



**CAPTURE**



**MANAGE**



**ANALYZE**



**DISTRIBUTE**

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I have worked with MedQuist at many different facilities over the years. When I joined Mississippi Baptist in 2001, McKesson's EHR system had just been implemented, and we wanted to outsource transcription and integrate with this system. We had 15 in-house Medical Transcriptionists at that time, and needed to handle anticipated growing volume.

MedQuist helped me get established in a facility I was new to. We started with their general Transcription Outsource Services, then added Radiology and the specialty clinics. Many of our physician/primary care clinics are now also going with MedQuist. The facility-wide knowledge of the partnership, and the resulting improvements in turnaround time and quality, has led to this expansion.



### **Focus on the Bottom Line**

Recently, we received an organizational mandate to become more efficient and cost-conscious. All managers at Mississippi Baptist were charged to renegotiate contracts, change staff and/or vendors, etc., to maintain fiscal responsibility. MedQuist was the "poster child" for partnering to find the savings we needed; they stepped up to the plate and really met our expectations.

MedQuist helped us find solutions to our facility challenges, providing transcription savings through innovative technology and services options we could choose from even before our current agreement with them expired. We now have guaranteed savings with a 3-year agreement. We've also added an option to utilize MedQuist's Global Services to maximize savings. MedQuist was very innovative in presenting different potential financial scenarios to us and giving us a high comfort level, so we don't feel like we're going out on a limb. It's a wonderful approach.

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## Speech Recognition Savings

Moving to back-end speech recognition with DocQspeech® has had an additional impact on savings. We are saving **27 percent** annually on domestic transcription with back-end speech recognition editing and pure transcription, and nearly **35 percent** annually when we combine the back-end speech recognition and pure transcription with global labor. Overall, we are projecting 3-year savings of \$822,939 for domestic transcription, and 3-year total savings of \$1,059,867 for global labor.

**3-year total savings of \$1,059,867**

**(27%) savings for domestic transcription**

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MedQuist has always provided expertise to facilitate the move to the next level. Introducing the DocQSpeech platform discrete pricing was part of our recent process improvements to impact workflow and quality. And a big plus was that it was transparent to the physicians. The system learned from them, so we could position the change from regular dictation as, "You're already doing this." This made it an easy sell to go to complete speech recognition.

## Customer Service and Support

As for MedQuist personnel, in my experience, they have always been customer-oriented. I really appreciate their on-site support, their genuine rapport with our transcription management, and their ability to resolve issues with a phone call. MedQuist's service and support have advanced tremendously over the years, with built-in DocQment Enterprise Platform® notifications, MedQuist Performance Monitor reporting, etc.

## Technology Innovation

MedQuist has an established track record, with a proven platform and quality guarantees. Clearly, the company wants to remain at the top, making strides to build customer confidence and stay on the cutting edge of technology. For example, we have added DocQvoice®, a local, leading-edge voice capture system. It has been a major improvement over dial-up in terms of voice quality, and it now provides another layer of redundancy in our disaster preparedness strategy. We were thrilled to get it, as well; it's a boost for our internal troubleshooting.

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We are now looking to advance our speech recognition usage by moving toward front-end speech through SpeechQ for Radiology®. Whatever new technologies become available in the area of clinical documentation, I have no doubt that MedQuist will be there, and will make it an easy transition.



Enterprise Clinical Documentation Solutions

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