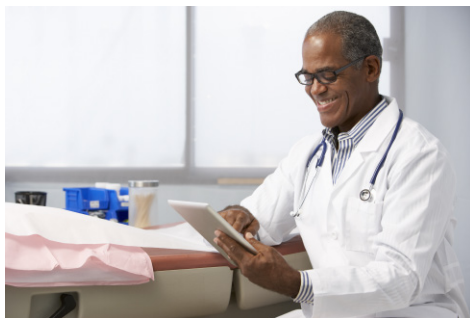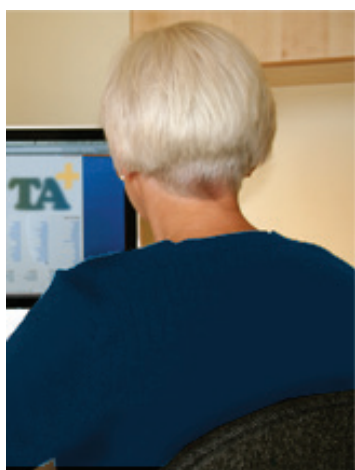# Arrendale Platform for MTSOs

Lower your costs and improve your software with our technology:

- Physician Mobility: Smart phone dictation app with transcript view and patient list
- Efficiency: Automated QA workflow, customizable searches and flexible reporting
- Service: Always open, U.S. professional Support Center

Dictation • Transcription • Speech Recognition

Mobile App and Toll-free Dictation
- Apple and Android dictation app with transcript view, patient search and e-sign
- Central storage of all voice files: smart phone app, landline, recorder and mike
- Customized prompts and voices
- Voice file import from all traditional dictation systems

Speed Enhancing Transcription Platform
- Integrated abbreviation expanders, unique for each MT
- 2nd window to transcribe Stats
- Split job automation for multiple jobs under a single voice file
- System-wide Normals from drop down menu

Efficient Quality Assurance Editing
- Software jumps to blanks in both text and voice files
- Integrated grading app with customized error types, penalties and scoring
- Online access for MTs to view corrected transcripts-no more faxing

Speech Recognition Profitability
- No cost trial period for **back-end** speech recognition
  - Invisible to your customers
  - Lower cost per line
  - Our speech rec is not from a competitor
  - All specialties, all dialects and all accents supported
  - Newer technology with better accuracy and fast conversion

After Transcription: Distribution and Electronic Signature
- Transcript delivery customizable by worktype and physician
- Software tracking of completion or failure for HL7, print and fax
- Physician ability to listen to voice file while signing
- Physician ability to send a note back to MTSO of desired edits

Arrendale Platform for MTSOs

Software Tools

- A Job Monitor to track each voice file and its transcript
- Warning of jobs near turnaround time cut off
- Multiple QA levels to resolve blanks before EHR upload
- Flexible user reports for line counting, TAT and invoicing
- Training videos and online Help for MTs and managers
- Detailed event logging with each job for HIPAA

MTSO Job Monitor – Multi Facility

Date	Received	Transcribed	Completed
2/23/19	476	471	444

Facility	STAT	Dictate				Transcription				Quality Review			
		Over Due	0-4 Due	4+ Due	Minutes	Over Due	0-4 Due	4+ Due	Minutes	Over Due	0-4 Due	4+ Due	Minutes
Cabarrus Cardiology	0	0	0	6	7.4	0	0	1	.8	0	0	2	.9
Denver Dermatology	0	0	0	2	2.3	0	2	3	3.2	0	1	1	1.3
Eastside Ear Nose and Throat	1	0	0	5	3.6	0	0	2	1.6	0	0	0	0
Martins Meadow Health Care	2	0	36	159	2913	0	7	18	97.4	0	0	5	422
North Nottingham Medical Center	1	0	0	20	45.2	0	0	6	5.1	0	2	4	5.7
Northern Norton Hospital	0	0	0	13	19.9	0	1	5	4.3	0	2	4	5.5
Oceanside Ophthalmology Practice	0	0	0	5	4.4	0	0	2	1.3	0	0	1	.9
Ocean View Orthopedic	0	0	0	0	0	0	0	0	0	0	0	0	0
Palisades Psychiatric Associates	0	0	0	2	3.6	0	0	1	2.3	0	0	0	0

Cost Savings

- No servers or software to purchase, install and manage
- No expensive T1 telephony lines
- No annual support fees
- No data center leasing expenses
- Backend speech rec without set up fees
- Our tech staff supplements or even replaces your IT team

Superior Customer Service and IT Support

- Toll-free round-the-clock availability, 24 by 7 by 365
- Ticket system with automatic email updates
- Conversion assistance for import of individual MT shortcut files
- Premier, certified data center with fabulous uptime
- System redundancy and constant backups
- Server monitoring app to detect system irregularity and alert Support team
- Extensive VNA interface experience with all major EMRs, HIS and PACS

Always On Time MTSO

Nifty Extras

- Splash screens with your logo
- Transcript keyword search feature, ideal for physician and MT research
- Fully insured, including cyber, data loss and ransomware coverage
- Automated handling (linking) of additional orders in radiology
- Daily receipt of patient data with flat file automation when HL7 isn't practical
- MTSO control of customer access and user profiles
- 29 years of clinical documentation industry experience

800.344.1323

AAi ARRENDALE ASSOCIATES

www.aaita.com