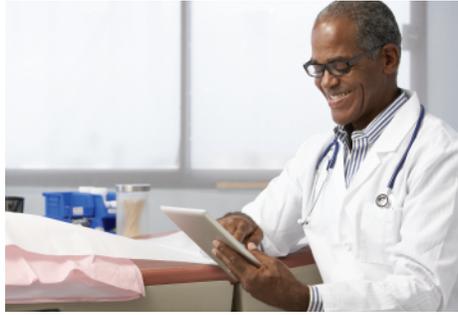# Arrendale Platform for MTSOs

## Lower your Costs and Improve your 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

## Software Highlights

### One Stop Platform

- ☑ **Speed typing**
- ☑ **Backend speech rec**
- ☑ **Med/Phar spellchecker**
- ☑ **QA automation**
- ☑ **2nd window for Stats**
- ☑ **US Support Center**

### Dictation Reliability
- Dictation freedom for your providers
- Keep with familiar or move to newer methods
- Intuitive Apple and Android smart phone app
- Central storage of all voice files
- Smart phone app, landline, recorder and mike

### Speed Enhancing Transcription Platform
- Integrated abbreviation expanders and Normals
- No Extra software needed
- Split job automation for multiple jobs under a single voice file

### Speech Recognition Profitability
- No cost trial period for **backend speech recognition**
- Invisible to your customers
- Lower cost per line - **20 % higher profits**
- nVoq integrated speech rec is not from a competitor
- All specialties, all dialects and all accents supported
- Newer technology with better accuracy and fast conversion

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

### After Transcription:  Distribution and Electronic Signature
- Transcript delivery customizable by worktype and physician
- Software tracking of delivery status: print, fax and online
- Physician ability to listen to voice file while e-Signing
- Physician may send a note back to MTSO of desired edits

**nVōq**

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## 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

*Dr. Signature*

**E Sign**  **HL7 to EHR**  **Print Automation**  **Fax Automation**  **Keyword Search**

## 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
- Generous speech rec trial period

## 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 daily backups
- Server monitoring app to detect system irregularity and alert Support team
- Extensive interface experience with all major EMRs, HIS and PACS

## Nifty Extras

*Always On Time*
**MTSO**

- Splash screens with your logo
- Transcript keyword search feature, ideal for physician and MT research
- Daily receipt of patient data with flat file automation when HL7 isn't practical
- Full MTSO control of customer access and user profiles
- Automated transcript scoring app to quantify MT accuracy
- Integrated editing of Arrendale front-end speech, with voice file
- Fully insured, including cyber, data loss and ransomware coverage
- 30 years of clinical documentation industry experience

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