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# HAVE YOU CONSIDERED OUTSOURCING YOUR MEDICAL TYPING ?

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Is your staff overworked? Do you find your patients have to wait longer and longer to make appointments or have their questions answered?

Do you frequently find that your medical secretary is busy juggling patient demands and that your patient letters just keep piling up?

With the increasing emphasis on patient satisfaction, you may want to think about deploying the scarce resources of your PCT to patient care and let others take care of your referral letters and medical reports. Leaving the routine activity of medical typing to an experienced company such as Health Information Services while you and your staff devote your time to patients will give you the added edge of having your letters done accurately and on time.

Health Information Services has been transcribing medical reports since 1998. It serves individual physicians, clinics and group practices throughout the United States and also the major metropolitan areas of Canada. It currently works with both private clinics and NHS trusts in the United Kingdom.

Health Information Services provides a secure, digital solution that relieves the burden of paperwork in your PCT. GPs and consultants simply dictate letters and reports into a handheld digital recorder at any time after they see a patient. The recorder is connected to a PC at the end of the business day and the dictation is uploaded to a secure website.

Physicians also have the option to pick up the telephone and speak into secure dictation systems located in the United States. Highly qualified medical transcribers will transcribe the reports and return them to your PCT through the same secure website, within as little as one business day of receipt of dictation. It is that simple!

The company uses state of the art information and communications technologies to provide a completely secure environment for all transactions with clients and the medical records of their patients. The standard turnaround times for the letters or reports are 24 hours to 48 hours from receipt of dictation depending on the needs of specific clients.

Every client is assigned to at least one transcriber and there is an additional transcriber trained in the account available to ensure that the turnaround commitments are consistently met.

The medical transcribers have been trained to transcribe at the highest standards of quality and accuracy and have at least 4 years of experience working within their specialty.

The staff at Health Information Services take pride in the high quality of their transcription and in the exceptional customer service that is provided to all clients, and justifiably so.

Ross Gilchrist, a practice administrator for a Massachusetts based oncology practice that has worked with HIS since May 2004 commenting on their responsiveness to client needs says, "I

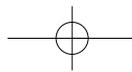


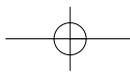
Doctors can count on accurate and timely reports

have found Health Information Services to be efficient and cost effective for the physicians and locations that I manage. They are responsive to format changes, questions and problems that arise in day to day work. Reports are available within the 24 hour timeframe, as advertised. They have the capability to deal with accents and multi-specialty terminology. Reporting of transcription transactions are concise and understandable. I have no reservation in recommending their services."

According to Sridhar Vasudevan, M.D., who has been using Health Information Services for his rehabilitation medicine practice in Milwaukee, WI since July 2003, "It is a blessing to have a transcription service that understands my specific needs, and style of reporting and does it with a quick turnaround time. The medico-legal language has to be precise, and HIS

**While experts type your reports your staff takes care of patients**





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provides excellent reports. The responses to concerns and suggestions are handled professionally and quickly. I would recommend HIS to individual physicians, groups or hospitals."

The fee for transcription of letters and various types of medical reports is quoted on a per line basis reflecting the actual work done and not time spent. The fee which is as low as 7 pence per 65-character line would vary slightly depending on volume of work, and the turnaround time requirement of the client. There are no hidden costs.

The fees charged by Health Information Services are among the most competitive in the industry. You can expect to save a minimum of 35% over getting the same work done by your medical secretary, and your reports will be available faster. The benefits of lower costs and higher patient satisfaction will rapidly start adding up.

The company offers a no-obligation trial for up to ten reports that can be dictated over the telephone or uploaded to their secure website. The transcripts will be returned within the standard turn around time and will give you the opportunity to assess their quality and accuracy.

Health Information Services goes out of its way to put the needs of the customer first. We are a mid size company and are geared to serve customers in ways large companies cannot.

That is the Health Information Services difference! ■

**Amulya Rao is Marketing Manager at Health Information Services, Inc. and has worked with the company for the last five years.**

**SO WHY SHOULD YOU CHOOSE HEALTH INFORMATION SERVICES FOR YOUR TRANSCRIPTION SERVICE?**

- **We can cut your costs of transcription by at least 35%.**
- **Your secretaries will have more time to spend on patient care.**
- **We can scale our web-based medical transcription services to fit your needs.**
- **You have the flexibility to dictate by phone or into your digital recorder**
- **24X7 access to our state of the art digital dictation system and secure website.**
- **Our turnaround times are guaranteed – no more late reports!**
- **Try before you buy – a no-obligation trial is available to assess our quality.**

