MT – FAQ

What technical specifications are required to run your application on my PC?
Our application is a web-based platform that does not require any hardware or software installation on your part. You are required to have computer with Internet Explorer 7+ and an Internet connection.

What player do I need to play the audio files?
Your PC is required to have Winamp or Real Media player, which can be downloaded free of charge off the Internet.

How can I listen to the audio files?
Click on 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 at the bottom.

How can I determine the status of the audio files?
Click the “Audio Archive” button at the top right corner of the screen. Status of the file can be tracked in the “Status” column. Different colors are assigned to each status of the files.
Red - File in Transit
Yellow - In Process
Green – Completed

Can all of the audio files be automatically downloaded as soon as I log in?
Yes, our application provides you with a feature of “Auto Download NEXUS Settings.” With the creation of your account, you can specify to the MT administrator that you want the feature of Auto Download NEXUS to run at login. Specify also the folder on your PC where the system will transfer the audio 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 “Download the Selected Files.”

How can I download all of the recently dictated files with one click?
Click on the menu choice "Download Recent Files." This option will download all the files, which have been dictated and assigned to you into a zip file onto your computer. This feature eliminates the need for you to manually download each individual file. You can download individual audio files from the audio archive, as audio files are maintained online 15 days from the date of dictation.

How can I open the downloaded zip file?
Go to the location on your computer where the zipped file was saved and double click on the file to open its contents. You can 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, you can download it by clicking here: http://www.winzip.com/downauto.cgi?winzip81.exe

How can I split the audio files?
Click the “Audio Archive” button or the “New for Download” option. Select (tick the checkbox in front of the File ID) the files you wish to split. Go to the bottom of the screen and select the “Split Selected Audio Files” radio button. Click the “Perform Checkbox Operation” button.

How can I view or download the templates?
You can view or download the templates in the following ways:
Click the “Audio Archive” option on the Navigation Menu. Click the “Blue Button” in the “Template” column. Click “Download this Template” or “View This Template” as required.
Click the “Template Archive” option on the Navigation Menu. A new screen will appear.
To view/download the template, click the “Template ID” hyperlink in the Template ID column. A new screen will appear. Click “Download this Template” or “View This Template” as required.
To download multiple template files, tick the checkbox in front of the ID of templates you want to download. Go to the bottom of the screen and select the radio button “Download Selected Templates” and click the “Perform the Checkbox Operation” button.

Do I have to download the template separately?
No, you are not required to download the template separately. The template attached with the audio file automatically gets downloaded as soon as the MT downloads it.

How can I transcribe and upload a transcribed document?
After downloading the audio file or listening to the file online, you can type out the report in Microsoft Word or any other text editor and save it on your computer. Go to the Audio Archive and click the orange button adjacent to the audio file you want to upload this document for. This will let you browse and upload the file along with the file attributes

Do I have the option of automatic upload?
No, you do not have the option of automatic upload.

How can I change the document file attributes?
Click the “Doc Archive” button. A new screen will appear. Click the file hyperlink to change the attributes. A new screen will appear. Make the required changes and click the “Update File Information” button at the bottom of the screen.

Can I upload the files in dictator sort or stat sort?
Yes, you can upload the files dictator sort or stat sort. Click the “View” button under the heading “Under Transcription” on the right hand side. A new screen will appear. Feature of upload criteria is available at the top of the screen. Select a radio button, either dictator or stat. If dictator is selected, select the dictator whose files you want to view from the drop down list. Click the “View Files” button.

Do I have the option of adding a comment (regarding audio file) to the document file while uploading it?
Yes, you do have the option of adding a comment to the document file while uploading it. Click the “View” button under the heading “Under Transcription”. Browse the file to be uploaded. Enter your comment for the file in the text box next to the “File Comment” option. This comment will be shown in the doctor’s document archive.

Can I upload more than one document file for an audio file?
No, you cannot upload more than one document for an audio file.

How can I view 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. It is possible to download/view single or multiple files.
Multiple File Download: Select the files (tick the check box in front of the file ID). Go to the bottom of the screen and select the “Download/View Selected Documents” radio button. Click the “Perform Checkbox Operation” button.
Single File Download: Click the File ID. A new screen will appear. Click the “Download This Document” or the “View This Document” button as required.

How can I delete the document files?
Click the Document Archive option. This displays a list of transcribed documents sorted by Date of Upload and Patient Name. Select the files (tick the check box in front of the file ID). Go to the bottom of the screen and select the “Download/View Selected Documents” radio button. Click the “Perform Checkbox Operation” button.

How can I red flag the document file if there is a problem or error?
If the file has an error at the time of file upload that should be brought to the MT Administrator’s notice, check-mark the “Red Flag” button in the file attributes. Click the “View” button under the heading “Under Transcription” on the right hand side. A new screen will appear. The files are uploaded through this screen. Browse the transcribed file against the corresponding audio file. Enable the Check Box next to “Red Flag this File.” This will send an auto email to the MT Administrator and the file is not delivered to the dictator until the MT Administrator clears the file.

How can I download the compared documents?
Multiple File Download: Click the “Audio Archive” button at the top right corner. Select (tick the checkbox in front of the File ID) the files, the compared document which is to be downloaded. Go to the bottom of the screen and select the “Download the Compared Documents with audio files (if required)” radio button. Select the required option from the combo box: all, QA1 or QA2. Click the “Perform Checkbox Operation” button.
Single File Download: Click the “Audio Archive” button. Click the blue button under the “Compared Document” column next the corresponding audio file.

How can I view MT/QA1/QA2 transcribed reports?
Go to the Audio Archive and click the blue button under the MT/QA1/QA2 file column to access the audio file row for the transcribed reports you want to see.

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

What is the QA Feedback option for?
The QA feedback option helps you track your own performance. When transcribed files are uploaded, they go to the QA1 depending upon the workflow set by MT Administrator for the particular doctor. Depending upon your performance, QA1 gives the rating to your file while uploading the edited document. You can also generate the feedback report to see your performance. Click the “QA Feedback” option on the Navigation Menu. Select the report type, either Summary or Detailed. Select the duration for which you want to view the feedback. Click the “Generate Feedback Report” button. Please see Help for interpreting the report.

What are the TAT Summary and the TAT Report?

TAT refers to Turn Around Time. The TAT Summary gives the details of TAT for the files that are still under transcription. The TAT Report gives the details of TAT for the transcribed (completed) files. A Summary or Detailed report can be generated. Click the TAT Report option on the Navigation Menu. Select the report type, either Summary or Detailed. Select the duration for which you want to view the TAT report. Click the “Generate TAT Report” button.

Can I generate a billing report?
Yes, you can generate a billing report. This option must be enabled in your account settings. Ask the MT Administrator to enable this option in your account settings. Click the “Billing Report” option on the Navigation Menu. A new screen will appear. Select the report style, either Summary or Detailed. Select the date range for which you want to generate the billing report. Select the report format, i.e. dictator (doctor) for whom you transcribed files. Click the “Generate Billing Report” button.

Can I keep check over the event activity of my account?
Yes, you can keep track of the event activity of your account. 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 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. Every two hours you will have to enter your User ID and Password in order to continue.

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

Can I change my password?
Yes, you can change your 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.

Whom 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 the MT Administrator and the problem will be attended to as soon as possible.