



NEO XS

**The Breakthrough in Medical
Transcription Software**



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Overview

Background

One of our clients, a leading transcription facility, was required to mediate transcription services between physicians and transcription companies. A set of operations had to be managed manually i.e. download of physicians' dictation from different FTP locations, submission of dictation to various transcription offices, collection of transcribed documents from transcription offices and finally their distribution to physicians. Changing client specific templates took at least 2-3 days and required the intervention of the transcription agent.

The Challenge

To allow the transcription agents to experience automated data acquisition from and distribution to transcription companies and physicians while retaining a central command over the entire process.

Challenge: Increasing transcription costs and document turnaround times.

Strategy: Deploy NEOXS along with its components for speech recognition, monitoring and document management.

Results: Huge Savings in transcription costs, and an 80% reduction in document turnaround time.

Solution - NeoXS

NeoXS put forward the complete solution for transcription agents, **CommandXS** ; allowing automatic dictation acquisition from the physician, file distribution to and collection from transcription companies and finally the provision of transcribed documents to physicians. While all operations were automated for transcription agents, **CommandXS** also offered them a central control.

Physicians were offered **MediXS** to monitor their transcription work online and perform basic operations like TAT and template specification without the intervention of the transcription agents.

Our state of the art medical transcription software provides all the features for managed, tracked, monitored and robust transcription operations. The software provides speech recognition, digital dictation, Client Management, Online monitoring, backup & archiving for

transcribed files and automated document distribution systems. Additionally, our Internet-enabled workflow monitoring system enables the team leaders and managers to track the process of transcription and status of each transcriber at any instant. This unique approach is optimized for customers with large, high volume transcription needs; moreover, the unique nature of our product allows it to be used by transcription facilities, as well as organizations looking for outsource solutions.



Our client comments

" I was very pleased with the quality, speed of delivery and price. There is no missing dictation, which has been a big problem in the past with other transcription services. Whenever a change is requested, it is done within 24 hours and never has to be mentioned again. We have found this company to be reliable, fast and extremely customer service oriented. The rates are very competitive when compared with other transcription services."