Medikin Online MT User Manual
Version 3.0
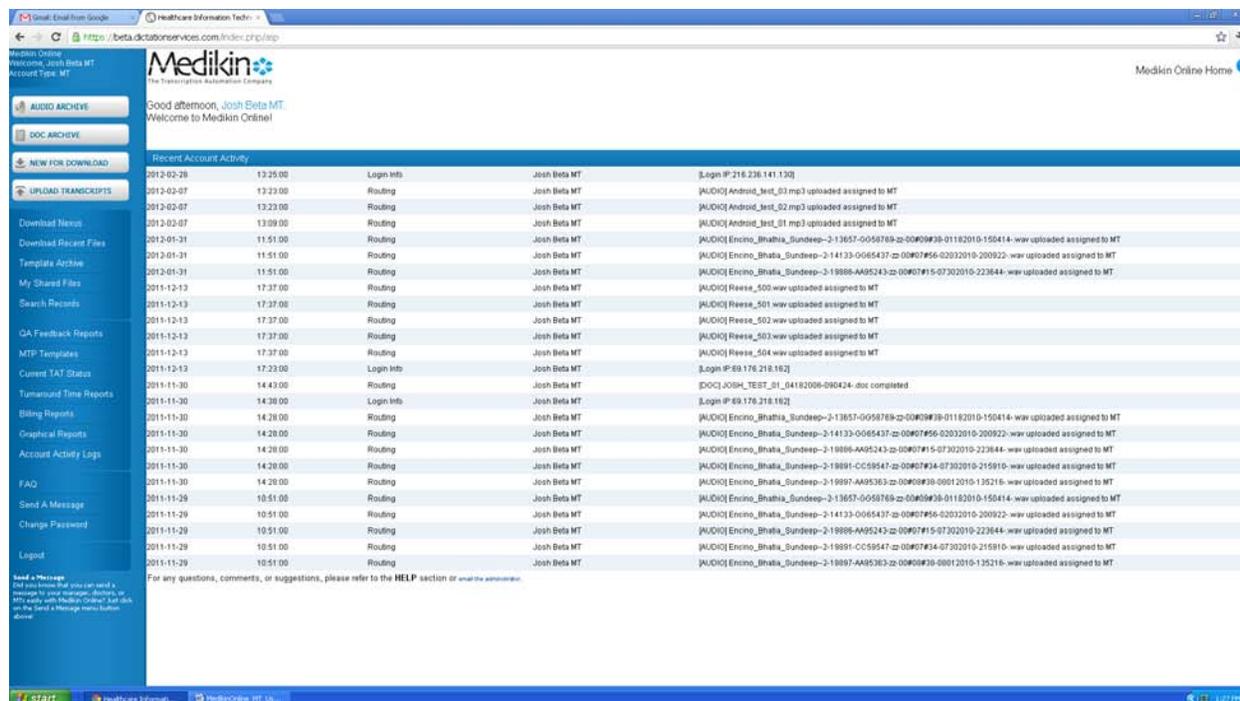
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Front Page

The MT can manage and control the entire activity of his or her account from this page.

Details of the front page are as follows:

1. The company logo and the site name are on the top frame of the page.

2. There is an orange help image on every page which contains online help for that specific page.

3. Below the logo and name, the system shows an MT greeting with the current time and the last login time information as per EST.

4. Above the details of recent account activity, the software version is given.

5. Particulars of recent account activity are displayed next. The system shows details of the last 50 activities performed on the account with the date, the time of occurrence of event, the type of event, the account's ID and IP address from where the login was made. The recent activity log contains all of the past date details.

6. On the top right corner, there are two round buttons - Audio and Doc (Document) Archive.

> ❖ Audio Archive details all the audio files assigned to the MT.
> ❖ Doc Archive shows the details of document files.

7. On the right of Audio and Doc archives, there are two reports as below:

- ❖ New for Download – This report shows the list of all audio files that are to be downloaded by the MT for transcription.
- ❖ Under Transcription - This report shows the total number of audio files that are under transcription process. MT can upload the files from this screen.

8. There are *Navigation Menu* options below these reports on the blue bar on right side of the page. The options available are as follows:

- ❖ Download Recent Files – This option helps the MT to download the audio files with one click.
- ❖ Template Archive – The Template Archive shows the list of all the templates uploaded by the doctor.
- ❖ Search EPR – This option helps the MT to retrieve the audio and transcribed files depending upon the selected search criteria.
- ❖ QA Feedback – This option helps the MT to generate the report of the feedback given by the QA1 for his or her performance.
- ❖ TAT Summary –This option displays the details of Turn Around Time for the audio files that are under transcription.
- ❖ TAT Report – This option displays the details of Turn Around Time for completed transcribed files.
- ❖ Billing report – This option helps the MT to generate the billing report depending upon the selected criteria.
- ❖ Recent Activity Log – This option gives a detailed description of all events occurring in the MT's account on an event and account basis for the selected duration.
- ❖ FAQ – These are frequently asked questions. Most of the MT's general queries are answered here.
- ❖ Send a Message – In case there is a technical or non-technical problem, the MT can send a message to the Site Administrator. There is no need to enter any email address or setup Outlook to use this web-based messaging function.
- ❖ Change My Password – The MT can change his or her account password through this option.
- ❖ Logout – The MT can logout by clicking this button.

Audio Archive

Audio Archive stores all of the audio files that were assigned manually by the MT Administrator or by the system to the MT. This feature enables the MT to perform various activities. For instance, he or she can listen to, download and split the audio, monitor their online status, view and download the templates/compared documents. All of the files are sorted in descending order starting from the most recent date. This page shows the activity of last fifteen days by default but date sorted report with other Report Criteria can also be generated. Details are shown below.
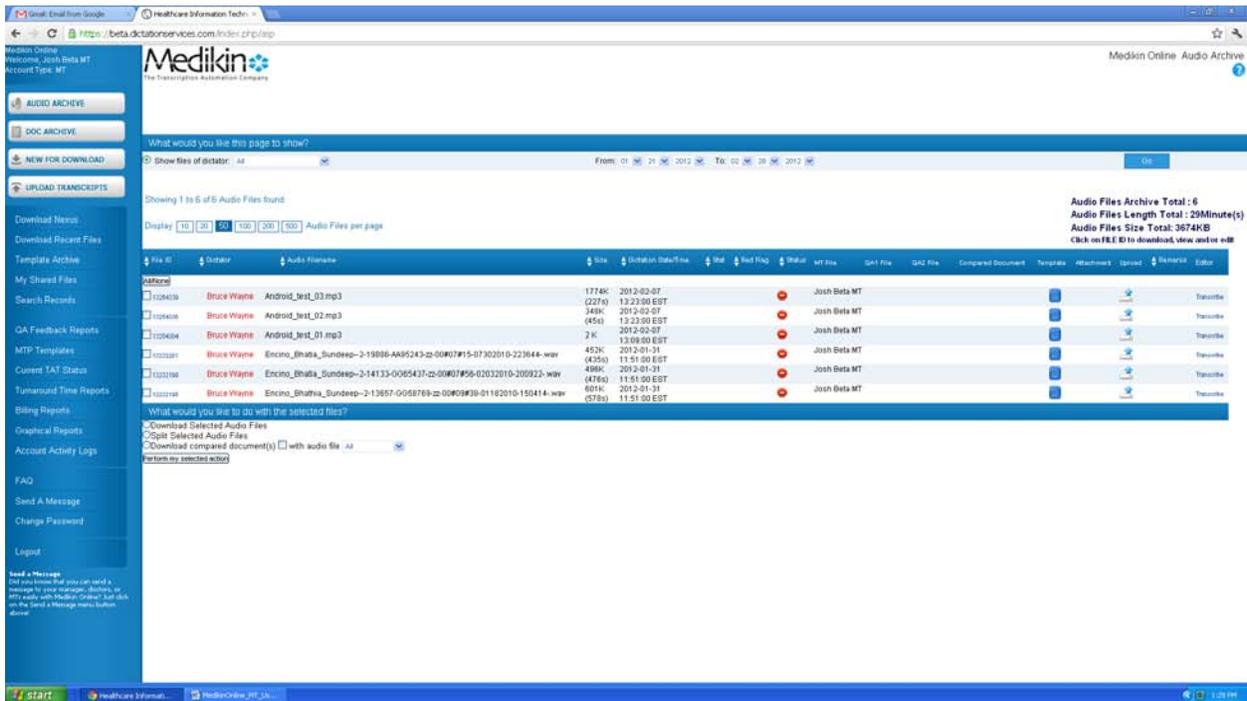
Report Criteria

Report Criteria allows the MT to sort the report per required parameters. The report can be sorted on the basis of Dictator (Doctor) for a particular date range.

Steps to generate a report

1. Doctor Basis: Select the doctor who is the owner of the required audio files from the drop down list. By default "All" doctors appear.
2. Date From – To: Select the date range for which the report of audio files of the selected dictator is to be generated.
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 when the doctor uploads it. Click the link to File ID to perform the following functions:
   ❖ Download this Audio File
   ❖ Listen to this Audio File
   ❖ View/Download the MT/QA1/QA2 document files if the file has been *Completed*.

2. Dictator: This column shows the name of the doctor (dictator) to whom the audio file belongs. Font Color of the dictator signifies the priority set for him or her by the MT Administrator. Red is for high priority, yellow is for medium priority and green is for low priority, and black is for normal (no priority). A mouse-over image also details this 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 at the time of upload, a red tick is shown to signify that this audio file is to be transcribed/edited on a priority basis.

7. Red Flag: If the MT had a problem with the file and he or she wants to refer it to the senior editor or the MT Administrator, the system provides the MT/QA1/QA2 with the option to red flag a file at the time of upload. If the file was red flagged this column will show a Red Flag image along with the account ID of the person who red flagged it.

8. Status: This column shows the audio file status which is depicted in a color schema to make it clearly visible. It helps the MT Administrator to determine the file status.
   🔴 Red - File in Transit: If the audio file has not been downloaded, this column shows a red button with a "File in Transit" mouse-over image.
   🟡 Yellow - In Process: When the audio file has been downloaded and is being worked on, a simple yellow button with an "In Process" mouse-over image is displayed.
   ① Yellow 1 – Under QA1: When the QA1 is editing the audio file, this column 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, a yellow button ("2" image on it) with an "Under QA1" mouse-over image is shown.
   ✅ Green – Completed: After the final file is completed and uploaded for the doctor, a green button (tick mark on it) with a "Completed" mouse-over image is shown.
   🟢 Green – e Signed: When the doctor e-signs the file, a green button ("e" image on it) with

"eSigned" mouse-over image is shown. Once a file is e signed, the system locks it so that no other operations can be performed on the document file.

9. MT File: This column shows the MT ID who has been 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 it to download, update or review it. If workflow for the doctor is set as MT->Client, it shows dark green button when the doctor uploads the corrected file against it.

10. QA1 File: This column displays the QA1 ID who has been 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 and review the file. If the workflow for the doctor is set as MT->QA1->Client, it displays a dark green button when the 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 Document File" mouse-over image. Click it to download and 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: 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 he or she can improve his or 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. It shows "Same" when there were no changes made to this document file. While a dark blue button signifies the compared document file. Click it to view the file.

13. Upload: This column shows an orange button with an up arrow.

14. Template: If the doctor has uploaded any template along with the audio file, or if there has been an auto selection of the template by the system, this column shows the link in the form of a blue button for the template. Click the blue button to perform the following functions:
   ❖ Download this Template
   ❖ View this Template

15. Attachment: The doctor can upload any attachment along with his audio file. This column displays the image to show if there is a file attachment with the audio file. You can download the attachment by clicking this image.

16. Upload: This column shows an orange button to upload the document file against the corresponding audio file. It shows nothing if the document file has already been uploaded.

17. Remarks: The last column displays the Dictator's (Doctor's) remarks for the transcriptionist of the file. It shows "REJECTED" when the doctor rejects the file.

Checkbox Functions

At the bottom of the page, there are certain checkbox functions to facilitate group activity on a single click. The MT 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 Compared Document(s) with the option of downloading audio file(s) of the doctor selected from the drop down list. By default "All" doctors is selected.

Steps to play an audio file:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing all of the details of the file.
2. At the bottom, click the *Listen to this audio file* button.

Steps to download an audio file:

There are two ways to download an audio file through Audio Archive. They are:

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 to select "Download Selected Audio files" radio button.
- ❖ Click *Perform Checkbox Operation* button.

2. To download a single file

- ❖ Click on the File ID of the file you want to download. The hyperlink will redirect you to a page showing all the details of the file.
- ❖ At the bottom, click the *Download this Audio File* button

Steps to split an audio file:

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 to 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 is to be disintegrated from the split option column.
6. Click the *Split Files* button.

Steps to Update the file information:

1. Click on the blue button or the document file ID in the MT File 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 download template:

1. Click the blue button in the *Template* column. The hyperlink will redirect you to a page showing all of the details of the template.
2. Click the *Download this Template* button.

Steps to view template:

1. Click the blue button in the *Template* column. The hyperlink will redirect you to a page showing all of the details of the template.
2. Click the *View this Template* button.

Steps to upload the document file:

1. Click the orange button in the *Upload* column.
2. Browse the local hard drive for the document file.
3. Fill in the information as required.
4. Click the *Upload and Attach Selected File(s) button*.

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

1. Click on the blue button or the document file ID in the MT/QA1/QA2 File column. The hyperlink will redirect you to a page showing all of the details of the file.
2. At the bottom, click the *Review Audio/Doc* button. This enables the MT to review the transcribed file while listening to the audio file.

Steps to download or view MT/QA1/QA2 document files:

1. Click the ID of the file in the first column. This will redirect you to the page showing all of the details of the file. This page will show a blue button for the MT/QA1/QA2 file in the following cases:

- ❖ If workflow for the doctor is MT->QA1->Client and status is yellow1 (QA1), a blue button for the MT file will appear.
- ❖ If workflow for the doctor is MT->QA1->QA2->Client and status is yellow2 (QA2), blue buttons for the MT file and the QA1 file will appear.
- ❖ If status is green (completed), blue buttons for the MT file, the QA1 and QA2 file will appear depending upon the workflow set for the doctor.

2. Click the corresponding blue button to view the MT/QA1/QA2 file. A new screen will appear.
3. Click the *Download this Document* or the *View this Document* button as required.

Steps to download compared document files:

1. Click on the check box in front of the file ID for the compared document you want to download.
2. Multiple files can be selected.
3. Go to the bottom of the page to select the *Download compared document(s)* radio button. If the audio file is to be downloaded too, then also select the check box.
4. Select the required QA2 from the combo box.
5. Click the *Perform Checkbox Operation* button.

Doc Archive

Document Archive is the storage of all the transcribed reports uploaded by the MT. The MT can view, download and delete document files, update the file information, listen to the linked audio file, and review both audio and document files simultaneously. He or she can also keep track of the document files status. 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:

Report Criteria allows the MT to sort the report per required parameters. The report can be sorted on the basis of Dictator (Doctor) for a particular date range.

Steps to generate a report:

1. Doctor Basis: Select the doctor for whom you uploaded the required document files from the drop down list. By default *All* doctors appear.
2. Date From – To: Select the date range for which the report of document files of the selected dictator is to be generated.
3. Click on the *Generate Report* Button.

As per the selected report criteria, the system shows the total number of transcribed files. 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 blue buttons are sorting buttons.

1. File ID: This column shows the unique file ID assigned automatically by the system to every transcribed file as the MT uploads it. Click the File ID to perform the following functions:

- ❖ Update File Information
- ❖ Download this Document
- ❖ View this Document

2. Patient Name: This column shows the Patient/Client name.

3. Document File: This column displays the document file name.

4. Transcription Date/Time: This column shows the details of the upload date and time of the transcribed file by the MT as per EST.

5. Status: This column shows the file status. It helps the MT to determine the file status, which is depicted in a color schema to make it clearly visible.
- 🔴 Red – For Approval: When the MT 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 transcribed file must be downloaded by the doctor.
- 🟢 Green – e Signed: When the doctor e-signs the document file, this column shows the green button ("e" image on it) with an "e Signed" mouse-over image.

6. Dictator: This column shows the name of the doctor (dictator) to whom the audio file belongs.
7. 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 / Doc
If the audio file is offline, it displays this red button 🔴 . Click this button to send a message

requesting that the Administrator get the file online.

8. Upload: The system provides the doctor with the option to upload the corrected document against the transcribed file, which he received after it was edited. This column displays an orange button ![upload icon] with an *Upload Corrected File* mouse-over image. Click this button to upload the corrected file.

9. Remarks: If the transcriptionist/editor had a problem while transcribing/editing the file and he or she feels that it should be brought to the doctor's attention; the system provides him or her with the option to add a remark to the audio file while uploading the document file. This column displays the remark for the file.

Checkbox Functions

There are certain checkbox functions at the bottom of the page to facilitate group activity on a single click. The MT can check-mark selected audio files and can also perform the following functions on all the files simultaneously:

❖ Download/View Selected Documents
❖ Delete Selected Documents

Steps to Update the 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 download/view a transcribed report:

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

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 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 you want to download. The hyperlink will redirect you to a page showing all the details of the file.
❖ At the bottom, click the *Download this Document* or *View this Document* button as required.

Steps to play an audio file:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing all of the details of the file.
2. At the bottom, click the blue button. The hyperlink will again redirect you 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:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing all of the details of the file.
2. At the bottom, click the blue button. The hyperlink will again redirect you to a page showing all of the details of the corresponding audio file.
3. At the bottom, click the *Download this Audio File* button.

OR

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

Steps to listen 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 you to a page showing all of the details of the audio file.
2. At the bottom, click the *Review Audio/Doc* button. This enables you to correct the transcribed file while listening to the audio file.

Steps to delete the transcribed file:

1. Select the files to be deleted by enabling the check boxes in the File ID column.
2. Go to the bottom of the page.
3. Select the *Delete Selected Documents* radio button.
4. Enter your account password in the text box next to *Confirm your password for file deletion.* This will assure the system that an authorized user is deleting the file.
5. Click the *Perform Checkbox Operation* button.
6. Type in the reason for the file deletion.
7. Click the *Delete Selected Files* button.

New for Download

New for download is a store of all the audio files that are required to be downloaded by the MT. He or she can download, listen to, split the audio files, and download the compared documents.

At the top of the page, the count of the files that are new for download, their total length in minutes and total size in KB (KiloBytes) is displayed. The count of this folder decreases as the MT downloads the files. By default, a list of 100 files is shown per page. You can jump to another page from the Page List.
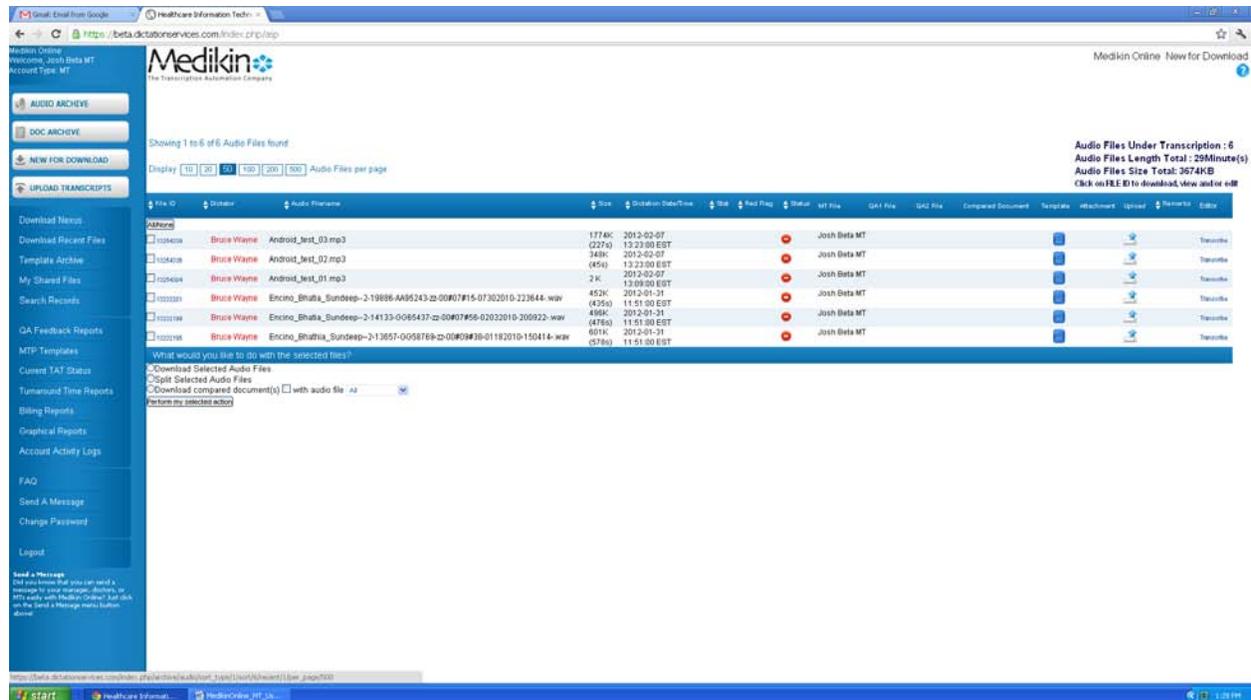
Column details:

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 when the doctor uploads it. By clicking the File ID hyperlink, the MT can 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 font color of the dictator signifies the priority set for him or her by the MT Administrator. 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 displays 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 information is not available in file header.

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 at the time of upload, a red tick is shown to signify that this audio file is to be transcribed/edited on a priority basis.

7. Red Flag: This column shows red flag if the file has been redflagged.

8. Status: This column shows the file status.
   🔴 Red - File in Transit: If the audio file has not been downloaded, this column shows a red button with a "File in Transit" mouse-over image. When the MT downloads the file, this file stops displaying here and its status changes to yellow 🟡 in the Audio Archive.

9. MT File: Shows your (MT) ID.

10. QA1 File: Shows the ID of the QA1 who edited the file.

11. QA2 File: Shows the ID of the QA2 who further edited the file.

12. Compared Document: The MT's document file is compared with the QA1's edited file. The MT is required to be made aware of his or her mistakes so a compared document is generated for the MT. This column shows "NA" when the file is not compared, "waiting" when the file is in the process of comparison, "same" when the same file is uploaded by the QA1, and a dark blue button to view the compared Document of MT.

13. Template: If the doctor has uploaded any template along with the audio file, or if there has been an auto selection of the template by the system, this column shows the link in the form of a blue button 🟢 for the template. Click the blue button to perform the following functions:
    – Download this Template
    – View this Template

14. Attachment: The doctor can upload any attachment along with his audio file. This column displays the 📎 image to show if there is a file attachment with the audio file. Download the attachment by clicking this image.

15. Upload: This column displays the orange button with an up arrow. The MT can upload the document file against the audio file by clicking it.

16. Remarks: The last column depicts the Dictator's (Doctor's) remarks for the transcriptionist of the file.

Steps to download an audio file:

There are two ways to download an audio file:

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 at the bottom of the page to select *Download Selected Audio files* radio button.

❖ Click *Perform Checkbox Operation* button.

2. To download a single file

❖ Click on the File ID of the file, which you want to download. The hyperlink will redirect you to a page showing all the details of the file.
❖ At the bottom, click the *Download this Audio file* button

Steps to play an audio file:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing all the details of the file.
2. At the bottom, click the *Listen to this audio file* button.

Steps to split an audio file:

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 to 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 is to be disintegrated from the split option column.
6. Click the *Split Files* button.

Steps to download template:

1. Click the blue button in the *Template* column. The hyperlink will redirect you to a page showing all the details of the template.
2. Click the *Download this Template* button at the bottom.

Steps to view template:

1. Click the blue button in the *Template* 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.

Upload Transcription

Upload Transcription shows all of the audio files being transcribed by the MT. The MT can upload the transcribed files against the respective audio file from this screen. He or she can also

add various attributes to the file while uploading it if the information is available.
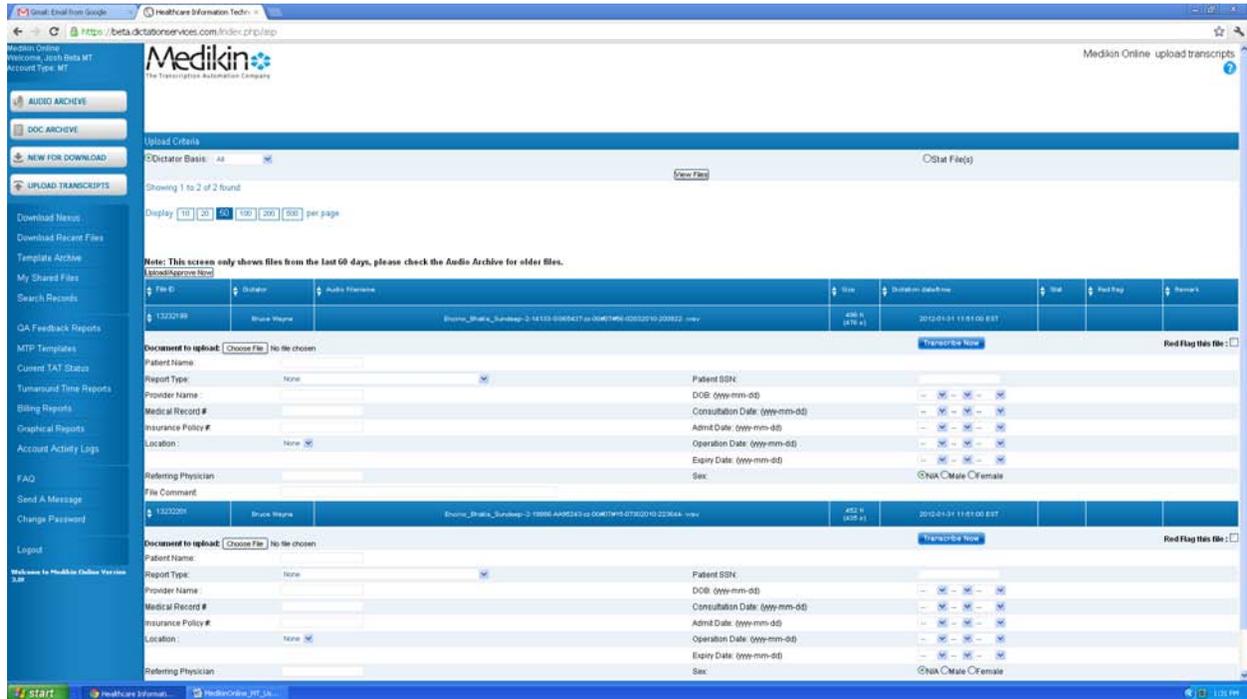
Upload Criteria

The MT can sort the files on dictator or stat files basis. For instance, if the MT selects the Dictator basis, the system will display the files that are owned by the selected doctor. This makes the work of upload easier for the MT.
Select the upload criteria:

- ❖ Dictator Basis: Select the dictator from the drop down list. By default "All" is selected.
- ❖ Stat: If this option is selected, all the files marked as stat (urgent) by the doctors are displayed by the system. Click on the required radio button.

Click the *View Files* button.

By default, 50 files are shown on one page. You can jump to another page from the Page List to view rest of the files. An "Upload/Approve Now" button, both at the top and the bottom of the screen is displayed which helps you to upload the document files. Click it to upload the document files. At the top of the list of files, a count of the total number of files under transcription is displayed.

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 when the doctor uploads it. Click the File ID hyperlink to perform the following functions:
   ❖ Download this Audio File
   ❖ Listen to this Audio File

2. Dictator: This column shows the ID of the doctor.

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 file header information.

5. Dictation Date/Time: This column displays the upload date and time of the audio file as per EST.

6. Stat: If the audio file is marked "Urgent" by the doctor at the time of upload, a red tick mark is shown. This signifies that this audio file is to be transcribed/edited on a priority basis.

7. Remark: The last column displays the Dictator's (Doctor's) remarks for the transcriptionist.

Other Details

It may happen that all information is not provided by the doctor. If this is the case, leave those options blank.

❖ Document to Upload: Search for the transcribed file to be uploaded against the respective audio file on your local drive with the help of the "Browse" button.
❖ Patient Name: Enter the patient name in this text box.
❖ Report Type: Select the report type from the drop down list.
❖ Provider Name: Enter the name of the provider (dictator/doctor).
❖ Medical Record#: Enter the Medical Record Number of the patient.
❖ Insurance Policy: Enter the Insurance Policy of the patient if known.
❖ Location: Select the location from where the respective audio file has been dictated from the drop down list,
❖ Referring Physician: Enter the name of the physician who has been referred to by the doctor/dictator.
❖ Patient SSN: Enter the Social Security Number of the patient.
❖ DOB: Date of Birth: Select the patient's appropriate date of birth.
❖ Consultation Date: Select the date when the patient last consulted the doctor.
❖ Admit Date: Select the date when the patient was admitted if applicable.
❖ Operation Date: Select the date when the patient was operated upon if applicable.
❖ Expiry Date: Select the date of expiry of the patient if applicable.
❖ Sex: Select the appropriate radio button.
❖ File Comment: The system provides the option to add a comment to the audio file if required. For instance, if the MT had a problem while transcribing the file which was due to

the doctor's voice being unclear or for any other reason, he or she can add a file comment to bring it to the doctor's attention.

❖ Red Flag this file: If there was a problem with the file, the system provides the option to red flag the file to refer it to the senior editor or the MT Administrator. Check this option and the file will be red flagged.

Steps to download the audio file:

1. Click the File ID hyperlink in the *File ID* column. You will be redirected to a new page showing the details of the audio file.

2. Click the *Download this Audio File* button at the bottom.

Steps to play the audio file:

1. Click the File ID hyperlink in the *File ID* column. You will be redirected to a new page showing the details of the audio file.

2. Click the *Listen to this Audio File* button at the top or at the bottom of the screen.

Steps to upload the files:

There are two ways to upload the document files.

1. Multiple File Upload

❖ Browse the local drive for the transcribed file against the respective audio file.
❖ Fill in all the required information.
❖ To red flag the file, enable the check box at the right top of the description of each file.
❖ Put the file comment for the doctor at the bottom as needed.
❖ Click the "Upload/Approve Now" button.

A new screen will appear confirming the upload of files.

2. Single File Upload

❖ Click the File ID in the File ID column. You will be redirected to page showing the details of the audio file.
❖ An orange button appears against the "Upload and Link Document to this Dictation." Click this button to upload the file.
❖ Fill in the available information.
❖ Click the "Upload and Attach Selected Files" button at the bottom.

Template Archive

The Template Archive stores all of the templates uploaded by the doctor for the MT. The MT has the flexibility to view and download the templates from this screen. A count of total templates is displayed at the top of the page.
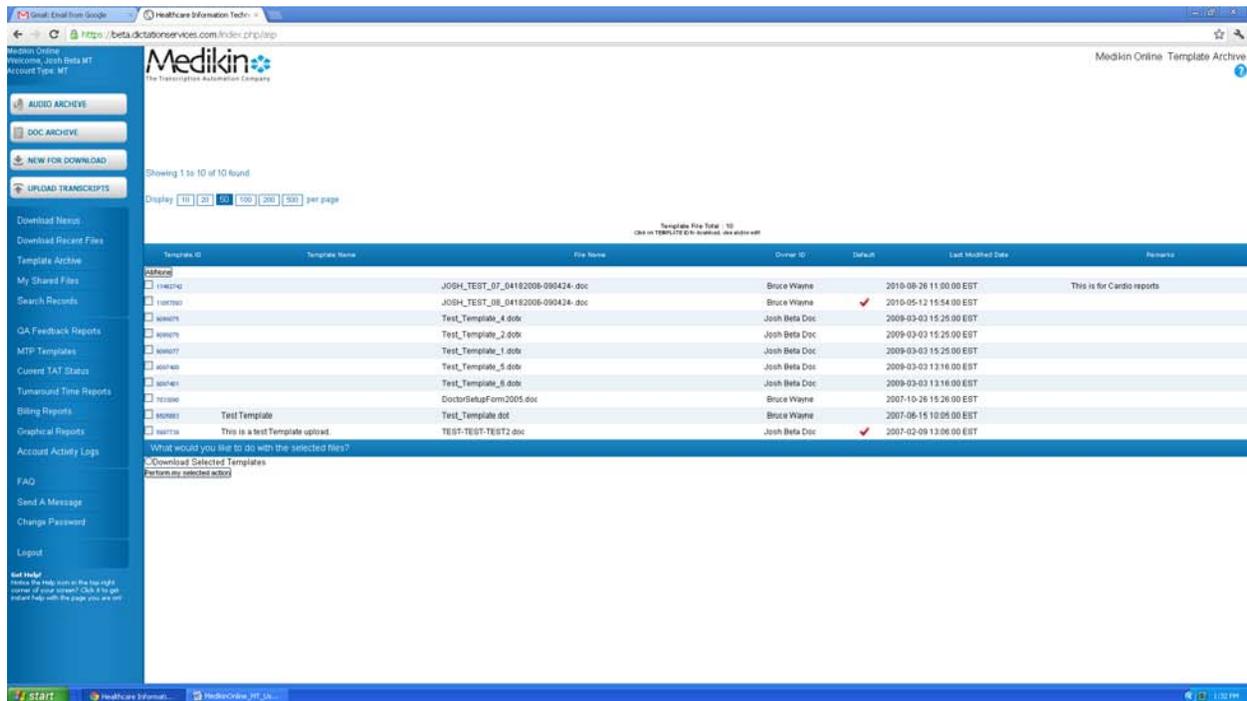
Column details

All of the column buttons ▲▼ are sorting buttons.

1. Template ID: This column shows the unique ID assigned automatically by the system to every template when the doctor uploads it.

2. Template Name: This column displays the name given to the template by the doctor 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 dictator (doctor) ID who uploaded the template file.

5. Default: The doctor has the flexibility to mark a template as default while uploading it so that the system automatically picks up this template whenever he or she uploads any audio file. If the 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 a "Default" mouse-over image if the template is default.

6. Last Modified Date: This column shows the date when the last modification was made in the template.

7. Remarks: This column shows the comment added by the doctor while uploading the template.

Checkbox Functions

There is a checkbox function to facilitate multiple template download on a single click at the bottom of the page. The MT can check-mark the templates and perform the following function:
❖ Download Selected Templates

Steps to download the templates:

There are two ways to download the template file through Template Archive:

1. To download multiple template files at a time

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

2. To download a single file

❖ Click on the Template ID you want to download. The hyperlink will redirect you to a page showing the details of the template.
❖ At the bottom, click the *Download this Template* button.

Steps to view template:

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

Search Records

Search EPR is one of the most attractive features of our system. It helps the MT to retrieve the medical (patient) records according to the selected search criteria. He or she can search the files (both audio and transcribed) on the basis of various criteria: file type, file fields, file ownership, patient details, report type, and doctor details for a particular duration.

Search Criteria are based on the following factors:

1. File Type: Search the files on the basis of its type, either audio or document.

2. Upload Date From – To: Select the period during which you think the file/files was/were uploaded.

3. Search on File Fields: Search the files on the basis of their fields as mentioned below:

> ❖ File ID - Search the file 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 on the basis of 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 on the basis of 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 on the basis of the Dictator ID. Select the particular dictator from the drop down list.
❖ Document File – Transcriptionist's/Editor's ID (MT/QA1/QA2): Search the file on the basis of transcriptionist's/editor's ID who transcribed/edited the file.

5. Search for Patient Details - Search the file by entering the details of the patient as mentioned below:

❖ Name – Enter the required patient's name.
❖ SSN – Social Security Number
❖ MRN – Medical Record Number
❖ Date of Birth – Date of Birth of the patient
❖ Sex – Gender of the Patient
❖ Dates – Files can be searched on the basis of important dates as mentioned below:

Date of Consultation – when the patient 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 areas of specialization in the medical field such as ophthalmology, orthopedics, operative, etc. Search the file on the basis of its type.
❖ Location – The system allows the doctor to dictate the audio file from locations such as home, the hospital, the clinic, or any department within the hospital. The file can also be searched on the basis of the location where it was dictated.
❖ Stat (urgent) - Search the file by status, either stat (urgent) or just a normal file.
❖ Note – The file can also be searched on the basis of any specific note attached to the file while uploading it.

7. Search on Doctors - Search the file on the following criteria also:

❖ 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 the file was uploaded.

3. To search for the files based on a specific 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 based on file ownership, select the dictator ID for the audio file and the transcriptionist's ID for the document file from the respective drop down lists.

5. To search for the files based on patient details, enter the patient information such as the patient's name, SSN, MRN, date of birth, sex, admission date, consultation date, or operation date. It is not necessary to enter all of the patient's details to search for the file.

6. To search for the files based on report details, enter the required information in the fields such as the report type, the location, stat (urgent), and note.

7. To search for the files based on 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 based on file fields:

1. Select the file type – audio or document

2. Select the duration

3. Select the search field – File ID, File Name or File Extension and then enter the required matching value for the field selected.

4. Click *Search EPR* button

Steps to search for the file based on file ownership:

1. Select the Dictator ID from the combo box if you are searching for the audio file.

2. Select the Transcriptionist ID from the combo box if you are searching for the document file.

3. Click the *Search EPR* button.

Steps to search for the file based on patient details:

1. Enter the name, SSN, MRN, Date of Birth, or whatever information you have. If you know the gender then select it. You can also select the consultation date, admission date or the operation date from the combo box below the option of *Sex*.

2. Click *Search EPR* button.

Steps to search for the file based on report details:

1. Select the report type location from the combo boxes according to the information you have. You can also search files on the based on the emergency status of the files (normal or stat) by selecting the required radio button. If there was a note was attached to it, you can enter the note in the text box next to *Note*.

2. Click the *Search EPR* button.

Steps to search for the file based doctor details:

1. Select the name of the provider from the combo box or the referring physician.

2. Click the *Search EPR* button.

The system allows you to search for the files not only on one-search criteria but also on the basis of a combination of various search criteria. For instance, if you want to find the audio file and you remember only the file ID and the provider name, 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.

If Audio file is chosen:
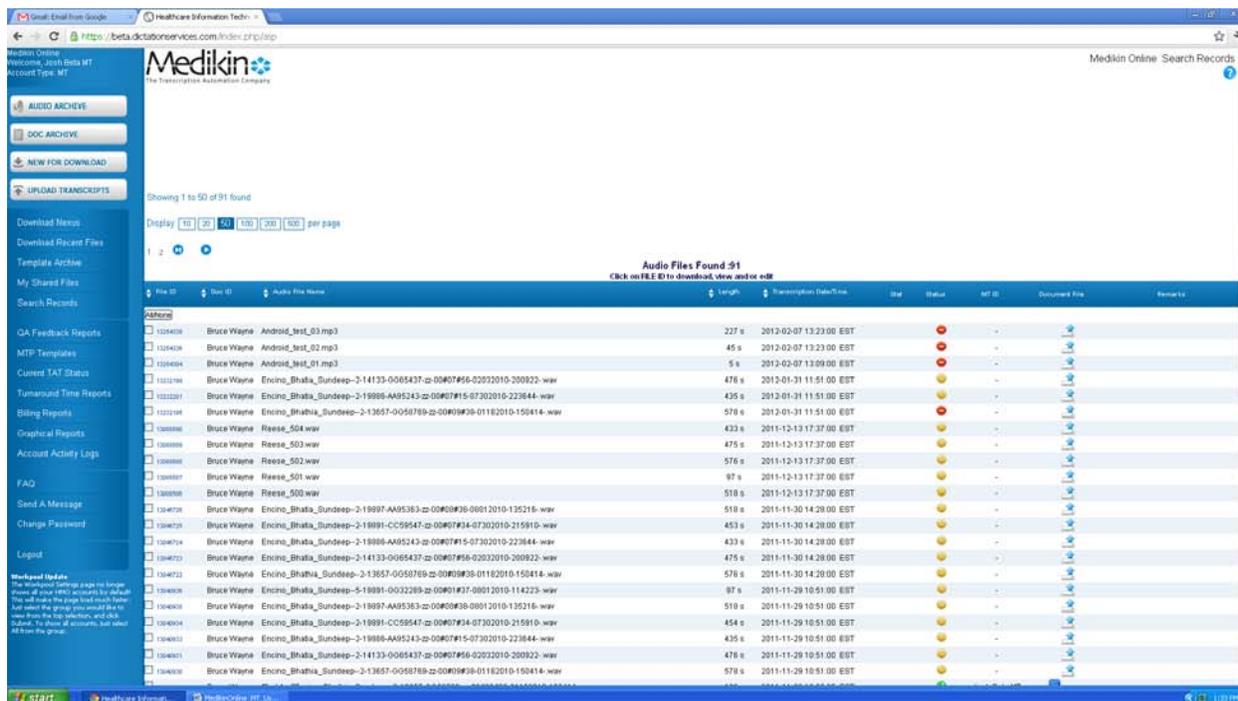
Column Details

All of the column buttons [sort icon] are sorting buttons.

1. File ID: This column displays the unique file ID assigned automatically by the system to every audio file when the doctor uploads it. Click the file ID hyperlink to perform the following functions:

- ❖ Download this Audio File
- ❖ Listen to this Audio File
- ❖ Update the File Information
- ❖ Download the Document
- ❖ View the Document

2. Doc ID: This column shows the user ID of the doctor (dictator) who is the owner of the audio file.

3. Audio Filename: This column shows the audio file name.

4. Length: This column displays the audio file length in seconds.

5. Transcription Date/Time: This column displays the upload date and time of the audio file as per EST.

6. Stat: This column displays a red tick with an *Urgent* mouse-over image if the audio file is marked stat (Urgent) by the doctor at the time of upload.

7. Status: This column shows the file status. It helps the MT to track the file status online. Different colors are assigned for each file status.
   - 🟡 Yellow - In Process: When the file is downloaded and being worked on by the MT, it shows a simple yellow button with an "In Process" 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 other operations can be performed on the document file.

8. MT ID: This column displays the MT (your)/QA1/QA2 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 will appear which helps you to upload the document file.
   - ❖ If the file is complete then this column displays one blue button 🟢 . Click it to view the document file.

10. Remarks: The last column depicts the Dictator's (Doctor's) remarks for the transcriptionist of the file.

If document file is chosen:

1. File ID: This column displays the unique file ID assigned automatically by the system to every document file when it is uploaded.

❖ Download the Document
❖ View the Document
❖ Update the File (MT) Information
❖ Download the corresponding Audio File
❖ Listen to the corresponding Audio File

2. MT ID: This column shows your ID.

3. Patient Name: – This column displays the patient name.

4. Document File: – This column displays the document file name.

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

6. Status: – This column shows the file status. It helps to track the file status online with the help

of a color schema:

- 🔴 Red:– This column displays a red button with a "For Approval" mouse-over image when the file is completed and is ready for the approval by the doctor.
- 🟢 Green (✔) – Approved: This column displays a green button with an "Approved" mouse-over image when doctor downloads the file.
- 🟢 Green (e) – e Signed: This column displays a green button ("e" image on it) with an "e Signed" mouse-over image when the doctor e signs the file. The system locks the file when the doctor e signs it so that no other operation can be performed on it.

7. Doc ID: This column displays the doctor ID.

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.
- ❖ Red button 🔴 with a "File Offline (Click to Send Message)" mouse-over image if the audio file is offline. Send a message by clicking on the red button to the administrator to request that he or she make the file online.

9. Remarks: This column displays the comment added by the transcriptionists for the doctor while uploading the file.

QA Feedback Reports

The QA Feedback feature helps the MT to monitor his or her own performance. Editors at the 1st level (QA1) give performance feedback for transcriptionists based on several factors such as no edits, format errors, clinical errors, ADT Tags, Typos, approved reports, no rating, etc. The MT can generate the summary or detailed QA1 feedback report.
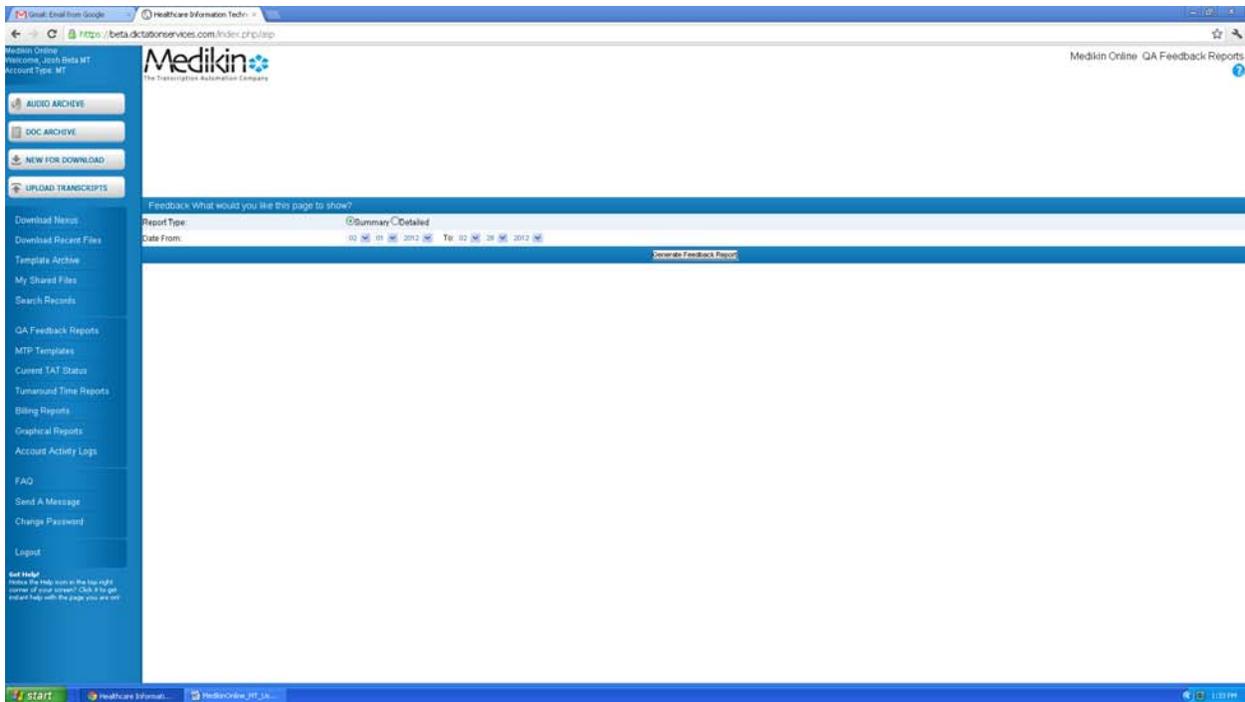
Feedback Report Criteria

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

1. Report Type – Select the report type, either Summary or Detailed as required.

- ❖ Summary: The Summary Feedback report is the graphical representation of your performance.
- ❖ Detailed: The Detailed Feedback Report gives a file-to-file performance feedback report.

2. Date from – to – Select the date duration for which you want to view the feedback report.

Steps to generate QA Feedback report

1. Select the report type, either Summary or Detailed.
2. Select the period for which you want to view the feedback report.
3. Click the *Generate Feedback Report* Button.

Summary Feedback Report

The Summary Feedback report is the graphical representation of the MT's performance. At the top of the bar graph, a count of the total number of reports transcribed by the MT is specified. *Reports* is displayed on the X-axis. The Y-axis shows different bars with percentages of reports having different errors, accurate reports and reports that were not rated are also displayed.
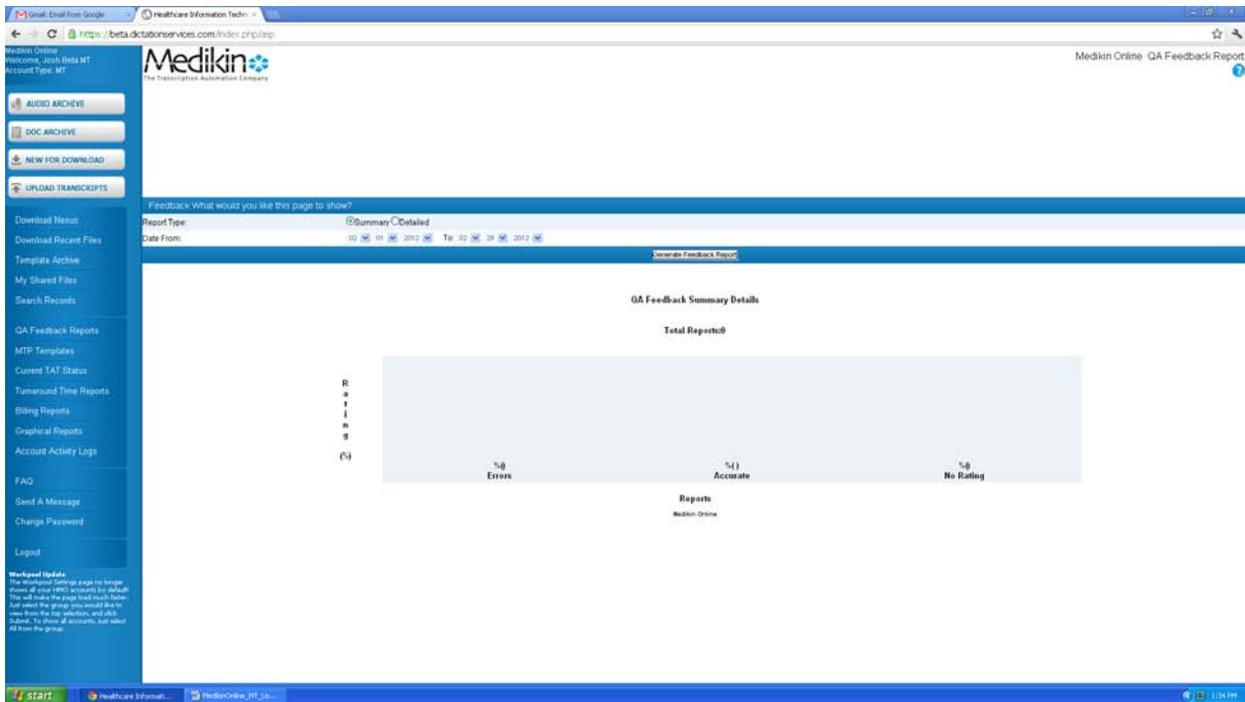
There are three bars showing errors, accurate and no rating respectively.

1. Errors – This bar is divided into five parts signifying 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 selects the option of "No Edits" for the MT while uploading the file, it will appear here as No Errors in sea green color.
- ❖ Approved Reports – When the QA1 does not select an option while uploading the file, it is understood that the reports have been approved by them and they are shown in a dark bottle green color.

3. No Rating – The entire bar signifies the reports that were not rated by the QA1. When the QA1 selects the option of "No Rating" while uploading the file, this bar appears black in color.

Detailed Feedback Report

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

Column Details

All of the column buttons ▲▼ are sorting buttons.

1. Doc File ID –This column displays the transcribed file ID.

2. MT ID – This column displays the MT (your) ID.

3. Document File ID – This column shows the document file name.

4. Transcription Date/Time – This column shows the upload date and time of the transcribed file by the MT.

5. Dictator – This column displays the Dictator (doctor) ID to whom the audio file actually belongs.

6. Audio File ID – This column shows the file ID assigned by the system to the audio file when doctor uploads it.

It also displays a 🔵 green button to signify that 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 the message to the Site Administrator to get the file online.

7. QA1 ID – This column shows the QA1 ID who edited the file.

8. QA1 File – This column shows the QA1 file ID uploaded.

9. C – This column shows a dark bottle green color if the file has Clinical Errors.

10. F - This column shows a blue color if the file has Format Errors.

11. T - This column shows an ash color if the file has Typo Errors.

12. B - This column shows a dark green color if the file has Blanks.

13. A - This column shows a red color if the file has ADT/ Tag Errors.

14. NE - This column shows a black color if the file has No Edits.

15. NR - This column shows different colors for the approved files and for the files that have not been rated.

16. Rating Comment – This column shows the comment given by the QA1 for the MT for the file.

You can perform the following activities if the Report Type is chosen as *Detailed*.

Steps to Update the file information:

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

Steps to download transcribed report:

1. Click on the File ID that you want to download. The hyperlink will redirect you to a page showing the details of the file.
2. At the bottom, click the *Download this Document* button as required.

Steps to view a transcribed report:

1. Click on the File ID that you want to download. The hyperlink will redirect you to a page showing the details of the file.
2. At the bottom, click the *View this Document* button as required.

Steps to play an Audio File:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing the details of the file.
2. At the bottom, click the blue button. The hyperlink will again redirect you to a page showing

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:

1. In the first column, click on the File ID. The hyperlink will redirect you to a page showing the details of the file.

2. At the bottom, click the blue button. The hyperlink will again redirect you to a page showing the details of the corresponding audio file.

3. At the bottom, click the *Download this Audio File* button.

Current TAT Status

The TAT Summary feature provides the MT with the details of the TAT (Turn Around Time) of those files, which are still with him or her for transcription. The TAT is actually the time taken by the transcription company to transcribe and edit the audio file and to finally upload the document file. It helps the MT to keep tabs on his or her own efficiency. Activities cannot be performed from here as this is view-only screen.

Column Details

All of the column buttons are sorting buttons.

1. Audio File ID: This column shows the file ID that is assigned to the audio file when the doctor uploads it

2. Dictator: This column shows the dictator (doctor) ID who is the owner of the audio file.

3. Audio Filename: This column displays the audio file name.

4. Size: This column shows the details of the audio file size in terms of Kbytes and length in time (seconds) in the bracket.

5. Dictation Timestamp: This column shows the upload date and time by the doctor of the audio file.

6. Stat: This column displays a tick mark if the doctor marks the file as stat (urgent) while uploading it.

7. Status: This column shows the status of the files.
   - 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.
   - 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. When the file is completed and uploaded by the MT, it is no longer displayed in this folder.

8. Report Type: This column displays the type of report as marked by the doctor. If the doctor does not select a report type at the time of upload, "None" is displayed.

9. TAT target: This column shows the actual TAT target within which the file must be transcribed.

10. TAT Remaining: This column displays the time remaining for the transcription. Each time the page is refreshed, the time remaining is updated by the system. If the file is not transcribed with in the TAT target, it displays the overdue time in red font.

11. MT ID: This column shows the MT (your) ID who is transcribing the file.

12. QA1 ID: This column shows the QA1 ID who is editing the file. It will not show anything if the workflow is set as MT Client.

13. QA2 ID: This column shows the QA2 ID doing the final editing. Nothing will be shown if the file has not come to the QA2.

Turnaround Time Reports

The TAT (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 the dictator account basis for the selected time duration. The Summary report gives a snap-shot view of the TAT details for both normal and urgent reports. The Detailed report gives file-to-file TAT details of an account.

Report Criteria

The MT can generate the TAT report on the doctor account basis with the help of the Report Criteria functionality.
1. Report Type: Select the report type – Summary or Detailed as required
   ❖ Summary
   ❖ Detailed
2. Date from – to: Select the date duration for which you want to view the report.
3. Report Format: Select the report format as required. The drop down list shows the names of all doctors whose files are assigned to you. By default "All" is selected.

Steps to generate TAT Report:

1. Select either the Summary or the Detailed option
2. Select the period for which the TAT report will be generated.
3. Select the report format, i.e. the account (doctor / dictator) for which the report will 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 TAT for both normal as well as urgent reports for the selected time duration. It shows the number of files dictated, the average TAT and the average delay.

Column Details

All of the column buttons are sorting buttons.

1. Doc ID: This column depicts the doctor (dictator) ID.

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 length of time taken to complete the normal files.

4. Avg. Delay: This column 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 normal files for the particular account.
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 length of time taken to complete the urgent files.

7. Avg. Delay: This column displays the average of the delay time. If the Actual TAT exceeds the set TAT, this column shows the average of this delayed time for urgent files for the particular account.

When Detailed Report option is selected:

The Detailed Report gives all the details regarding the TAT for each file of the selected account for the selected time duration.

Column Details

All of the column buttons are sorting buttons.

1. S No.: This column shows the Serial Number.

2. MT ID: This column displays the MT (your) ID.

3. Doc ID: This column shows the dictator (doctor) ID as per the selection made.

4. Audio File ID: This column displays the Audio File ID.

5. Dictation Date/Time: This column shows the upload date and time by the doctor of the audio file.

6. Document File ID: This column shows the corresponding document file ID.

7. Transcription Date/Time: This column displays the upload date and time by the MT of the transcribed file.

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 or her account. Whenever the doctor uploads the normal or stat (urgent) file, the system automatically picks up the set TAT accordingly. This column displays the TAT set for the doctor.

9. Actual TAT: This column shows the actual time taken by the transcription company to complete and upload the file.

10. Difference: If the actual TAT is more than the set TAT, this column shows a 🔴 red button with a "Late" mouse-over image. And if the actual TAT is less than the set TAT, a green button ✅ with an "OK" mouse-over image is displayed.

At the bottom of the page, the totals and averages of the set TAT, the actual TAT and the difference are displayed.

Billing Report

This option helps the MT to generate an online summary or detailed billing report for a specific doctor/dictator account for a particular time period. 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. This is a read-only screen. No file activity can be performed from this screen.
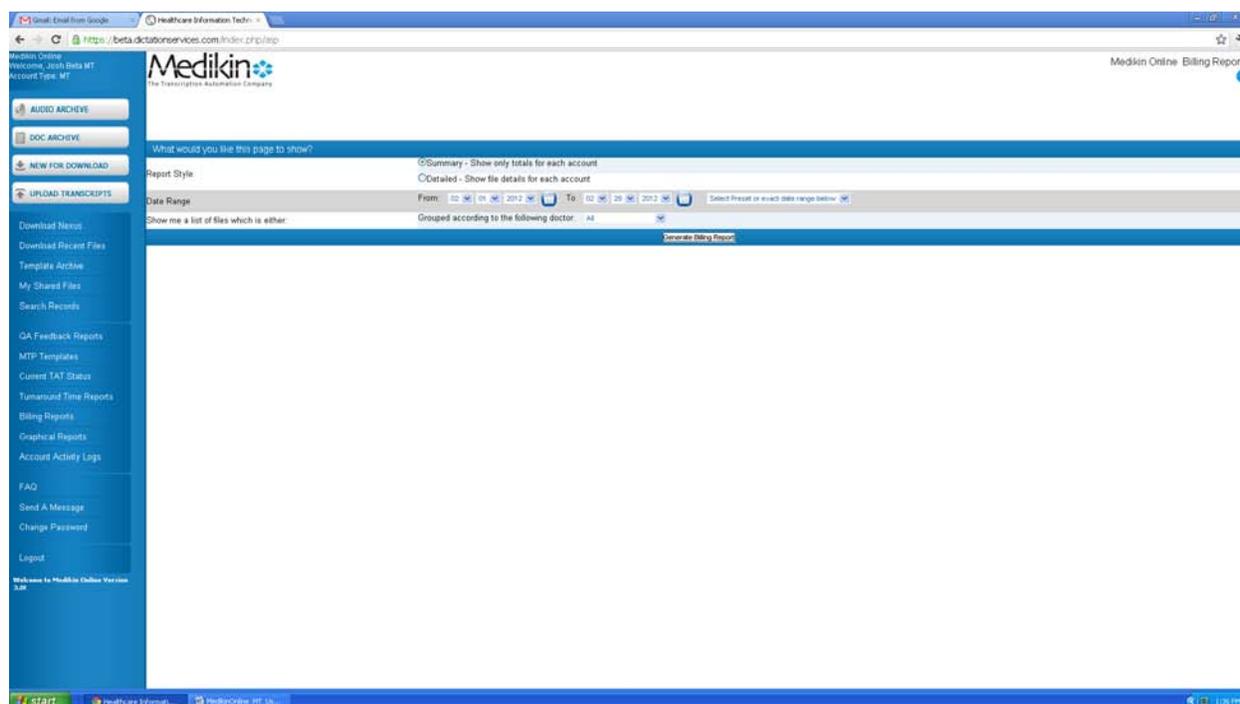
Report Criteria

The MT can generate the billing report on a doctor account basis for the selected duration with the help of the Report Criteria functionality:

• Report Type: Select the report type, either Summary or Detailed according as required.
  ❖ Summary: Shows only totals for each account. The Summary Report gives a snap-shot view of the billing report.
  ❖ Detailed: Shows file details for each account. The Detailed Report gives file-to-file billing details.
• Date Range: Select the date duration for which you want to view the billing report.

• Report Format: Select any doctor from the drop down list. By default "All" is selected.

Steps to generate a billing report

1. Select either the Summary or the Detailed option.
2. Select the period (from date to date) for which the billing report is to be generated.
3. Select report format, i.e. the doctor account as required.
4. Click the *Generate Billing Report* button.

As per the selection made, details regarding the report style, report format (i.e. account information) and time duration is displayed above the report.

When choosing the Summary Report:

Column Details

All of the column buttons ⬆⬇ are sorting buttons:

1. Dictator: User's Name of the doctor (dictator) who has dictated the file.
2. No. Reports: This column shows the count of reports dictated by the doctor for the selected period.
3. Lines: This column shows the number of lines that were transcribed by the MT for the selected doctor.
4. Length: This column displays the total length of the files.

When choosing the Detailed Report:

Column Details

All of the column buttons [▲▼] are sorting buttons:

1. Document File ID: This column shows the document file ID.

2. Work Date: This column displays the upload date of the document file.

3. Dictator: This column displays the doctor ID to whom the corresponding audio file belongs.

4. Patient Name: This column shows the patient name.

5. Document File Name: This column displays the document file name.

6. Document File Size: This column shows the document file size in terms of Kbytes.

7. Line Count: This column shows the count of the lines transcribed by the MT for the file. It shows *Waiting* when the file is in the process of comparison by the server.

8. Length: This column shows the length of the file in terms of time (secs).

9. Line/Length: This column displays the result of division of lines by length.

Account Activity Logs

Account Activity Logs is the feature, which helps the doctor keep track of all the activities taking place in his or her account. It gives the details regarding the type of activity (event), date and time of its occurrence, and account ID showing where the event occurred. The doctor can generate the report of recent activity by either the event (activity) or by date sort.
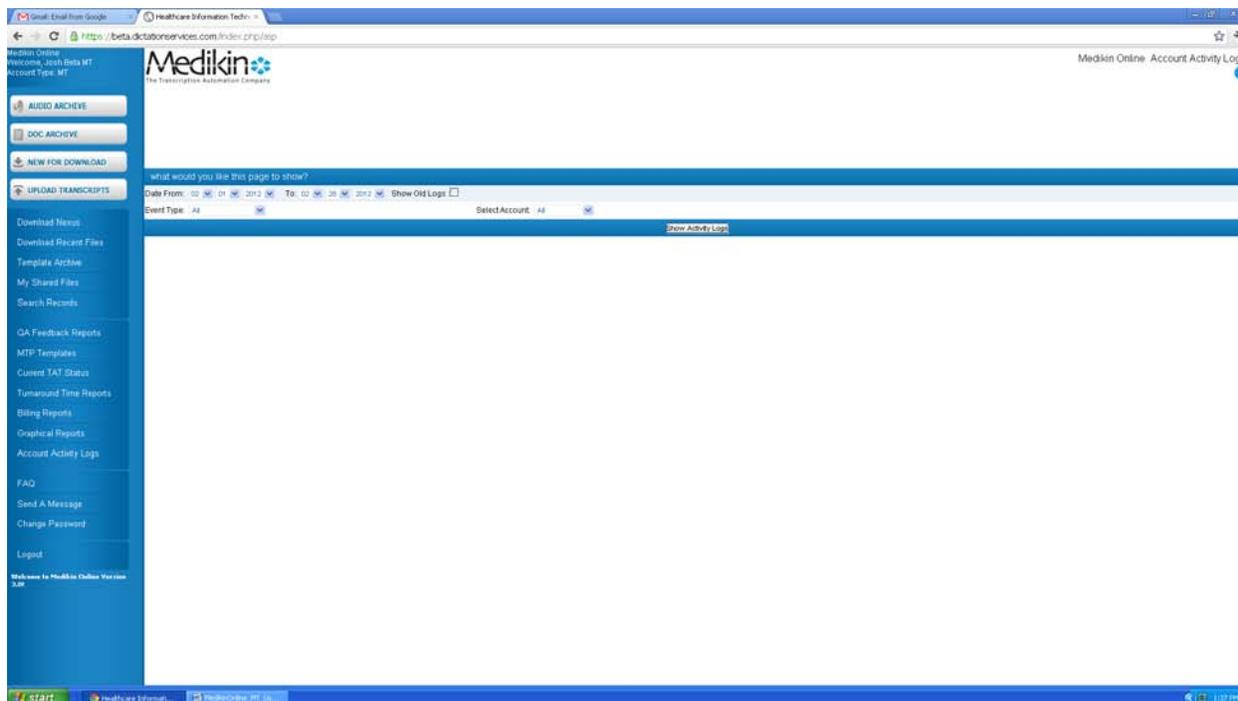
Report Criteria

• Date From – To -: The doctor can generate a report of recent activity for a particular duration or period.
• Event Type: The doctor can also generate the report by event basis. He or she can select a particular event from the drop down list. By default *All* is selected. The following is a list of events 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 can also generate the activity report on doctor account basis.

Steps to generate Recent Activity Log report:

1. Select duration for which the report is to be generated.
2. Select the particular event from the drop down list. By default *All* is selected.
3. Select the particular MT/QA from the drop down list. By default *All* is selected.
4. Click the *Generate Activity Report* button.

Column Details:

Click on the *Generate Activity Report* button and a new screen appears showing the report with the details of the account activity.

1. Date: This column shows the date when the event occurred.
2. Time: This column displays the time of the event.
3. Event Type: This column displays the type of event as per the selection made in the *Event Type Category* in Report Criteria.
4. ID: This column displays the doctor's account ID as per the selection made in the *Account* category in the Report Criteria.

5. Log: This column gives the details regarding the type of file (audio or document) and its name as per the event.

FAQ

These are frequently asked questions which act as quick reference for the MT for his general queries. This section gives answers to MT's queries related to the software/hardware requirements, use of the system and many more.

Send A Message

The Send Message Function feature helps the MT to send messages to the site administrator and the MT administrator if he/she faces any technical problem and to the MTs/QAs and the MT Administrator if he/she has any transcription problem.

Message Type: Select the message type by enabling the required radio button.
- ❖ Technical issue: If you have any technical problem regarding the ASP, send a message explaining the problem in detail. The system will send the message to the Site Administrator as well as to the MT Administrator.
- ❖ Transcription issue: If you have any transcription problem, send a message to the other MTs/QAs. The system will also send this message to the MT Administrator.

Message To: If you have selected the "Transcription Issue" option in the "Message Type" category, you can select the required MT/QA from the drop down list.

Subject: Enter a subject title for the message going to the recipient.

Message: Enter the 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 MT/QA 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 had been sent.

Change Password

Change Password option enables the doctor to change his account password if desired.
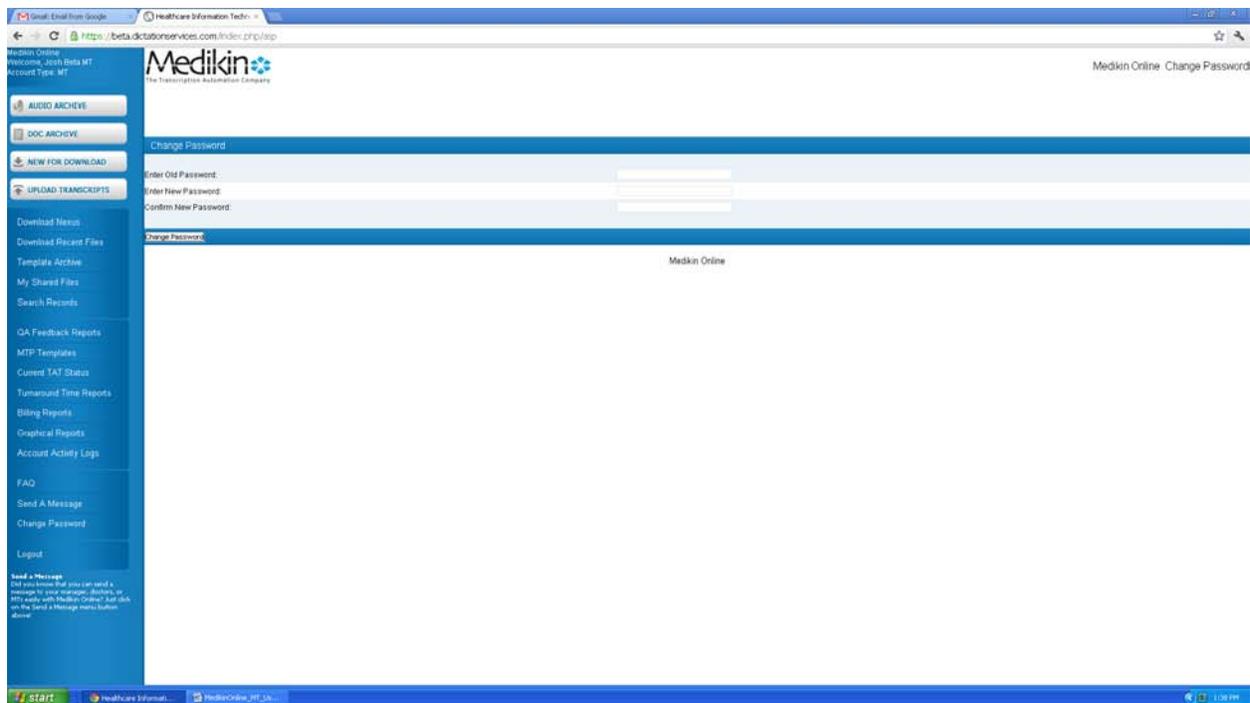
Steps to Change Password

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

This option logs out the MT from the system.