

Superior Quality, Accuracy, and Customer Service Develops a Lifetime Customer for Acusis

Highlights

Challenge

- A lack of quality and accuracy in past transcription services was causing doctors to complain about their dictations
- Customer service was oftentimes hard to work with and made its relationship with a business partner stressful

Solution

- Bibi Von Malder brought in Acusis transcription services at two locations where she has worked
- Acusis seamlessly integrated their transcription services into both hospital systems

Results

- Transcription services were dramatically improved, with physicians in particular noting the increased quality
- Acusis's superior customer service allowed for a dynamic provider-customer relationship to be created

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– Bibi Von Malder
Director & Privacy Officer
Health Information Management

Clinical and revenue cycle leaders well know that, for hospitals and health systems seeking to be recognized for their excellence in quality and patient safety, accurately capturing information on the care that is provided—such as physicians' dictation—is paramount. Such was the case at a 120-bed suburban Boston hospital that is part of one of the largest health systems in New England, which sought out opportunities to verify all detail around patient services was being accurately recorded.

One process within the facility's operations that started to receive particular attention was its dictation and transcripts services. Doctors were reporting repeated incidences of errors found within transcriptions. These errors included misspelled names, misunderstood colloquialisms, and even incorrect anatomical descriptions. Additionally, health information management staff were not getting responses from the vendor account manager when an issue needed to be addressed.

“I would call and try to get in contact with an account manager, and it always presented problems,” says Bibi Von Malder, RHIT and former Director of Health Information Management at the hospital. “It would take hours or days to get in contact with someone. The time-consuming, labor-intensive aspects of simply attempting to converse with a representative became too much.”

This frustration led the 120-bed facility to search for a new vendor to provide transcription services. When considering who to partner with, Acusis quickly stood out as the best choice.

“The way the Acusis staff presented themselves, displayed honesty in their work, and stressed a high standard of quality showed that they truly care about the services they are providing,” Von Malder says. “They approached our proposition for services as something more than just another hospital in their sales book. The passion they expressed in their company showed the kind of quality their organization represents.”

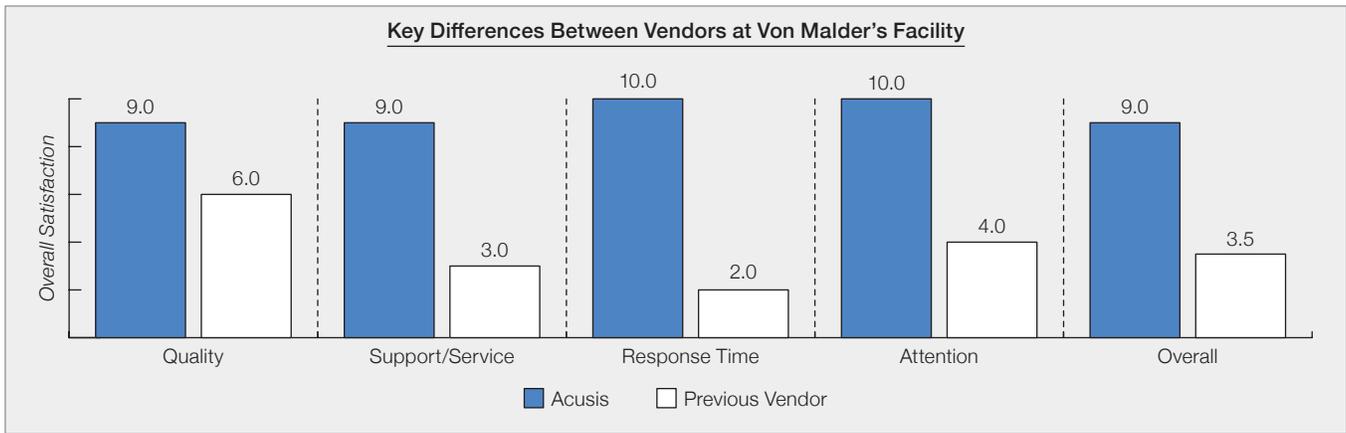
Providing Reliable and Consistent Transcriptions

Once Acusis finalized the agreement to provide transcription services for the hospital, the implementation process was fairly easy. Using their expert staff and strategists, Acusis was able to integrate their services directly into the hospital's Meditech system. Providing this site-specific solution allowed the facility to transition over services while not having to learn the operations of a new technology.

Because Acusis was able to adapt to the process that already existed within the hospital, arduous training sessions would not be needed. Physicians were free to continue their dictations in the standard way they had been operating before. All the new back-end work was facilitated by the Acusis staff. With their highly-trained global employees, Acusis provided remote clinical transcription of physician dictation.

After fully rolling out the dictation and transcription services, physicians, nurses, and health information management staff quickly began to express their increased approval of the new service solution. Staff members told Von Malder about the increased quality and accuracy that the new service offered. The small mistakes that were routinely found in transcriptions performed under the other service were no longer evident.

Acusis clearly took pride regarding the quality of its service, and strove to address any issues that arose during the hospital's adoption of its services. This dedication toward its



service and the amount of attention Acusis provided eventually created a longstanding bond between Von Malder and was the source of her passion for the work which Acusis provides.

Superior Value Leads to an Advocate

Recently, Von Malder accepted a new position at a community hospital south of Boston as the Director of Health Information Management Services, Privacy Officer, and Clinical Documentation Improvement. Upon starting her new position, one of her primary responsibilities was maintaining the standard of care that the hospital is known for.

When meeting with the various coordinators within the health information management services department, Von Malder began seeing similarities between the complaints happening at her new hospital and those at her previous post at the other facility, though each hospital had a different transcription vendor. Von Malder quickly turned to Acusis to consider integrating its services for her new employer.

“The one thing that really irritated me the most was the fact that after I was brought in as director—a position that had not been filled for almost a year—I never received a phone call from the

previous transcription service when I signed on,” Von Malder says. “Just because we were currently using the transcription service of another company did not mean we were necessarily going to continue using them. The fact that they did not call showed us how they did not value us as a hospital. We were just another number.”

The attention Acusis pays to its clients is one of the key factors that made Von Malder such an adamant proponent of Acusis. She did not go into her new position expecting to completely change operations. After experiencing the high quality of work and professionalism that Acusis brings to their transcription services, however, it was an easy decision.

Although Von Malder has only had her position since April 2015 and integrated the use of Acusis several months into her position, physicians and health information management staff have already started complimenting the new transcription services that she brought about.

Von Malder’s commitment to utilizing Acusis’s services at two organizations for which she has worked demonstrates its superiority of its service. The quality, accuracy, and commitment to customer service Acusis provides won it a lifelong customer and advocate. +

About Acusis

- Acusis is a medical documentation company based in Pittsburgh, PA, that offers customized medical transcription services.
- With employees located around the globe, Acusis is able to offer better turnaround times, competitive rates, high quality documents, and world-class customer service.
- Acusis’s accomplishments are the result of a systematic approach using Six Sigma and Net Promoter Scores as high-lighted processes.
- For more information on Acusis, visit: acusis.com