.

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

Who should I contact for support?
Click on the "Send Message" option in the Navigation menu and explain the problem in detail. This will send a message to Medikin and the problem will be attended to as soon as possible.
You can send the email to the following:
Technical Support - support@medikin.com
Sales Queries – sales@medikin.com
You can also call toll free 866-MEDIKIN, though email is the best way to register any complaint or query.

Can I set up my billing formula according to the requirement of my clients?
Yes, you can set up the billing formula. This feature must be activated by the Master Admin while he/she creates the account for you. You can set the billing formula for all the doctors individually.

What is the purpose of the Recent Activity Log?
This feature helps the MT Admin to track his/her account. The Recent Activity Report gives all of the details of different events that have occurred in your account over a particular period on the account basis and event type basis.

How can I keep track of the performance of my staff?
You can track the performance of your staff through a feature called QA Feedback. The QA1 gives feedback for the MT while the QA2 gives feedback for the QA1. You can generate the summary or detailed feedback report for any of the members of your staff.

How do I generate the QA Feedback report?
On the navigation menu, click the "QA Feedback" button. Select the report type, either Summary or Detailed. Select the period for which the MT Admin wants to view the feedback report. Select the report format, either QA1 feedback or QA2 feedback. Select the particular MT or QA1 whose performance feedback report you want to view. Click the "Generate Feedback Report" button.

What is the difference between the TAT Summary and the TAT Report?
The TAT Summary gives the details about the set TAT and the remaining TAT for the files which are being transcribed. The TAT Report gives the details about the TAT of transcribed files.

How can I distribute the audio files among the MTs?
You can distribute the files either manually or automatically.
Manual file distribution procedure: On the navigation menu, click the "Manual File Distribution" button. A new screen will appear. At the top, the ID of the file that is to be distributed is displayed. Select the MT to whom you want to send the file by clicking the radio button. Click the "Assign & Proceed to Next File" button. The next screen appears which asks the surety of assigning the file. Click the "OK" button.
Automatic file distribution procedure: On the navigation menu click the "Workpool Settings" button. A new screen will appear. Set the priority, workflow, upper level assignment, and Workpool type for each doctor individually. If Workpool type is chosen as Auto, the files of that particular doctor will automatically be distributed to MTs according to the settings. If manual is chosen then as soon as files are uploaded by the doctor, they will appear in the New for Distribution Folder of your account. If fixed, files will be transferred to selected MT, QA1 and QA2.

How can I route the files?
There are special cases when the MT Admin is required to manually route the files. This happens when files are red flagged. When the Workpool type is fixed but due to fulfillment of certain settings (no. of files per day, minutes per day etc.) a particular MT/QA1/QA2 becomes unavailable, the files are routed automatically to the MT Admin's account. These files are required to be manually routed by the MT Admin.
Click on the "Manual File Routing" button on the navigation menu. The next screen appears. Select the file to be routed by ticking the checkbox in front of the file ID. Select the radio button and MT, QA1 or QA2 from the drop down list under "Checkbox Functions." Click the "Route Selected Files" button. A new screen appears confirming the assignment of the file to the assignee (MT, QA1, QA2).

How can I delete the files?
The MT Admin is a control account. You cannot delete audio files or document files.