QA2 - 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 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.

Can all of the audio files be automatically downloaded as soon as I login?
Yes, our application provides the feature of "Auto Download NEXUS Settings." When 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. As soon as you log into the system, this feature will start running. A window will appear with a list of all the downloadable files. Select the files (tick the checkbox). Click "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 that have been dictated and assigned to you into a zip file on your computer. This feature eliminates the need for you to manually download each file. You can always download individual audio files from the audio archive, as audio files are maintained online for 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. 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/downwz.htm

How can I determine the status of the 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 of the files.
Red - File in Transit
Yellow - In Process
Green – Completed

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, you can 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.

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

Do I have the option of adding a comment (regarding the 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 document archive of the doctor.

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. We can 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.

How can I change the document file attributes?
Click the “Doc Archive”. 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 red flag the document file if there is a problem or an error?
If you feel at the time of document file upload, that the file has an error that 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 audio file. Enable the check box next to “Red Flag this File.” This will send an auto email to the MT Admin and the file will not be delivered to the dictator unless the MT Admin clears the file.

How can I download the compared documents?
Click the “Audio Archive” button at the top right corner. Select (tick the checkbox in front of the File ID) the files of the compared document 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.

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 for which you want to see the transcribed reports.

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 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 doctor. Depending upon your performance, the QA2 rates your file while uploading his/her edited document. Generate the feedback report to see your own performance through this option. 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.

What are the TAT Summary and the TAT Report?
TAT refers to Turn Around Time. The TAT Summary shows the details of TAT for the files that are still being transcribed. The TAT Report shows the details of TAT for the transcribed (completed) files. You can also generate the summary or the 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 billing report?
Yes, you can generate 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 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.

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.

Can I track the event activity of my account?
Yes, you can track the event activity. Click the “Recent Activity Log” on the Navigation Menu. You can generate the 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 the red flag files or urgent files?
Yes, our application gives you the provision of not accepting red flag 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 the 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.

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