



Medical Documentation Efficiencies

*Practical Advice on Improving
Documentation Results*

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**From the desk of Kendall Tant,
CEO, iData**
Sharing know-how...

Welcome to **Medical Documentation Efficiencies (MDE)**! This quarterly newsletter is our gift to our customers and industry friends - a resource to help you get better documentation results. In each issue, we share our insight and expertise drawn from more than 25 years experience. **MDE** will focus on how to get more out of your current solution, such as how to reduce workflow bottlenecks and overall costs. How to work with doctors whose dictations are difficult to understand. Also - what *really* works when automating transcriptions processes, and how transcription works with your EMR. Plus, much more!

We hope you enjoy this issue and the ones to follow. Our goal is to help you understand some of the complexities around the cost of transcription, EMR integration, and physician productivity, to name a few. We look forward to your feedback; please feel free to suggest topics that you'd find useful. Connect with me anytime via email at ktant@idata-llc.com, or phone me at (410) 295-0201. You can even follow our new blog at www.idata-llc.com/blog/2011/09/whats-in-a-name/ on issues around clinical documentation. I'd be glad to interact with you and answer any questions you may have.

Warmly,
Kendall Tant
CEO, **iData**

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Improving Productivity

It's late on Friday afternoon. Your boss and CFO or the head of the Medical Staff - approaches and asks the question, "What is our TAT over the last two weekends?" This is where the kind of ad hoc reporting tool **iData's** customers enjoy can be a lifesaver. You set the criteria of the search by the nature of the question, and **iData** ensures you get an expedient answer. So you can give one to your boss' question!

The Bottom Line on Line Counts



Determining exactly what you pay for

Do you ever question just what exactly you're paying for with transcription services? Everyone is carefully measuring quality and turn-around time (TAT). You're often made aware that TAT is an issue, and you may (or may not) know about quality based on the complaints from physicians at your facility.

But how do you know you're paying the right amount for the reports you receive?

Over the years, a number of billing irregularities have been reported, some with prominent national companies. So, how can you determine for *certain* whether you're paying for the right number of lines?

First, consider these questions. *What sort of bill do you receive? Is it a summary bill with the total number of lines, or a total number of reports and lines?* Bottom line is this: if you have a hard time getting a detailed bill, it could be a red flag.

Next, engage in an audit. Compare the terms of your contract to what you are actually being billed. You'll simply need an itemization of all reports and how much you were charged for those reports.

Once you have the actual reports and the itemized charges, determine the methodology for line calculation. This is where things can get tricky. There is no industry-wide standard to determine how to quantify a line, so you need to understand each vendor's methodology of counting. Examples include AAMT (American Association of Medical Transcriptionists), ASCII, or VBC (Visual Black Character).

Once you've determined the methodology, you'll need to assess whether each line is considered a "net line" or a "gross line," and so forth. Transcription line counts are not always as straightforward as it would appear. Nine cents per line might just turn out to be more expensive than 13 cents per line - depending on the methodology! We recommend visiting the following for further explanation:
http://www.fortherecordmag.com/archives/fttr_051506p10.shtml Similar

At **iData**, we take time to ensure our customers know exactly how we determine costs. We'd be happy to analyze how your current lines are counted, so you can make an effective comparison. Very often we save customers between 25% and 50% when considering all the costs of outsourced transcription - both fixed and hidden.

Give me a call at 410-295-0201 or ktant@idata-llc.com. I'll help you figure out the bottom line with regard to all those lines!

About Us

We are a regional medical documentation company that helps hospitals and group practices with all of the issues around clinical documentation; systems, transcription, speech, and interfaces. Visit our web site at www.100medicaldocumentation.com or

call us at 410-295-0201.

Check out our new blog at:

www.100medicaldocumentation.com/blog