


An industry leader.
A total solution.



 **ACUSIS**[®]
HIGHER STANDARDSSM
medical transcription services



Service Guarantee

As part of our commitment to providing world-class customer satisfaction, Acusis[®] has established a business-to-business Service Guarantee designed to ensure you receive unparalleled quality and delivery service.

Timely, Quality Customer Satisfaction

In the unlikely event that the quality and/or turnaround time of your transcription work performed by Acusis does not meet our mutually agreed expectations, a credit will be provided.

As a part of our Quality Assurance process, Acusis continually audits a statistically valid sample of your files. If we find more than a 3% error rate per thousand lines in the quality of the transcriptions, you will receive full credit for all affected files.

Acusis also monitors turnaround time (TAT) for every one of your dictations. If we deliver more than 3% of your files beyond our standard 24-hour or STAT turnaround time commitment, you will receive full credit for all affected files.

This "No Charge" policy ensures that you and every customer experiences Acusis' Higher StandardsSM. The entire Acusis Team stands behind our Service Guarantee.

Regardless of file size, volume or type of dictation entrusted to us, we pledge to provide you with the highest standards in the industry for performance, integrity and service satisfaction excellence.

At Your Service,

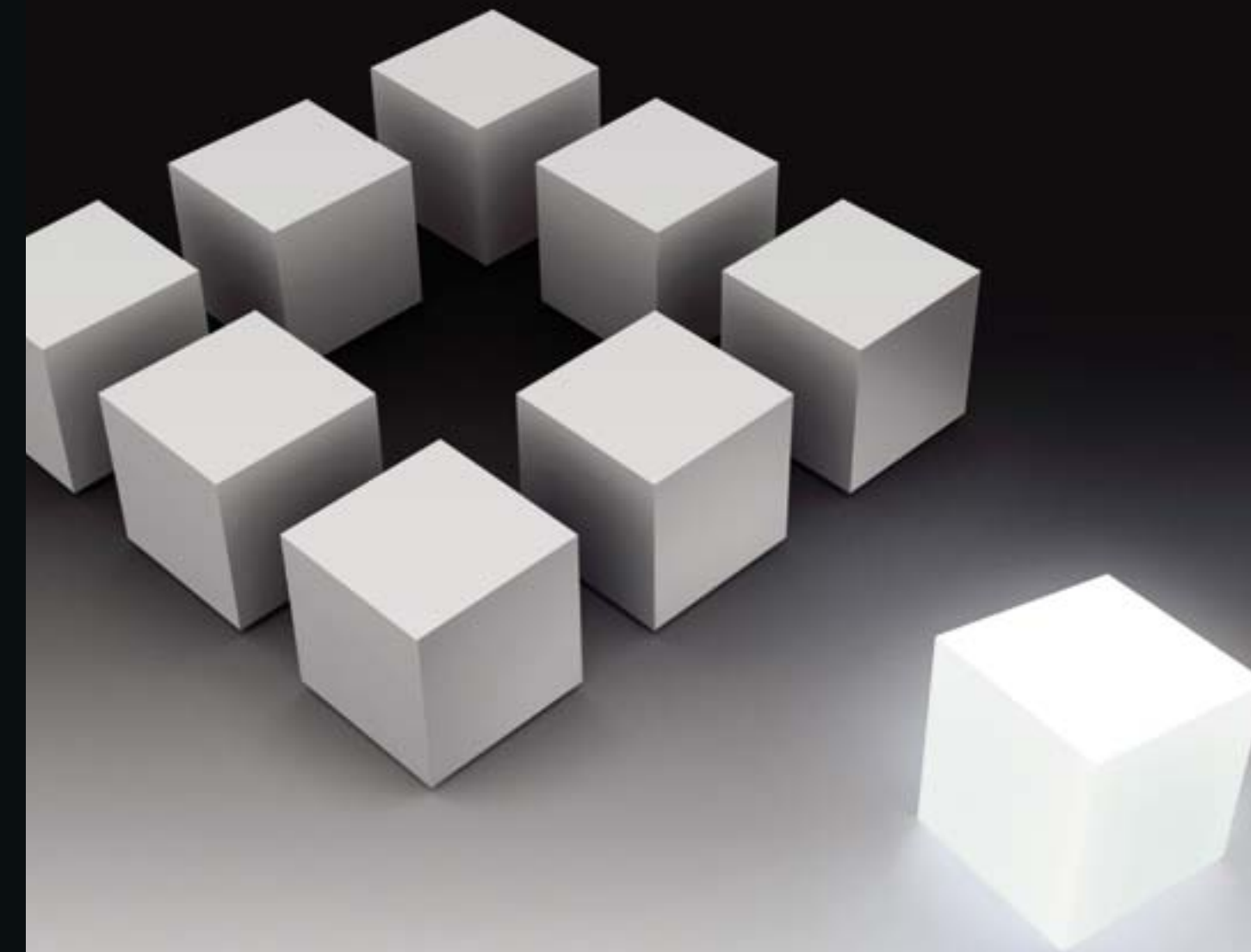
Ray Dyer
Chief Executive Officer
Acusis, LLC

Acusis quality and turnaround time credit applies only to files with line/character counts greater than 3% of total lines/characters transcribed during any semi-monthly billing cycle. Files that contain "blanks" due to no voice or poor quality voice recording will not count towards the maximum 3% quality credit policy. This Service Guarantee does not apply if any daily volume level fluctuation in a billing cycle exceeds 15% of the moving rolling monthly average of lines/characters transcribed. It is effective after the initial customer start-up/implementation period is complete and invoicing has commenced. Turnaround times are calculated from the time of the received dictation in the Acusis Data Center to the time we return the files to the Acusis Data Center.

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855.4.ACUSIS

One transcription service stands
apart from the competition.



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Higher StandardsSM give us the edge.

At Acusis, our only business focus is outsourced medical transcription services. As an industry leader, we are compelled by our overriding goal of complete customer satisfaction driven by superior processes. That's why we offer a total solution of integrated medical transcription services for hospitals, clinics and physician practices. From initial design to the execution of our services, we provide a distinctive edge! Our services are constantly evolving, as a result of direct customer input. Customers say they appreciate that we are more responsive to their needs. Acusis responsiveness, coupled with our state-of-the-art AcuSuite[®] software, brings world-class customer service to our entire transcription process.



You demand quality, accuracy and assured turnaround times.

The Acusis edge:

Superior processes that come with a guarantee

- Your choice of a dedicated U.S. or global workforce
- CMT credentialed workforce
- Dictation "Affinity Model" with medical language specialists and editor assignment
- Annual HIPAA certification required for every employee
- Integration of people and technology

"The most important areas we considered were turnaround time, quality of the reports and ease of conversion. Acusis delivered on all three categories and helped us reduce cost and improve quality overall."

— Bob Tracz, Chief Financial Officer, Lake Health

You demand that your medical transcription service be accurate and on time. We feel the exact same way. At Acusis, we hold ourselves to a higher standard, so we built world-class business processes using metrics and constant performance scrutiny into every step of what we do. More than just medical transcriptionists, our medical language specialists are encouraged to attain higher education with our successful certified medical transcriptionists (CMT) credentialing program. Our medical language specialists are key to providing "customer grade" reports. We back them up with Quality Control editing that is a separate and distinct function from Quality Assurance. Furthermore, we require that all employees take a HIPAA certification course every year. The Acusis process guarantees consistent, high-quality reports delivered within the contracted time. With our unique "Affinity Model," Acusis matches small teams of medical language specialists with your dictators. Our processes, driven by Six Sigma, are a significant reason why we're a leading medical transcription provider. But you are the reason we are the only company that has a written guarantee ensuring quality and consistent turnaround times.



You deserve a partner you can trust.

The Acusis edge:

Passionately delivered service translates into satisfaction

- We listen
- We act
- We support
- We deliver

"No matter how large Acusis has grown, we feel we are their only customer."

— Lynn Hecht, Director HIM, Children's Hospital, Pittsburgh of UPMC

You want a medical transcription service you can trust. We couldn't agree more. After all, you deserve it. And, at Acusis, we can proudly say we have never lost a customer because of quality or turnaround time performance. The reason is simple. We're driven to serve our customers better. Periodic focus groups and open communication give us insight and feedback, so our business practices reflect what customers need. Our account managers are advocates for our clients, continually reviewing overall performance, and ensuring that your expectations are realized. According to customers, our "one touch" customer service, supported by trained professionals, is key to resolving any concerns. Any time. Any day.



You insist on state-of-the-art performance.

Our solution:

Technology drives us toward perfection

- AcuSuite[®], our complete end-to-end software solution
- AcuSpeech, the latest speech recognition technology
- Our own 50-person software engineering team

"As far as technology goes, AcuSpeech is highly competitive and it's one more way in which we can be continuously resourceful and creative. That's not only supportive of our mission but also of our physician team."

— Maria Pineda-Biol, Director, Health Information Management Department, Saint Louise Regional Hospital

You need your medical transcription service to have state-of-the-art performance. That's how we like to have things, as well. Here at Acusis, technology is at the core of everything we do, allowing us to combine exceptional ease of use and interoperability into one highly effective solution. Our AcuSuite[®] software gives dictators the choice of telephone, voice-over IP, digital recorders and PDAs as part of our end-to-end solutions. Our software allows you to track your dictation, as well as manage your completed reports. This includes network printing, faxing and e-mail distribution based on conditional routing rules. In addition, AcuSuite[®] flexibility exists for multiple electronic signatures and integration with your EMR system. AcuSuite[®] interfaces with nearly every Health Information System in the market, using real-time HL7 standards. With our AcuSuite[®] ASP model, you can use your own FTEs on our platform, as well as allow your dictators to view and track their reports with a web browser.

AcuSpeech is unique to Acusis, providing a revolutionary back-end speech recognition and editing capability — whether it's our editors or yours. No additional training is required to provide qualified dictators with a cost-effective alternative. To meet your ever-increasing demand for shorter turnaround times, AcuSpeech is ideal for STAT generation. At Acusis, our own development team is constantly investigating new technologies, including emerging speech recognition, resulting in the improvement of our own software. Our engineers are capable of developing interfaces with your systems with minimal involvement of your IT department in order to shorten the time and cost of implementation. Our ability to react quickly to new technology developments continually enhances our service value.

You want honesty and integrity in a partner.

Our solution:

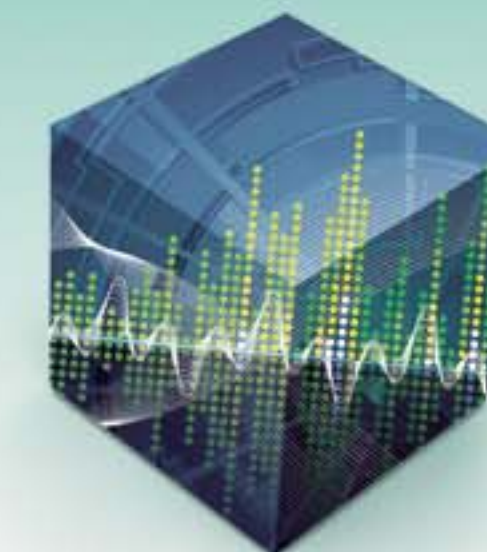
Total transparency

- A philosophy that fosters openness and trust
- AcuBilling software provides invoice details
- Acusis pricing with no hidden fees

"Openness and candor are what continually impresses me about Acusis. Their proactive communications and responsiveness are always complete and forthright."

— SheRee Garcia, RHIA, Director HIMs, UCSF Medical Center

You insist your medical transcription service be completely transparent. That's only fair. At Acusis, we're just that. And that means we have nothing to hide from our customers. Case in point: there is nothing hidden in your billing statement. AcuBilling offers "drill-down" options, supporting additional detail and gives the ability to audit invoices. We build Higher StandardsSM into all our systems and procedures. As a result, we were recognized as an MTIA Beacon Award finalist for our quality in billing and pricing principles of verifiability, measurability and integrity.



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For more information about how to partner with Acusis, and how we can bring Higher StandardsSM solutions to your healthcare organization, contact us at 855.4.ACUSIS or all.ears@acusis.com.

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