

Case Study: High-Quality Transcription Solution Saves SurgiCenter Time and Money

A doctor's time is too valuable to reach a point of repeat dictations, but this was happening far too often at Garden City SurgiCenter, formerly Nassau Center for Ambulatory Surgery. The Center was spending a significant amount of money and resources managing their patient documentation. They decided it was time for a change.

Outsourcing transcription continues to rise for all types of medical providers, from individual practices to large hospital systems. Selecting the best solution for your practice depends on comparing accuracy, reliability, speed, security, ease of use and other factors. The wrong choice can be painful. Take it from Garden City SurgiCenter, outsourcing to the right company can save your practice time, money, and resources, and minimize risks.

After problems with another provider, the Center changed over to ZyDoc Medical Transcription, and experienced an immediate difference. Office manager Kelly Fitzpatrick joined the practice when there was an arrangement already in place with an independent contractor. The belief was that this would be more cost effective than hiring and managing staff. Although the contractor offered toll-free dial-in dictation and reports returned via fax within 24 hours, there were problems with tracking and finding reports. These lost reports caused continual aggravation, requiring front office staff, medical records, and Kelly to search for the documentation.

ZyDoc worked with the Center to improve the situation by providing a workflow solution based upon award-winning solid technology combined with quality documentation and 24 x 7 customer service. After e-signature, documents are automatically downloaded and printed immediately. Kelly can look up her reports on the Internet by patient name, doctor, date of dictation, date of service, or type of surgery, etc. Kelly can monitor the status of the jobs and quickly assess how many jobs are being transcribed, edited, and completed. Any physician or insurance company can receive a transcribed report via fax.

According to Kelly, "It doesn't get any better than this." Now, she never has to search for another missing document or ask the doctor to dictate twice. The entire problem has been eliminated.

Turnaround Time

Turnaround time is reliable. Kelly specifically points out that having documents back the next day improves the Center's documentation workflow. They now know where everything is, through a process they can manage. They are no longer holding charts because the transcription has not been completed. **This fast and reliable transcription service ultimately improves cash flow for the practice.** Coding and billing is best processed upon completion of the dictation and documentation. Without this documentation, coding might be incomplete – or worse, inaccurate – and negatively affect the reimbursements for the facility.

Service

The customer service has also been a positive experience for Kelly and the front office staff. Kelly periodically receives calls from ZyDoc, checking in to make sure all of the Center's needs continue to be met to their satisfaction. ZyDoc's policy is that all customers receive courtesy calls from their representative on an ongoing basis. The company's physician-owner, James Maisel, M.D., also makes calls to the clients. The hands-on approach, described by another ZyDoc client as being like "ants on a cookie," seems to be working for Garden City SurgiCenter.

Quality

The quality of the documents has virtually been a non-issue. ZyDoc's QA process ensures that documents are delivered with the best quality possible, at all times. Offering this level of service requires a standardized and systematic approach for implementation of new accounts, new doctors, and new templates. The system must be supportive of delivering a high level of quality over the long term.

"Transcription is not the type of business that may be considered "in the bag." It never is, and requires daily support and close attention to detail," states Dr. Maisel. "These factors were all taken into consideration when ZyDoc developed its proprietary internal structured QA process, and customers like Kelly attest to the fact that it is working.

Volume has been increasing quarter over quarter for the past 12 months. ZyDoc's volume reports and forecasting indicate the growth trend is continuing and the company is heading for another tremendous year."

What is Next?

Garden City SurgiCenter's next step is to move towards the online editing and electronic signature capabilities. This will streamline their business even more. Kelly said that **it is wonderful not to be concerned with the entire transcription operation for this facility**, and she is looking forward to continuing to improve their efficiency by utilizing more of ZyDoc's solutions.

E-Signature and Distribution

In addition to the services utilized by Garden City SurgiCenter, ZyDoc offers online editing, electronic signature, and distribution services. They can mail and/or fax your documentation back to the ancillary departments or referring physicians. Authorized coders and billing personnel can access the electronically signed documentation with a special login. Files and information are always HIPAA-secure and stored in a carrier class data center.

For information about ZyDoc Medical Transcription, please call (800) 546-5633, or visit www.zydoc.com.