QA1 – 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, either can be downloaded for free off of 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.

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

Can all of the audio files be automatically downloaded as soon as I login?
Yes, our application provides you with a feature of “Auto Download NEXUS Settings.” While creating your account, specify to the MT admin that you want the feature of Auto Download NEXUS to run at login. You must also specify the folder on your PC where the system will transfer the audio files. This feature will start running as soon as you log into the system. A window will appear with list of all the downloadable files. Select the files (tick the checkbox). Click the “Download the Selected Files” button.

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 of the files which have been dictated and assigned to you into a zip file on your computer. This feature eliminates the need for you to manually download individual files. Individual audio files can be downloaded from the audio archive since audio files are maintained online for 15 days from the dictation day.

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. 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 view or download the templates?
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 the “Download this Template” or the “View This Template” button as required.
To download multiple files – Tick the checkbox in front of the ID of templates that you want to download. Go to the bottom of the screen. Select the “Download Selected Templates” button and click the “Perform the Checkbox Operation” button.

How can I upload the corrected document files after editing?
After downloading the audio file and the initial transcribed document or listening to the file online, make corrections in the report and save the corrected file on your computer. Go to the Audio Archive and click the orange button adjacent to the audio file that 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 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. 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. Select the “Download/View Selected Documents” 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 change the document file attributes?
Click the “Doc Archive” button. A new screen will appear. Click the file hyperlink for which you want 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.

How can I mark a red flag to the document file if there is any problem or error?
If you feel that the file has some error at the time of document file upload and that it should be brought to the MT Admin’s attention, 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. Upload the files through this screen. Browse the transcribed file against the concerned audio file. Enable the check box next to the “Red Flag this File” button. This will send an automatic email to the MT Admin and the file will not be delivered to the dictator unless the MT Admin clears the file.

Can I upload the files by dictator sort or by stat sort?
Yes, you can upload the files by dictator sort or by stat sort. Click the “View” button under the heading “Under Edit” on the right hand side. A new screen will appear. The feature of upload criteria is available at the top of the screen. Select a button (dictator or stat). If dictator is selected, select the dictator of whom you want to view the files from the drop down box. Click the “View Files” button.

Do I have the option of adding comments (regarding audio file) to the document file while uploading it?

Yes, you do have the option of adding comments to the document file while uploading it. Click the “View” button under the heading “Under Edit.” Browse the file to be uploaded. Enter your comment for the file in the text box next to “File Comment” option. This comment will be shown in the document archive of the doctor.

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. Select the “Download/View Selected Documents” button. Click the “Perform Checkbox Operation” button.

How can I download the compared documents?
Download the compared documents in two ways:
Multiple Download - Click the “Audio Archive” button at the top right corner. Select (tick the checkbox in front of the File ID) the compared document which is to be downloaded. Go to the bottom of the screen. Select the “Download the Compared Documents with audio files (if required)” button. 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 audio file.

How can I view the MT/QA1/QA2 transcribed reports?
Go to the Audio Archive and click the blue button under the MT/QA1/QA2 file column for the audio file row containing the transcribed reports to be viewed.

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 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 to track your own performance. When you upload the transcribed files, they go to the QA2 depending upon the workflow set by MT Admin for the particular doctor. Depending upon your performance, theQA2 gives the rating to your file while uploading his/her edited document. Generate a feedback report to see your own 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 the Help image to interpret the report.

Can I generate the feedback report that I give for the MT’s performance?
Yes, you can generate the feedback report you give for the MT’s performance through the “My Feedback” option on the Navigation Menu. Click the “My Feedback” option. 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 the Help image to interpret 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 still under transcription. The TAT Report gives the details of TAT for the transcribed (completed) files. Generate a Summary or Detailed Report. 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 the billing report?
Yes, you can generate the billing report. This option must be enabled in your account settings. Ask the MT Admin 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 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 track the event activity of my account?
Yes, you can track of the event activity. Click the “Recent Activity Log” on the Navigation Menu. 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.

Do I have the option of not accepting red flag files or urgent files?
Yes, our application gives you the provision of not accepting red flag files or urgent files. Ask the MT Admin to make changes in your account settings so that the red flag files and urgent files do not come to your account

Can I set my report type preference and dictator preference?
Yes, you can set your report type and dictator preference. Ask the MT Admin to make changes in your account settings according to your preference.

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 must 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.

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 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 Admin and the problem will be attended to as soon as possible.