



# THE NEXT GENERATION OF CLINICAL DOCUMENTATION

SMARTER

COST  
REDUCING

AT THE  
CENTER OF AN  
EHR-POWERED  
WORLD

MedQuist®

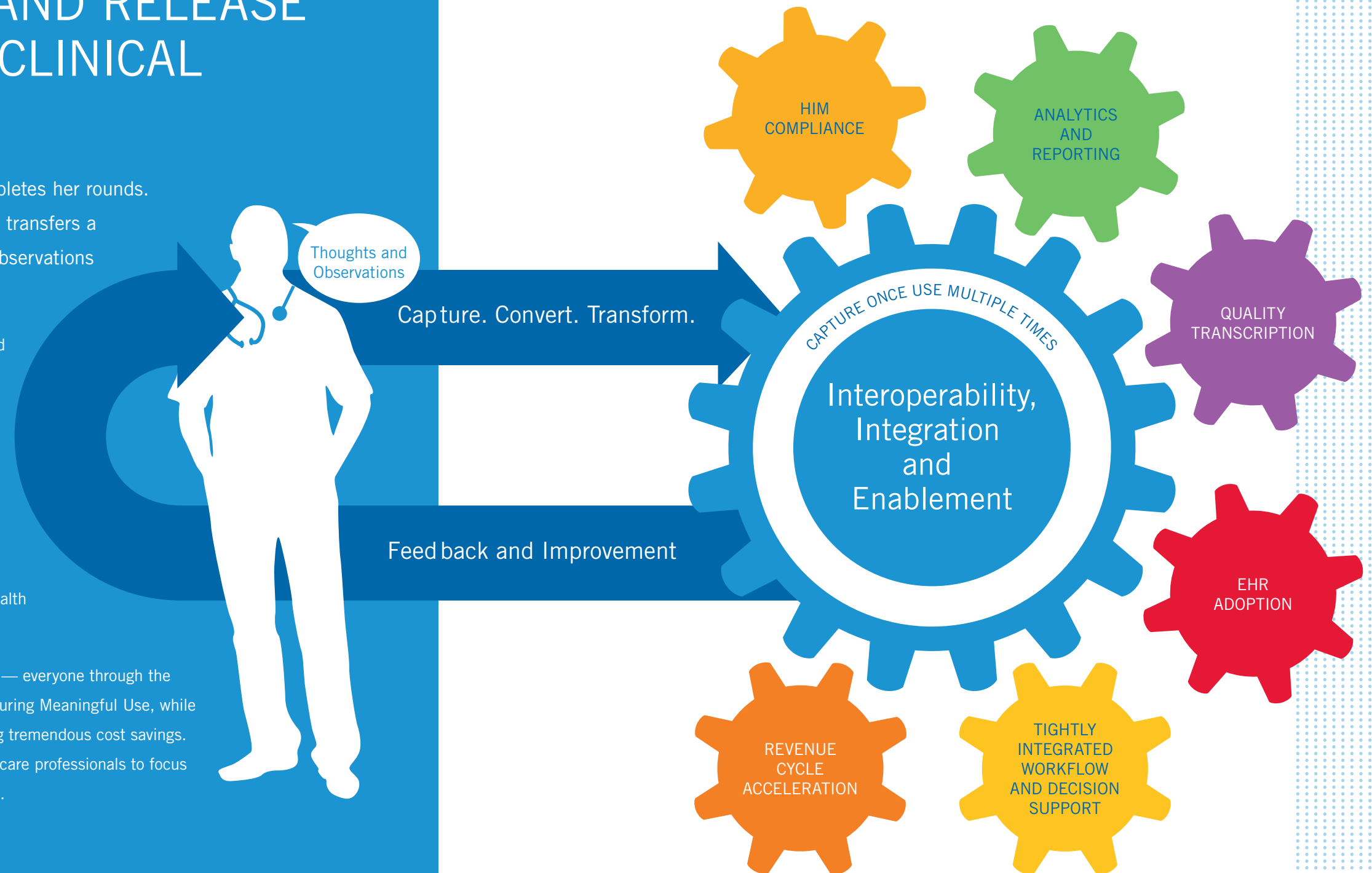
# AT MEDQUIST, OUR MISSION IS SIMPLE: UNLOCK AND RELEASE THE FULL VALUE OF CLINICAL DOCUMENTATION.

It all begins with a patient interaction. An internist completes her rounds. A radiologist examines an MRI. An emergency physician transfers a patient. A physician speaks — and their thoughts and observations are transformed.

Transformed into mission critical intelligence, created once but used many times. Transformed into digitally structured documentation that can be easily accessed, shared, reported, and coded. Transformed for true interoperability, increasing adoption of — and enabling — Electronic Health Records (EHR), accelerating Meaningful Use and improving quality outcomes.

MedQuist technologies and services are focused on making the clinical documentation process easier. Faster. Less expensive. More accessible. Streamlined and seamlessly integrated into EHR and health information systems across a healthcare enterprise.

The bottom line: we make physicians, HIMs, billing, coders, nurses — everyone through the entire continuum of care — more productive and less stressed. Ensuring Meaningful Use, while revealing smarter ways to manage a patient's information. Unlocking tremendous cost savings. High levels of customer satisfaction. And, in the end, freeing healthcare professionals to focus on what they do best: provide compassionate, effective patient care.



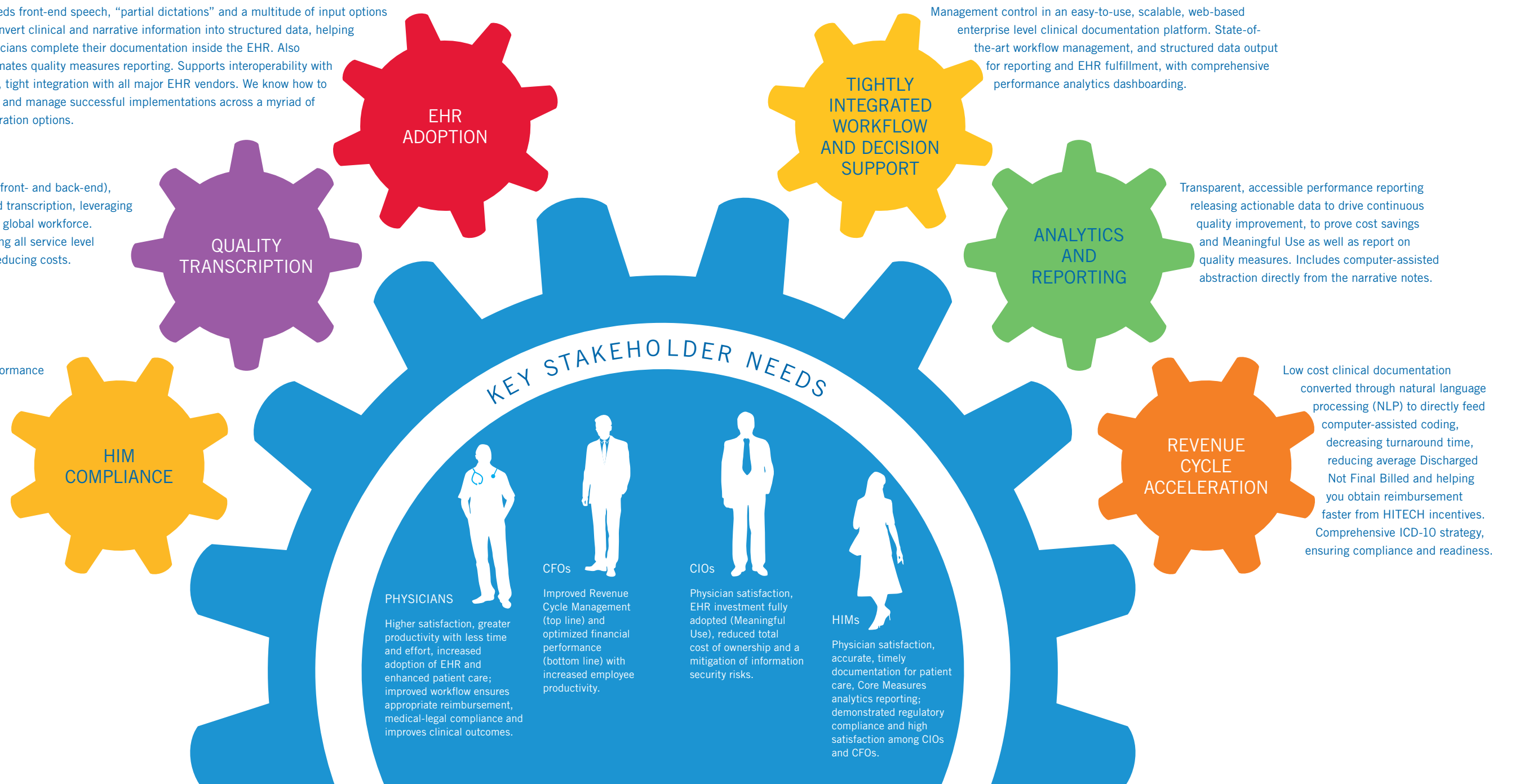
# BETTER DOCUMENTATION DRIVES BETTER HEALTHCARE.

As your clinical documentation gets smarter, incredible benefits are delivered across the healthcare enterprise. Automation reduces costs and increases productivity among physicians, coders and billers to save valuable time and accelerate the revenue cycle. Properly structured data from the narrative clinical documentation and interoperability promotes the adoption and Meaningful Use of EHR systems improving care and driving down costs. Managed services — accessed through secure SaaS technology seamlessly integrated into your workflow — allow you to drive down costs, avoid capital expenditure and focus less attention on documentation. Reports and analytics released from within your clinical documentation such as Core Measures, quality of care and regulatory compliance tracking to help you meet these increasingly complex reporting obligations and understand ways to improve patient care.

Embeds front-end speech, “partial dictations” and a multitude of input options to convert clinical and narrative information into structured data, helping physicians complete their documentation inside the EHR. Also automates quality measures reporting. Supports interoperability with deep, tight integration with all major EHR vendors. We know how to build and manage successful implementations across a myriad of integration options.

Speech recognition (front- and back-end), with both editing and transcription, leveraging both a domestic and global workforce. Consistently exceeding all service level expectations while reducing costs.

Meeting the highest industry performance standards for quality, speed, availability, consistency, accuracy and privacy in documentation, coding, and health record completion. Consistency. Accountability. Compliant with HIPAA, HITECH, JCAHO, CMS and Core Measures standards.




# MORE CHOICES. MORE SAVINGS. MORE EXPERIENCE. MORE VALUE.

As the most experienced, reliable provider of clinical documentation, MedQuist offers the most scalable portfolio of interoperable technology and services available today. Our best-of-breed approach gives you an incredible array of choices: front- and back-end speech recognition in a SaaS “cloud-based” workflow that can easily incorporate domestic, global and in-house resources, as well as seamless integration with every major EHR system. We analyze your needs, your challenges, your requirements and meet you at your state of readiness — ensuring high physician satisfaction, cost efficiency, and value — and the best possible results for your institution, large or small.

**OUR COMMITMENT: AT MEDQUIST, WE CONSTANTLY WORK TO FIND THE BEST SOLUTIONS TO MEET YOUR GREATEST CHALLENGES:**

- Eliminate wasteful redundancies, uncovering greater efficiencies and cost savings through the use of innovative technologies, processes, and domestic and global resources
- Create a smooth transition to EHRs, driving higher EHR adoption rates and achieving Meaningful Use
- Increase profitability by maximizing revenue opportunities across every patient encounter
- Work the way you want to work; manage change without disruption to patients and providers
- Meet high quality, security, reporting and compliance standards



**Capture Tools**

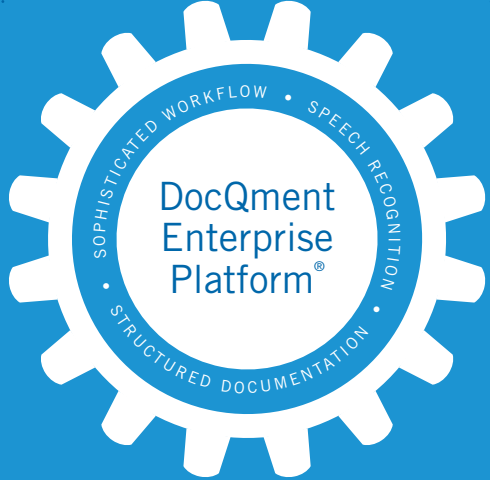
VOICE  
Standard Phone  
EXT Phones  
PC Dictation

MOBILE  
iPhone  
Android  
Windows Mobile  
Blackberry  
CPOE



**Real Time Speech Recognition**

Direct • Radiology • General Medicine

**DocQment Enterprise Platform®**



**EHR ADOPTION**  
Direct Dictate  
Structured Documentation  
EHR-Integrated Dictation



**REPORT DISTRIBUTION**  
Print  
Fax  
eSignature




**BUSINESS ANALYTICS**  
Performance Monitoring,  
Quality Measures and  
Core Measures



**MEDICAL TRANSCRIPTION**  
Your personnel,  
MedQuist personnel  
or MTSO partner



**BACK-END SR EDITING**  
Your personnel,  
MedQuist personnel  
or MTSO partner



**CODING AND DATA ABSTRACTING**  
Products and services  
CAA and CAC

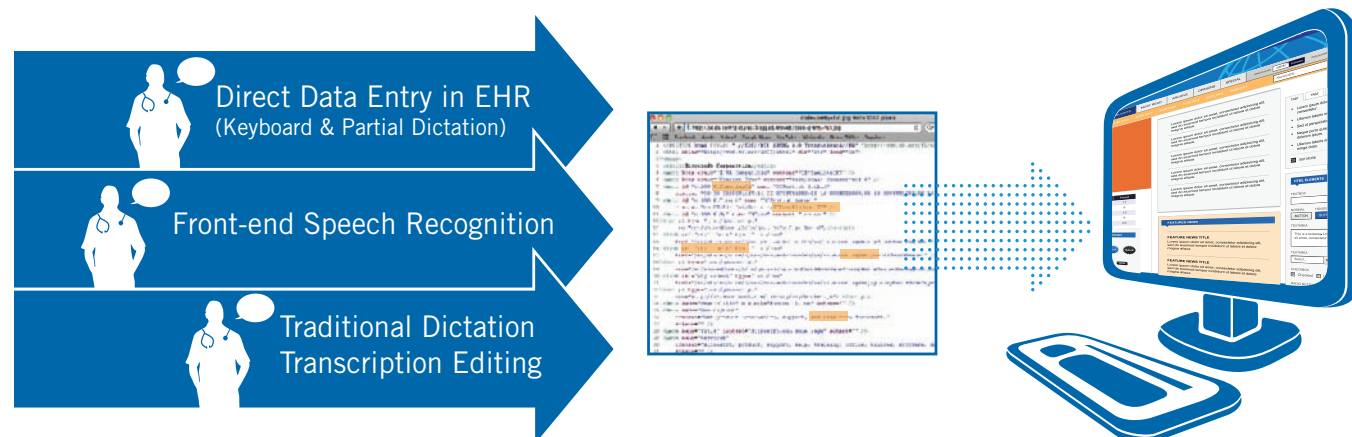
MedQuist® SOLUTIONS ARCHITECTURE

# EHR ADOPTION TO ACHIEVE MEANINGFUL USE.

One of today's greatest challenges is properly implementing EHR in a way that achieves Meaningful Use. It involves a strong technical, adoption and workflow plan and effective tools to ensure interoperability. It suggests wide deployment of interactive speech recognition for all physicians and the ability to create a fully structured "health story."

MedQuist has developed core integration within its voice capture, transcription and provider workflow solutions that maximize the beneficial effects of HITECH initiatives across your health enterprise and fit naturally into the technical workflow required to support your EHR. Combining technology and service-based solutions, we give physicians the traditional interface they prefer to capture narrative detail (their thoughts and observations), while allowing them to incorporate both voice input and structured text in a single application — making it easy to create an accurate, comprehensive clinical note reflective of the patient encounter. As a result, physician adoption is faster, easier, and Meaningful Use is more easily achieved.

In addition, MedQuist's DocQment Enterprise Platform® (DEP) offers the ability to integrate "partial dictations" directly within a template-based clinical documentation process. In this way, physicians can complete the EHR without changing their documentation workflow. EHR-integrated dictation allows them to capture the specific, detailed narrative context of the patient encounter, and meet other, more in-depth documentation requirements that do not lend themselves to a structured template.



MedQuist utilizes "EHR-Integrated Dictation" which automatically converts the narrative into XML-structured data which can then populate EHR systems to improve Meaningful Use.

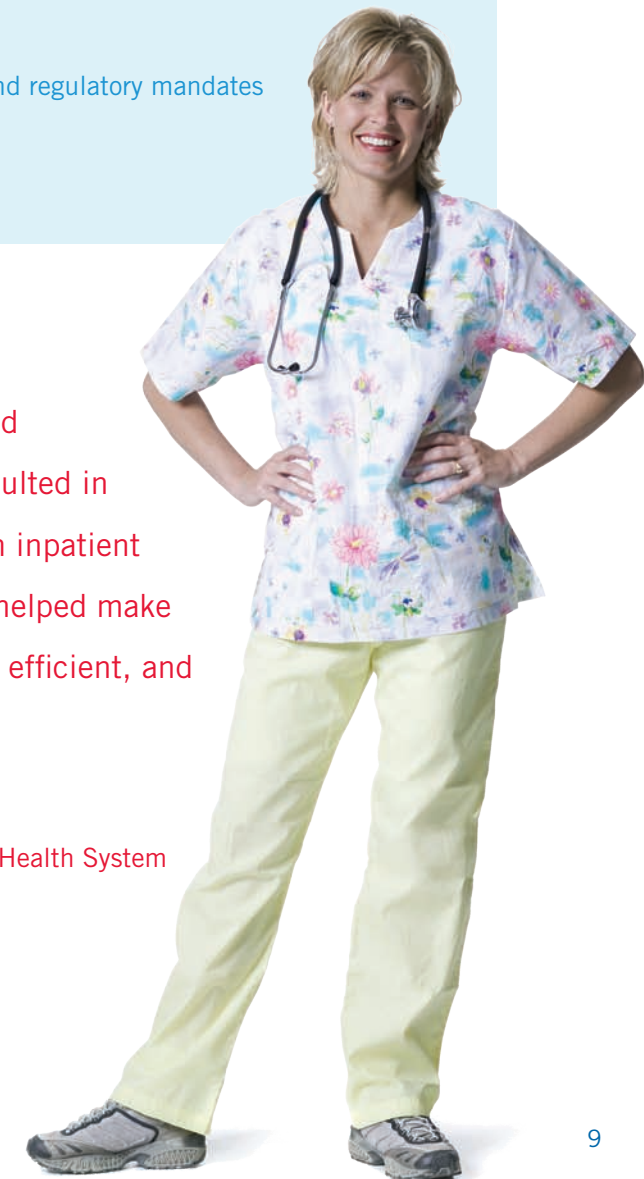
## BENEFITS OF THE MEDQUIST APPROACH

- Physicians continue to work the way they want to work, making it easier to gain fast adoption and compliance, and achieve Meaningful Use
- Increased workflow efficiency and improved clinical outcomes that enhance patient care and convert lost time to billable time
- We meet you at your state of readiness, able to seamlessly integrate the latest EHR systems into your existing workflow and technology platform
- MedQuist has successfully integrated with most every major EHR system
- Proven cost savings
- Robust, relevant reporting on performance, compliance, and regulatory mandates
- Provides an optimal path to EMR adoption



"The implementation of MedQuist's EHR-integrated dictation with Epic Hyperspace Client platform resulted in a 70 percent decrease in total minutes dictated on inpatient records. Using the existing transcription workflow helped make the template-driven system more user-friendly and efficient, and facilitated physician adoption from the start."

Judy Weibel  
Gundersen Lutheran Health System  
LaCrosse, Wisconsin




# TRANSFORMING SPEECH INTO QUALITY TRANSCRIPTION.


Speech recognition has rapidly become one of healthcare's most widely adopted technologies. MedQuist offers both front-end and back-end speech recognition solutions — applying them in a way that saves time and money, and improves both the availability and accuracy of patient records compliant with Meaningful Use requirements.

By capturing spoken dictation and turning it into text, **MedQuist's SpeechQ™** offers real-time interactive speech, so physicians can dictate, review, and electronically sign their reports in one pass. A standard in radiology, SpeechQ's powerful benefits extend to a full range of medical specialties, and will integrate with the MedQuist DocQment Enterprise Platform (DEP) and EHRs for direct dictation into a template record.

**MedQuist DocQvoice™** is a Web-based enterprise digital voice capture and transport solution deployed at your location. Speech recognition optimized, DocQvoice provides centralized voice file management across a department, facility or enterprise. Dictation is seamlessly routed to the right transcriptionist and department via the DEP where its powerful speech recognition engine quickly converts audio files to text, links them to ADT/demographics, and then automatically routes them to the right editor.



 **REAL TIME SPEECH RECOGNITION**  
Direct • Radiology • General Medicine

 **CAPTURE TOOLS**  
Voice • Mobile

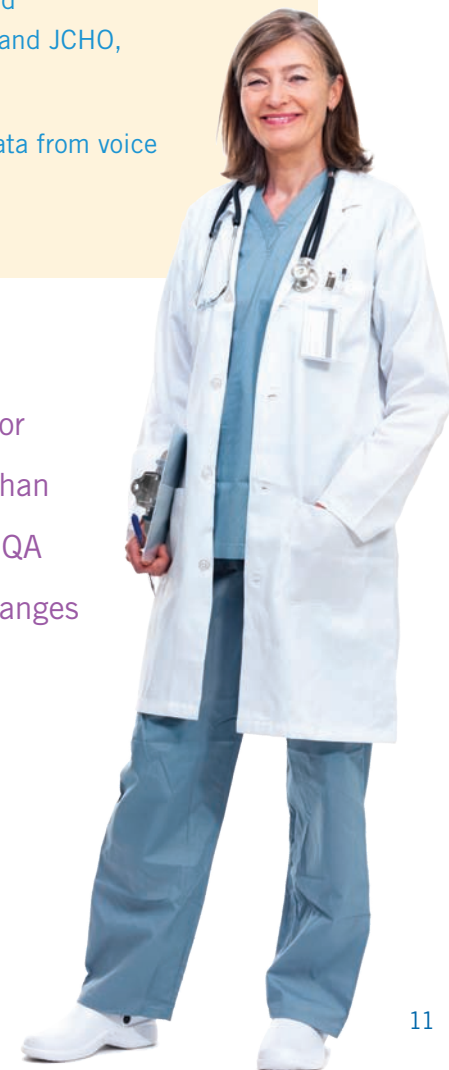
## BENEFITS OF THE MEDQUIST APPROACH

- **A broad range of solutions:** from SpeechQ™ Direct, which provides simple, direct dictation into any application or window, including EHR templates to SpeechQ™ General Medicine, SpeechQ™ for Radiology as well as mobile devices for Point of Care and effective CPOE.
- **Integration into an Enterprise Workflow System:** centralized voice file management across a department, facility or enterprise to improve organizational efficiency and productivity.
- **Point of Care Mobile Technology:** revolutionizing the continuum of patient care by enabling clinical documentation & CPOE efficiently at the patient's bedside.
- **Meeting the highest industry performance standards:** quality, speed, availability, accuracy and privacy in documentation, coding practices and health record completion. Consistency. Accountability. Compliant with HIPAA, HITECH and JCHO, CMS and Core Measures standards.
- **Structured to Enable Meaningful Use:** focused on the transformation of data from voice capture to standards and templates required for smooth EHR integration.



“My average TAT for diagnostic imaging is less than one hour; for HIM reports the average is less than four; stat reports are less than one hour. I get weekly/monthly production reports and monthly QA including patient demographics, work type and physician ID changes as well as the average number of blanks per report.”

Shelley Ramsdell, MPA, RHIA  
Director, Health Information Services  
Johnson Memorial Hospital



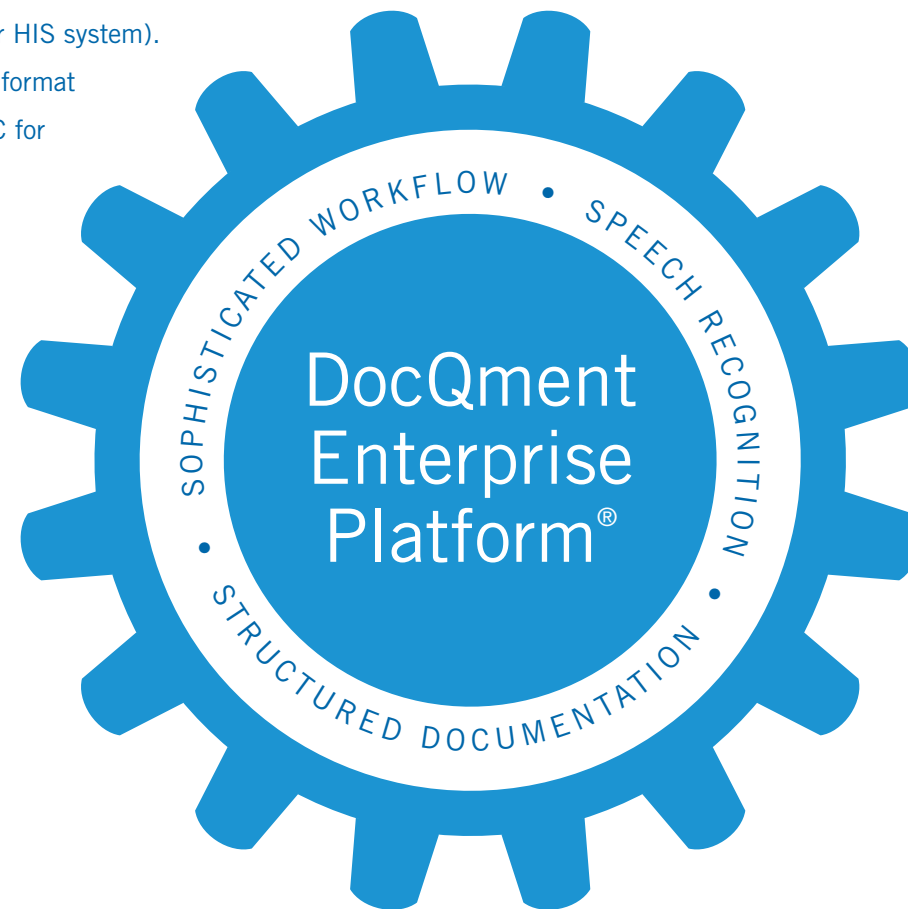
# WORKFLOW AND THE POWER OF INTEROPERABILITY.

Speed. Productivity. Performance. MedQuist DEP provides the management control needed in a scalable clinical documentation platform. Web-based, with state-of-the-art workflow management, it delivers structured data output for reporting and EHR fulfillment, with comprehensive performance analytics.

Dictation can be captured through a variety of mobile and traditional methods close to the Point of Care, and seamlessly routed to the right transcriptionist and right department via sophisticated rules-based document routing and management functions. The powerful speech recognition engine quickly converts audio files to text, links ADT/demographics and then automatically routes them to the right editor.

Providers electronically review and sign the completed documents, which are automatically distributed (or uploaded into your HIS system). Final documents are sent in HL7 or CDA structured data format and can be sent directly to MedQuist's CodeRunner™ CAC for computer-assisted coding, mined for quality measures reporting, or uploaded into your EHR.

Through DEP providers can dictate directly into the EHR system, creating a comprehensive clinical note that incorporates both voice and structured text through a single application. Enjoy the ease and speed of a structured template, with the flexibility that only dictation can provide.



## BENEFITS OF THE MEDQUIST APPROACH

- Secure, flexible, high-quality voice capture and integrated speech recognition
- The ability to dictate directly into the EHR
- Global view of in-house and outsourced jobs
- Aggregate, relevant clinical documentation status information and display in a single clinical view
- ADT matching for more accurate patient data collection
- State-of-the-art workflow management tools, including point-to-point audit trails
- Comprehensive performance analytics and reporting
- Structured data output for reporting and EHR fulfillment



“DEP has really helped to elevate our HIM department in the eyes of our physicians and business managers,” said Rollins. “While managing transcription can be a daunting task — especially with our volume — we now have the processes in place to not only increase our productivity, but also lower the overall costs.”

Pam Rollins  
HIM Manager



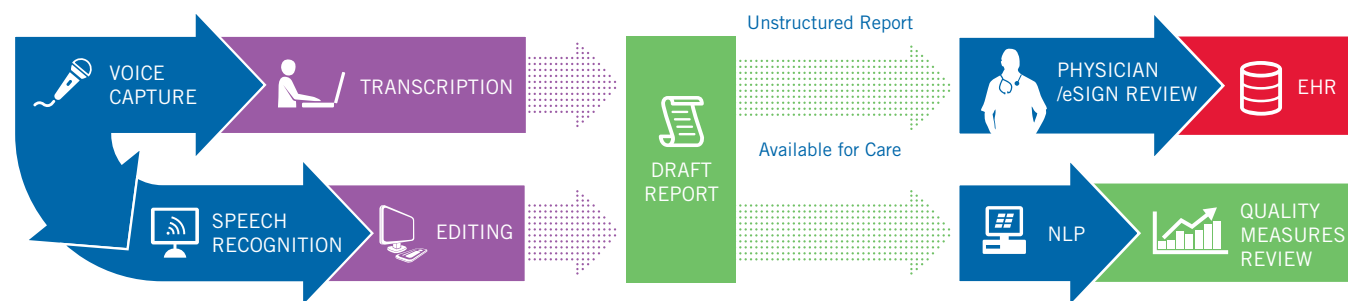
# MEASURING PERFORMANCE TO IMPROVE HEALTHCARE.

Today, there are increasing pressures on abstracting — rapidly expanding quality measures and regulatory reporting mandates. The number and complexity of measures, tied to reimbursement and Meaningful Use has changed significantly with the passage of the ARRA stimulus bill and HITECH Act. It's a labor-intensive process, for nursing and HIMs. And creates a tremendous amount of risk — incomplete and conflicting documentation plagues accurate abstracting. Risk can also come from accreditation and regulatory agencies.

MedQuist's approach is to augment chart abstraction, using natural language processing to efficiently capture and structure content from narrative reports and to provide it to the EHR or other HIM applications. Our tools take electronic narrative documents from our own DocQment Enterprise Platform (DEP) or other systems, extract the relevant data and present it to an abstractor for review — automating the process to save tremendous time and money while improving quality. When the abstractor enters a measure category, the interface prompts with a set of relevant encounters for that measure, and all appropriate areas of the documents in the encounter are flagged — significantly reducing the average time spent abstracting quality measures.

## MedQuist® COMPUTER-ASSISTED ABSTRACTING

### Quality Measures Review



## BENEFITS OF THE MEDQUIST APPROACH

- Organizations can meet regulatory and compliance demands without overburdening abstractors, clinical staff or impacting physician productivity — physicians can continue to dictate or document through a combination of voice and template structured input.
- Abstractors' time to manually abstract is significantly reduced, quality of the output improves as the content they are seeking in transcribed reports is automatically continuously flagged
- NLP technology acts as a “second set of eyes,” enhancing abstracting accuracy and reducing errors and omissions that may arise from an otherwise completely manual process
- Frees nursing staff and other clinical personnel typically used in the abstraction or data collection process to concentrate on patient care
- Helps institutions better achieve quality goals and appropriate reimbursement levels
- Promotes satisfying requirements for accreditation and other regulatory compliance demands



MedQuist computer-assisted abstracting simply accepts the transcribed or edited document and, concurrent to the document distribution process for care purposes, processes it through an NLP engine. The NLP engine flags all of the elements in the narrative notes that are in support of any of the clinical care process, core reportable measures or submission to a third party decision support application for future use and analysis.

# ACCELERATING THE REVENUE CYCLE.

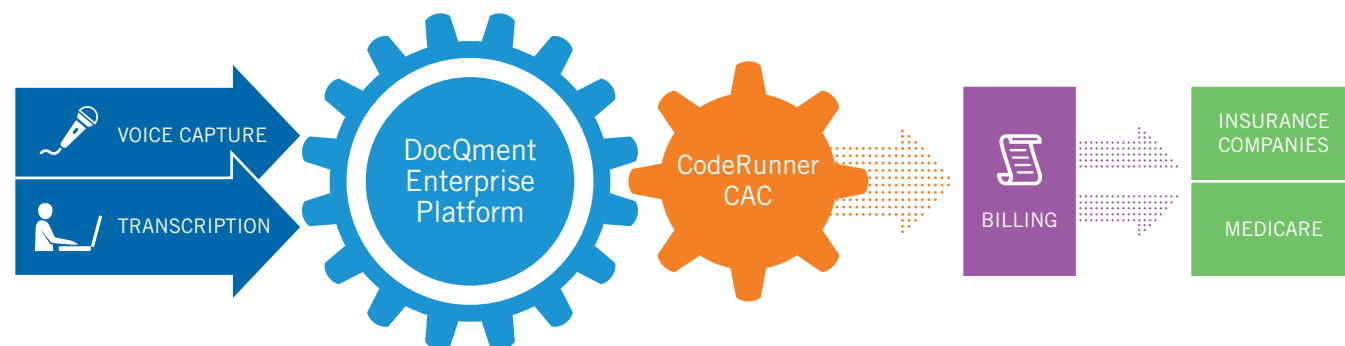
Your profitability is resolutely tied to your revenue cycle. Timely, accurate clinical documentation creation and coding is crucial to ensure the lowest possible Discharged Not Final Billed (DNFB). But revenue cycle management faces a variety of obstacles — inefficient and redundant workflow processes slow coders, while incomplete or ambiguous documentation creates additional strain on coder productivity and delays the time to bill.

With poor quality or transcription turnaround and a shortage of qualified coders, these problems lead to a variety of critical issues:

- Higher costs, as overtime pay and outsource costs are incurred to keep up with backlogs
- Delays in coding, which can lead to delays in billing, sending DNFB rates in the wrong direction
- Inconsistency in coding, resulting in lost legitimate revenue through under-coding, or potential liability through over-coding
- Increased payment denials, as coders lack time to verify documentation evidence to support medical necessity of billed procedures

MedQuist CodeRunner CAC software, seamlessly receiving documents from the DocQment Enterprise Platform (DEP) or other third party sources marries strong coding workflow management with Computer-Assisted Coding technology to address redundancies and create a high-efficiency coding environment and end-to-end robust dictation-to-bill flow in a SaaS model.

## MedQuist® CODERUNNER CAC



*CodeRunner uses NLP to quickly “read” documents structured by DEP, speeding the coding process, which in turn accelerates billing and payment.*

## BENEFITS OF THE MEDQUIST APPROACH

- **Protects revenue and accelerates cash flow:** better reimbursement through more consistent, accurate coding and fewer denials
- **Reduced labor costs and efficient use of coding staff through productivity gains of 25–75 percent:** real-time management dashboard tracks productivity and identifies possible workflow bottlenecks
- **Reduced average DNFB, by days, as bills are dropped more rapidly:** helps institutions better achieve quality goals and appropriate reimbursement levels
- **Work-from-home option helps with coder retention and recruiting:** MedQuist also offers outsourced coding services for long- or short-term assignments, as well as overflow or backlog assistance
- **Web-based system:** minimizes capital investment and IT support while providing your coding professionals with access to the system anytime from literally anywhere
- **An electronic audit trail:** can be used for denial management, RAC audits, and other compliance documentation



Speech recognition inside DEP combined with NLP inside CodeRunner CAC creates unparalleled efficiency and fluidity automatically transforming the narrative, lower the cost of creation and jump-starting the coding process.

Integrated into the DEP, patient encounter information, scanned images and transcribed documents give coders one unified view. What's more, as the industry migrates to the ICD-10 code set (and ensuing tidal wave) over the next few years, MedQuist Computer-Assisted Coding technology will help navigate the transition.

# A TOTAL COMMITMENT TO YOUR SUCCESS.

Partnering with MedQuist gives you the benefit of the largest and most experienced team in the industry — and makes these valued resources available to you. By taking the time to understand your business processes and methods of care, we are able to uncover opportunities to improve efficiency and bring you better clinical documentation and coding with quicker turnaround time — at a lower cost.

Whether you choose outsourcing services, computer-assisted technology, or a combination of the two, you can count on MedQuist's Implementation and Strategic Support Team to take the anxiety out of converting to a new method of processing electronic health data. Interface specialists meet you at your state of readiness, ensuring seamless integration between a new solution and your current systems. Our dedicated professional teams safely guide you through the process, answer your questions and support you every step of the way.

Implementing a new solution also means you need new skills and increased knowledge to be effective — and we work closely with your team to make it easy. The MedQuist Learning Team offers a suite of learning tools that facilitate your success with any MedQuist solution. Friendly, professional instructors make sure your staff is productive and prepared to reap the rewards of a workflow designed just for you.

“The implementation and partnership with MedQuist has been fantastic. I have been through several implementations in my career and I must say that MedQuist has a team that has been great to work with for the install.

We had no physician calls with complaints at all on day one. The transition to MedQuist was truly transparent! The work is coming back very promptly and I am impressed by the accuracy of the work on day one. My hats off to you and the MedQuist team!”

Kathy Benjamin  
HIM Director  
Morton Hospital



## 24/7/365 SUPPORT.

Personal service, knowledgeable people and communication: These are the keys to every successful business partnership. MedQuist Customer Support Services offers the most experienced and professional support available.

Our 24/7 Customer Care Team works hand-in-hand with you, providing you a local Customer Care Manager to answer your questions. Experienced Product Support Engineers offer fast, on-site service and keep your equipment in top working condition. Whenever you need us, you'll find the people who have the answers to your toughest questions, the technology to address your business challenges, and the dedicated resources to work for you efficiently and effectively.

When unexpected issues arise, you can rely on a team with the power to provide solutions — quickly and completely. Our Corporate Customer Advocacy group serves your needs by focusing on providing quality, value and support to you. This team is your liaison to the expertise within MedQuist that is vital to ensuring your success.



**CONTACT US TODAY** TO LEARN HOW WE CAN HELP YOU BENEFIT FROM THE NEXT GENERATION OF CLINICAL DOCUMENTATION.

## **The DocQment Enterprise Platform™**

DocQvoice™

DocQment Direct™

DocQmentmyWAY™

DocQspeech™

DocQmanage™

DocQscribe™

DocQroute™

## **SpeechQ™**

SpeechQ™ for Radiology

SpeechQ™ Direct

## **CodeRunner™ & CodeRunner™ CAC**



**MedQuist®**

World Headquarters  
9009 Carothers Parkway, Suite C-2  
Franklin, TN 37067  
Phone: 866-542-7253  
E-mail: [solutions@medquist.com](mailto:solutions@medquist.com)  
[medquist.com](http://medquist.com)