

# Medikin Online MT Administrator User Guide, Version 3.0

The screenshot displays the Medikin Online MT Administrator web application. The interface includes a sidebar on the left with various navigation options such as 'AUDIO ARCHIVE', 'DOC ARCHIVE', 'NEW FOR DISTRIBUTION', and 'FILES LINKS MOVED'. The main content area features a welcome message and a 'Recent Account Activity' table.

Good afternoon, ktenview MT Admin  
Welcome to !

Home ?

Recent Account Activity				
2012-02-28	13:38:00	Login Info	Interview MT Admin	[Login IP: 216.238.141.130]
2012-02-28	13:33:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00001020-D0UH-02282012-133243-war uploaded assigned to MT
2012-02-28	13:33:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00001036-D0UH-02282012-133155-war uploaded assigned to MT
2012-02-28	13:31:00	Routing	Aileen MT	[AUDIO] Lopez_Juan---065301-00004458-D8TH-02282012-133001-war manually assigned to MT
2012-02-28	13:30:00	Routing	Interview MT Admin	[AUDIO] Lopez_Juan---065301-00004458-D8TH-02282012-133001-war uploaded assigned to MT
2012-02-28	13:22:00	Login Info	Aileen	[Login IP: 124.107.147.113]
2012-02-28	13:19:00	Routing	Marina	[DOC] Ramos_Carmen_Konstantinova_02_17-D0GL-02282012.doc completed
2012-02-28	13:19:00	Login Info	Mary P	[Login IP: 87.175.62.128]
2012-02-28	13:19:00	Login Info	Aileen MT Radio	[Login IP: 124.107.147.113]
2012-02-28	13:12:00	Last Logout	Hoboken GA	[Login IP: 216.238.141.130]
2012-02-28	13:11:00	Routing	Marina	[DOC] Brown_Linda_Konstantinova_02_05-D0BL-02282012.doc completed
2012-02-28	13:03:00	Routing	Marina	[DOC] Candace_Treadwar_Konstantinova_04_54-D0EV-02282012.doc completed
2012-02-28	13:00:00	Login Info	Aileen MT	[Login IP: 124.107.147.113]
2012-02-28	12:54:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00001054-D0QH-02282012-125311-war uploaded assigned to MT
2012-02-28	12:51:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00001046-D0QH-02282012-124859-war uploaded assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Banuch_Michael---526861-00001035-D0OR-02282012-123309-war manually assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Ceria_Deana---575614-00007022-D0MC-02282012-122310-war manually assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Popa_Anca---195011-00005021-D0PS-02282012-124129-war manually assigned to MT
2012-02-28	12:47:00	Login Info	Bob K	[Login IP: 183.82.85.82]
2012-02-28	12:44:00	Login Info	Hoboken GA	[Login IP: 216.238.141.130]
2012-02-28	12:42:00	Routing	Interview MT Admin	[AUDIO] Popa_Anca---195011-00005021-D0PS-02282012-124129-war uploaded assigned to MT
2012-02-28	12:37:00	Login Info	Aileen MT Radio	[Login IP: 124.107.147.113]
2012-02-28	12:36:00	Routing	Aileen MT	[AUDIO] Penera_Santusha_0000---575159-00001036-D0OZ-02282012-123429-war uploaded assigned to MT
2012-02-28	12:33:00	Routing	Interview MT Admin	[AUDIO] Banuch_Michael---526861-00001035-D0OR-02282012-123309-war uploaded assigned to MT
2012-02-28	12:33:00	Routing	Marina	[AUDIO] Konstantinova_Nina---00002017-D0GL-02282012-123207-war uploaded assigned to MT

For any questions, comments, or suggestions, please refer to the [HELP](#) section of [what the administrator](#).

Medikin Version: 3.04

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## Front Page

The front page appears when the MT Admin logs in successfully. This gives a feel of the actual interface of the software. The MT Admin can manage and control his entire account from this page.

Date	Time	Event Type	User	Details
2012-02-28	13:38:00	Login Info	Interview MT Admin	[Login IP: 216.236.141.130]
2012-02-28	13:33:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00020920-D0LH-02282012-133243-war uploaded assigned to MT
2012-02-28	13:33:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---0001036-D0LH-02282012-133159-war uploaded assigned to MT
2012-02-28	13:31:00	Routing	Aileen MT	[AUDIO] Lopez_Juan---065301-00044958-D0TH-02282012-133001-war manually assigned to MT
2012-02-28	13:30:00	Routing	Interview MT Admin	[AUDIO] Lopez_Juan---065301-00044958-D0TH-02282012-133001-war uploaded assigned to MT
2012-02-28	13:22:00	Login Info	Aileen	[Login IP: 124.107.147.113]
2012-02-28	13:19:00	Routing	Marina	[DOC] Ramos_Carmen_Konstantinova_02_17-D0GL-02282012.doc completed
2012-02-28	13:19:00	Login Info	Mary P	[Login IP: 87.175.62.122]
2012-02-28	13:19:00	Login Info	Aileen MT Radio	[Login IP: 124.107.147.113]
2012-02-28	13:12:00	Last Logout	Hoboken GA	[Login IP: 216.236.141.130]
2012-02-28	13:11:00	Routing	Marina	[DOC] Brown_Linda_Konstantinova_03_05-D0BL-02282012.doc completed
2012-02-28	13:03:00	Routing	Marina	[DOC] Candace_Treadwar_Konstantinova_04_54-D0EV-02282012.doc completed
2012-02-28	13:00:00	Login Info	Aileen MT	[Login IP: 124.107.147.113]
2012-02-28	12:54:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00020924-D0G4-02282012-125311-war uploaded assigned to MT
2012-02-28	12:51:00	Routing	Ann Marie	[AUDIO] Kaiser_Tooey---00020926-D0G9-02282012-124859-war uploaded assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Banuch_Michael---526861-0001035-D0OR-02282012-123309-war manually assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Cetis_Deana---575614-00007022-D0MC-02282012-122310-war manually assigned to MT
2012-02-28	12:49:00	Routing	Aileen MT	[AUDIO] Pozo_Anca---195031-00005021-D0P9-02282012-124129-war manually assigned to MT
2012-02-28	12:47:00	Login Info	Bob K	[Login IP: 183.82.85.82]
2012-02-28	12:44:00	Login Info	Hoboken GA	[Login IP: 216.236.141.130]
2012-02-28	12:42:00	Routing	Interview MT Admin	[AUDIO] Pozo_Anca---195031-00005021-D0P9-02282012-124129-war uploaded assigned to MT
2012-02-28	12:37:00	Login Info	Aileen MT Radio	[Login IP: 124.107.147.113]
2012-02-28	12:36:00	Routing	Aileen MT	[AUDIO] Penera_Santusha_0000---575159-0001036-D0OZ-02282012-123429-war uploaded assigned to MT
2012-02-28	12:33:00	Routing	Interview MT Admin	[AUDIO] Banuch_Michael---526861-0001035-D0OR-02282012-123309-war uploaded assigned to MT
2012-02-28	12:33:00	Routing	Marina	[AUDIO] Konstantinova_Nina---00020917-D0GL-02282012-123207-war uploaded assigned to MT

### Details of this page are as follows:

1. Medikin's logo appears on the top left corner. Medikin offers the MT Admin a feature of White labeling, in which Medikin's logo is replaced by your company's logo.
2. The MT Admin greeting with information about the last login as per Eastern Standard Time.
3. Shows the current time as EST.
4. The software version is specified above the details of recent account activity.
5. Particulars of recent account activity are displayed in the middle of the page. It illustrates the date, time of occurrence of event, type of event, and the account ID and IP address from where the event has occurred. The details of the files are also specified if any events related to files have taken place. This information is shown for the previous 3 to 4 days.
6. There are two buttons, at the top left, called Audio Archive and Doc Archive.  
**Audio Archive** will show the details of all audio files uploaded by the doctor.  
**Doc Archive** will show the details of all of the document files.
7. The two buttons opposite the Archive buttons allow an immediate view into the workflow.

**New for Distribution** – This option shows the list of all the audio files that have come to the MT Admin for manual distribution.

**Under MT/Edit** - This option helps the MT Admin to determine the actual number of files being transcribed or edited.

8. Navigation Menu option buttons are the blue toolbar on the left hand side of the page. Various assisting options available to the MT Admin are:

**File Routing** – This is a more comprehensive version of Under MT/Edit.

**Single File Allocation** – Another form of File Routing that's similar to Under MT/Edit

**Current TAT Status** – This option displays details of Turn Around Time for files being transcribed.

**Upload Shared File** – Ability to upload a file that is viewable by a specific client and all of the transcription staff under one MTSO

**Search Records** – The MT Admin can retrieve the audio and transcribed files depending upon the selected criteria.

**Workpool Settings** – This option helps the MT Admin to adjust the Workpool settings for each doctor who is affiliated with this MT Admin account.

**MT/QA Account List** –Shows various transcriptionists accounts handled by the MT Admin.

**Create New MT/QA Account** – Creates a new MT/QA account.

**Billing Setup** – The MT Admin can setup the billing blueprint for his/her clients through the billing setup option. Master Admin must enable this feature for is/her client MTSO (MT Admin).

**Template Archive** – This option is for the MT Admin to manage all of the templates uploaded by the doctor.

**Billing report** – The Master Admin must enable his option. It generates a billing report depending upon the criteria given.

**QA Feed Back** – The MT Admin can track the performance of their MTs/QAs through this option.

**Turn Around Time Report** – Displays the details of Turn Around Time for completed transcribed files.

**Account Activity Log** – This option gives a detailed report of all the events occurring in the MT Admin's account for the selected time range by event and account basis.

**FAQ** – These are frequently asked questions which may answer the MT Admin's queries.

**Send A Message** – In case of a technical or non-technical problem, the MT Admin can send a message to the Master Administrator or the Site Admin to have the problem resolved.

**Change Password** – The user can change his/her account password.

**Log Out & Exit** – The user can log out by clicking this button.

## Audio Archive

The Audio Archive is a store of all the audio files (dictations) uploaded by the providers as per the contractual storage time-period of these files. This feature enables the MT Admin to perform various activities. For instance, the administrator can listen to and download the audio files, view and download all levels of transcribed/edited files and compared documents, and monitor the status of the audio files. All of the files are sorted in descending order, starting from the most recent date. This page shows the activity of the last fifteen days by default, but a date-sorted report with other Report Criteria can also be generated.

The screenshot displays the 'Audio Archive' page in a web browser. The page title is 'Audio Archive'. The main content area shows a list of audio files with the following columns: File ID, Dictator, Audio Filename, Size, Duration, Date/Time, Status, MT File, QA File, QA File, Template, Remark, and Score. The list is sorted by Date/Time in descending order. The first few rows show files from Dr. Kaiser Toosy, Juan Lopez MD, and Dr. Kaiser Toosy. The interface also includes a sidebar with navigation options like 'AUDIO ARCHIVE', 'DOC ARCHIVE', and 'FILES UNDER REVIEW'. A summary box on the right indicates 'Audio Files Archive Total: 720', 'Audio Files Length Total: 143Minute(s)', and 'Audio Files Size Total: 13701KB'.

File ID	Dictator	Audio Filename	Size	Duration	Date/Time	Status	MT File	QA File	QA File	Template	Remark	Score
1467141	Dr. Kaiser Toosy	Kaiser_Toosy---00R0920-DSUH-02282012-133243.wav	32K	2:12	2012-02-28 13:33:00 EST	NA	Ann Marie					
1467142	Dr. Kaiser Toosy	Kaiser_Toosy---00R0136-DSU7-02282012-133155.wav	153K	2:12	2012-02-28 13:33:00 EST	NA	Ann Marie					
1467143	Juan Lopez MD	Lopez_Juan---065301-00M0458-DST4-02282012-133001.wav	473K	2:12	2012-02-28 13:30:00 EST	NA	Aileen MT					
1467144	Dr. Kaiser Toosy	Kaiser_Toosy---00R0345-DSGH-02282012-125311.wav	371K	2:12	2012-02-28 12:54:00 EST	NA	Ann Marie					
1467145	Dr. Kaiser Toosy	Kaiser_Toosy---00R0246-DSGH-02282012-124859.wav	283K	2:12	2012-02-28 12:51:00 EST	NA	Ann Marie					
1467146	Anita Popa, MD	Popa_Anita---195031-00M0521-DSP9-02282012-124129.wav	510K	2:12	2012-02-28 12:42:00 EST	NA	Aileen MT					
1467147	Sanku A Pereira, MD	Pereira_SankuA-0005---575159-00M01956-DSD2-02282012-123429.wav	153K	2:12	2012-02-28 12:36:00 EST	NA	Aileen MT					
1467148	Dr. Nina Konstantinova	Konstantinova_Nina---00R0217-DSD0-02282012-123207.wav	218K	2:12	2012-02-28 12:32:00 EST	NA	Marna					
1467149	Michael Irwin Baruch, MD	Baruch_Michael---528861-00M01435-DSDR-02282012-123309.wav	153K	2:12	2012-02-28 12:33:00 EST	NA	Aileen MT					
1467150	Dean R. Certo	Certo_Dean---575814-00M07822-DSD2-02282012-122310.wav	702K	2:12	2012-02-28 12:24:00 EST	NA	Aileen MT					
1467151	J. Darbouze, M.D.	Darbouze_J---578095-00M01808-DISL-02282012-120415.wav	108K	2:12	2012-02-28 12:06:00 EST	NA	Bob K					
1467152	John B DeMonte, DPM	DeMonte_John---378825-00M0920-DSLN-02282012-120420.wav	44K	2:12	2012-02-28 12:06:00 EST	NA	Aileen MT					
1467153	John B DeMonte, DPM	DeMonte_John---355719-00M0920-DSLN-02282012-120331.wav	48K	2:12	2012-02-28 12:06:00 EST	NA	Aileen MT					
1467154	J. Darbouze, M.D.	Darbouze_J---578095-00M0906-DSDR-02282012-120239.wav	173K	2:12	2012-02-28 12:03:00 EST	NA	Bob K					
1467155	John B DeMonte, DPM	DeMonte_John---445848-00M0935-DSLB-02282012-120150.wav	56K	2:12	2012-02-28 12:03:00 EST	NA	Aileen MT					
1467156	John B DeMonte, DPM	DeMonte_John---445848-00M0935-DSLB-02282012-120236.wav	47K	2:12	2012-02-28 12:03:00 EST	NA	Aileen MT					

## Report Criteria

Report Criteria allows the MT Admin to sort the report per the following parameters: Doctor, MT, or File Status for a particular date range.

### Steps to generate a report.

1. Select the criteria basis – Dictator, MT or File Status. Select any one report criteria at a time.

- **Dictator basis:** Select the doctor you want to view from the drop down list. By default the “All” dictators list appears. If you select any HMO (clinic/hospital) account list, then all of the files for the affiliated doctors will appear.

- **MT/QA basis:** Select the MT or QA from the drop down list. By default the “All” MTs/QAs

list appears.

- **Status basis:** If status is chosen, select one of the following:

- Files to be assigned
- New for download
- Under MT
- Under QA1
- Under QA2
- Red Flagged
- Stat (Urgent) Files

2. Select the period for which the files are to be viewed.

3. Click on the “Generate Report” button.












As per the report criteria selected, the system shows the total number of audio files, file length in minutes and size in KB (kilo bytes). By default, a list of 100 files is shown per page. You can jump to another page from the Page List.


#### Column details:

All of the column buttons  are sorting buttons.

1. **File ID** – This column displays the unique file ID assigned automatically by the system to every audio file at the time of audio file upload. Click the link to File ID to perform the following functions:
  - Download this Audio File
  - Listen to this Audio File
2. **Dictator** – This column shows the name of the doctor (dictator) to whom the audio file belongs. The dictator’s font color signifies the priority set by the MT Admin. Red is for high priority, yellow is for medium priority and green is for low priority. Black is for normal (no priority). A mouse-over image also details the priority level.
3. **Audio File Name** – This column shows the audio file name.
4. **Size** – This column displays the audio file length in seconds and the size in Kbytes. It shows 0 sec/K if no information is available in the file header information.
5. **Dictation Date/Time** – This column shows the details of the upload Date and Time of the audio file by the doctor as per EST.
6. **Stat** – If the audio file is marked “Urgent” by the doctor, a red tick is shown to signify that this audio file is to be transcribed/edited on a priority basis.
7. **Red Flag** – The system provides the MT/QA1/QA2 with the option to red flag a file at the time of upload if they had a problem with it and want to refer it to the senior editor or the MT

Admin. This column shows a Red Flag image along with the account ID of the person who had red flagged it if the file was red flagged

8. **Status** – This column shows the audio file status. It helps the MT Admin to determine the file status which is depicted in a color schema to make it clearly visible.
  -  **Red** - File in Transit: When the file is to be downloaded by the transcriptionist, it shows a red button with a "File in Transit" mouse-over image.
  -  **Yellow** - In Process: When the file is downloaded and being worked by the MT, it shows a simple yellow button with an "In Process" mouse-over image.
  -  **Yellow 1** – Under QA1: When the file is with the QA1 for editing, it shows a yellow button (“1” image on it) with an “Under QA1” mouse-over image.
  -  **Yellow 2** – Under QA2: When the file is with the QA2 for further editing, it shows a yellow button (“2” image on it) with an “Under QA1” mouse-over image
  -  **Green** – Completed: After the final file is completed and assigned to the doctor, it shows a green button (tick mark on it) with a "Completed" mouse-over image.
  -  **Green – e Signed**: When the doctor e-signs the file, the status changes to green with (“e” image on it) with an “e Signed” mouse-over image. Once a file is e signed, the system locks it so that no operations can be performed on the document file.
9. **MT File** – This column shows the MT ID who was assigned to transcribe the file. If the MT has already uploaded the document file, it will show the transcribed file ID with a blue button  to download, update or review it. If workflow for the doctor is set as MT->Client, it shows a dark green button  when the doctor uploads the corrected file against it.
10. **QA1 File** – This column displays the QA1 ID who was assigned to edit the file. If the QA1 has already uploaded the edited document file, it also shows a blue button  with a “View QA1 File” mouse-over image. Click it to download, update or review the file. If the workflow for the doctor is set as MT->QA1->Client, it displays a dark green button when doctor uploads the corrected file against the QA1 file.
11. **QA2 File** – This column displays the QA2 ID who has been assigned the file for further editing. If the QA2 has already uploaded the edited document file, it also shows a blue button  with a “View QA2 File” mouse-over image. Click the button to download, update or review the file. If workflow for the doctor is set as MT->QA1->QA2->Client, it shows a dark green button when the doctor has uploaded the corrected file against the QA2 file.
12. **Compared Document MT** – The MT’s document file is compared with the final file that has been uploaded for the doctor. This serves as direct feedback for the MT so that he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison. It shows “Waiting” when the file is in the process of comparison and “Same” when there were no changes made to the document file. A dark blue button  signifies the compared document file. Click it to view the file.
13. **Compared Document QA1** – The QA1’s edited file is compared with the final file that has been uploaded for the doctor. This serves as direct feedback for the QA1 so that he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison. It shows “Waiting” when file is in the process of comparison, “Same” when there were no changes made to the document file and a dark blue button to view the compared document of the QA1.

14. **Compared Document QA2** – When the doctor is not satisfied with final file, he/she makes changes to it and uploads the corrected document. The system automatically generates the compared document for the QA2. This serves as direct feedback for the QA2 and he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison, “Waiting” when file is in the process of comparison, “Same” when there were no changes made to this document file, and a dark blue button to view the compared document of the QA2.
15. **Template** – If the doctor has uploaded any template along with the audio file, or there has been an auto selection of the template by the system, this column shows the link for the template. If there is no template for the audio file, it shows “NA.”
16. **Attachment** –The doctor can upload any attachment along with his/her audio file. This column displays a paper clip  image to show if there is a file attachment with the audio file. Download the attachment by clicking this image.
17. **Remarks** – The last column depicts the dictator's (doctor's) remark for the transcriptionist for this audio file.

### Checkbox Functions

At the bottom of the page, there are certain checkbox functions to facilitate group activity on a single click. The MT Admin can check mark selected audio files and can perform the following functions on all the files simultaneously:

- Download Selected Audio Files
- Split Selected Audio Files
- Download all Level (MT/QA1/QA2) of the document file(s) with the option of downloading the audio file(s).
- Download the Compared Document(s) with the option of downloading the audio file(s).

### Steps to play an Audio File:

1. Click the File ID (in blue) in the first column of the audio archive. This will redirect you to a page showing the details of the file.
2. At the bottom, click the “Listen to this audio file” button to play it online. Please note that you can play only .wav and .mp3 files online. Other file formats such as .dss cannot be played in Windows environment. For that, you need to download the audio file and then play them by clicking on the file.

### Steps to download an audio file:

Shown below are two ways to download an audio file through Audio Archive:



## **1. To download multiple files at a time**

- Click on the check box in front of the file ID you want to download.
- You can select multiple files to download.
- Go to the bottom of the page and select the "Download Selected Audio files" radio button.
- Click the "Perform Checkbox Operation" button.
- The system will ask you for the folder address on your computer where you want to save this file. You will then be able to download the file at the given location.

## **2. To download a single file**

Click on the ID of the file that the MT Admin wants to download. The hyperlink will redirect the user to a page showing all of the details of the audio file.

At the bottom, click the "Download this Audio file" button.

The system will ask you the folder address on your computer where you want to save this file. You can then download the file at the given location.

### **Steps to split an audio file:**

1. Click on the check box in front of the file ID you want to split. You can select multiple files to split.
2. Go to the bottom of the page and select "Split Audio files" radio button.
3. Click the "Perform Checkbox Operation" button.
4. The system will redirect you to another page. Select the number into which the file is to be disintegrated in the "Split File into" drop down list under the "Split Option" column.
5. Click the "Split Files" button.

### **Steps to listen to the audio file as well as view the corresponding transcribed file:**

1. Click on the blue button or document file ID in the MT/QA1/QA2 File column. The hyperlink will redirect you to a page showing all of the file details.
2. At the bottom, click the "Review Audio/Doc" button. This will open the document file in edit mode and will then start playing the audio file if it is in .wav or .mp3 format.

### **Steps to Update the document file information:**

1. The MT Admin can update the MT, QA1 or QA2 document file information. As per your requirement, click on the blue button or document file ID in the MT, QA1 or QA2 File column. The hyperlink will redirect you to a page showing all of the file details.
2. Fill in the required information.
3. At the bottom click the "Update File Information" button.

### **There are two ways to download document files through Audio Archive:**

## 1. To download multiple files at a time

- Click on the check box in front of the file ID you want to download.
- You can select multiple files to download.
- Go to the bottom of the page and select "Download all Level (MT/QA1/QA2) of the document files" radio button. If the audio file is to be downloaded, then select the check box also.
- Click the "Perform Checkbox Operation" button.

## 2. To download a single file

- Click on the blue button or document file ID in the MT/QA1/QA2 File column. The hyperlink will redirect you to a page showing all the details of the file.
- At the bottom, click the "Download this document" button.

### **Steps to view compared document files:**

1. Click on the dark blue button in the MT/QA1/QA2 File column to view the document.
2. Click the "Open" button to view the file or the "Save" button to save the file in the specified location.

### **Steps to download compared document files:**

1. Click on the check box in front of the file ID whose compared document you want to download. You can select multiple files.
2. Go to the bottom of the page and select the "Download compared document(s)" radio button. If the audio file is to be downloaded also, then select the check box.
3. Select the MT from combo box.
4. Click the "Perform Checkbox Operation" button.

## **Doc Archive**

Document Archive is the storage of all the transcribed reports. The MT Admin can view and download document files and listen to the linked audio file. He/she can also monitor the status of the document files with the help of the color schema. All of the files are sorted in descending order starting from the most recent date. This page shows the activity of the last fifteen days by default, but a date sorted report with other Report Criteria can also be generated.

## Report Criteria

The MT Admin can generate the report of document files for a particular duration on account basis:

Select the basis by clicking the radio button – Dictator or MT/QA.

- Dictator basis: Select the doctor from the drop down list. By default an “All” dictators list appears. Select any HMO (clinic/hospital) account list and all of the files of the affiliated doctors will appear.
- MT/QA basis: Select the MT or the QA from the drop down list. By default an “All” MTs/QAs list appears.

Select the duration for which the files must be viewed.






Click the “Generate Report” button. The system will display the files of the chosen period.

The system shows the total count of document files as per the report criteria selected,. By default, a list of 100 files is shown per page. You can jump to another page from the Page List.

## Column details:

All of the column buttons are sorting buttons.

- 1. File ID** – This column shows the unique file ID assigned automatically by the system to every transcribed file at the time of document file upload by the MT/QA.
- 2. MT ID** – This column displays the MT/QA1/QA2 ID who last uploaded the file for the doctor.

3. **Patient Name** – This column shows the Patient/Client name.
4. **Document File Name** – This column displays the document file name.
5. **Transcription Date/Time** – This column shows the details of upload date and time of document file by MT/QA as per EST.
6. **Status** – This column shows the file status. It helps the MT Admin to determine the file status, which is depicted in a color schema to make it clearly visible.
  -  **Red** – For Approval: When the MT/QA uploads the document file but the doctor has not downloaded it, this column shows a red button with a “For Approval” mouse-over image.
  -  **Green** – Approved: When the doctor downloads the document file, this column displays the green button with an “Approved” mouse-over image. The doctor must download the transcribed file.
  -  **Green – e Signed**: When the doctor e-signs the document file, this column shows a green button (“e” image on it) with an “e Signed” mouse-over image.
7. **Dictator** – This column shows the name of the doctor (dictator) to whom the audio file belongs.
8. **Audio File** – This column shows the audio file ID. It also displays the green button  signifying that file is online. Click it to perform the following functions:
  - Download this Audio File
  - Review Audio/DocOtherwise it displays a red button  to show that the audio file is offline. Click this button to send a message requesting the Admin to get the file online.
9. **Remarks** – If the transcriptionist had a problem while transcribing the audio file and he/she feels that it should be brought to the doctor’s attention, the system provides him/her with the option to add a remark to the audio file while uploading the document file. This column displays this remark for the file.

### Checkbox Functions

At the bottom of the page, there is a checkbox function to facilitate multiple file download on a single click.

- Download/View Selected Documents

### Steps to download a transcribed report:

There are two ways to download a document file through Doc Archive:

### **1. To download multiple files at a time**

- Click on the check box in front of the file ID you want to download.
- You can select multiple files to download by repeating the step1.
- Go at the bottom of the page to select "Download/View Selected Documents".
- Click "Perform Checkbox Operation".

### **2. To download a single file**

- Click on the File ID of the file that master admin wants to download. The hyperlink will redirect him to a page showing all the details of the file.
- At the bottom, click the "Download this Document" button.

### **Steps to View the Document:**

1. Click on the File ID in the File ID column. The hyperlink will redirect you to a page showing all of the details of the file.
2. At the bottom, click the "View this Document" button.

### **Steps to Update the document file information:**

1. Click on the File ID in the File ID column. The hyperlink will redirect you to a page showing all of the details of the file.
2. Fill in the required information.
3. At the bottom, click the "Update File Information" button.

### **Steps to play an Audio File:**

1. In the first column, click on the File ID. The hyperlink will redirect the MT Admin to a page showing all of the details of the file.
2. At the bottom, click the blue button. The hyperlink will again redirect him/her to a page showing all of the details of the corresponding audio file.
3. At the bottom, click the "Listen to This Audio File" button.

### **Steps to download an audio file:**

#### **First Way**

1. In the first column, click the File ID. The hyperlink will redirect the MT Admin to a page showing all of the details of the file.
2. At the bottom, click the blue button. The hyperlink will again redirect him/her to a page showing all the details of the corresponding audio file.
3. At the bottom, click the "Download this Audio File" button.

## **Second Way**

1. In the Audio File Column, click the file ID. The hyperlink will redirect the MT Admin to a page showing all the details of the audio file.
2. At the bottom, click the “*Download This Audio File*” button.

## **Steps to listen to the audio file as well as view the corresponding transcribed file:**

1. In the Audio File Column, click the File ID. The hyperlink will redirect the MT Admin to a page showing all of the details of the audio file.
2. At the bottom, click the “Review Audio/Doc” button. This enables the MT Admin to correct the transcribed file while listening to the audio file.

## **New for Distribution**

The New for Distribution Folder stores all of the audio files for the following cases:

- The file is to be assigned to the MT and the routing type for the concerned doctor is set as “Manual”.
- The MT or the QA1 has red flagged the file but the MT Admin has not enabled his/her (MT/QA1) red flag settings for automatic assignment of the file to upper level (QA1/QA2) in the “Workpool Information”
- The QA2 has also red flagged the file so the MT Admin is left with the option of assigning it to other QA2 or sending it back to the doctor by marking it as complete.

The count of total files for distribution is displayed at the top of the page. By default, a list of 100 files is shown per page. You can jump to another page from the Page List.

Showing 1 to 8 of 8 found

Display 10 20 50 100 200 500 per page

Audio File ID	Audio File	Size	Routing	Routing Type	Status	Upload Date/Time	MT	QA1	QA2	QA3
942306	NaomiAlpar1 VMA	1693 K (8163 s)	m-d	Manual	🔴	2012-02-27 08:42:00 EST	Rita Reiswig	To be Assigned	NA	NA
942301	NaomiAlpar2 VMA	8015 K (2019 s)	m-d	Manual	🔴	2012-02-27 08:42:00 EST	Rita Reiswig	To be Assigned	NA	NA
942304	Ekonorwegian3.mp3	52302 K (2332 s)	m-d	Manual	🔴	2012-02-27 05:00:00 EST	Jesper Bjorn	To be Assigned	NA	NA
942300	Ekonorwegian1.mp3	53055 K (2264 s)	m-d	Manual	🔴	2012-02-27 04:54:00 EST	Jesper Bjorn	To be Assigned	NA	NA
942302	KALBE2.mp3	28026 K (1273 s)	m-d	Manual	🔴	2012-02-27 04:48:00 EST	Jesper Bjorn	To be Assigned	NA	NA
942303	KALBE1.mp3	52590 K (2244 s)	m-d	Manual	🔴	2012-02-27 04:38:00 EST	Jesper Bjorn	To be Assigned	NA	NA
942304	Ekonorwegian4.mp3	20723 K (884 s)	m-d	Manual	🔴	2012-02-24 09:10:00 EST	Jesper Bjorn	To be Assigned	NA	NA
942305	Ekonorwegian3.mp3	52550 K (2242 s)	m-d	Manual	🔴	2012-02-24 09:09:00 EST	Jesper Bjorn	To be Assigned	NA	NA

What would you like to do with the selected files?

- Transfer selected files to this MTAdmin account
- Transfer selected files to MT account: None
- Transfer selected files to QA1 account: None
- Transfer selected files to QA2 account: None
- Mark selected files as 'Complete'

Route Selected File

## Column Details

Each column has a blue button that will sort the entire data when clicked.

- 1. Audio File ID:** This column shows the audio file ID, which is assigned by the system to the file when the doctor uploads it.
- 2. Audio File:** This column displays the name of the audio file.
- 3. Size:** This column shows the size of the file in terms of bytes and length in terms of seconds (in the bracket).
- 4. Routing:** This column shows the routing (workflow) of the file. It depends on the workflow settings made by the MT Admin in the “Workpool Settings” for each doctor. Three kinds of workflow are available:
  - 2 - **m-d:** when workflow is MT->Client
  - 2 - **m-1-d:** when workflow is MT->QA1-> Client
  - 2 - **m-2-d:** when workflow is MT->QA1->QA2-> Client
- 5. Routing Type:** Fixed, Auto or Manual. This column shows the routing (workpool) type. It depends on the “Workpool Type” settings made by the MT Admin for the doctor in the “Workpool Settings”.
- 6. Status:** This column shows the status of the file through a color schema.

- ➖ **Red:** This column displays a red button when the audio file is to be assigned to the MT for transcription.
- ① **Yellow 1:** This column shows a yellow button (“1” image on it), when the audio file is red flagged by the MT and is required to be assigned to higher level, i.e. a QA1.
- ② **Yellow 2:** This column shows a yellow button (“2” image on it) in two cases:
  - The file is red flagged by the QA1 and is required to be assigned to higher level, i.e. QA2.
  - The file is red flagged by the QA2 and is required to be assigned to another QA2.

**7. Upload Date/Time:** This column shows the date and time when the file was last uploaded.

**8. Stat:** This column shows a red tick mark if the doctor marks the audio file as stat (urgent) at the time of upload.

**9. Red Flag:** This column shows a red flag if the file has been red flagged by the MT/QA1/QA2

**10. Doc ID:** This column displays the doctor (dictator) ID who owns the audio file.

**11. MT ID:** This column displays:

- “To be Assigned” in red font when the audio file is to be assigned by the MT Admin to an MT for transcription.
- MT ID who transcribed the file.

**12. MT File:** This column shows the MT File ID and the blue button. Click the file ID or the blue button to open the MT file. If the file is still to be assigned by the MT Admin to an MT, nothing is displayed.

**13. QA1 ID:** This column shows:

- “To be Assigned” in red font when the file is red flagged by the MT.
- QA1 ID who edited the file.

**14. QA1 File:** This column displays the QA1 file ID and the blue button. Click the file ID or the blue button to open the file. If the file is still to be assigned by the MT Admin to the QA1, nothing is displayed.

**15. QA2 ID:** This column shows:

- “To be Assigned” in red font when file is red flagged by the QA1.
- “To be Assigned” in red font when file is red flagged by another QA2.
- QA2 ID who edited the file.

**16. QA2 File:** This column displays the QA2 file ID and the blue button. Click the file ID or the blue button to open the file.

#### **Checkbox functions:**

- ❖ - Transfer selected files to the MT account. This drop down list displays the list of available MTs who can transcribe the stat (urgent) files.
- ❖ - Transfer selected files to the QA1 account. This drop down list displays the list of available QA1s who can edit stat (urgent) files.
- ❖ - Transfer selected files to the QA2 account. This drop down list displays the list of available



QA2s who can edit stat (urgent) files.

- ❖ - Mark selected files as complete. When the QA2 has also red flagged the file, it goes to the MT Admin. In this case, he/she has two options:
  - Either to assign the similar file to another QA2 for further editing
  - Or to assign them to the dictator by selecting them and enabling the “Mark Selected Files as Complete” radio button.

The MT Admin can mark the file as complete at any stage.

#### **Steps for file routing:**

1. Click on the check box in front of the file ID you want to route.
2. Go to the bottom of the page and select the appropriate checkbox function.
3. Select the appropriate transcriptionist/editor from the list
4. Click the "Route selected files" button.
5. The file will be routed to the required person and there will be an email notification of the same.

#### **Steps to mark the files as complete:**

1. Click on the check box in front of the file ID you want to route.
2. Go to the bottom of the page and select the “Mark Selected Files as complete” radio button.
3. Click the "Route Selected Files" button.

## Files Under MT/Edit

The Files Under MT/Edit folder stores the audio files that are under the transcription or editing process. When the QA2 uploads the edited file, the count in this folder decreases accordingly.




The total length in minutes and the total size in KB (kilobytes) of the files being transcribed/edited are displayed at the top of the page. By default, a list of 100 files is shown per page. You can jump to another page from the Page List.

The screenshot shows a web application interface for managing audio files. At the top right, it displays summary statistics: 'Audio Files Archive Total : 57', 'Audio Files Length Total : 252Minute(s)', and 'Audio Files Size Total: 198752KB'. Below this is a table with the following columns: File ID, Dictator, Audio Filename, Size, Duration, Date/Time, Status, MT File, QA2 File, Template, and Remarks. The table contains 20 rows of data, each representing an audio file with its unique ID, the doctor's name (dictator), the filename, and other metadata. A blue arrow icon is visible above the 'File ID' column header, indicating a sorting function.

## Column Details


Each column has a blue button  that will sort all of the data when clicked.

- 1. File ID** – This column displays the unique file ID assigned automatically by the system to every audio file when the doctor uploads it.
- 2. Dictator** – This column shows the user name of the doctor (dictator) who owns the audio file. The font color of the dictator signifies the priority set for him/her by the MT Admin. Red is for high priority, yellow is for medium priority, and green is for low priority. Black is for normal (no priority). A mouse-over image also details this priority level.

3. **Audio File Name** – This column shows the name of audio file.
4. **Size** - This column displays the audio file length in seconds and the size in Kbytes. It shows 0 sec/K if no information is available in the file header information.
5. **Dictation Date/Time** – This column displays the date and time of upload of the audio file by the doctor as per EST.
6. **Stat** – If the audio file is marked “Urgent” by the doctor, a red tick is shown which signifies that this audio file is to be transcribed/edited on a priority basis.
7. **Red Flag** – This column shows a red flag if the file is red flagged. It also displays the ID of the MT or QA who red flagged it.
8. **Status** – This column shows the file status.
  - 1 Yellow - In Process: When the file is downloaded and being worked by the MT, it shows a simple yellow button with an "In Process" mouse-over image.
  - 1 Yellow 1 – Under QA1: When the QA1 is editing the file it shows a yellow button (“1” image on it) with an “Under QA1” mouse-over image.
  - 2 Yellow 2 – Under QA2: When the file is with the QA2 for further editing, it shows a yellow button (“1” image on it) with an “Under QA1” mouse-over image.
9. **MT File** – This column shows the MT ID who was assigned the file for transcription. If the MT has already uploaded the document file, it also shows the transcribed file ID with a blue button  with a “View MT File” mouse-over image. Click the button to download, update or review the file.
10. **QA1 File** – This column displays the QA1 ID who was assigned the file for editing. If the QA1 has already uploaded the edited document file, it also shows a blue button  with a “View QA1 File” mouse-over image. Click it to download, update or review the file.
11. **QA2 File** – This column shows the QA2 ID who was assigned the file for further editing. When the QA2 uploads the file, the system stops displaying this audio file in this folder.
12. **Compared Document MT** – The MT’s document file is compared with the final file that has been uploaded for the doctor. This serves as direct feedback for the MT based so that he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison. It shows “Waiting” when the file is in the process of comparison and it shows “Same” when there were no changes made to this document file. A dark blue button  in this column signifies the compared document file. Click it to view the file.
13. **Compared Document QA1** – The QA1’s edited file is compared with the final file that has been uploaded for the doctor. This serves as direct feedback for the QA1 so that he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison. It shows “Waiting” when the file is in the process of comparison and “Same” when there were no changes made to this document file and a dark blue button to view the compared document of the QA1.

**14. Compared Document QA2** – If the doctor is not satisfied with the final file, he/she makes the required changes in it and uploads the corrected document. The system automatically generates the compared document for the QA2. This serves as direct feedback for the QA2 so that he/she can improve his/her accuracy. This column shows “NA” when the file is not compared because the account is not set for file comparison. It shows “Waiting” when the file is in the process of comparison, and “Same” when there were no changes made to this document.

**15. Template** – If the doctor has uploaded a template along with a file, this column shows the link for the template, otherwise it shows “NA”.

**16. Attachment** – The doctor can upload any attachment along with his/her audio file. This column displays a paper clip image  to signify a file attachment with the audio file. Click this image to download the attachment.

**17. Remarks** – The last column depicts the dictator's (doctor's) remarks for the transcriptionist.

### Checkbox functions

1. Download Selected Audio Files
2. Split Selected Audio Files
3. Download All Levels of Documents

### Steps to download Selected Audio Files:

1. Click on the check box in front of the file ID you want to download.
2. You can select multiple files to download.
3. Go to the bottom of the page and select the "Download Selected Audio files" radio button.
4. Click the "Perform Checkbox Operation" button.

### Steps to split Selected Audio Files:

1. Click on the check box in front of the file ID you want to split.
2. You can select multiple files to split.
3. Go to the bottom of the page and select the "Split Audio files" radio button.
4. Click the "Perform Checkbox Operation" button.
5. The system will redirect you to another page. Select the number into which the file will be split from the split option column.
6. Click the “Split Files” button.

### Steps to download all levels (MT/QA1/QA2) of document files:

1. Click on the check box in front of the file ID you want to download.
2. You can select multiple files to download.
3. Go to the bottom of the page and select the "Download all level (MT/QA1/QA2) of

- document files” (if audio file is also to be downloaded, then select the check box also) radio button.
4. Click the "Perform Checkbox Operation" button.

#### **Download compared document(s):**

1. Click on the check box in front of the file ID whose compared document you want to download.
2. You can select multiple files.
3. Go to the bottom of the page and select the "Download compared document(s)" radio button. If the audio file is to be downloaded also, then select the check box".
4. Select the MT from the combo box. 5. Click the "Perform Checkbox Operation" button.

## **File Routing**

The Manual File Routing feature helps the MT Admin to assign, transfer, or route the files to the available transcriptionists and editors (QA1s/QA2s) when the Workpool type for the doctor is set as manual. A report can also be generated by dictator, MT/QA, or file status criteria and its details can be viewed through the report summary in the middle of the screen. With the help of this feature, the MT Admin can make an informed and prompt decision. Particulars of this page are as follows:

The screenshot displays the 'Report Summary' and a list of files. The report summary shows:

Total Files	50	New For Download	20	Under Transcription/Edit	30
Total Minute(s)	145Min	New For Download Minute(s)	64 Min	Under Transcription/Edit Minute(s)	62 Min
Total Size	13637 KB	New For Download Size	6057 KB	Under Transcription/Edit Size	7779 KB

The file list below shows columns for Dictator Basis, MT/QA Basis, Status, Upload Date/Time, File Size, and various routing and status indicators.

Dictator Basis	MT/QA Basis	Status	Upload Date/Time	File Size	File Name	MT ID	QA ID	QA2 ID	QA3 ID
John_Kline	Marina	Fixed	2012-02-28 13:38:00 EST	221 K (145 s)	326229-000229-DSUV-02282012-133643-ww	NA	NA	NA	NA
Kaiser_Tooey	Ann Marie	Fixed	2012-02-28 13:38:00 EST	358 K (226 s)	326229-000345-DSUV-02282012-133633-ww	NA	NA	NA	NA
Kaiser_Tooey	Ann Marie	Fixed	2012-02-28 13:33:00 EST	32 K (15 s)	326229-000820-DSUV-02282012-133243-ww	NA	NA	NA	NA
Kaiser_Tooey	Ann Marie	Fixed	2012-02-28 13:33:00 EST	153 K (97 s)	326229-000138-DSUV-02282012-133159-ww	NA	NA	NA	NA
Lopez_Juan	Aileen MT	Fixed	2012-02-28 13:30:00 EST	473 K (299 s)	326229-000458-DSUV-02282012-133001-ww	Hoboken GA	NA	NA	NA
Kaiser_Tooey	Ann Marie	Fixed	2012-02-28 12:54:00 EST	371 K (234 s)	326229-000354-DSUV-02282012-125311-ww	NA	NA	NA	NA
Kaiser_Tooey	Ann Marie	Fixed	2012-02-28 12:51:00 EST	283 K (166 s)	326229-000246-DSUV-02282012-124659-ww	NA	NA	NA	NA
Popa_Anca	Aileen MT	Fixed	2012-02-28 12:42:00 EST	510 K (322 s)	326229-195031-DSUV-02282012-124139-ww	Hoboken GA	NA	NA	NA
Perera_Sarathu	Aileen MT	Fixed	2012-02-28 12:36:00 EST	152 K (96 s)	326229-575158-DSUV-02282012-123429-ww	Hoboken GA	NA	NA	NA
Baruch_Michael	Aileen MT	Fixed	2012-02-28 12:33:00 EST	152 K (96 s)	326229-526881-DSUV-02282012-123309-ww	Hoboken GA	NA	NA	NA
Cerio_Dean	Aileen MT	Fixed	2012-02-28 12:24:00 EST	702 K (442 s)	326229-575814-DSUV-02282012-122310-ww	Hoboken GA	NA	NA	NA
Dartsoz_J	Bob K	Fixed	2012-02-28 12:08:00 EST	108 K (69 s)	326229-576085-DSUV-02282012-120415-ww	Hoboken GA	NA	NA	NA

## Report Criteria

Report Criteria is one of the most striking features. It makes the routing work easier for the MT Admin. On the basis of dictator (doctor), MT and file status, a report of files for a particular period can be generated.

### Steps to generate a report:


- Select the basis criteria, either Dictator, MT, or Status.
  - ❖ - Dictator basis: Select the doctor from the drop down list for whom you want to view the list. By default the "All" dictators list appear. Select any HMO (clinic/hospital) account list and all of the files for the affiliated doctors will appear.
  - ❖ - MT/QA basis: Select from the drop down list the MT or QA who has the audio files to be viewed. By default the "All" MTs/QAs list appears.
  - ❖ - Status basis: If Status is chosen, select one of the following:
    - - Files to be assigned
    - - New for download
    - - Under MT
    - - Under QA1
    - - Under QA2
    - - Red Flagged
    - - Stat Files
- Select the period for which the files must be viewed.
- Click on the "Generate Report" button.

## Report Summary

The Report Summary gives a snap-shot view of the report generated by the system for the period selected based on certain criteria under the Report Criteria. The details provided are:

- **Total files** – The total count of the audio files listed in the report includes both new for distribution and under transcription/edit.
- **New for Distribution** – Displays the count of the files in the report which are new for distribution.
  - Under Transcription/Edit – Displays the count of files in the report which are under the transcription or editing process.
- **Total minutes** – In the report, the total length of the audio files are displayed in minutes and include files that are new for distribution and those under transcription/edit.
  - New for Distribution (files) Minutes – In the report, the total length of audio files which are new for distribution is displayed in minutes.
  - Under Transcription/Edit (files) Minutes - In the report, the total length of audio files under the transcription or the editing process is displayed in minutes.
- **Total Size** - In the report, the total size of the audio files including those new for distribution and those under transcription/edit is displayed in KB (Kilobytes).
  - New for Distribution (files) Size - In the report, the total length of audio files that are new for distribution is displayed in KB (Kilobytes).
  - Under Transcription/Edit (files) Size - In the report, the total length of audio files under the transcription or editing process is displayed in KB (Kilobytes).

## Column Details

Each column has a blue button  that will sort all of the data when clicked.



1. **Audio File ID** – This column displays the file ID assigned by the system to the audio file when the doctor uploads it.
2. **Audio File** – This column shows the audio file name.
3. **Size** – This column shows the file size in kilobytes (KB) and the file length in time (seconds).
4. **Routing** – This column displays the file assignment route (workflow) fixed for the doctor who owns the audio file. There are three options available:
  - ❖ - m-d: Workflow for the doctor is MT->Client – The audio file will first go to the MT and the document file will be transferred to the doctor.
  - ❖ - m-1-d: Workflow for the doctor is MT-> QA1-> Client – The audio file will first go to the MT, then to the QA1, and then the document file will be delivered to the doctor.
  - ❖ - m-2-d: Workflow for the doctor is MT->QA1->QA2->Client – The audio file will first go


to the MT, then to the QA1, next it will go to the QA2. The document file will go to the doctor.





**5. Routing Type** – This column displays the routing type set for the doctor to whom the audio file belongs. There are three options available:


- ❖ Auto – The system will route the files according to the set algorithm in “Settings for Automatic Workpooling” in the “Workpool Settings” option and the MT/QA/doctor account settings.
- ❖ Manual – The MT Admin is required to manually route the audio files of the doctor.
- ❖ Fixed – Files will be routed automatically by the system to the MT/QA as chosen for the doctor in “Workpool Settings.”

**6. Status** – This column shows the status of the file with the help of a color schema. It helps the MT Admin to track the file online.

 **Red** - File in Transit: When the file is to be downloaded by the transcriptionist, it shows a red button with a "File in Transit" mouse-over image.

 **Yellow** - In Process: When the file is downloaded and being worked by the MT, it shows a simple yellow button with an "In Process" mouse-over image.

 **Yellow 1** – Under QA1: When the file is with the QA1 for editing, it shows a yellow button (“1” image on it) with an “Under QA1” mouse-over image.

 **Yellow 2** – Under QA2: When the file is with the QA2 for further editing, it shows a yellow button (“2” image on it) with an “Under QA1” mouse-over image


**7. Upload date/time** – It displays the upload date and time of the audio file by the doctor.

**8. Stat** – If the doctor marks the audio file as stat (urgent), a red color tick will be shown next to that audio file.

**9. Red flag** - The system provides the MT/QA1/QA2 with the option to red flag a file at the time of upload. This option is used if they had a problem with the file and want to refer it to the senior editor or the MT Admin. This column shows a Red Flag image if the file was red flagged along with the account ID of the person who red flagged it.

**10. Doc ID** – This column shows the doctor (dictator) ID to whom the audio file belongs. The font color of the dictator ID signifies the priority set for him/her by the MT Admin. Red is for high priority, yellow is for medium priority, and green is for low priority. Black is for normal (no priority). A mouse-over image also details this priority level.

**11. MT ID** – This column shows the ID of the transcriptionist. If the routing type is manual, it shows “To be Assigned” in red.

**12. MT file** – This column displays the document file ID transcribed by the MT and a blue button . If the MT Admin wants to view the MT file, he/she can click on this button. The yellow button is shown if the file is still being transcribed and a red button when file is still to be downloaded by the MT.

**13. QA1 ID** – This column displays the ID of the first level editor who edited the file. If the routing type is manual, it shows “To be Assigned” in red. It displays “NA” if workflow for the concerned doctor is set as MT->Client.



- 14. QA1 file** – This column shows the ID of the edited file uploaded by the QA1 and a blue button. If the MT Admin wants to view the QA1 file, he/she can click on the blue button. A yellow button is shown if the file is still being edited and a red button when file is still must downloaded by the QA1 for editing.
- 15. QA2 ID** – This column displays the second level editor (QA2) ID who edited the file. If the routing type is manual it shows “To be Assigned” in red.
- 16. QA2 file** – This column displays the ID of the edited file uploaded by the QA2 and a blue button. If the MT Admin wants to view the QA2 file, he/she can click on the blue button. The yellow button is shown if the file is still being edited and a red button when file is still must downloaded by the QA2 for editing.

#### **Checkbox functions:**

- Transfer selected files to the MT account – This drop down box displays the list of MTs available to transcribe the stat (urgent) files.
- Transfer selected files to the QA1 account – This drop down box displays the list of QA1s available to edit stat (urgent) files.
- Transfer selected files to the QA2 account - This drop down box displays the list of QA2s available to edit stat (urgent) files.
- Mark selected files as complete – When the QA2 has red flagged the file it goes to the MT Admin. In this case, the MT Admin has two options:
  - Assign the similar file to another QA2 for further editing.
  - Return the files to the dictator by selecting them and enabling the radio button “Mark Selected Files as Complete.”

#### **Steps for manual file routing:**

1. Click on the box in front of the file ID to be routed.
2. Go to the bottom of the page and select the appropriate radio button.
3. Click the appropriate transcriptionist/editor from the list.
4. Click the "Route selected files" button.
5. The file will be routed to the required person and send an email notification.

#### **Steps to mark the files as complete:**

1. Select the files to be marked as complete by enabling the check box in front of the file ID.
2. Select the “Mark Selected Files as Complete” radio button.
3. Click the “Route Selected Files” button.

## Single File Allocation

The Single File Allocation feature helps the MT Admin manually assign the audio files of the doctor whose workpool type is set as manual. This feature helps in assignment of files to the MTs only and not to the QAs. The system keeps updating the transcriptionists' availability after the assignment of every audio file. Multiple file assignment can be done from the "Manual File Routing" screen.

The screenshot displays the 'Single File Allocation' interface. At the top, a file 'Ekonwegan3.mp3' is shown with a length of 2242 seconds and assigned to Jasper Eijon. Below this, a table lists available MTs for distribution. The table has the following columns: MT ID, MT Name, Ranking, Cost/minute, Max. Min/Day, Assigned, Max. Min/Week, Assigned, Workdays, Distrib. Preference, and Report Preference.

MT ID	MT Name	Ranking	Cost/minute	Max. Min/Day	Assigned	Max. Min/Week	Assigned	Workdays	Distrib. Preference	Report Preference
018651274	Aileen MT STAT	C	5 ¢	100000 m	0 m	500000 m	0 m	Everyday	ALL	ALL
019701274	Aileen MT Radio	C	5 ¢	100000 m	31 m	500000 m	217 m	Everyday	ALL	ALL
018838274	Linda P	C	5 ¢	100000 m	0 m	500000 m	33 m	Everyday	ALL	ALL
0184929274	Leah MT B	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0177379274	LeahM	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0116829274	Josephine	B	5 ¢	10000 m	0 m	500000 m	0 m	Everyday	ALL	ALL
016450274	Joel	B	5 ¢	100000 m	0 m	500000 m	0 m	Everyday	ALL	ALL
016451274	Hutport GA	B	5 ¢	100000 m	0 m	500000 m	0 m	Everyday	ALL	ALL
018909274	Barbara	B	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0114729274	Oira	B	5 ¢	100000 m	0 m	500000 m	0 m	Everyday	ALL	ALL
02286274	MCcenter	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
012105274	Stephanie MT	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
01669274	dawn	B	75 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL, Cardiology, Cardiology, Cardiology
02754274	MT1	A++	5 ¢	10000 m	0 m	50000 m	0 m	Everyday	ALL	ALL, Cardiology, Cardiology, Cardiology
0187389274	Dawn	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0187319274	Debra Bizeth	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0187289274	Janet Intercom	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL
0187279274	Cynthia Medison	C	5 ¢	1000 m	0 m	5000 m	0 m	Everyday	ALL	ALL

### The details of the Audio File to be distributed:

- 1. File ID:** This column shows the file ID assigned automatically by the system to the audio file when the doctor uploads it.
- 2. File name:** This column shows the Audio File name.
- 3. Length:** This column displays the length of the audio file in terms of time (seconds).
- 4. Stat:** If the doctor marks the audio file as stat (urgent) at the time of uploading, a red tick is displayed in this column.

5. **Dic ID:** This column shows the doctor (dictator) ID to whom the audio file belongs.
6. **Report type:** This column shows the type of report. For example: Orthopedics, Cardiology, etc.
7. **Upload date/time:** This column displays the date and time of upload of the audio file by the doctor.
8. **TAT:** This column shows the Turn Around Time set for the doctor to whom the audio file belongs.

#### **Available MT distribution along with decision criteria's:**

1. **MT ID:** This column displays the available MT IDs.
2. **MT Name:** This column displays the user name of the transcriptionist (MT).
3. **Ranking:** A++ to C (A++ being the best): The ranking is given to the MTs according to their efficiency, accuracy, punctuality, or overall performance. If an audio file has high priority then it will be transferred to the available MT with the highest rank.
4. **Cost per line:** This column shows the cost/line charged by the MT.
5. **Max Mins/day:** This column displays the maximum time that the MT will work per day in terms of minutes.
6. **Assigned (minutes for the day):** This column shows the amount of work already assigned to the MT in terms of time for a day. The system updates this column upon refreshing this page, after assignment of a file to an MT. The remaining minutes for which files can be assigned to the MT can be calculated by deducting the value in this column from the value in the fifth column.
7. **Max minutes per week:** This column displays the time that the MT will work per week in terms of minutes.
8. **Assigned (minutes for the week):** This column shows how much work has already been assigned to the MT in terms of time (minutes) for a week. The system updates this column upon refreshing this page after assignment of a file to an MT. The remaining time for which files can be assigned to the MT can be calculated by deducting the value in this column from the value in the seventh column.
9. **Workdays** – This column displays the days that the MT will work. Three options can be displayed according to the settings of the MT account:
  - Everyday – When the MT will work everyday.
  - Weekdays only – When the MT will work only weekdays.
  - Weekends only – When the MT will work only weekends.
10. **Dictator preferences-** Some MTs prefer to transcribe the files of a particular doctor. This column shows those preferences at first, second, third and fourth level. By default it shows “All” if no settings are made for doctor preferences in the MT Account settings (Workpool Information in “Account List” option).

**11. Report preferences:** Some MTs specialize in transcribing specific types of reports. This column shows those preferences at first, second, third and fourth level. By default it shows "All" if no settings are made for report type preferences in the MT Account settings (Workpool Information in "Account List" option).

### Steps for manual file distribution:

1. See the audio file and its details such as the TAT, urgency, report type, and dictator ID.
2. Click the appropriate transcriptionists from the list based on their Workpool parameters.
3. Click the "Assign and proceed to next file" button.
4. This will assign the file to the required person and send an email notification.

After the assignment of an audio file, another audio file left for assignment will appear. The same steps are to be followed for the assignment of this audio file to an available MT.

A count of total files remaining to be distributed is displayed at the bottom of the page. The system updates this count every time you assign a file to the MT.

### Current TAT Status

The Current TAT Status feature provides the MT Admin with details of TAT for the files still being transcribed or edited. TAT actually refers to Turn Around Time, i.e. the time taken by the transcription company to transcribe the audio file and upload the document file. This feature helps the MT Admin to track the efficiency of various MTs.

The screenshot shows the 'Current TAT Status' page in the MT Admin interface. The page displays a table of audio files with columns for Dictator, Audio Filename, Size, Dictation Time/urgency, and Status. A sidebar on the left contains navigation options like 'AUDIO ARCHIVE', 'DOC ARCHIVE', and 'NEW FOR DISTRIBUTION'. The top right corner shows 'Current TAT Status' with a question mark icon.

Dictator	Audio Filename	Size	Dictation Time/urgency	Stat	Status	Report Type	TAT Target	TAT Remaining	MT ID	QA1 ID	QA2 ID
Dr. John Kane	-00022926-OSUVA-02282012-133843-wvr	231 K (146 s)	2012-02-28 13:39:00 EST		None	24 h	23h 54m	Marina			
Dr. Kaiser Toosy	-00022845-OSUJ-02282012-133633-wvr	358 K (226 s)	2012-02-28 13:39:00 EST		None	24 h	23h 54m	Ann Marie			
Dr. Kaiser Toosy	-00022845-OSUJ-02282012-133243-wvr	324 K (21 s)	2012-02-28 13:33:00 EST		None	24 h	23h 40m	Ann Marie			
Dr. Kaiser Toosy	-00022845-OSUJ-02282012-133159-wvr	153 K (97 s)	2012-02-28 13:33:00 EST		None	24 h	23h 40m	Ann Marie			
Juan Lopez MD	-00022845-OSUJ-02282012-133001-wvr	473 K (298 s)	2012-02-28 13:30:00 EST		None	12 h	11h 40m	Aileen MT			
Dr. Kaiser Toosy	-00022845-OSUJ-02282012-125311-wvr	371 K (234 s)	2012-02-28 12:54:00 EST		None	24 h	23h 12m	Ann Marie			
Dr. Kaiser Toosy	-00022845-OSUJ-02282012-124959-wvr	383 K (196 s)	2012-02-28 12:51:00 EST		None	24 h	23h 6m	Ann Marie			
Anca Popa, MD	-00022845-OSUJ-02282012-124129-wvr	510 K (322 s)	2012-02-28 12:42:00 EST		None	24 h	23h 0m	Aileen MT			
Sanford A. Peters, MD	-00022845-OSUJ-02282012-123429-wvr	152 K (98 s)	2012-02-28 12:36:00 EST		None	12 h	10h 54m	Aileen MT			

## Column Details:



Each column has a blue button that will sort all of the data when clicked.

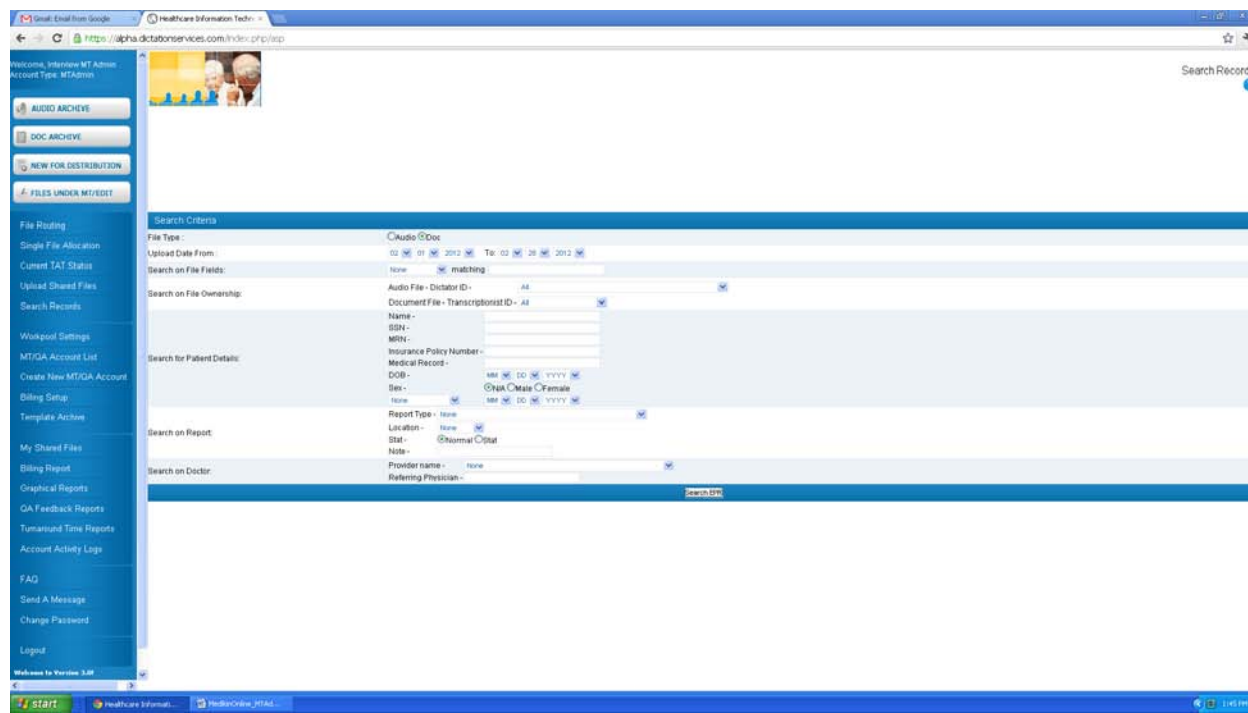
1. **Audio File ID:** This column shows the file ID that is assigned to the file when the doctor uploads it
2. **Dictator:** This column displays the name of the dictator (doctor) who is the owner of the audio file.
3. **Audio Filename:** This column displays the name of the audio file.
4. **Size:** In this column, detail of the audio files' size in terms of bytes and time (seconds) is shown.
5. **Dictation Timestamp:** This column gives the details about the time and date of upload of audio file by the doctor.
6. **Stat:** This column shows a red tick mark if the doctor marks the audio file as stat (urgent).
7. **Status:** This column shows the file status through a color schema. Different colors are assigned to depict the different status.
  - 🟡 **Simple Yellow** – In Process: When the file is under transcription, i.e. with the MT, a simple yellow button with an “In Process” mouse-over image is displayed.
  - 🟡 **Yellow1** – Under QA1: When the file is with the QA1 for editing, a yellow button (“1” image on it) with an “Under QA1” mouse-over image is displayed.
  - 🟡 **Yellow2** – Under QA2: When file is with the QA2 for further editing, a yellow button (“2” image on it) with an “Under QA2” mouse-over image is displayed.
  - 🔴 **Red** – In Transit: When the MT has yet to download the audio file, a red button with an “In Transit” mouse-over image is displayed.
8. **Report Type:** This column displays the type of report as marked by the doctor. If the doctor does not select report type at the time of upload, “None” is displayed.
9. **TAT target:** This column shows the actual TAT target within which the file has to be transcribed.
10. **TAT Remaining:** This column shows time remaining for the completion of the transcription/editing process for the file. Each time the page is refreshed, the remaining time is updated by the system. If the file is not transcribed within the TAT target, it displays the overdue time in red font.
11. **MT ID:** This column displays the MT ID who transcribed the file.

12. **QA1 ID:** This column shows the QA1 ID who has edited the file. It will show nothing if the workflow is set as MT Client.

13. **QA2 ID:** This column shows the ID of the QA2 who further edited the file. It will show nothing if the workflow is MT->QA1->Client.

## Search Records

Search Records is one of the most attractive features of Medikin Online. It helps the MT Admin to retrieve the medical (patient) records according to the search criteria selected. He/she can search the files, both audio and transcribed, on the basis of various criteria such as file fields, file ownership, patient details, report type and doctor details for a particular duration.



## **Search Criteria are based on the following:**

- 1. File Type** - This gives the option to search an audio file or a document file.
- 2. Upload Date From – To:** Select the period during which you think the file/files was/were uploaded.
- 3. Search on File Fields** - Search files on the basis of their fields as mentioned below:
  - File ID - Search files on the basis of the File ID assigned to it by the system when it was uploaded. Select “File ID” from the drop down list and enter the required file ID in the text box next to “matching”.
  - File Name – Files can also be searched by their names. Select “File Name” from the drop down list and enter the required file name in the text box next to “matching.”
  - File Extension – Files can also be searched by their extension. Select “File Extension” from the drop down list and enter the required file extension. For instance: .wav, .dss for audio files or .doc, .txt for document files.
- 4. Search on file Ownership** - Search the file on the following ownership basis:
  - Audio File - Dictator ID – Search the file by the Dictator ID of whom the file belongs. Select the particular dictator from the drop down list.
  - Document File - Transcriptionists ID (MT/QA1/QA2): Search the file by the transcriptionist/editor ID who transcribed/edited the file.
- 5. Search for Patient Details** - Search the file by entering the patient details as mentioned below:
  - ❖ - Name – Enter the patient’s name
  - ❖ - SSN – Social Security Number
  - ❖ - MRN – Medical Record Number
  - ❖ - Date of Birth – Patient’s date of birth
  - ❖ - Sex – Patient’s gender
  - ❖ - Dates – Files can be searched by important dates as mentioned below:
    - Date of Consultation – When patient only consults the doctor.
    - Date of Admission – When the patient is admitted to the hospital or clinic.
    - Date of Operation – When the patient is operated upon.
- 6. Search on Report** - Search the file by the following criteria:
  - ❖ - Report type – There can be different types of reports depending upon the specialization areas in the medical field such as ophthalmology, orthopedics, operative, etc. Search the file by the type of specialization.
  - ❖ - Location – The system allows the doctor to dictate audio files from locations such as home, a hospital, a clinic, or any department within the hospital. Files can also be searched by the locations where it was dictated.
  - ❖ - Stat (urgent) - Search the file if it was marked stat (urgent) or normal.
  - ❖ - Note- Files can also be searched by any note attached to the file while it was uploaded.
- 7. Search on Doctors** - Search the file by the following criteria:
  - Providers Name – Name of the doctor (dictator) who dictated the audio file.
  - Referring Physician – Name of the physician who has been referred to the patient by

the doctor (dictator).

### **Steps to search files:**

1. Select the Audio or the Document radio button as required.
2. Select the approximate date duration, i.e. the time period when the file was uploaded.
3. To search for the files by any file field, select the appropriate field from the drop down list and enter the required value in the text box.
4. To search for the files by file ownership, select the dictator ID for the audio file and the transcriptionist ID for the document file from the respective drop down lists.
5. To search for the files by patient details, enter the patient information such as the patient name, SSN, MRN, date of birth, sex, admit date, consultation date, or operation date. It is not necessary to enter all of the patient details to search for the file.
6. To search for the files by report details, enter the required information in the fields such as report type, location, stat (urgent), and note.
7. To search for the files by doctor details, enter the available information such as the doctor (provider) name and the referring physician.
8. Click on the "Search EPR" Button.

### **Steps to search for the file on file field basis:**

- ❖ - Select the file type, either audio or document.
- ❖ - Select the duration.
- ❖ - Select the search field: File ID, File Name, or File Extension and then enter the required matching value for the field selected.
- ❖ - Click the "Search EPR" button.

### **Steps to search for the file on file ownership basis:**

- ❖ - Select the dictator ID from the combo box if you are searching for the audio file.
- ❖ - Select the transcriptionist ID from the combo box if you are searching for the document file.
- ❖ - Click the "Search EPR" button.

### **Steps to search for the file by patient details:**

- ❖ - Enter the name, SSN, MRN, date of birth or any known information. Select the gender, if known. The consultation date, admit date, or operation date can also be selected from the combo box below the option of "Sex".
- ❖ - Click "Search EPR" button.



### **Steps to search for the file by report details:**

- ❖ - Select the report type, location from the combo boxes according to the information known. Search files by emergency status of the files (normal or stat) by selecting the required radio button. If there was a note attached to it, enter the note information in the text box next to "Note."
- ❖ - Click the "Search EPR" button.

### **Steps to search for the file by doctor details:**

- ❖ - Select the name of the provider or the referring physician from the combo box.
- ❖ - Click the "Search EPR" button.



The system allows you to search for the files not only on one-search criteria but also on the combination of various search criteria. For instance, if you want to find an audio file but only remember the file ID and the provider name, then select the "Audio" radio button in the "File Type" search criteria, the file ID from the combo box in "Search on File Fields," and enter the required ID in the text box. Select the provider name from the combo box in "Search on Doctor" criteria and then click the "Search EPR" button.

### **When Audio Files are retrieved**

File ID	Doc ID	Audio File Name	Length	Transcription Date/Time	Stat	Status	Document File	Remarks
942724	Dr. John Kline	kline_john---0902926-D8U4-02282012-133843.wav	146 s	2012-02-28 13:39:00 EST				
942725	Dr. Kaiser Toosy	kaiser_toosy---0903945-D8U4-02282012-133833.wav	226 s	2012-02-28 13:39:00 EST				
942741	Dr. Kaiser Toosy	kaiser_toosy---0903920-D8U4-02282012-133243.wav	21 s	2012-02-28 13:33:00 EST				
942742	Dr. Kaiser Toosy	kaiser_toosy---0901938-D8U4-02282012-133159.wav	87 s	2012-02-28 13:30:00 EST				
942728	Juan Lopez, MD	Lopez_juan---0953011-0904938-D8U4-02282012-133001.wav	299 s	2012-02-28 13:30:00 EST				
942708	Dr. Kaiser Toosy	kaiser_toosy---0902954-D8U4-02282012-126311.wav	234 s	2012-02-28 12:54:00 EST				
942704	Dr. Kaiser Toosy	kaiser_toosy---0902948-D8U4-02282012-124859.wav	166 s	2012-02-28 12:51:00 EST				
942716	Anca Popa, MD	Popa_Anca---195031-0905921-D8U4-02282012-124229.wav	322 s	2012-02-28 12:42:00 EST				
942714	Sandhya A Pereira, MD	Pereira_Sandhya---575159-0901936-D8U4-02282012-123429.wav	98 s	2012-02-28 12:36:00 EST				
942718	Dr. Mica Konstantinova	Konstantinova_Mica---0902917-D8U4-02282012-123307.wav	130 s	2012-02-28 12:33:00 EST				
942702	Michael Irwin Staruch, MD	Staruch_Michael---526881-0901935-D8U4-02282012-123309.wav	96 s	2012-02-28 12:33:00 EST				
942703	Dean R. Cenis	Cenis_Dean---515614-0901932-D8U4-02282012-123110.wav	442 s	2012-02-28 12:24:00 EST				
942710	J. Darbouze, M.D.	Darbouze_j---576095-0901938-D8U4-02282012-120415.wav	69 s	2012-02-28 12:06:00 EST				
942707	John B DelMonte, DPM	DelMonte_john---378925-0901938-D8U4-02282012-120420.wav	39 s	2012-02-28 12:06:00 EST				
942718	John B DelMonte, DPM	DelMonte_john---355719-0901938-D8U4-02282012-120331.wav	31 s	2012-02-28 12:06:00 EST				
942710	J. Darbouze, M.D.	Darbouze_j---576095-0901938-D8U4-02282012-120339.wav	487 s	2012-02-28 12:03:00 EST				
942702	John B DelMonte, DPM	DelMonte_john---445846-0901935-D8U4-02282012-120155.wav	36 s	2012-02-28 12:03:00 EST				
942703	John B DelMonte, DPM	DelMonte_john---438510-0901935-D8U4-02282012-120236.wav	30 s	2012-02-28 12:03:00 EST				
942711	Joel Abramowitz, MD	Abramowitz_joel---129737-0901933-D8U4-02282012-114530.wav	123 s	2012-02-28 11:48:00 EST				
942706	Joel Abramowitz, MD	Abramowitz_joel---575800-0901936-D8U4-02282012-113726.wav	247 s	2012-02-28 11:39:00 EST				
942701	J. Darbouze, M.D.	Darbouze_j---542906-0901935-D8U4-02282012-113527.wav	275 s	2012-02-28 11:36:00 EST				

## Column Details

Each column has a blue button  that will sort all of the data when clicked.



- File ID** – This column displays the unique file ID assigned automatically by the system to every audio file when the doctor uploads it. Perform the following functions by clicking the hyperlink to File ID:
  - ❖ - Download this Audio File
  - ❖ - Listen to this Audio File
  - ❖ - Update the File (QA2) Information
  - ❖ - Download the MT/QA1/QA2 Document
  - ❖ - View the MT/QA1/QA2 Document
- Doc ID** - This column shows the user ID of the doctor (dictator).
- Audio Filename** - This column shows the name of audio file.
- Length** - Length of the file in seconds is displayed in this column.
- Transcription Date/Time** – This column displays the Date and Time of upload of the file as per EST.
- Stat** – A red tick is displayed in this column if the audio file is marked “Urgent” by the doctor.
- Status** – This column shows the file status with the help of a color schema. Different colors are assigned to each file status. If the audio file is being processed, its status can be tracked this way:
  -  **Red** - File in Transit: When the transcription company is required to download the audio file, this column shows a red button with a "File in Transit" mouse-over image.
  -  **Yellow** - In Process: When the file is downloaded and being worked by the MT, it shows

a simple yellow button with an "In Process" mouse-over image.

- 1 **Yellow 1** – Under QA1: When the file is assigned to the QA1 for editing, this column shows a yellow button (“1” image on it) with an “Under QA1” mouse-over image.
- 2 **Yellow 2** - Under QA1: When the file is assigned to the QA2 for further editing, this column shows a yellow button (“2” image on it) with an “Under QA1” mouse-over image.
- ✓ **Green** – Completed: When the MT/QA uploads the document file, this column displays a green button (with tick mark on it) with a "Completed" mouse-over image.
- Ⓜ **Green – e Signed**: When the doctor e signs the file, this column shows a green button (“e” image on it) with an “e Signed” mouse-over image.

**8. MT ID** – This column displays the MT/QA ID who last uploaded the file.

**9. Document File** – This column displays:

- The orange  button with an “Upload Document File” mouse-over image if the file is being transcribed or edited. Click this button and a new screen appears which helps you to upload the document file.
- The blue buttons  with “View Document File” mouse-over images are for the complete MT/QA1/QA2 files depending upon the workflow set for the doctor. For instance, if workflow for the doctor is set as MT->QA1-> Client and the final file is uploaded by the QA1, this column displays two blue buttons for the MT and the QA1 files respectively. Download, view, and update the attributes of these document files by clicking these blue buttons.

**10. Remarks** – This column depicts the dictator's (doctor's) remarks for the transcriptionist.

**When Document Files are retrieved**

File ID	MT ID	Patient Name	Document File	Transcription Date/Time	Status	Doc ID	Audio File	Format ID
447220	Marina	Ramos_Carman_Konstantinova_02_17-050L-02262012.doc		2012-02-28 13:19:00 EST		Dr. Nina Konstantinova		
447220	Marina	Brown_Linda_Konstantinova_03_05-058L-02262012.doc		2012-02-28 13:11:00 EST		Dr. Nina Konstantinova		
447184	Marina	Candace_Treadway_Konstantinova_04_54-058V-0228201201.doc		2012-02-28 13:03:00 EST		Dr. Nina Konstantinova		
447184	Hoboken GA	GIUSEPPE TATALO	Kyreakakis_Arthony0136-0-544675-00_03_54-DQHD-02272012-130327-TataroIuseppe.20120227.doc	2012-02-28 12:26:00 EST		Anthony J Kyreakakis, MD		
447188	Hoboken GA		Goldstein_Steven--276844-00_00_54-DPZR-02272012-094352-.doc	2012-02-28 11:40:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--314418-00_01_11-DPZF-02272012-090809-.doc	2012-02-28 11:40:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--536758-00_01_54-DQAF-02272012-104738-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--519532-00_01_42-DQST-02272012-105733-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--519532-00_01_06-DQF5-02272012-112010-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--200376-00_01_03-DQBF-02272012-113879-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--442350-00_01_08-DQBF-02272012-115527-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA		Goldstein_Steven--575890-00_02_17-DQHF-02272012-130246-.doc	2012-02-28 11:34:00 EST		Steven C Goldstein, MD		
447188	Hoboken GA	PAUL LANZO	Kyreakakis_Arthony0148--192098-00_03_29-DQHV-02272012-131052-LanzoPaul.20120227.doc	2012-02-28 11:34:00 EST		Anthony J Kyreakakis, MD		
447188	Hoboken GA		Demos_Nicholas-111111--534620-00_04_48-DQWT-02272012-152018-.doc	2012-02-28 11:34:00 EST		Nicholas J Demos, MD		
447188	Hoboken GA		Demos_Nicholas-111111--534799-00_01_20-DQVF-02272012-152217-.doc	2012-02-28 11:34:00 EST		Nicholas J Demos, MD		
447188	Hoboken GA		Demos_Nicholas-111111--190911-00_04_26-DQVF-02272012-152709-.doc	2012-02-28 11:34:00 EST		Nicholas J Demos, MD		
447188	Hoboken GA		Demos_Nicholas-111111--013508-00_05_24-DQVF-02272012-153537-.doc	2012-02-28 11:34:00 EST		Nicholas J Demos, MD		
447188	Hoboken GA		Demos_Nicholas-111111--117844-00_02_50-DQZS-02272012-154659-.doc	2012-02-28 11:34:00 EST		Nicholas J Demos, MD		
447188	Linda P	BIWATI DEOCHAR	Prinsipe_David--575811-00_08_17-DQWF-02272012-152020.doc	2012-02-28 11:34:00 EST		David L Prinsipe		
447188	Linda P	ARISHON DAY	Prinsipe_David--498130-00_02_54-DQZC-02272012-191509.doc	2012-02-28 11:34:00 EST		David L Prinsipe		
447188	Linda P	JENNIFER SCHULTZ	Prinsipe_David--521963-00_04_26-DRPFA-02272012-193118.doc	2012-02-28 11:34:00 EST		David L Prinsipe		

## Column Details

Each column has a blue button  that will sort all of the data when clicked.

1. **File ID** – This column displays the unique file ID assigned automatically by the system to every document file when the MT/QA1/QA2 doctor uploads it. Perform the following functions by clicking the hyperlink to the File ID:

- ❖ - Download the MT/QA1/QA2 Document
- ❖ - View the MT/QA1/QA2 Document
- ❖ - Update the File Information
- ❖ - Download the corresponding Audio File
- ❖ - Listen to the corresponding Audio File

2. **MT ID** – This column shows the MT/QA1/QA2 ID who last uploaded the file.

3. **Patient Name** – This column displays the name of the patient.

4. **Document File** – Name of the document file is displayed in this column.

5. **Transcription Date/Time** – This column displays the date and time of upload of the transcribed file.



6. **Status** – This column shows the file status through a color schema. It helps track the

document file status online. Different colors are assigned to each file status.

- 🔴 **Red** – File is completed and is ready for approval by the doctor. It displays a “For Approval” mouse-over image.
- ✅ **Green (✓)** – Approved: When the doctor downloads the file, this column displays a green button with an “Approved” mouse-over image.
- 🟢 **Green (e) – e Signed**: When the doctor e signs a file, this column displays a green button (“e” image on it) with an “e Signed” mouse-over image.

**7. Doc ID** – This column displays the doctor ID to whom the corresponding audio file belongs.

**8. Audio File** – This column displays:

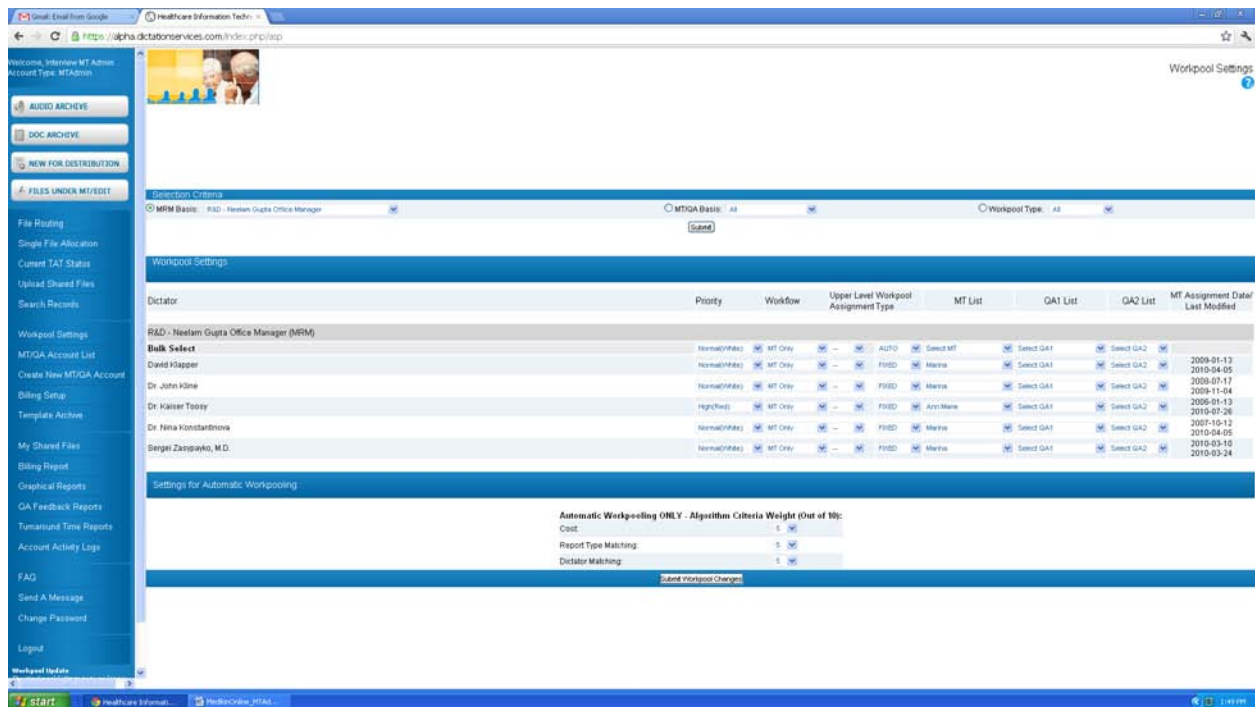
- The green color button  with a “Listen to Audio File” mouse-over image if the audio file is online. Click it to play the audio file.
- The red button  with a “File Offline (Click to Send Message)” mouse-over image if the audio file is offline. Send a message asking the administrator to make the file online by clicking on the red button.

**9. Remarks** – This column displays the comment made by the transcriptionist while uploading the file.

Note: More information will lead to a more time efficient and effective search.

## Work pool Settings

Workpool Settings is one of the most important features as it helps the MT Admin control the overall work pool for the doctors. According to these settings for doctors’ account, the system routes their audio files. Every criterion is very crucial and has an impact over the complete module. Work pool settings can be done individually for all of the doctors whose accounts are handled by the MT Admin.



## Selection Criteria

The MT Admin can generate the list of doctors under “Workpool Setting” on the following criteria:

**HMO Basis** – This drop down list displays all of the HMOs whose accounts are handled by the MT Admin. He/she can select any one of them, click the “Submit” button, and the system will display the list of all the doctors affiliated with the selected HMO.

**MT/QA Basis** – This drop down list displays all the MT/QAs working under the MT Admin. He/she can select any one of them, click the “Submit” button, and the system will display the list of all the doctors whose files are assigned to the selected MT/QA1/QA2.

**Workpool Type Basis** - This drop down list displays all of the workpool types – Fixed, Auto, and Manual. The MT Admin can select any one of them, click the “Submit” button, and the system will display the list of all the doctors for whom the selected workpool type is set. For instance, if workpool type for Doc 1 is set as auto and the MT Admin wants the list of all the doctors whose workpool type is “Auto”, then he/she selects the “Workpool Type” button and “Auto Routing” from the drop down list. The system will display the details of Doc 1 by clicking the “Submit” button.

## Priority

Assignment of audio files to the MT/QA can be prioritized with the help of the functionality of “Priority Settings” for each doctor through a color schema. The font color of the user name of the doctor (dictator) appears in respective colors. There are three priority settings:

- Red for high priority – The font color of the user name appears in red.
- Yellow for medium priority – The font color of the user name appears in yellow.
- Green for low priority – The font color of the user name appears in green.
- Normal (black) for no priority – The font color of the user name appears in black.

The system assigns the audio files according to these settings when the workpool type for the doctor is fixed or auto. The MT Admin will know which doctor's files must be given priority. While assignment of files in case the doctor's workpool type is set as manual.

**Workflow** - This setting decides the path that will be adopted by the system for the flow (movement) of the file in the system. For every doctor account, there are three options of file movement:

1. **MT->Client** – The audio file will be transferred when doctor uploads it and the document file will be transferred to the doctor (client) when the MT uploads it
2. **MT->QA1->Client** – The audio file will be transferred to the MT when the doctor uploads it and the document file will be transferred to the QA1 for editing when the MT uploads it. When the QA1 uploads the edited documents file, it will be delivered to the doctor (client).
3. **MT->QA1-> QA2->Client** – The audio file will be transferred to the MT when the doctor uploads it and the document file will be transferred to the QA1 for editing when the MT uploads it. When the QA1 uploads the edited document file, it will be assigned to the QA2 for further editing. Finally, when the QA2 uploads the edited file, it is delivered to the doctor.

The MT Admin can set these workflow parameters as per the accuracy requirements of the doctors. The transcribed files will move accordingly and will not be available to the dictator unless complete.

## Workpool Type

Workpool type settings affect the flow of files. There are three main workpool types: Automatic, Manual and Fixed.

**Automatic Work pool** - In automatic file allocation, audio files are assigned automatically to the best available transcriptionists/editors based on their workpool parameter setting. Only the files that are not assigned due to non-availability of transcriptionists are available for manual file distribution.

**Manual Work pool** – The MT Admin can set the workpool type as manual. In manual file allocation, when the doctor uploads the audio file, it becomes available to the MT Admin for distribution. The MT Admin manually assigns the audio files to the transcriptionists and the editors through the "Manual File Routing" option.

**Fixed Work pool** (overrides algorithm assignment if automatic) - This option is helpful in assigning files for editing when transcriptionists and editors are working in teams. Typically a quality team consists of five MTs and one editor. The MT Admin can set all of the files transcribed by certain MTs to always be delivered to a particular editor. He/she can also set the fixed file allocation according to the choice of doctors.

## Upper Level Assignment

This feature was introduced to track the performance or accuracy of the transcriptionists (MTs). If the workpool type is set as automatic or fixed, then workflow is set as MT Doc and upper level assignment is 10%. Every 10<sup>th</sup> file out of 100 files uploaded by a doctor in a batch will automatically go to the QA1. This enables the MT Admin to monitor the performance of the MT. This keeps the cost low for the doctor also.

## MT/QA1/QA2 List

These combo boxes give the list of all the available transcriptionists, 1<sup>st</sup> level editors and 2<sup>nd</sup> level editors. When the workpool type is fixed, the MT admin can choose the particular MT, QA1 and QA2 from these lists.

## MT Assignment Date / Last Modified

This column displays the last modification date of the workpool settings for the respective doctors.

## Settings for Automatic Work pooling

These settings are applicable only for the automatic workpool type. The MT Admin can assign points to various file allocation criteria on the scale of 0-10 points. The automatic file assignment algorithm first checks the availability of the transcriptionists or editor and then, based on these criteria, allots the file to the best available person.

- 1. Cost** – This refers to the cost per line charged by the MT. If the MT Admin is very cost conscious and makes all of the decisions based on cost only, then he/she should assign higher points for this criteria.
- 2. Report type matching** - If the MT Admin wants to assign files to the MTs according to their specialization, then he/she should assign higher points to this criteria.
- 3. Dictator type matching** - If the MT Admin wants to assign files to the MTs according to their preference for the dictators, then he/she should assign higher points to this criteria.

Click the "Submit Workpool Changes" button to modify and save changes in the workpool settings. A new screen will appear showing the following message:

“Workpool Settings updated for MTAdmin (and all slave accounts).”



## MT/QA Account List

The MT/QA Account List for the MT Admin shows all of the MT/QA accounts under him. From here you can see account details and make changes to the accounts.

The “Total Registered Users” are the number of users – MTs and QAs, under this login.

ID	User's Name	Availability	Login ID	Password	Created	Modified	Account Type
2740	Interim MT Admin				2012-09-30 00:31:00	2012-02-15 13:46:00	MTAdmin
2754274	mt	Available			2012-09-30 00:39:08	2009-12-29 04:00:00	MT
4416274	Interim QA2	Unavailable			2013-03-06 17:34:08	2009-01-25 11:09:00	QA1
8526274	Interim QA2	Available			2013-12-04 16:13:08	2009-04-25 11:15:08	QA1
15926274	Interim qpl	Available			2010-02-19 02:18:08	2007-03-15 12:56:08	QA1
18456274	Interim mt	Available			2010-09-10 04:26:08	2010-11-15 18:22:08	MT
22896274	Interim Center	Available			2010-07-29 10:18:08	2009-03-09 22:41:08	MT
47826274	Sam	Unavailable			2010-09-09 19:15:08	2011-11-03 14:30:08	MT
11436274	Aliq Mans	Available			2011-04-20 16:41:08	2007-04-20 16:43:08	MT
114916274	Lisa K.	Available			2011-06-24 16:30:08	2011-02-02 12:43:08	MT
118726274	Leland	Available			2011-07-23 16:16:08	2007-07-23 16:17:08	MT
119326274	Lisa K QA	Available			2011-09-07 12:48:08	2011-02-02 12:26:08	QA1
119396274	Aliq Mans QA	Available			2011-09-07 13:23:08	2009-09-24 09:43:08	MT
119896274	mtm	Available			2010-05-14 16:30:08	2011-02-02 12:28:08	MT
131456274	Mona	Available			2010-05-16 11:11:08	2009-05-16 11:11:08	MT
131896274	Duana	Available					MT

### Account list column details are shown below:

Each column has a blue button  that will sort all of the data when clicked.

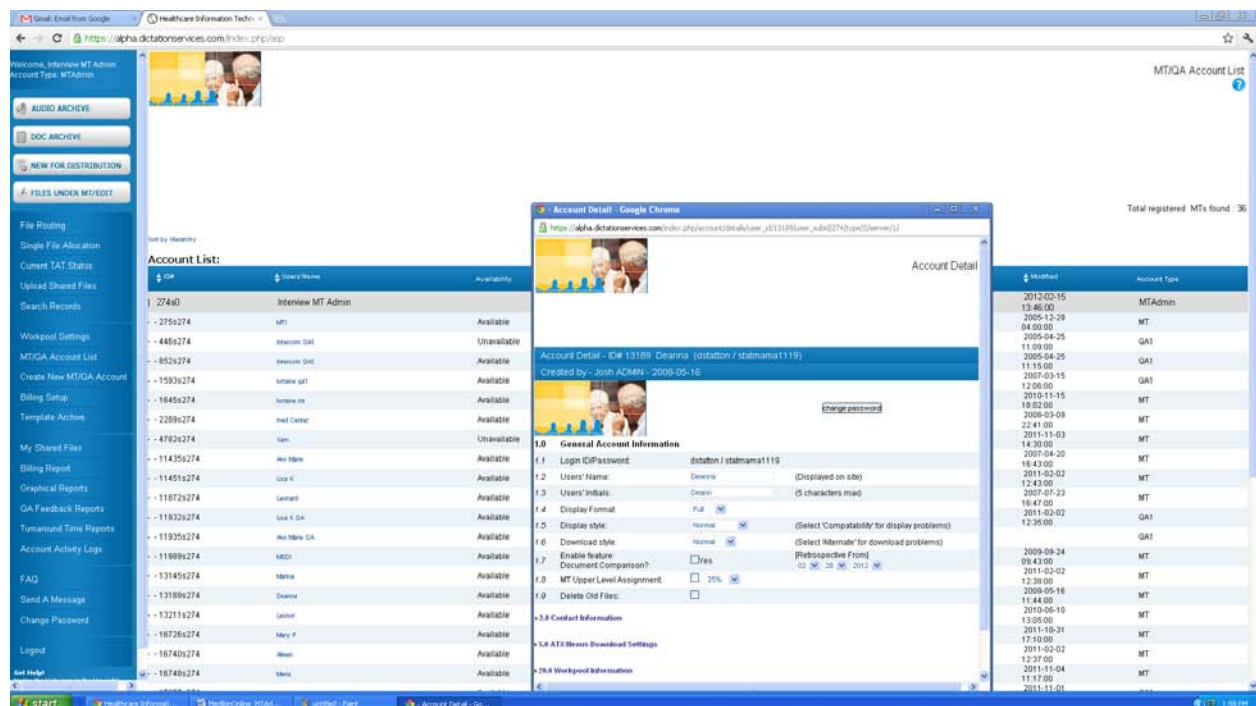
- ID** – This column shows the account ID assigned automatically by the system to the account user at the time the account is created.
- User's Name** – This column displays the user name on this account.
- Availability** – This column shows “Available” to signify that the MT/QA is present and shows “Unavailable” to signify his/her absence. The system gives the option of marking an MT/QA unavailable if he/she is on leave by making changes in his/her account settings.
- Login ID** – This column shows the user ID through which the user logs into the system. The Login ID is case sensitive and cannot be changed once it is assigned.

5. **Password** – This column displays the user password to log into the system. The MT Admin can change this anytime thereby temporarily stopping the MT/QA from using the system.
6. **Created** – This column displays the account creation date.
7. **Modified** – This column shows the account's last modification date.
8. **Account Type** – This column shows the account type: MT, QA1, or QA2.

These are following types of accounts handled by the MT Admin.

- ❖ - MT Account – This account is listed under the MT Admin account.
- ❖ - QA1 Account – This is QA1 (first level editor) account listed under the MT Admin account.
- ❖ - QA2 Account – This is QA2 (second level editor) account listed under the MT Admin account.

When you click the hyperlink on any user name in “User’s Name column, another screen appears from where you can modify the specific account settings. Following settings can be made for the accounts. These setting options are given according to the scope of the particular account. For eg, if you click the MT account hyperlink, following screen appears



Account details - Account ID, Login ID and password, account creator, account creation date and MTSO company logo are displayed at the top of the page. On the top right corner, there is an option for the MT Admin to change the account password.

Please note: Click the “Modify Account” button at the bottom of the page to save and update the account changes.

## **1.0 General Account Information –**

**1.1 Login ID/Password:** Shows the Login ID and password through which the user will access the system.

**1.2 User's Name:** User's name will be displayed on the site.

**1.3 User's Initials:** User's Initials can be a maximum length of 5 characters.

**1.5 Display format:** ID/Initials/Full Names. For confidentiality reasons, the MT Admin can restrict the account user from seeing the doctor/MT IDs, initials, or full names. Showing IDs is confidential, as the account user will never know the actual names.

**1.6 Display Style:** Normal or compatibility. Certain features of Windows (like combo box, drop down lists, etc.) do not display properly on a slow/old computer (P I/II). The compatibility option solves this problem.

**1.8 Enable feature: Document Comparison?** : This option gives the MT Admin a functionality to set compared documents settings for the subsidiary (MT/QA1/QA2) accounts. The system is capable of generating compared documents automatically for the MT/QA1/QA2 for the changes made by the senior editor or the doctor (final document). This way, the user can just download the compared document without having to manually compare his/her files with the final document. The user gets direct feedback for his/her work. This feature can be enabled for a retrospective date as well. The system will automatically compare all of the files from the previous date if there are any. Please note that you can select a maximum of 2 months retrospective date from the current date.

**1.10 MT Upper Level Assignment:** This feature is based on fixed and auto file routing module and enables the MT Admin to route files from the account to higher level editor (QA1/QA2) even if the routing is set for MT-Client or MT-QA1-Client in the workpool settings. This feature is required in the typical scenario where a new MT has joined the team and only his/her files must be routed to the editor. This feature can also be used for an MT whose accuracy is not satisfactory and requires further editing.

This feature, if enabled, can route a certain percentage of files assigned to the MT for editing (QA1) from the options below:

- ❖ •25% - 25% of files assigned to the user will be automatically routed to higher level.
- ❖ •50% - 50% of files assigned to the user will be automatically routed to higher level.
- ❖ •100% - All of the files assigned to the user will be automatically routed to higher level.

**2.0 Contact Information** – It is mandatory that contact information be given. Contact Information is basically for the MT Admin's reference. The following is a list of the information that must be provided:

**2.1 Address:** Address of the user.

**2.2 City, State and Zip Code.**

**2.3 Country.**

**2.4 Main Phone Number.**

**2.5 Alternate Phone Number.**

**2.6 Fax Number.**

**2.7 Web:** Inherited from the MT Admin details.

**2.8 Logout Return Site** – When the user logs out, he/she will be redirected to the page entered here.

**2.9 Company Logo:** MTSO logo inherited from the MT Admin details.

**(2.11 – 2.12)** The system sends an email notification to the MT using these email addresses whether it is for audio file upload, file assignment, file rejection, or any other system notification.

**2.11 System Email Notification #1:**

**2.12 System Email Notification #2:**

**2.21 Inter Company Messaging:** Enabling this feature helps the MT/QA1/QA2 to send message to other MT/QA1/QA2 regarding transcription issue and to the MT Admin concerning the technical issue.

### **3.0 Billing Settings-**

**3.4 Enable menu button: Billing Report?** : The MT can generate the billing report if this option is enabled.

### **20.0 Workpool Information-**

This option helps the MT Admin set the working criteria for the MT. If the file routing is set to be fixed or auto for any doctor, audio files will be transferred to the MT accounts, according to these settings.

**20.1 Available for work?** : If the MT/QA1/QA2 is on leave, then disabling this feature ensures the system that the MT/QA1/QA2 is unavailable. Thus it will not consider him/her for file assignment.

**20.2** If unavailable, he/she will be available again from: The date from which the MT will be available for work must be in this format: yyyy/mm/dd

**20.3 Workdays:** The days when the MT/QA1/QA2 will work. There are three options: Weekends Only, Weekdays Only, and Everyday.

**20.4 Ranking:** The ranking is given to the particular MT/QA1/QA2 according to his/her overall performance (efficiency, accuracy and punctuality, etc). The ranks are A++, A+, A, B, C. This setting will affect the assignment of audio files to the MT/QA1/QA2. If any doctor's setting is such that his/her files must be given high priority, then his/her audio files will be transferred to the MT/QA1/QA2 with the highest rank.

**20.5** CPL - Charge Per Line: The money amount that the MT/QA1/QA2 will charge for transcribing/editing each line.

**20.6** Maximum assignment of files per day: The maximum number of files that the MT/QA1/QA2 will transcribe/edit in a day. The system will stop assigning the files to the MT/QA1/QA2 once this value matches the total count of the audio files already assigned to him/her.

**20.7** Maximum assignment of minutes per day: The time for which the MT/QA1/QA2 will work per day must be noted in terms of minutes. The system will stop assigning files to the MT/QA1/QA2 once this value matches the total length of the audio files already assigned to him/her.

**20.8** Maximum assignment of minutes per week: The time for which the MT/QA1/QA2 will work per week must be noted in terms of minutes. The system will stop assigning files to the MT/QA1/QA2 once this value matches the total length of the audio files already assigned to him/her in a week.

**20.9** Accept Red Flag Files (for QA1 and QA2): System will assign the red flag files to the QA1/QA2 if MT/QA1 red flag them.

**20.10** Red Flag Settings: (for MT and QA1) There are two options available:

- Auto File Routing to QA1 (MT -> Doc)/QA2 (MT->QA1->QA2) – If the MT/QA1 red flags any file while uploading it, it is automatically routed to the QA1/QA2 respectively, not to the MT Admin when this option is enabled. A specific QA1/QA2 can be selected from the drop down list. If none is selected then the file will be routed to the QA1/QA2 available at that time provided that the feature of accepting red flag files is enabled in his/her account settings.
- Auto File Routing to QA1 (MT->QA1->Doc)/QA2 (MT/QA1/QA2) – Before this feature was launched, many doctor clients' workflow was set as MT->QA1->Doc / MT->QA1->QA2->Doc). In this case, whenever the MT/QA1 red flags the file, it is routed to MT Admin and he was required to manually route the files further. But after introducing this feature the scenario has changed. Now if the MT/QA1 red flags the file, it is automatically routed to the selected QA1/QA2 if this option is enabled. If none is selected, then the file will be routed to the QA1/QA2 available at that time provided the feature of accepting red flag files is enabled in his/her account settings.

The red flagged audio files will go to the MT Admin only when this option is not enabled.

**20.12** Alternative MT/QA File Assignment: This feature is based on fixed routing module (workpool type set for the doctor in workpool settings). System routes the files to the selected alternative MT/QA1/QA2 if the present MT/QA1/QA2 is unavailable or when settings like workdays, maximum assignment of files/day, maximum assignment of minutes/day or week set for him in the workpool information have reached their specified limit. System again checks similar settings of the selected MT/QA1/QA2 and if they have also reached the specified limit, it routes the files to the MT Admin.

**20.13** Accept stat files? : If this option is checked, the MT/QA1/QA2 is ready to transcribe/edit the stat (urgent) files. The system will consider this MT/QA1/QA2 while assigning the stat audio files.

**20.14** Accept all Report Types? : If this option is enabled, the MT/QA1/QA2 is ready to transcribe all kinds of reports without any preference.

Report/Work Type Preference: Some MTs/QA1/QA2s are specialized in transcribing/editing reports for specific medical areas such as cardiology, pathology, orthopedics, etc. They prefer to transcribe/edit reports for the specialized area. Their preferences can be set up to four levels or none if no such specific preferences. Files will be assigned accordingly.

**20.15** 1<sup>st</sup> Report/Work Type Preference

**20.16** 2<sup>nd</sup> Report/Work Type Preference

**20.17** 3<sup>rd</sup> Report/Work Type Preference

**20.18** 4<sup>th</sup> Report/Work Type Preference

**20.19** Accept all dictators? : If this option is enabled, the MT/QA1/QA2 is ready to transcribe/edit reports for all of the dictators (doctors).

Dictator Preference: Some MTs/QA1/QA2s prefer to transcribe a particular doctor's file. Their doctor (dictator) preference can be set up here and files will be assigned accordingly.

**20.20** 1<sup>st</sup> Dictator Preference

**20.21** 2<sup>nd</sup> Dictator Preference

**20.22** 3<sup>rd</sup> Dictator Preference

**20.23** 4<sup>th</sup> Dictator Preference

## **22.0 IP Tracking and Blocking:**

The MT/QA1/QA2 can track the IP Addresses from whatever log in and log out event occurs if the Master Admin enables this feature.

**22.1** Enable feature: IP Tracking? – The account user can track the IP Addresses from which his/her account is accessed if this feature is enabled.

**22.2** Enable feature: IP-specific access? – If the MT Admin enables this feature for the MT, the system will not allow anyone to log into the MT's account from an IP Addresses other than those specified below:

**22.2a** #1 Allow login from IP:

**22.2b** #2 Allow login from IP:

**22.2c** #3 Allow login from IP:

**22.2d** #4 Allow login from IP:

**22.2e** #5 Allow login from IP:

**22.3** Enable feature: IP Range Blocking? – If the MT Admin enables this feature, the system will

not allow anyone to login from the IP Address belonging to the specified range here.

**22.3a** #1 Blocked IP Range:

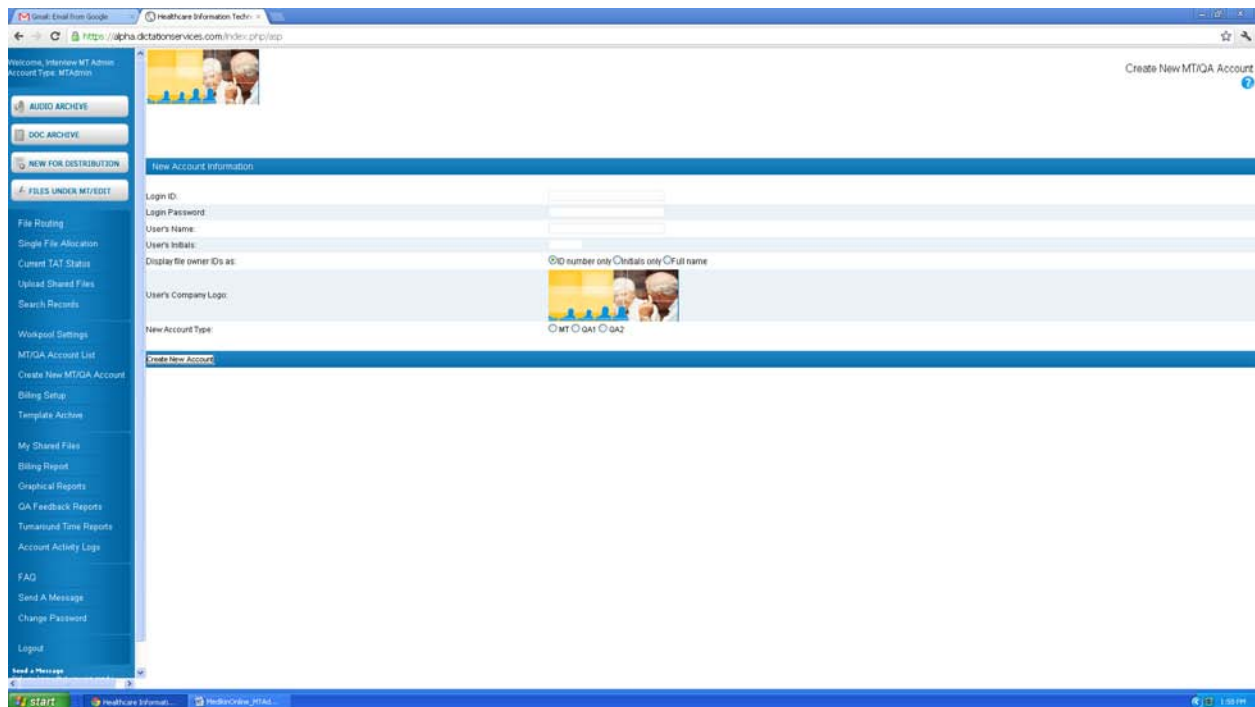
**22.3b** #2 Blocked IP Range:

**22.3c** #3 Blocked IP Range:

**22.3d** #4 Blocked IP Range:

## **Create New MT/QA Account**

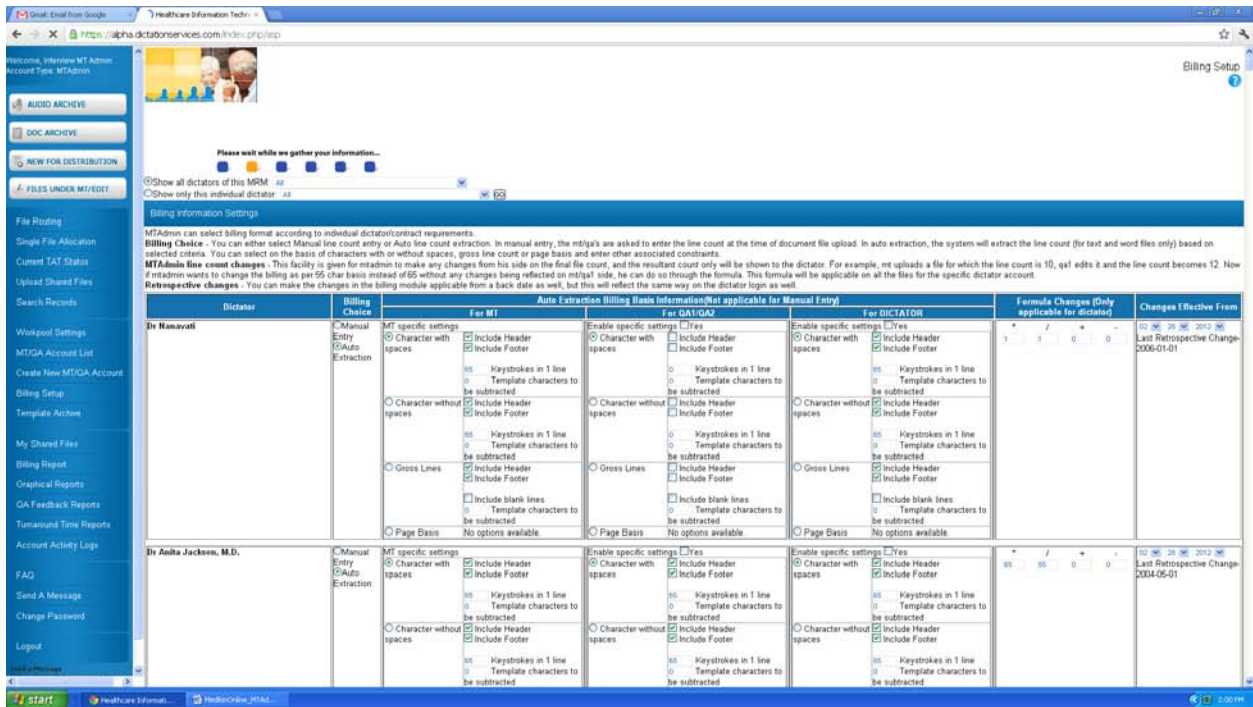
“Create New Account” enables the MT Admin to create new accounts for transcriptionists and QA editors.



### Steps to create a new account:

1. Login ID: The MT/QA logs into the system through this Login ID.
2. Login Password: This authenticates the user to log into the system.
3. User's Name: Name of the user of the account.
4. User's Initials: User's initials have to be entered as required.
5. Display file owner IDs as: This option displays the File Owner ID as any one of these depending upon the radio button selected.  
ID Number Only – The system will display the file owner as his/her Login ID.  
Initials – The system will display the file owner's initials as entered in the "User's Initials" text box.  
Full name – The system will display the file owner as the user's full name.
6. User's Company Logo: The logo of the transcription company, i.e. MTSO where the MT/QA is employed. This is inherited from the value given in the MT Admin account.
7. New Account Type: Select the respective radio button according to the type of account being created. Three options are available: MT, QA1, and QA2.
8. Click the "Create New Account Button."





## Billing Setup

Billing Setup option provides you with the flexibility to set up separate billing formula for the doctors as per their individual requirements. On the basis of these settings, system generates the billing report when requested by any user.

### Billing Information Settings

This part of the screen gives a small description of various billing settings.

#### Column Details

1. Dictator: This column displays the doctor's user name.
2. Billing Choice: This column displays two kinds of billing options.
  - Manual Entry – Here MT/QA is required to enter the line count at the time of document file upload.
  - Auto Extraction - Here system generates the line count for the document file at the time of upload.
3. Billing Basis and Billing Basis Information: Settings made here will be applicable only for auto extraction. You can select any of the billing bases available-

- Character with Spaces – System counts the “spaces” also for the generation of line count.
- Character without Spaces – System will not count the “spaces” for the generation of line count.
- Gross Lines – System will count the lines without considering the number of keystrokes.
- Page Basis – System will count the lines on page basis.

Further choices are as follows

- Include Header – If this is selected, system will include the headers of document file while line count generation.
  - Include Footer – If this is selected, system will include the footers of the document file while line count generation.
  - Keystrokes – This entry decides the number of keystrokes that will make one line.
  - Template Characters to be subtracted – Doctor sometimes want their dictation in a standard format and so they send the templates to the transcriptionists. These templates include the words or characters typed in by the doctor. If this choice is enabled, system will subtract these characters while line count generation.
4. MT Admin Line Count Changes: This facility enables you to make any changes from your side on the final file count, and the resultant count only will be shown to the doctor.
  5. Change Effective From: MT Admin can also make the changes in the billing module applicable from a back date as well, but this will reflect the same way on the doctor login as well.

# Template Archive

System provides the doctor with the flexibility of uploading the templates along with the audio file. Templates are the pre decided format in which doctor wants his dictation to be transcribed. Template Archive is a store of all the templates uploaded by the doctors. MT Admin has the flexibility to manage the templates through this option. Count of total templates is displayed at the top of the page.



## Column details:

All the column buttons  are sorting buttons.

1. Template ID: This column shows the unique ID assigned to every template automatically by the system when the doctor uploads it.
2. Template Name: This column displays the name given by the doctor to the template while uploading it.
3. File Name: This column displays the actual name of the template file with its extension.
4. Owner ID: This column shows the ID of the dictator (doctor) who uploaded the file.
5. Default: Doctor has the flexibility to mark a template as default while uploading it so that system automatically picks up this template whenever he uploads any audio file. If doctor uploads any other template along with the audio file, the system picks up this template and

not the default one. This column shows the tick mark with “Default” mouse over image if the template is default.

6. Last Modified Date: This column shows the date when last modification was made in the template.
7. Remarks: This column shows the comment added by the doctor while uploading the template.

## **Checkbox Functions**

At the bottom of the page, there is a checkbox function to facilitate multiple template download on a single click. MT Admin can check mark the templates and can perform the following function:

- Download Selected Templates

### **Steps to download the templates:**

#### **First Way** (To download multiple template files at a time)

1. Click on the check box in front of the Template ID you want to download.
2. You can select multiple templates to download.
3. Go at the bottom of the page to select "Download Selected Templates" radio button.
4. Click "Perform Checkbox Operation" button.

#### **Second Way** (To download a single file)

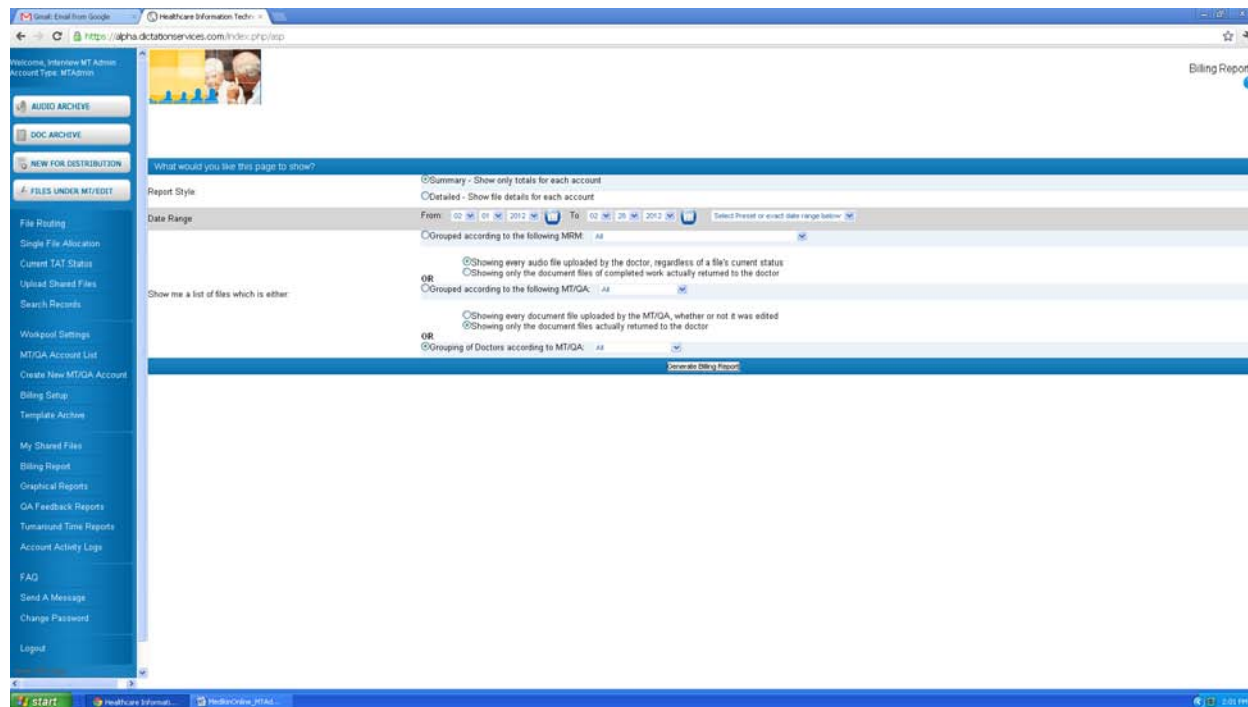
1. Click on the ID of the Template, which MT wants to download. The hyperlink will redirect him to a page showing all the details of the file.
2. At the bottom, click the “Download this Template” button

### **Steps to view template:**

1. Click the ID of the Template in the “Template ID” column. The hyperlink will redirect you to a page showing all the details of the template.
2. Click the “View this Template” button at the bottom.

## Billing Report

This feature provides the facility of generating an online billing report to the MT Admin. He/she has an option to generate a Summary or Detailed billing report for a specific account for a particular period depending on the type of file, i.e. an audio file or a document file. The Summary Report gives a snap-shot view of the number of lines transcribed, the number of dictation minutes and the number of fax pages sent from the server during the selected period. The Detailed Report gives file-to-file billing details of the account for the selected period.



## Report Criteria

The MT Admin can generate the Billing report on a doctor or an MT/QA for a particular duration with the help of the Report Criteria functionality.

- Report Type – Select the report type, either Summary or Detailed based on the requirement.
  - Summary – Show only totals for each account. The Summary Report gives a snap-shot view of the billing report for the particular account selected.
  - Detailed - Show file details for each account. The Detailed Report gives file-to-file billing details for the account selected.
- Date Range - Select the date duration for which you want to view the billing report.
- Report Format – Select the report format based on the requirement.
  - Doctor Based– Show report for account. This drop down list shows the names of all the doctors. By default “All” is selected.
    - Audio File Basis (All Audio files irrespective of file status) – The Billing Report is generated on an audio file basis, whatever their status.

Document File Basis (Completed audio files only) – The Billing Report is generated based only on completed document files.

- MT/QA Based – Show Report for Account. This drop down list shows the names of all the MTs/QAs. By default “All” is selected.

All levels of document files (MT/QA1/QA2) – The Billing Report is generated for all levels of document files regardless of their status.

A completed document file only – The Billing Report is generated for completed documents only.

## Steps to generate a billing report

1. Select the Summary or the detailed option.
2. Select the period (from date to date) for which the billing report is required.
3. Select the report format, i.e. the account of the Dictator or the Transcriptionist from the options given.
4. Click the "Generate Billing Report" button.

Before every billing report, information regarding the account (doctor or MT/QA) and the date duration is displayed.

When a Summary Report is generated on the MT basis, the screen appears this way.

The screenshot shows a web application interface for generating a billing report. The interface is divided into a sidebar on the left and a main content area on the right. The sidebar contains various navigation options such as "AUDIO ARCHIVE", "DOC ARCHIVE", "NEW FOR DISTRIBUTION", "FILES UNDER REVIEW", "File Routing", "Single File Allocation", "Current TAT Status", "Upload Shared Files", "Search Records", "Workspace Settings", "MT/QA Account List", "Create New MT/QA Account", "Billing Setup", "Template Archive", "My Shared Files", "Billing Report", "Graphical Reports", "QA Feedback Reports", "Turnaround Time Reports", "Account Activity Logs", "FAQ", "Send A Message", "Change Password", and "Logout".

The main content area displays the "What would you like this page to show?" section, which includes options for "Report Style" (Summary - Show only totals for each account or Detailed - Show file details for each account), "Date Range" (From 02/01/2012 To 02/28/2012), and "Show me a list of files which is either" (Grouped according to the following MRM, Showing every audio file uploaded by the doctor, regardless of a file's current status, Showing only the document files of completed work actually returned to the doctor, Grouped according to the following MT/QA, Showing every document file uploaded by the MT/QA, whether or not it was edited, Showing only the document files actually returned to the doctor, or Grouping of Doctors according to MT/QA).

Below the configuration options, a "Generate Billing Report" button is visible. The resulting report is titled "Summary Billing Report (Doctor Based) for 02-01-2012 - 02-28-2012 : 427". The report table has the following columns: Doctor, No. Reports, Total File Size, Software File Length, Software File Length(Ms), Software TADP Lines, Other File Size, Other File Length, Other File Length(Ms), Other TADP Lines, Failed, Total Files, Account Bal (rs), and Total Inv.

Doctor	No. Reports	Total File Size	Software File Length	Software File Length(Ms)	Software TADP Lines	Other File Size	Other File Length	Other File Length(Ms)	Other TADP Lines	Failed	Total Files	Account Bal (rs)	Total Inv
David Flapper	0	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	0	0
DEMO ACCOUNT - RAD Solutions	0	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	0	0
Dr. John Khan	23	10445 K	109M 44S	1H 49M 44S	933.9 L + -24.3 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	376.5	0
Dr. Kates Tony	278	68278 K	719M 48S	1H 58M 48S	6454.1 L + -345.1 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	5916.1	0
Dr. Nisha Konstantinova	47	18011 K	189M 9S	3H 0M 9S	1754.9 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	232.3	0
Neelam Gupta	0	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	0	0
Sangeet Zangopal, M.D.	79	22772 K	239M 1S	3H 59M 1S	2172.2 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	597.5	0
Wendy Montello	0	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0 K	0M 0S	0H 0M 0S	0 L + -0 L	0	0	0	0
<b>Grand Totals</b>	<b>427</b>	<b>119506 K</b>	<b>1254M 42S</b>	<b>0H 0M 0S</b>	<b>13304.7 L + 369.4 est. L</b>	<b>0 K</b>	<b>0M 0S</b>	<b>0H 0M 0S</b>	<b>0 L + 0 est. L</b>	<b>0</b>	<b>0</b>	<b>7022.4</b>	<b>0</b>

An "Export to Microsoft Excel" button is located below the table.

When a detailed billing report is generated, on a doctor basis, the screen appears this way.

The screenshot shows the Alpha Dictation Services web application. The main content area displays a 'Detailed Billing Report (Doctor Based - Dr. John Kline) for 02-01-2012 - 02-29-2012: 23'. The report is filtered by 'Report Style: Detailed', 'Date Range: 02/01/2012 to 02/29/2012', and 'Grouped according to the following MRM: JPHM/RD - Neelam Gupta Office Manager'. The report shows a list of audio files with columns for 'Audio File ID', 'Dictator', 'No. Reports', 'Tollfree File Size', 'Tollfree File Length', 'Tollfree File Length (Sec)', 'Other File Size', 'Other File Length', 'Other File Length (Sec)', 'Other File Length (Sec)', 'Keystrokes', and 'Special Rate'.

Audio File ID	Dictator	No. Reports	Tollfree File Size	Tollfree File Length	Tollfree File Length (Sec)	Other File Size	Other File Length	Other File Length (Sec)	Other File Length (Sec)	Keystrokes	Special Rate
9302685	2013-02-07	133863423	34.3	Kline_John---0903064-CIDB-02072012-152766-.wav	293K	3M 55	04 3M 55	32.2	--	--	0
9303101	2013-02-07	133863423	20.3	Kline_John---0903064-CIDP-02072012-192004-.wav	310K	3M 185	04 3M 185	30.6	--	--	0
9302084	2013-02-07	133863423	20.5	Kline_John---0903064-CIDM-02072012-155712-.wav	330K	3M 280	04 3M 280	30.9	--	--	0
9302687	2013-02-07	133863423	22.7	Kline_John---0903064-CIDF-02072012-153304-.wav	459K	4M 180	04 4M 180	40.5	--	--	0
9303078	2013-02-07	133863423	18.7	Kline_John---0903064-CIDG-02072012-185312-.wav	479K	5M 25	04 5M 25	43.3	--	--	0
9303087	2013-02-07	133863423	18.3	Kline_John---0903064-CIDH-02072012-180327-.wav	486K	5M 65	04 5M 65	49.6	--	--	0
9303091	2013-02-07	133863423	19.9	Kline_John---0903064-CIDJ-02072012-180238-.wav	429K	4M 315	04 4M 315	44.6	--	--	0
9303162	2013-02-07	133863423	8.3	Kline_John---0903064-CIDK-02072012-182543-.wav	503K	5M 175	04 5M 175	53.8	--	--	0
9303099	2013-02-07	133863423	6	Kline_John---0903064-CIDL-02072012-181613-.wav	588K	5M 595	04 5M 595	49.6	--	--	0
9307292	2013-02-14	133863423	19.4	Kline_John---0903064-CIDM-02142012-180239-.wav	340K	3M 345	04 3M 345	38.1	--	--	0
9307284	2013-02-14	133863423	19.3	Kline_John---0903064-CIDN-02142012-175956-.wav	415K	4M 225	04 4M 225	38.0	--	--	0
9307387	2013-02-14	133863423	7.5	Kline_John---0903064-CIDO-02142012-180243-.wav	651K	6M 505	04 6M 505	64.6	--	--	0
9306463	2013-02-14	133863423	2.2	Kline_John---0903064-CIDP-02142012-180333-.wav	284K	2M 590	04 2M 590	29.9	--	--	0
9412203	2013-02-21	133863423	22.9	Kline_John---0903064-CIDQ-02212012-162167-.wav	280K	2M 445	04 2M 445	24.2	--	--	0
9412207	2013-02-21	133863423	22.8	Kline_John---0903064-CIDR-02212012-162149-.wav	275K	2M 530	04 2M 530	19.2	--	--	0
9412190	2013-02-21	133863423	22.7	Kline_John---0903064-CIDS-02212012-161201-.wav	278K	2M 550	04 2M 550	25.8	--	--	0
9412582	2013-02-21	133863423	19.8	Kline_John---0903064-CIDT-02212012-185416-.wav	342K	3M 355	04 3M 355	33.4	--	--	0

## Column Details

Each column has a blue button  that will sort all of the data when clicked.






## When Report Style – Summary, Report Format – Doctor Based, Audio Files

- 1. Dictator:** This column shows the user name of the doctor (dictator) to whom the audio file belongs.
- 2. No. Reports:** This column shows the count of reports transcribed for the particular period.
- 3. Tollfree File Size:** This column shows the total size of the audio files in KB (Kilobytes) dictated through the Toll Free Service in terms of bytes.
- 4. Tollfree File Length:** This column displays the total length of the audio files dictated through the Toll Free Service in terms of minutes and seconds (time).

5. **Other File Size:** This column shows the total size of the audio files in KB (Kilobytes) dictated through other modes in terms of bytes.
6. **Other File Length:** This column shows the total length of the audio files dictated through other modes in terms of minutes and seconds (time).
7. **Faxed:** This column displays the number of pages that were faxed.

## **When Report Style –Detailed, Report Format – Doctor Based, Audio Files**

### **Column Details**

1. Audio File ID – This column displays the audio file ID.
2. Dictation Date – This column displays the upload date of the audio file by the doctor.
3. Dictator – This column shows the dictator (doctor) ID who owns the audio file.
4. Status: It shows the status of the audio file:
  -  Simple Yellow – if the MT has the file for transcription
  -  Yellow 1 – if the QA1 has the file for editing
  -  Yellow 2 – if the QA2 has the file for further editing
  
  -  Green – if completed
  -  Red – if the MT has not downloaded the file.
5. Audio File Name: This column shows the audio file name.
6. Tollfree File Size: This column shows the total size of the audio files dictated through the Toll Free Service in terms of KB (kilobytes).
7. Tollfree File Length: This column displays the total length of the audio files dictated through the Toll Free Service in terms of minutes and seconds (time).
8. Other File Size: This column shows the total size of the audio files in KB (Kilobytes) dictated through other modes in terms of bytes.
9. Other File Length: This column shows the total length of the audio files dictated through other modes in terms of minutes and seconds (time).
10. Faxed: This column displays the number of pages that were faxed.

At the end of the report following information is displayed:

Grand Totals:

Total Audio Files:

Tollfree Length: \_ Minute(s) \_ Second(s)

Tollfree Size: \_ KB

Other Length: \_ Minute(s) \_ Second(s)

Other Size: \_ KB



Faxed: \_

### **When Report Style – Summary, Report Format – Doctor Based, Document Files**

1. Dictator: This column shows the user name of the doctor (dictator) to whom the audio file belongs.
2. No. Reports: This column shows the count of reports transcribed for the particular period.
3. Extracted Line Count: This column shows the line count generated by the system as per the doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.
4. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
5. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
6. Audio File Length: This column displays the total length of the audio files.
7. Line/Length: This column displays the calculated result of line divided by length.
8. Faxed: This column displays the count of pages those were faxed.

### **When Report Style –Detailed, Report Format – Doctor Based, Document Files**

1. Document File ID: This column shows the document file ID.
2. Work Date: This column displays the upload date of the document file by the MT.
3. MT: This column shows the user name of the MT/QA1/QA2 who uploaded the file last
4. Dictator: This column displays the user name of the doctor (dictator) to whom the corresponding audio file belongs.
5. Patient Name: This column displays the patient name.
6. Document File Name: This column shows the document file name.
7. Document File Size: This column displays the document file size.
8. Extracted Line Count: This column shows the line count generated by the system as per the doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.
9. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
10. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
11. Audio File Length: Size or length of the corresponding audio file is displayed in this column.

12. Line/Length: This column displays the calculated result of line divided by length.
13. Faxed: This column displays the count of pages that were faxed.

At the end of the report following information is displayed:

Grand Totals:

Reports:

Documents File Size: \_KB

Extracted Line Count: \_ Line(s) \_ Waiting

Entered Line Count: \_ Line(s)

Final Line Count: \_ Line(s)

Audio File Length: \_ Minute(s) \_ Second(s)

Faxed: \_

### **When Report Style –Summary, Report Format –MT/QA Based, All Level of Document Files**

1. MT: This column displays the user name of the MT/QA1/QA2 depending upon the selection.
2. Account Type: Information regarding the type of account is shown (MT, QA1, QA2) in this column.
3. No. Reports: This column displays the count of document files.
4. Extracted Line Count: This column shows the line count generated by the system as per the doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.
5. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
6. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
7. Audio File Length: This column displays the total audio file length in terms of minutes and seconds.

### **When Report Style –Detailed, Report Format –MT/QA Based, All Level of Document Files**

1. Document File ID: This column shows the document file ID.
2. Work Date: This column displays the upload date of the document file by the MT/QA1/QA2.
3. MT: This column shows the MT/QA1/QA2 ID who last uploaded the file.
4. Dictator: This column displays the user name of the doctor (dictator) to whom the corresponding audio file belongs.
5. Patient Name: This column displays the patient name.
6. Document File Name: Name of the document file is displayed in this column.
7. Document File Size: This column displays the document file size.
8. Extracted Line Count: This column shows the line count generated by the system as per the

doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.

9. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
10. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
11. Audio File Length: Size or length of the corresponding audio file is displayed in this column.
12. Line/Length: This column displays the calculated result of line divided by length.
13. Faxed: This column displays the number of pages that were faxed.

At the end of the report following information is displayed:

Grand Totals:

Reports:

Documents File Size: \_KB

Extracted Line Count: \_ Line(s) \_ Waiting

Entered Line Count: \_ Line(s)

Final Line Count: \_ Line(s)

Audio File Length: \_ Minute(s) \_ Second(s)

Faxed: \_

### **When Report Style –Summary, Report Format –MT/QA Based, Completed Document Files Only**

1. MT: This column displays the user name of the MT/QA1/QA2 depending upon the selection.
2. Account Type: Information regarding the type of account is shown (MT, QA1, QA2) in this column
3. No. Reports: This column displays the count of document files.
4. Extracted Line Count: This column shows the line count generated by the system as per the doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.
5. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
6. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
7. Audio File Length: This column displays the total audio file length in terms of minutes and seconds.

## **When Report Style –Detailed, Report Format –MT/QA Based, Completed Document Files Only**

1. Document File ID: This column shows the document file ID.
2. Work Date: This column displays the upload date of the document file by the MT/QA1/QA2.
3. MT: This column shows the MT/QA1/QA2 ID who last uploaded the file.
4. Dictator: This column displays the user name of the doctor (dictator) to whom the corresponding audio file belongs.
5. Patient Name: This column displays the patient name.
6. Document File Name: Name of the document file is displayed in this column.
7. Document File Size: This column displays the document file size.
8. Extracted Line Count: This column shows the line count generated by the system as per the doctor specific billing attributes if “Auto Extraction” feature is enabled for the doctor concerned.
9. Entered Line Count: This column displays the line count entered by the MT/QA at the time of file upload, if “Manual Entry” is enabled under “Billing Choice” in “Billing Setup” for the doctor.
10. Final Line Count: This column displays the final line count after the applicable MT Admin formula changes. There are three cases:
  - When “Auto Extraction” feature is enabled for the doctor, this column displays the line count generated by the system.
  - When “Manual Entry” feature is enabled for the doctor, this column displays the line count entered by the MT/QA at the time of file upload.
  - When the “Suggested Line Count Feature” is enabled in account settings of MT Admin, this column displays the line count entered by the MT/QA.
11. Audio File Length: Size or length of the corresponding audio file is displayed in this column.
12. Line/Length: This column displays the calculated result of line divided by length.
13. Faxed: This column displays the number of pages that were faxed.

At the end of the report following information is displayed:

Grand Totals:

Reports:

Document Size: \_KB

Extracted Line Count: \_ Line(s) \_ Waiting

Entered Line Count: \_ Line(s)

Final Line Count: \_ Line(s)

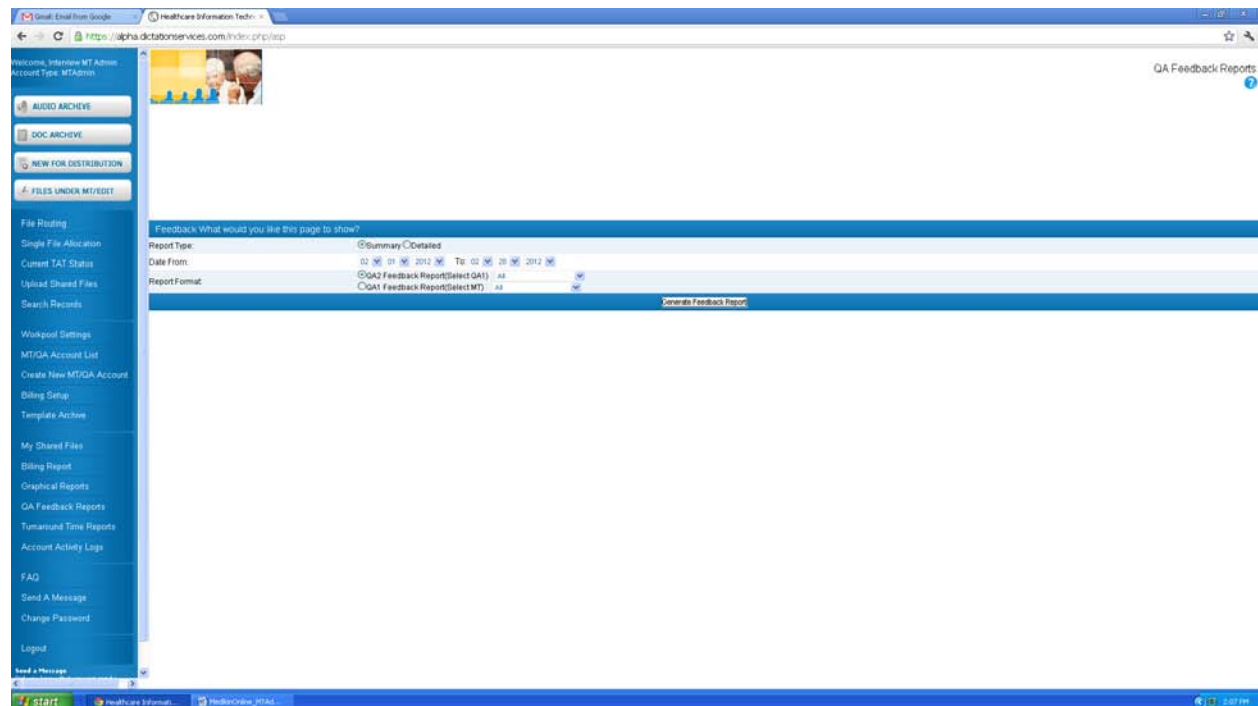
Audio File Length: \_ Minute(s) \_ Second(s)

Faxed: \_

## **QA Feedback Reports**

The QA Feedback feature helps the MT Admin to keep track the performance of his/her transcriptionists and editors. Editors at the 1<sup>st</sup> level give performance feedback on the transcriptionists, while editors at the 2<sup>nd</sup> level give performance feedback on the Level 1 editors based on various criteria: no edits, format errors, clinical errors, ADT Tags, Typos, approved

reports, no rating, etc. He/she can generate the summary or detailed feedback report for any MT or QA1 given by the QA1 or the QA2 respectively.



## Feedback Report Criteria

The MT Admin can generate the feedback report of the QA1 and the QA2 with the help of the Feedback Report Criteria functionality.

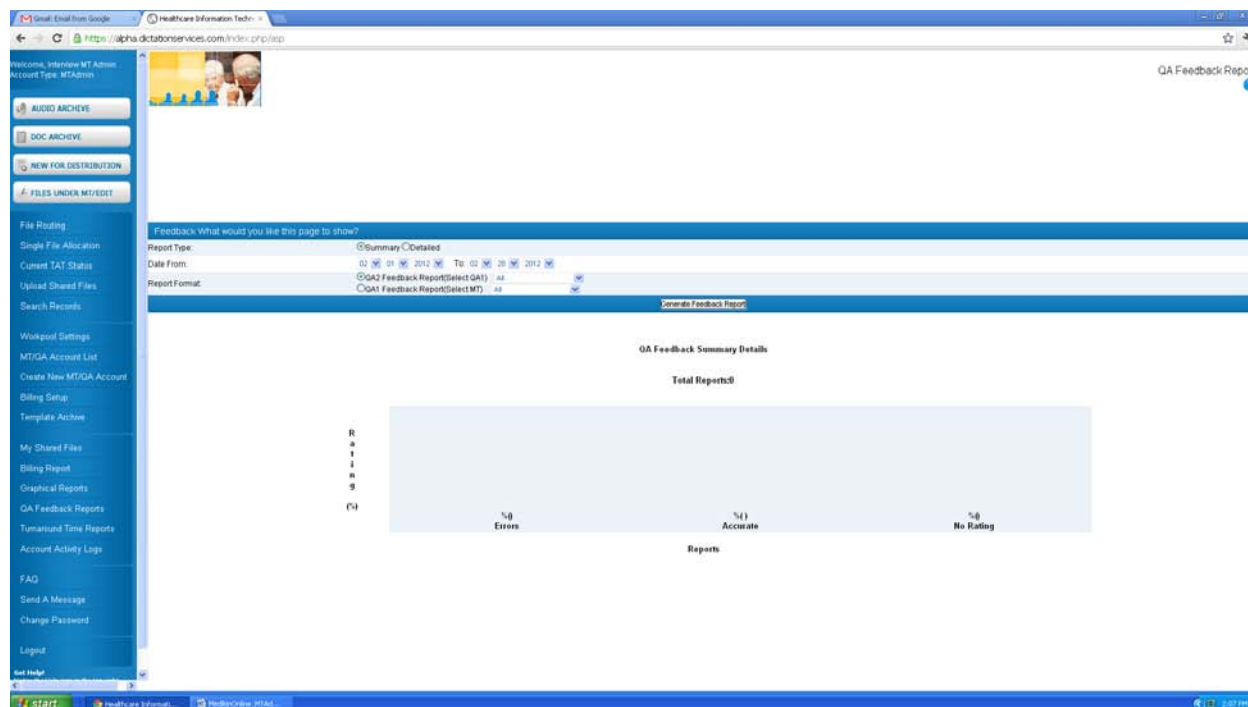
- Report Type: Select the report type, either Summary or Detailed as required.
  - Summary – The Summary Feedback report is the graphical representation of performance for the selected MT or QA1.
  - Detailed – The Detailed Feedback Report gives a file-to-file feedback report.
- Date from – to: Select the date duration for which you want to view the feedback report.
- Report Format –Select the report format according to the requirement.
  - QA2 Feedback Report (Select QA1): This drop down list shows the names of all the MTs for whom the QA1 gave the performance feedback.
  - QA1 Feedback Report (Select QA2): This drop down list shows the names of all the QA1s for whom the QA2 gave the performance feedback.

## Steps to generate QA Feedback report

1. Select the report type – Summary or Detailed.
2. Select the period for which the MT Admin wants to view the feedback report.
3. Select the report format – QA1 feedback or QA2 feedback.
4. Select the particular MT or QA1 whose performance feedback report he/she wants to view.
5. Click the “Generate Feedback Report” Button.

## Summary Feedback Report

The Summary Feedback report is the graphical representation of performance of a selected MT or QA1. At the top of the bar graph, a total number of reports transcribed by the selected MT or edited by the selected QA1 are displayed. There are reports on the X-axis while on the Y axis there are ratings in the form of different percentage of errors.



**There are three bars showing errors, accurate and no rating. Above each bar, a percentage of files having errors are displayed.**

1. Errors – This bar is divided into five parts, which signify five types of errors:
  - Clinical errors – Errors related to results of lab reports (blood test, sugar test etc) are shown in maroon.
  - Format errors – Errors related to templates are shown in red.
  - Typos errors – Errors related to typing (spelling) are shown in red.
  - Blanks (where not required) are shown in orange.
  - ADT/Tag errors – Errors related to tagging and ADT interface are shown in orange.
2. Accurate – This bar is divided into two parts signifying two kinds of reports:
  - No Errors – When the QA1 (for MT) or the QA2 (for QA1) selects the option of “No Edits” while uploading the file, it appears as No Errors in sea green.
  - Approved Reports – When the QA1 (for MT) or the QA2 (for QA1) does not select an option while uploading the file, it is understood that reports have been approved by them and are shown in a dark bottle green color.
3. No Rating – Entire Bar signifies the reports that were not rated by the QA1/QA2. When the QA1 (for MT) or the QA2 (for QA1) selects the option of “No Rating” while uploading the file, the result is shown in black.


## Detailed Feedback Report


The Detailed Feedback Report gives file-to-file details regarding errors or approval.

The screenshot shows a web application interface for a 'Detailed Feedback Report'. The browser address bar shows 'https://alpha.dctabonservices.com/index.php/esp'. The page has a blue header with 'QA Feedback Report' and a question mark icon. Below the header, there's a search filter section with 'Report Type' set to 'Summary', 'Date From' set to '01/01/2011', and 'Date To' set to '02/28/2012'. The main content area displays a table with the following columns: Doc File ID, MT ID, Document File, Transcription Date/Time, Dictator, Public File ID, QA1 ID, List File, and Billing Comment. The table contains 15 rows of data. A blue button with a double arrow is positioned above the table.

## Column Details

Each column has a blue button  that will sort all of the data when clicked.

1. Doc File ID – This column displays the file ID transcribed or edited by the MT or the QA1.
2. MT/QA1 ID – This column shows the MT ID who transcribed the file or the QA1 ID who edited the file.
3. Document File ID – This column displays the document file name.
4. Transcription Date/Time – This column displays upload date and time of the document file.
5. Dictator – This column shows the dictator (doctor) ID to whom the audio file belongs.
6. Audio File ID – This column shows the audio file ID assigned to the file by the system when the doctor uploads it.  
It also displays a  green button to signify that the file is online with a “Listen to Audio File” mouse-over image. Click it to play the audio file.

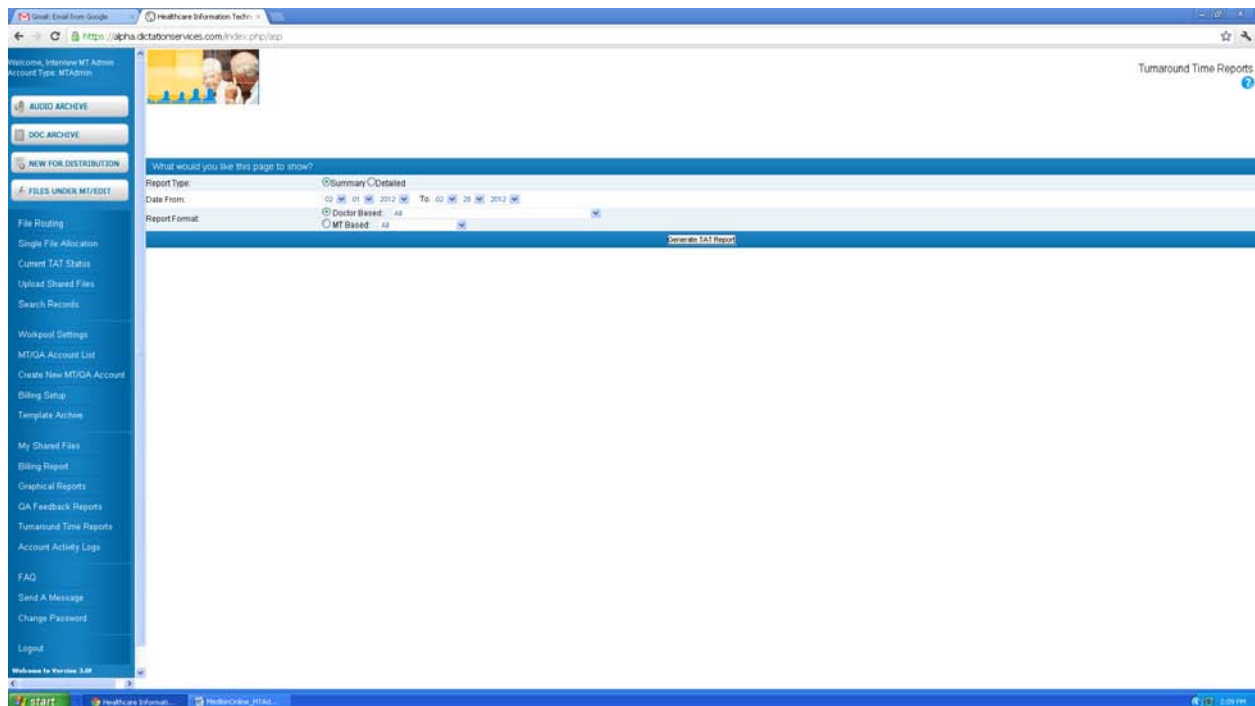
It displays  a red button if the file is offline with a “File Offline (Click to Send Message)” mouse-over image. Click this button to send a message to the Site Administrator to get the file online.

7. QA1/QA2 ID – This column shows the QA1 ID (if report format is chosen as QA1) or the QA2 ID (if report format is chosen as QA2).
8. QA1/QA2 File – This column shows the QA1 file ID (if report format is QA1) or the QA2 file ID (if report format is QA2).
9. C – This column shows dark bottle green if the file has Clinical Errors.
10. F - This column shows blue if the file has Format Errors.
11. T - This column shows ash if the file has Typos Errors.
12. B - This column shows dark green if the file has Blanks.
13. A - This column shows red if the file has ADT/ Tag Errors.
14. NE - This column shows black if the file has No Edits.
15. NR - This column shows different colors for the approved files and the files which have not been rated.
16. Rating Remark – This column shows the remark made by the QA1 (for MT) or the QA2 (for QA1) for the file.



## Turnaround Time Reports

The Turn Around Time report gives an assessment of how the transcription company (MTSO) is performing in terms of uploading the transcribed documents. This option generates a Summary or Detailed report on doctor/MT/QA1/QA2 account basis for the selected time duration. The Summary Report gives a snap-shot view of the TAT details for normal and urgent reports. The Detailed Report gives file-to-file TAT details of an account.



## Report Criteria

The MT Admin can generate the TAT report on a doctor or an MT/QA basis with the help of the Report Criteria functionality.

- Report Type – Select the report type, either Summary or Detailed according to the requirement.
  - Summary – The Summary Report give a snap-shot view of TAT for the audio files.
  - Detailed – The Detailed Report gives file-to-file TAT details.
- Date from – to: Select the date duration for which you want to view the report.
- Report Format – Select the report format according to the requirement.
  - Doctor Based– This drop down list shows the names of all doctors. By default “All” is selected.
  - MT Based - This drop down list shows the names of all MTs/QAs. By default “All” is selected.

## Steps to generate TAT Report:

1. Select the Summary or the detailed option.
2. Select the period for which the TAT report must be generated.
3. Select the report format, i.e. the account (doctor based or MT based) for which the report must be generated.
4. Click the "Generate TAT Report" button.

## When the Summary Report option is selected:

The Summary Report gives a snap-shot view of the set and the actual TAT for both normal as well as urgent reports.



Summary TAT Report (Doctor Based) for 2012-02-01 - 2012-02-28 : 3033

Doc ID	Audio Files(Normal)	Avg TAT	Avg Delay	Audio Files(Urg)	Avg TAT	Avg Delay
Aaron Gordon West	0	0h	0h	0	0h	0h
Steven P Dikkar	11	43h	-31h	0	0h	0h
ASB Raj	0	0h	0h	0	0h	0h
AdminStaff	0	0h	0h	0	0h	0h
Alexander Glickman, MD	57	22h	1h	0	0h	0h
Allied Fayemi, MD	0	0h	0h	0	0h	0h
Allied Leonard Maura, MD	0	0h	0h	0	0h	0h
Alfredo O Fasta, MD	17	22h	1h	0	0h	0h
Alicia Wincowski	0	0h	0h	0	0h	0h
Alicson Barone, MD	0	0h	0h	0	0h	0h
Ami Pareek	0	0h	0h	0	0h	0h
Amir Farahani	2	19h	-7h	0	0h	0h
Amy Medley -John Hopkins University School of Public Health	0	0h	0h	0	0h	0h
Amy Palzer	0	0h	0h	0	0h	0h
Asia Miranda	0	0h	0h	0	0h	0h
Anita Pops, MD	0	0h	0h	0	0h	0h
Angelo A DelMarco, MD	13	17h	8h	0	0h	0h
Arizna Patel	0	0h	0h	0	0h	0h
Atin Clark	0	0h	0h	0	0h	0h
Anthony J Kresakakis, MD	80	18h	-15h	0	0h	0h
Anthony J Mangia, MD	0	0h	0h	0	0h	0h
Anthony Wilkpen Megode System	0	0h	0h	0	0h	0h
Arup Patel	0	0h	0h	0	0h	0h
Axel2	0	0h	0h	0	0h	0h
Aylen Glaser, MD	0	0h	0h	0	0h	0h
Baldev S Sandhu	0	0h	0h	0	0h	0h
Barbara Greer	0	0h	0h	0	0h	0h
Barbara Hollinger	0	0h	0h	0	0h	0h

## Column Details

Each column has a blue button  that will sort all of the data when clicked.

1. MT ID/Doc ID: This column displays the MT/QA ID if report format is MT based, and Doc ID if report format is Doctor based.
2. Audio files (Normal): This column shows the count of normal audio files.
3. Avg. TAT: This column shows the average of the actual TAT, i.e. the average of the time actually taken to complete and upload the normal files.

4. Avg. Delay: It shows the average of the delay time. If the Actual TAT exceeds the set TAT, this column shows the average of this delayed time for the particular account for normal files.
5. Audio files (Stat): This column shows the count of stat (urgent) audio files.
6. Avg. TAT: This column shows the average of the actual TAT, i.e. the average of the time actually taken to complete and upload the urgent files.
7. Avg. Delay: It tells the average of the delay time. If the Actual TAT exceeds the set TAT, this column shows the average of this delayed time for the particular account for urgent files.

### When the Detailed Report option is selected:

The Detailed Report gives all of the details regarding the TAT for each file.

**Detailed TAT Report (MT Based - Aileen)** for 2012-02-01 - 2012-02-28 - 15

SNo.	MT ID	Doc ID	Audio File ID	Submission Date	Submission Time	Document File ID	Transcription Date	Transcription Time	Line Count	Set TAT	Actual TAT	Difference	TAT Status
1	Aileen	Brandee Woelastigie	9398640	2012-02-14	12:30:00	9418267	2012-02-23	05:38:00	778 L	12 h	209.1 h	-197.1	🔴
2	Aileen	Roberta Riehm - UCSF	9392479	2012-02-11	17:49:00	9414571	2012-02-22	11:47:00	603 L	12 h	258 h	-246	🔴
3	Aileen	Okumura Diabetes	9385208	2012-02-08	13:16:00	9407196	2012-02-19	18:08:00	1018 L	12 h	244.8 h	-232.8	🔴
4	Aileen	Roberta Riehm - UCSF	9390839	2012-02-10	15:55:00	9393083	2012-02-12	23:22:00	288 L	12 h	55.5 h	-43.5	🔴
5	Aileen	Roberta Riehm - UCSF	9388052	2012-02-09	12:07:00	9393082	2012-02-12	23:22:00	73 L	12 h	83.3 h	-71.3	🔴
6	Aileen	Roberta Riehm - UCSF	9388051	2012-02-09	12:07:00	9393081	2012-02-12	23:22:00	536 L	12 h	83.3 h	-71.3	🔴
7	Aileen	Joan Bard	9363479	2012-01-29	14:52:00	9386891	2012-02-09	05:38:00	678 L	12 h	254.8 h	-242.8	🔴
8	Aileen	Joan Bard	9363489	2012-01-29	15:01:00	9385879	2012-02-09	18:52:00	943 L	12 h	243.9 h	-231.9	🔴
9	Aileen	HollyKirkland Walsh	9387501	2012-01-31	11:40:00	9384200	2012-02-08	06:07:00	874 L	12 h	186.5 h	-174.5	🔴
10	Aileen	HollyKirkland Walsh	9387502	2012-01-31	11:40:00	9383639	2012-02-09	01:35:00	627 L	12 h	181.9 h	-169.9	🔴
11	Aileen	Joan Bard	9363480	2012-01-29	14:54:00	9382992	2012-02-07	18:03:00	610 L	12 h	219.2 h	-207.2	🔴
12	Aileen	Roberta Riehm - UCSF	9353417	2012-01-24	18:43:00	9382278	2012-02-07	12:55:00	604 L	12 h	330.2 h	-318.2	🔴
13	Aileen	Roberta Riehm - UCSF	9365399	2012-01-30	16:40:00	9382233	2012-02-07	12:21:00	302 L	12 h	187.7 h	-175.7	🔴
14	Aileen	Brandee Woelastigie	9358608	2012-01-26	15:06:00	9371630	2012-02-01	23:29:00	815 L	12 h	152.4 h	-140.4	🔴
15	Aileen	Joan Bard	9350537	2012-01-23	22:57:00	9369725	2012-02-01	09:06:00	713 L	12 h	202.2 h	-190.2	🔴
<b>Totals :</b>									<b>9472L OW</b>	<b>180.0 h</b>	<b>2892.8 h</b>	<b>-2712.8 h</b>	<b>OK TAT Line counts : 0</b>
<b>Averages :</b>									<b>12 h</b>	<b>192 h</b>	<b>-180 h</b>	<b>Late TAT Line counts : 9472L OW</b>	



**Detailed TAT Report (MT Based - Aileen MT)** for 2012-02-01 - 2012-02-28 - 844

SNo.	MT ID	Doc ID	Audio File ID	Submission Date	Submission Time	Document File ID	Transcription Date	Transcription Time	Line Count	Set TAT	Actual TAT	Difference	TAT Status
1	Aileen MT	Robert John Leon, MD	9425279	2012-02-27	19:57:00	9425911	2012-02-28	04:08:00	20 L	12 h	8.2 h	3.8	🟢
2	Aileen MT	Robert John Leon, MD	9425309	2012-02-27	20:27:00	9425918	2012-02-28	04:08:00	16 L	12 h	7.7 h	4.3	🟢
3	Aileen MT	Robert John Leon, MD	9425295	2012-02-27	20:03:00	9425912	2012-02-28	04:08:00	28 L	12 h	8.1 h	3.9	🟢
4	Aileen MT	Robert John Leon, MD	9425287	2012-02-27	20:06:00	9425913	2012-02-28	04:08:00	17 L	12 h	8 h	4	🟢
5	Aileen MT	Robert John Leon, MD	9425292	2012-02-27	20:09:00	9425914	2012-02-28	04:08:00	17 L	12 h	8 h	4	🟢
6	Aileen MT	Robert John Leon, MD	9425294	2012-02-27	20:12:00	9425915	2012-02-28	04:08:00	17 L	12 h	7.9 h	4.1	🟢
7	Aileen MT	Robert John Leon, MD	9425298	2012-02-27	20:15:00	9425916	2012-02-28	04:08:00	17 L	12 h	7.9 h	4.1	🟢
8	Aileen MT	Robert John Leon, MD	9425310	2012-02-27	20:27:00	9425917	2012-02-28	04:08:00	25 L	12 h	7.7 h	4.3	🟢
9	Aileen MT	Cataldo Peter Cacace	9425355	2012-02-27	21:09:00	9425919	2012-02-28	04:08:00	22 L	12 h	7 h	5	🟢
10	Aileen MT	Anthony J. Kyrasakias, MD	9424448	2012-02-27	13:06:00	9425906	2012-02-28	04:08:00	36 L	3 h	14.9 h	-11.9	🔴
11	Aileen MT	Anthony J. Kyrasakias, MD	9424455	2012-02-27	13:12:00	9425907	2012-02-28	04:08:00	31 L	3 h	14.8 h	-11.8	🔴

### Column Details

Each column has a blue button  that will sort all of the data when clicked.

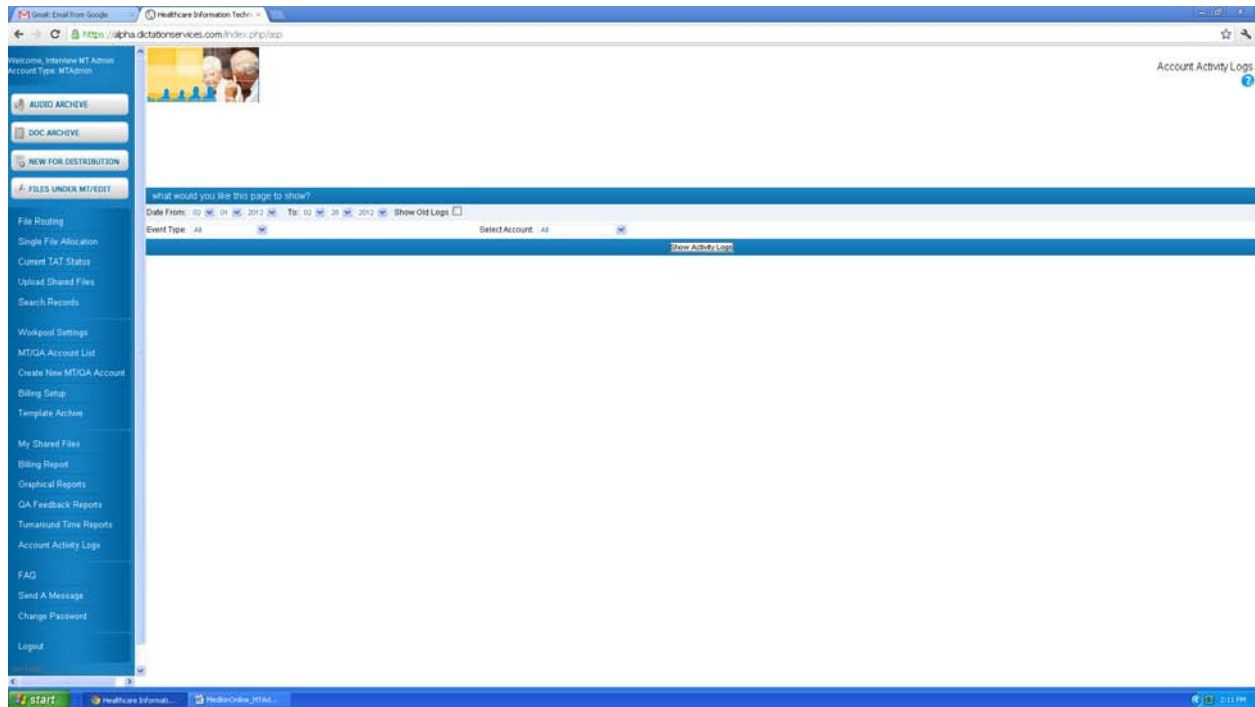
1. S No.: This column shows the Serial Number.
2. MT ID: This column displays the MT/QA ID depending upon the selection.

3. Doc ID: This column shows the doctor/dictator ID who owns the audio file.
4. Audio File ID: This column displays the Audio File ID.
5. Dictation Date/Time: The date and time of upload of the audio file is displayed in this column.
6. Document File ID: This column shows the document file ID of MT/QA depending upon the selection criteria.
7. Transcription Date/Time: This column displays the date and time of upload of document files.
8. Set TAT: According to the doctor's requirement, the TAT target for both normal and urgent files is set in the "TAT Settings" of his/her account. Whenever the doctor uploads the normal/stat (urgent) file, the system automatically picks up the set TAT. This column displays the TAT set for the doctor.
9. Actual TAT: This column shows the actual time taken (TAT) to complete and upload the file.
10. Difference: If the actual TAT is more than set TAT, this column shows a  red button with a "Late" mouse-over image. If the actual TAT is less than set TAT, a green button  with an "OK" mouse-over image is displayed.

Totals and averages of the set TAT, the actual TAT, and the difference is displayed at the bottom of the page.

## **Account Activity Logs**

The Account Activity Logs option helps the MT Admin to track all of the activities taking place in his/her account. It gives the details regarding the type of activity (event), date and time of its occurrence, and the account ID from where the event occurred. The MT Admin can also generate the report of recent activity on the event type (activity) or date basis.



## Report Criteria

- Date From – To -: The doctor can generate the report of recent activity for a particular duration for which he/she wants to view the report.
- Event Type: The MT Admin can generate the report on event basis. He/she can select the particular event from the drop down list. By default, “All” is selected. The following events are shown in the drop down list:
  - Routing
  - Audio
  - Document event
  - Template event
  - Logo event
  - File Deleted
  - Message Sent
  - File Emailed
  - File Faxed
  - File Corrected
  - File eSigned
  - File Unsigned
  - File Rejected
  - Login info

- Logout info
- Account Update
- File Split

- Account Type: The MT Admin can also generate the activity report on an MT/QA1/QA2 account basis.


## Steps to generate Recent Activity Log report

1. Select period/duration for which you want to generate the report.
2. Select the event from the drop down list or select "All" if a report of all the events is to be viewed.
3. Click the "Generate Activity Report" button.

Date	Time EST	Event Type	User	Activity
2012-02-28	12:22 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-26	17:35 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-26	05:41 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-26	09:28 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-24	11:04 EST	Routing	Aileen	[AUDI] 64B_legal_s_general_1.mp3 manually assigned to MT
2012-02-24	11:04 EST	Routing	Aileen	[AUDI] 64B_legal_s_general_2.mp3 manually assigned to MT
2012-02-24	11:04 EST	Routing	Aileen	[AUDI] 64B_legal_s_general_3.mp3 manually assigned to MT
2012-02-23	05:39 EST	Routing	Aileen	[DOC] Interv16_02-13-12.doc completed
2012-02-23	05:38 EST	File Emailed	Brandee Wloesslage	Interv16_02-13-12.doc emailed
2012-02-23	05:30 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-22	12:57 EST	Routing	Aileen	[AUDI] 001_FOLDER01_010_11080401_2011_08_04_11080401.mp3 manually assigned to MT
2012-02-22	12:07 EST	Routing	Aileen	[AUDI] 001_FOLDER01_011_11081001_2011_08_10_11081001.mp3 manually assigned to MT
2012-02-22	11:48 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-22	11:47 EST	Last Logout	Aileen	[Login IP:124.107.147.113]
2012-02-22	11:47 EST	Routing	Aileen	[Login IP:124.107.147.113]
2012-02-22	11:47 EST	Routing	Aileen	[DOC] 26_parents_2.doc completed
2012-02-22	11:46 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-19	21:12 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-19	01:44 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-19	01:39 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-19	20:55 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-19	18:06 EST	Routing	Aileen	[DOC] diabetesoldepantofocusgroup.doc completed
2012-02-18	18:06 EST	File Emailed	Olumura Diabetes	diabetesoldepantofocusgroup.doc emailed
2012-02-18	18:05 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-17	17:22 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-17	17:22 EST	Login Info	Aileen	[Login IP:124.107.147.113]
2012-02-16	17:59 EST	Login Info	Aileen	[Login IP:124.107.147.113]

## Column Details:

Click the "Generate Activity Report" button and a new screen will appear. The report information regarding the account ID and the selected date range is displayed. The following are the column details:

Each column has a blue button  that will sort all of the data when clicked.

1. **Date:** This column shows the date when the event occurred.
2. **Time:** This column displays the time the event occurred.

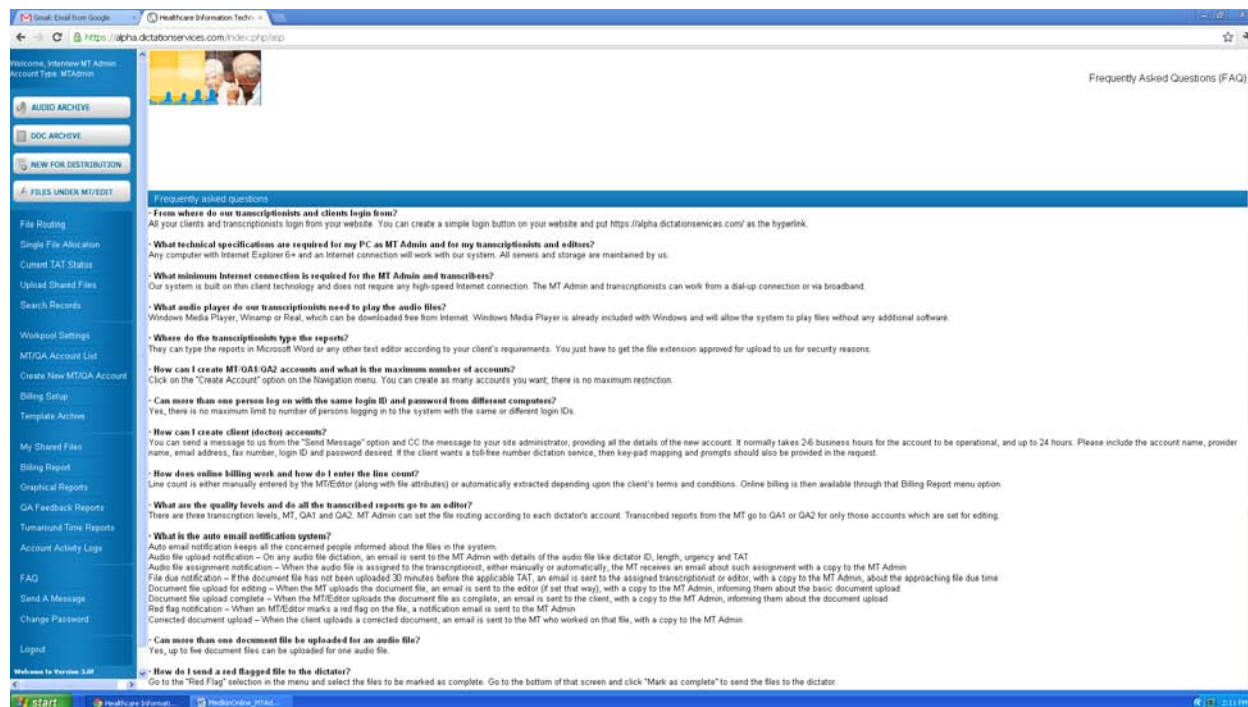
**3. Event Type:** This column displays the type of event. This display depends upon the selection made in the “Event Type Category” in Report Criteria.

**4. ID:** This column shows the account ID where the event occurred.

**5. Log:** This column gives the details regarding the type of file (audio or document) that was involved in the event and its name.

## FAQ

FAQ refers to Frequently Asked Questions, which act as quick reference for the MT Admin for his general queries. On clicking the FAQ option on the navigation menu, you get the screen similar to the one below.



The screenshot displays the MT Admin web application interface. The browser address bar shows the URL <https://alpha.dictationsservices.com/index.php/step>. The page title is "Frequently Asked Questions (FAQ)".

**Navigation Menu (Left Side):**

- WELCOME, Interview MT Admin  
Account Type: MTAdmin
- AUDIO ARCHIVE
- DOC ARCHIVE
- NEW FOR DISTRIBUTION
- FILES UNDER MY EYE
- File Routing
- Single File Allocation
- Current TAT Status
- Upload Shared Files
- Search Records
- Workshop Settings
- MTQA Account List
- Create New MTQA Account
- Billing Setup
- Template Actions
- My Shared Files
- Billing Report
- Graphical Reports
- QA Feedback Reports
- Turnaround Time Reports
- Account Activity Logs
- FAQ
- Send A Message
- Change Password
- Logout

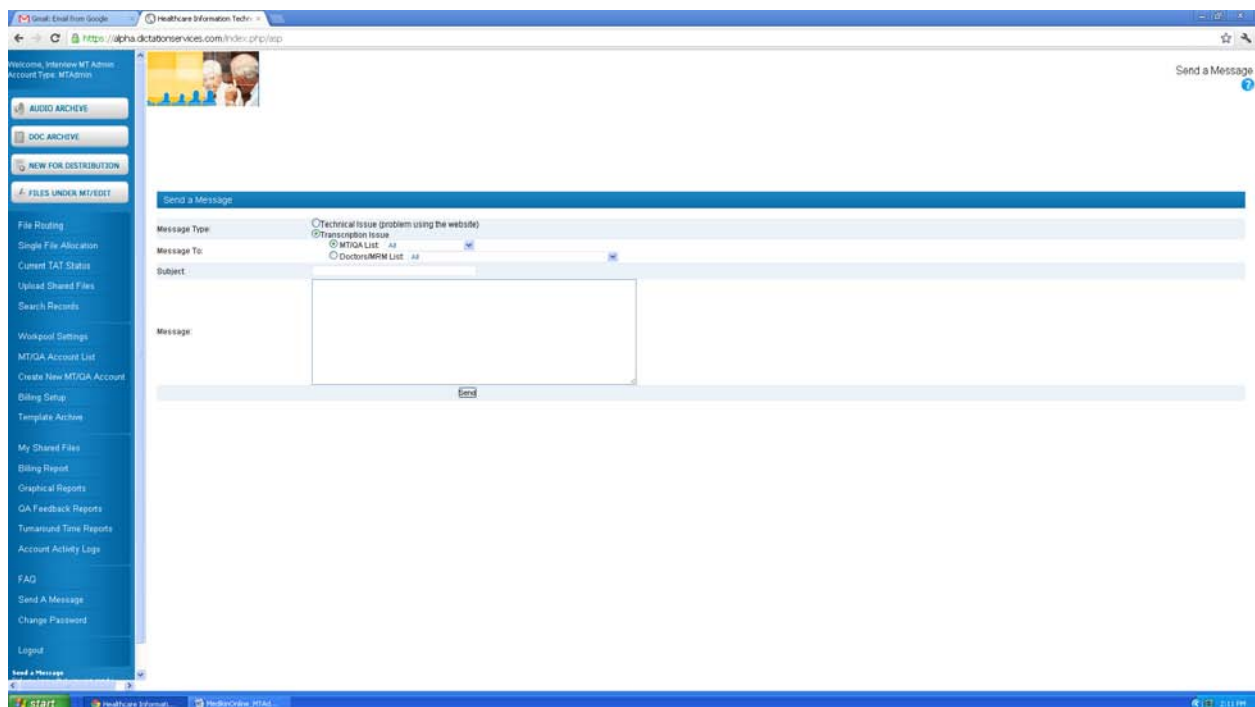
**Main Content Area (FAQ Section):**

**Frequently asked questions**

- From where do our transcriptionists and clients login from?**  
All your clients and transcriptionists login from your website. You can create a simple login button on your website and put <https://alpha.dictationsservices.com/> as the hyperlink.
- What technical specifications are required for my PC as MT Admin and for my transcriptionists and editors?**  
Any computer with Internet Explorer 6+ and an internet connection will work with our system. All servers and storage are maintained by us.
- What minimum internet connection is required for the MT Admin and transcriptionists?**  
Our system is built on thin client technology and does not require any high-speed internet connection. The MT Admin and transcriptionists can work from a dial-up connection or via broadband.
- What audio player do our transcriptionists need to play the audio files?**  
Windows Media Player, Winamp or Real, which can be downloaded free from internet. Windows Media Player is already included with Windows and will allow the system to play files without any additional software.
- Where do the transcriptionists type the reports?**  
They can type the reports in Microsoft Word or any other text editor according to your client's requirements. You just have to get the file extension approved for upload to us for security reasons.
- How can I create MT QA1/QA2 accounts and what is the maximum number of accounts?**  
Click on the "Create Account" option on the Navigation menu. You can create as many accounts you want, there is no maximum restriction.
- Can more than one person log on with the same login ID and password from different computers?**  
Yes, there is no maximum limit to number of persons logging in to the system with the same or different login IDs.
- How can I create client (dictor) accounts?**  
You can send a message to us from the "Send Message" option and CC the message to your site administrator, providing all the details of the new account: it normally takes 2-6 business hours for the account to be operational, and up to 24 hours. Please include the account name, provider name, email address, fax number, login ID and password desired. If the client wants a toll-free number dictation service, then key-pad mapping and prompts should also be provided in the request.
- How does online billing work and how do I enter the line count?**  
Line count is either manually entered by the MTEditor (along with file attributes) or automatically extracted depending upon the client's terms and conditions. Online billing is then available through that Billing Report menu option.
- What are the quality levels and do all the transcribed reports go to an editor?**  
There are three transcription levels, MT, QA1 and QA2. MT Admin can set the file routing according to each dictor's account. Transcribed reports from the MT go to QA1 or QA2 for only those accounts which are set for editing.
- What is the auto email notification system?**  
Auto email notification keeps all the concerned people informed about the files in 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 like dictator ID, length, urgency and TAT  
Audio file assignment notification – When the audio file is assigned to the transcriptionist, either manually or automatically, the MT receives an email about such assignment with a copy to the MT Admin.  
File due notification – If the document file has not been uploaded 30 minutes before the applicable TAT, an email is sent to the assigned transcriptionist or editor, with a copy to the MT Admin, about the approaching file due time  
Document file upload for editing – When the MT uploads the document file, an email is sent to the editor (if set that way), with a copy to the MT Admin, informing them about the basic document upload  
Document file upload complete – When the MTEditor uploads the document file as complete, an email is sent to the client, with a copy to the MT Admin, informing them about the document upload  
Red flag notification – When an MTEditor marks a red flag on the file, a notification email is sent to the MT Admin.  
Connected document upload – When the client uploads a connected document, an email is sent to the MT who worked on that file, with a copy to the MT Admin.
- Can more than one document file be uploaded for an audio file?**  
Yes, up to five document files can be uploaded for one audio file.
- How do I send a red flagged file to the dictator?**  
Go to the "Red Flag" selection in the menu and select the files to be marked as complete. Go to the bottom of that screen and click "Mark as complete" to send the files to the dictator.

## Send a Message

The Send Message feature helps the MT Administrator to send messages to the site administrator if he/she faces any technical problem and to the Master Administrator, MT/QA/Doctor if he/she has a transcription problem.



The screenshot shows a web browser window displaying the 'Send a Message' form. The browser's address bar shows the URL 'https://alpha.dictation-services.com/index.php/step'. The page header includes 'Welcome, InterView MT Admin' and 'Account Type: MTAdmin'. A 'Send a Message' button is visible in the top right corner. The form itself is titled 'Send a Message' and contains the following fields:

- Message Type:** A radio button selection with three options: 'Technical Issue (problem using the website)', 'Transcription Issue', and 'Other List'. The 'Transcription Issue' option is selected.
- Message To:** A dropdown menu with 'All' selected.
- Subject:** A dropdown menu with 'Doctors/MRM List' selected.
- Message:** A large text area for entering the message content.
- Send:** A button at the bottom of the message text area.

A sidebar on the left side of the page contains a navigation menu with various options such as 'AUDIO ARCHIVE', 'DOC ARCHIVE', 'NEW FOR DISTRIBUTION', 'FILES UNDER MY/EDET', 'File Routing', 'Single File Allocation', 'Current TAT Status', 'Upload Shared Files', 'Search Records', 'Workpool Settings', 'MT/QA Account List', 'Create New MT/QA Account', 'Billing Setup', 'Template Archive', 'My Shared Files', 'Billing Report', 'Graphical Reports', 'QA Feedback Reports', 'Turnaround Time Reports', 'Account Activity Logs', 'FAQ', 'Send A Message', 'Change Password', and 'Logout'.

**Message Type:** Select the message type by enabling the required radio button.



- Technical issue: If the MT Administrator has any technical problem regarding the ASP, he/she can send a message explaining the problem in detail to the Site Administrator and no one else.
- Transcription issue: If the MT Administrator has any transcription problem, he/she can send a message to the MT/QA/Doctor or the Master Administrator. The system will not send this message to the Site Administrator.

**Message To:** If you have selected the “Transcription Issue” option in the “Message Type” category, you can select the MT/QA/Doctor from the list or the Master Administrator as required.

**Subject:** Enter a short subject title for the recipient that will make it clear to him/her what kind of problem you are having.

**Message:** Enter a message explaining each and every detail of the technical/transcription problem in this text box.

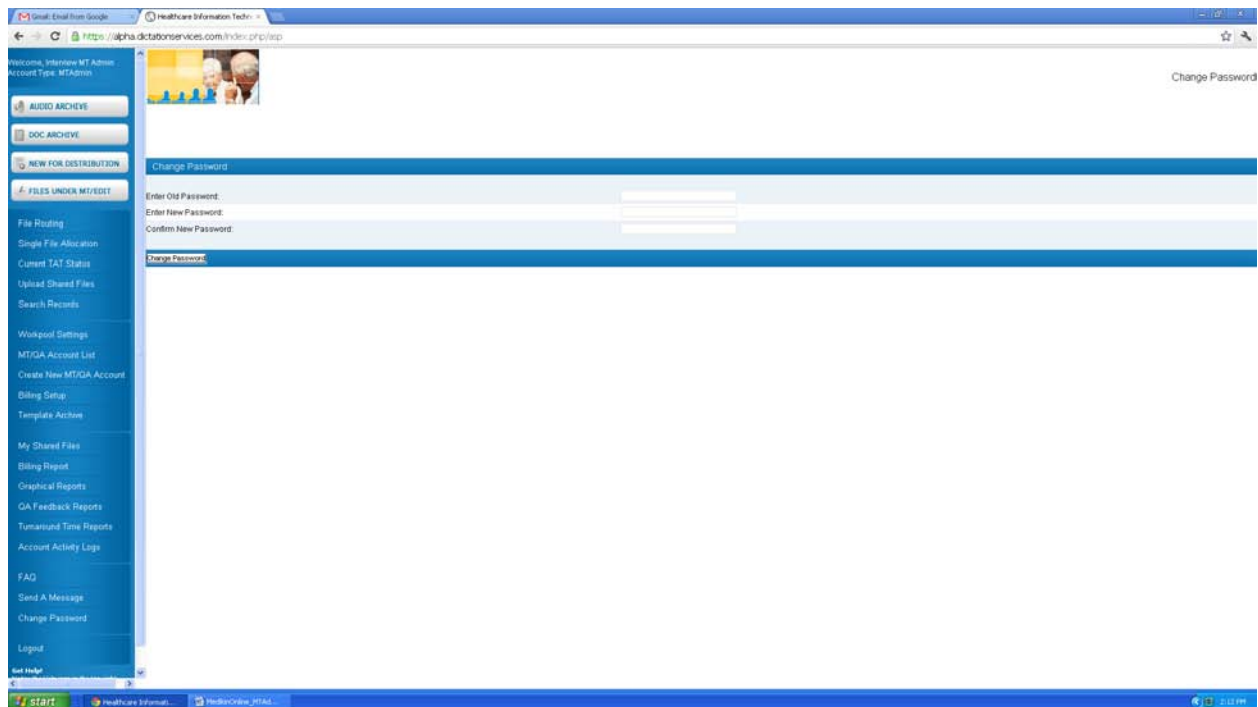
### **Steps to send the message**

1. Select the message type by enabling the radio button.
2. Select the required option in the “Message to” category. Select the required MT/QA/Doctor from the drop down list.
3. Enter the subject for the message in the text box.
4. Enter the message in detail in the text box.
5. Click the “Send” button at the bottom of the screen.

A new screen will appear confirming that the message has been sent.

### **Change Password**

Change Password option enables the MT Admin to change his account password if desired.



## Steps to Change Password

1. Enter Old Password – User is required to enter the old password.
2. Enter New Password – User is asked to enter the new password for his account.
3. Confirm New Password – User is required to retype the new password for confirmation.
4. Click the “Change Password” button.

A new screen appears confirming the update of account password.

## Logout & Exit

When MT Administrator clicks this option, he is logged out of the system.