

Integrated Outsourcing with Arrendale Software

In today's HITECH world, meeting demands for quick turnaround times 7 days a week, 24 hours a day is a challenge for even the most seasoned HIM Director. Arrendale's Transcript Advantage (TA+) software with integrated transcription outsourcing workflow solves this dilemma with just a few keystrokes. The TA+ cloud platform for dictation, transcription and speech recognition incorporates outsourcing convenience, enabling supervisors to allocate designated work to their contracted MTSO at any time. Sending work to an Arrendale MTSO partner is configurable and reduces the hospital's need to staff a transcription department round the clock. Software transparency provides status updates so managers can quickly locate a needed job.

Rule Based Allocation

With Rules Based Allocation, transcription supervisors create a TA+ software "rule" specifying different variables such as department, dictators, worktypes, time of day and day of week. The rule remains constant and allocates all jobs fitting the criteria to the partner MTSO as soon as each dictation is complete. Popular rules allocate all dictation from 5 pm Friday through 7 am Monday, and all dictation on week nights. Additional rules can automate outsourcing for particular dictators or worktypes, as specified in the software.

Manual Allocation

Manual job allocation is a second option when assigning work to the partner MTSO. This is particularly helpful when the volume rises rapidly and in FMLA situations. In these conditions, supervisors view a list of waiting jobs and selectively assign all or some of the work to the MTSO. Every job is tracked in the software with the Job Events button showing receipt by the MTSO and return date and time of the job in *Complete* or *Customer Attention* status.

The screenshot displays the TA+ software interface. On the left is a navigation menu with categories like Preferences, Electronic Signature, Job Management, and Miscellaneous. The main window shows the 'MTSO Job Routing' configuration. It features a table with columns for Department, Field 1, Field 2, and Field 3. Below this is an 'Add Rule' dialog box with the following fields:

Add Rule		Scheduled Time (Optional)	
Priority	0	Start Day:	Friday
Document Type:	*ALL	Start Time:	16:00
Dictating Physician Number:	*ALL	End Day:	Monday
Physician Group Name:	*ALL	End Time:	04:00
Clinic:	*ALL		
MTSO:	ABC MTSO		

Benefits When Outsourcing with TA+

- Reduced payroll expenses and elimination of overtime
- Improved turnaround times and turnaround time reporting by inhouse and by MTSO
- Trusted Arrendale MTSO partners with 100% US transcriptionists
- Quality Assurance queue at customer site for work that needs customer attention
- Efficiency: Software option to allocate automatically per your specifications