

# Customer Testimonial

## MedQuist to the Rescue

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**Director of Medical Records**  
**Doctors' Hospital of Michigan**

Imagine you started a new job as the Director of Medical Records. On your first day, a Monday, the CFO told you that both of your outpatient coders had resigned and their last day would be on Friday. That is exactly what happened to me on my first day at Doctor's Hospital of Michigan.

Rather than panic, I formulated a plan that included immediately reaching out to MedQuist and asking for their help. By Friday, I had an agreement with MedQuist for them to provide me with a credentialed, experienced coder. Within 10 days of that first Monday, MedQuist had coordinated with the hospital's IT department to set up a VPN access for the coder, assigned a dedicated coder to my hospital, and the MedQuist coder, working remotely, was doing all the hospital's outpatient coding.

With the immediate need for an outpatient coder met, I then moved to the next steps in my plan. First, I began recruiting, and in six weeks, I had hired a new outpatient coder. I also began cross-training my inpatient coders so that I have more flexibility when it comes to scheduling and I then only had to hire one FTE to replace the two who had resigned.

The MedQuist coder hit the ground running. Because of her experience, I was able to funnel the more difficult cases to her, and begin training my inpatient coders on easier cases, until they were able to take on the more complex procedures.

What could have been a disaster, resulting in a backlog of records to be coded and delayed patient billing, was actually a non-event. MedQuist personnel understood and quickly responded to my needs. Throughout the engagement, MedQuist personnel regularly communicated with me, and met or exceeded my requests and deadlines.

While I hope that I am never in this situation again, I know that if or when I need experienced coders, I can call upon MedQuist for either short-term or long-term coding services. And since they can work remotely, this eliminated any type of travel-related expenses and allowed for a quick ramp-up.

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