EMDAT

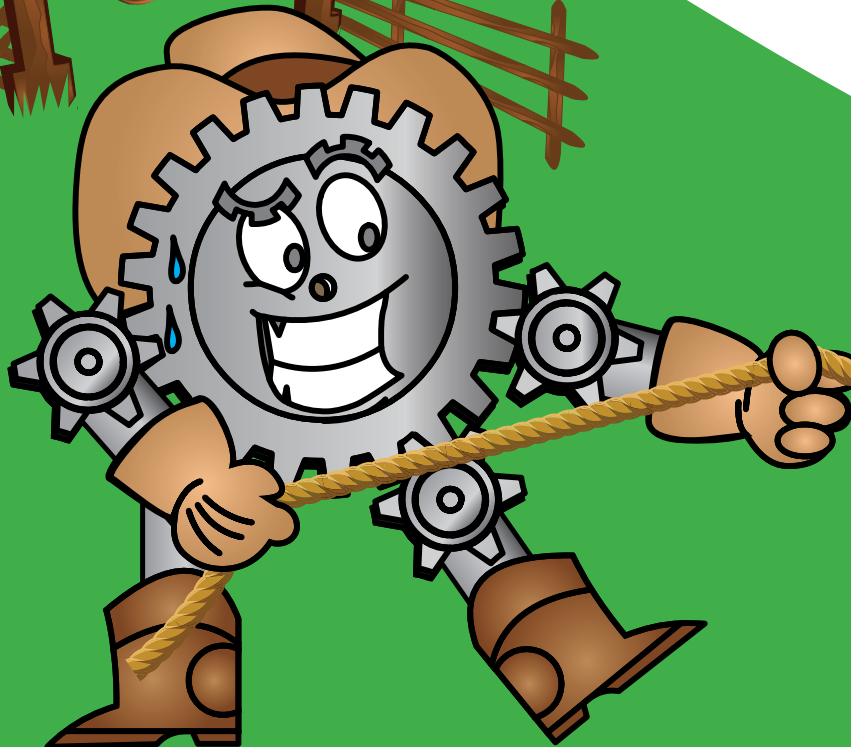**THE ENGINE THAT POWERS MEDICAL TRANSCRIPTION**

Emdat rounds up

pennies per line

to increase

your bottom line!

The Emdat Solution is a suite of software applications that completely automates the entire dictation, transcription and documentation process for Medical Facilities and transcription service companies.

Released in 1999, the Emdat suite of applications allows transcription companies from all over the world to compete for transcription. Today, over 2,000 Medical Facilities and 200 Medical Transcription Service Organizations (MTSOs) use Emdat applications to reduce their transcription costs and provide quality documentation.

The Emdat Process

- First, Emdat's InSync® or InTouch® captures dictation via a handheld digital recorder or a telephone. Dictation is sent securely to Emdat servers using an internet connection. Once on the server, all dictations are available to a Medical Facility's in-house transcriptionists or an outsourced MTSO.

- InScribe®, Emdat's typing program, facilitates efficient dictation turnaround times with master patient databases and quality assurance capabilities.

- Using Emdat's InCommand®, MTSOs immediately prioritize, monitor, route, and re-route dictations and completed transcriptions. Access is controlled through the use of individual IDs and passwords that can be customized to various access levels.

- Medical Facilities use Emdat's InQuiry® to facilitate administration of transcription documents. Using Emdat's online applications, administrators and physicians can view, edit, print and electronically sign transcriptions, as well as generate cover letters, patient letters and envelopes. A referral module allows clients to automatically route referrals either within the InQuiry application or via auto-fax. Once completed, all transcriptions can be exported to an EMR system.

- Emdat maintains Client documents in a totally secure (128-bit encryption), searchable database for as long as they employ Emdat.

*"To use InSync,
I simply connect the
recorder to the desktop.
The computer
automatically downloads,
sends, and then erases my
dictations."*

*— DR. JOEL HURT,
ORTHOPEDIC SURGEON,
TEXAS BONE AND JOINT*

InTouch and InSync are two easy-to-use options for uploading dictations.

Shadowlink imports and exports data for use in populating transcriptions and EMRs.

Uploading voice files

Voice files are uploaded to the Emdat server using either InTouch (telephone dictation) or InSync (digital recorder). Voice files are encrypted with a 128-bit Twofish algorithm during transit. When a voice file is received, a copy is stored in two different storage farms. Voice files are maintained for one year on the servers. After one year, it is backed up and moved to a second data center.

InTouch

InTouch is Emdat's telephone dictation server. Touch-tone telephone buttons can easily be programmed to perform desired functions per a setup that's most familiar or desirable to Users. Emdat supports many telephone dictation devices used by other systems, allowing the InTouch server to perform various functions such as "start recording," "pause," "rewind 5 seconds," "play," "pause," etc., per the customized setting.
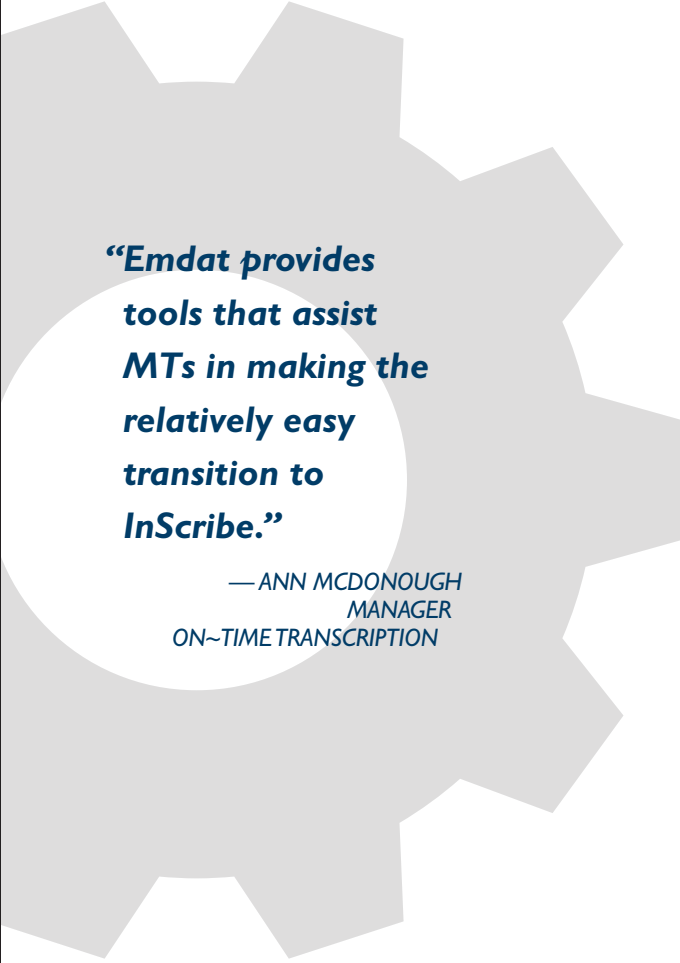
InSync

The InSync application resides on any desktop/laptop. Clients merely dock the recorder via a USB port and voice files are automatically transferred to the Emdat servers. InSync is always running as long as the computer is turned on. Medical Facilities may have multiple copies of InSync running on their computers.

Shadowlink

Shadowlink application is the preferred means of uploading patient appointment information and physician referral lists as well as downloading transcriptions to the EMRs. Shadowlink uses 128-bit SSL encryption and is currently limited to one installation per client.

"Emdat provides tools that assist MTs in making the relatively easy transition to InScribe."
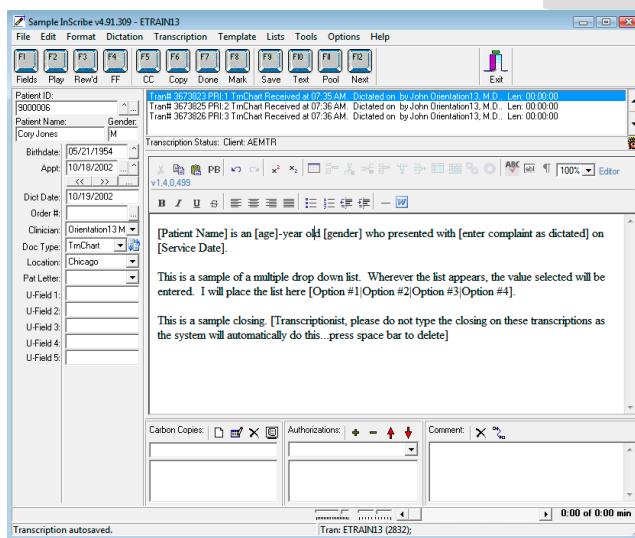
—ANN MCDONOUGH
MANAGER
ON~TIME TRANSCRIPTION

InScribe is a HIPAA-compliant typing application designed by transcriptionists for transcriptionists.

InScribe was designed with heads down production in mind. Transcriptionists have everything at their fingertips — demographics, referring physician information, word expander and spell check. InScribe is a single, integrated application designed with various sections (demographics, body, cc, signatures, comments, etc.), that allow transcriptionists to easily and quickly retrieve information required to complete a quality document.

Emdat's InScribe application

Demographics

Demographic information (patient name, MR#, etc.) is easily loaded into Emdat using HL7 interface or a text file (comma delimited or fixed width). As an author or transcriptionist enters the unique patient number or name, the system automatically searches its data and presents the user with matches. When the patient is selected, the system displays the corresponding appointment dates.

Referring Clinician Information

Primary Care Physicians, Attending Physicians, and the like all can be designated to receive copies of a transcription either electronically, via auto-fax, or by standard mail. Transcriptionists use an online database of referring clinicians to easily assign transcription recipients, commonly known as "CCs," per the dictation. No time is wasted researching addresses and names.

Body of Document

The body of an InScribe document can be built from templates (dictation or document), auto-text, and free hand typing. Document templates automatically load into the body of the transcription based upon a combination of author, work type, and/or location. Transcriptionists don't spend time finding the proper template. Dictation Templates are retrieved from the server based upon what an author dictates (e.g. Normal Left Wrist).

"I rave about InQuiry to others. Workflow improvements such as editing and faxing online save me time."

— TERRY TARVER
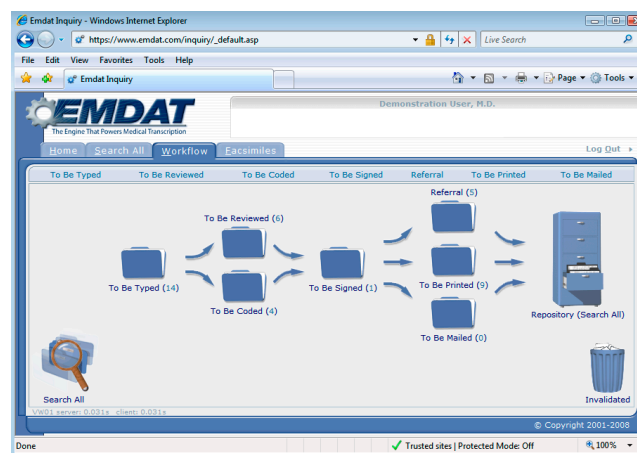*MEDICAL SECRETARY*
RED OAK CARDIOVASCULAR

InQuiry is a HIPAA-compliant, web-based application used by hospitals, clinics, outpatient surgery centers or other Medical Facilities to manage day-to-day transcription workflow. Emdat provides InQuiry to MTSOs and their customers as an added value to the MTSO's service.

InQuiry is a repository of company transcriptions available around the clock to Medical Facility users. InQuiry allows MTSO customers to easily map and then carry out their internal workflow. In addition to access at the

click of a mouse, MTSO customers have the ability to edit, auto-fax, electronically sign, and print transcriptions. By providing this fully functional workflow solution with your transcription services, MTSOs cause InQuiry's versatile functionality, unlimited access and easy-to-use features to become indispensible to Clients.

Emdat's InQuiry application. workflow diagram
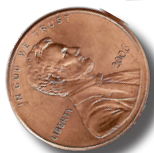
Medical Facility Workflow

Most transcription solutions end when a dictation is returned as a transcribed document. With InQuiry, Medical Facilities can track and monitor the journey of the document from receipt of the transcribed document to delivery in the paper or Electronic Medical Record (EMR). Medical Facilities design and create a document workflow that best suits their needs using InQuiry folders that can be named per the Medical Facilities discretion.

Pre-Authentication Process

Dictation Folder: Clinician dictations are sent via hand-held digital recorder, PDA, or PC (using Emdat InSync) or telephone dictation (using Emdat InTouch) to an InQuiry folder designated for dictation files. By default, this folder is named "Dictation." Within this folder, Users can view dictation details (clinician, document type, date received, etc.) and play dictation audio files.

Review1 or Review2 Folder: Once a dictation has been transcribed, it is delivered back to the Medical Facility via InQuiry. Medical Facilities have the option of routing transcriptions to review folders before a document proceeds to clinician authentication. One folder can be used for documents that require clarification of content or demographic information (E.g. "To Be Reviewed"). Another folder can contain documents for use by coding personnel (E.g. "To Be Coded"). These folders are an optional feature activated when setting up transcription workflow.

Authentication Process

Preliminary Folder: Once pre-authentication is finished, the transcribed document can be placed automatically in the authentication folder if the Medical Facility desires. Users view transcriptions in this folder named "Preliminary" by default, and complete the document by applying an electronic signature.

Post-Authentication Process

Final1 or Final2 Folder: Once the transcribed document has been through the pre-authentication and authentication processes the document will automatically be placed in a post authentication folder. These folders hold transcriptions that are to be printed and filed in the paper medical record, printed and mailed to referring clinician transcriptions, or a host of other actions.

Repository or Search All Folders: Once the entire workflow process is complete, all transcriptions are placed in a folder named "Repository (Search All)" by default. All MTSO's Clients transcriptions are available for use anytime in the future, 24 x 7, for as long as the MTSO is a client.

Auto-fax and Fax on Demand: Medical Facilities can save time and money with InQuiry's auto-fax and fax on demand function. Transcriptions are either faxed automatically based upon pre-determined criteria from InQuiry or faxed with the click of a mouse.

InQuiry automates the process of administering medical dictation and transcription documents for MTSO clients. MTSOs can rest assured that all transcribed documents are readily accessible and easily located.

InCommand is a HIPAA-compliant, web-based application used by MTSOs to manage the day-to-day transcription operations of their company and their Clients.

InCommand allows transcription company managers to quickly see the inventory and status of all dictations. Users can see the queue of dictations waiting to be transcribed, which dictations are being typed and by whom, the receipt time of the dictation and when it's due, as well as the clinician, client and document type. All the information is at your fingertips — a few simple clicks can re-route work, pay transcriptionists or invoice Clients.

Emdat's InCommand application summary view

Day-to-Day Management

InCommand gives managers the ability to see the details of both all Outstanding Jobs and Delivered Transcriptions.
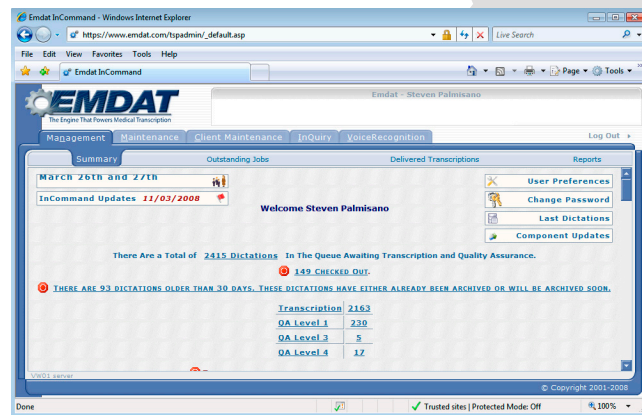
Management Folder

Outstanding Jobs: Clinician dictations are sent via hand-held digital recorder, PDA, or PC (using InSync) or telephone dictation (using InTouch) to the Outstanding Jobs folder. Here, each dictation file is listed with the Client name, clinician name, document type, priority and date received. In addition, Users can see if a job is outstanding, being typed or overdue. Managers can edit dictation details such as clinician, work type, and QA status. Managers can also reroute transcriptions with the click of a mouse, applying the action to either one dictation or multiple dictations. Access can be customized so only certain Clients or Medical Facilities are visible to a specific User.

Delivered Transcriptions: Once a dictation has been transcribed, it is delivered back to the Medical Facility via InQuiry and listed in the Delivered Transcriptions folder in InCommand. Managers are able to view details of the transcription as well as re-route a transcribed job back to QA if necessary. Managers are able to see the total jobs transcribed over the course of a day, week or year. All MTSO's Clients transcriptions are accessible for as long as the MTSO is a client.

Maintenance Folder

New transcriptionist and new clients (Medical Facilities) are easily built and maintained under the Maintenance section of InCommand.

Users can manage elements of the transcription process within the Maintenance Folder. Here, transcriptionists and clients are added, edited, or deleted. Transcription pools, used to assign work to a transcriptionist, are easily established with the Pool wizard.

Outsourcing work to other transcription companies is a snap. In the event you land a large account that needs to be implemented quickly, InCommand allows you to shop various fellow Emdat MTSO Clients for outsourcing services. Outsourcing MTSOs set up and maintain pricing paradigms and determine the amount of work that is farmed out. InCommand will even tell you how much work the subcontracted company typed and how much money is owed to them. It's like having qualified transcriptionists at your beckon call.

Management Reports

MTSOs need an array of pertinent data to best manage their transcription company both daily and at the end of a billing cycle. InCommand can generate a variety of management reports ranging from Transcriptionists Production, Client Production to Net Profit. The Net Profit report returns the profit made per transcription. With over 30 reports to choose from, MTSOs can know their business inside and out at the click of a mouse.

"InCommand is a robust technology which is feature-rich and user-friendly."

— ROBERTA PODZIUS,
PRESIDENT
INTERPRO TRANSCRIPTION SERVICES
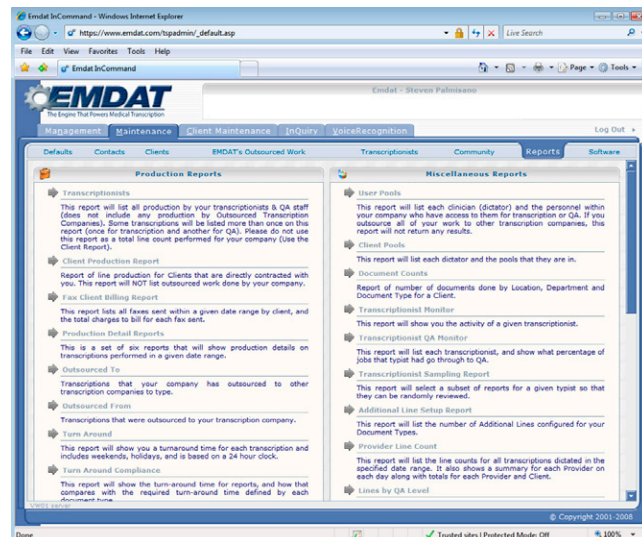
Emdat's InCommand application management reports menu

Emdat's suite of applications is backed by a team of forward-thinking people dedicated to Client satisfaction.

Emdat has various Teams that support the distinct mission of providing a quality product and responsive service to our Clients.

Implementation Team

Emdat's Implementation Team consists of dedicated, experienced professionals committed to providing their Clients with a seamless transition to the Emdat suite of applications.

Interface Team

Emdat's Interface Team is focused on making Emdat's suite of applications communicate effectively and accurately with all aspects of the medical documentation process. Emdat is constantly monitoring its functionality to work with both the latest technologies as well as the long-standing electronic processes.

Help Desk Team

Emdat's Support/Help Desk is accessible online or via a toll-free hotline and offers remote monitoring, remote diagnostics, training tutorials and web-based support tracking. Hardware and software support is available from 7:00 AM to 7:00 PM CST. All Emdat hardware and servers are monitored 7x24x365.

Architecture/Development Team

Emdat's Architecture/Development Team is responsible for insuring data security and initiating application enhancements.

Sales/Marketing

Emdat offers marketing support as a service to MTSOs. Our Marketing Assistance Fund (MAF) is designed to support joint efforts that encourage growth for both of our organizations. MTSOs can receive matching funds for various agreed-upon marketing programs such as advertising, brochure development, and trade show booths. In addition, Emdat's sales staff can conduct customer demonstrations to potential clients.

"Emdat's support is phenomenal. I cannot complement them enough."

MARSHA WYLIE
PROJECT MANAGER
CININNATI EYE
INSTITUTE
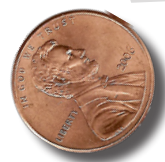
View a flash presentation of our product at www.emdat.com/mtso