

MEDICAL TRANSCRIPTION

BROCHURE

Intercom offers full array cost-effective Medical Transcription Service as per AAMT guidelines with complete customer satisfaction, high accuracy, fastest turnaround and most competitive prices providing 100% feedback and reporting at client's site. We have an infrastructure to handle 60,000 lines per day that can be expanded on a 4-week notice.

We offer Medical Transcription for hospital, group clinics, doctors or pathology/radiology centers; stat tat with online web interface and HIPAA compliance features.

We offer the following service features-

- ?? System wide cost reduction
- ?? Highest report quality
- ?? Faster report turnaround
- ?? Digital dictation
- ?? Online reporting
- ?? Electronic patient record
- ?? 27 X 7 Support

System Wide Cost Reduction

- Intercom provides all equipment and setup, so you eliminate capital equipment costs and the ongoing technology updates and hardware maintenance costs.
- With real-time access to the status of any jobs, you can better monitor and control costs thereby reducing overall clerical time.

Highest Report Quality

- A fast turnaround is meaningless if your medical documents aren't accurate. That's why we assure the highest level of accuracy. To accomplish this, we've established a system of internal quality checks, both systematic and managerial, to achieve one of the highest quality levels in the industry.
- There is a separate and dedicated quality control department that operates in quality circles to further check and give you error-free reports.

Intercom Online

55 Broad Street,

NY, NY 10004

Ph: 212-480-4076

Faster Report Turnaround

- In many cases, time is of the essence to the diagnosis and care of a patient. That's why our network is designed to deliver the fastest turnaround time possible for a medical report. In fact, we customize turnaround times based on your specific needs.
- We offer stat / urgent reports within 2-5 hours, you can online request for an urgent delivery of a particular report.

Digital Dictation

- With Intercom, clinicians dictate reports via toll-free telephone lines, internet-ready pc or a variety of digital handheld audio devices and assign priority status and templates to the audio file themselves. Templates reduce dictation time on one hand and increases chart accuracy on the other.

Online Reporting

- Worried you'll lose control of your medical reports by outsourcing? With Intercom, you'll actually gain more control with the power to track the progress of any job at any time. Intercom has a proprietary system that allows your medical staff to monitor, manage, and query the status of dictation work being processed at any given point of time.
- From the moment of dictation, your staff can immediately track the status of each report in real time, including the time of dictation, time of transcription, time of editing, and time of printing at each location.

Electronic Patient Record

- 7 days (or more) Online Audio file archive
- 1 year (or more) online transcribed text file archive
- Advanced search module based on file attributes like date of dictation, date of transcription, patient name, patient id, admit date, referring physician, report number, report type, etc.
- Remote faxing/email - auto or manual
- Electronic Signature

24 X 7 Service

- As your business partner, we have a mutual commitment to your success. We not only bring our technology and operational strength to the partnership, we also work on innovative solutions and services designed to reduce costs.
- To ensure rapid response times and delivery of reliable services, Intercom has dedicated technical, sales and service staff to cater to your needs and problems. Customers can call any time using the toll-free customer service line to request both operational and technical support. Intercom support team performs remote diagnostics and maintenance

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on a daily basis to proactively identify potential problems at each of our customer sites of service.

Technical 24 X 7 tech@intercomindia.com

Service 24 X 6 info@intercomindia.com

Sales 8 X 5 sales@intercomindia.com Ph: 212-480-4076 X 577

HIPAA

Intercom, as a medical transcription company, recognizes the significant challenge that HIPAA regulation present to the healthcare industry and to our customers. Intercom is committed to helping our clients achieve HIPAA compliance within the timelines established by the regulations. To this end, we have created a governing framework to define and manage our HIPAA initiatives.

Intercom has a full time HIPAA Privacy Officer to facilitate and manage the information security and HIPAA needs of our organization as well as for our clients. The Privacy Officer will develop and maintain effective educational programs for training internal and external clients on the requirements of HIPAA.

Intercom understands that some of the HIPAA regulations have not yet been finalized, and are subject to change. Going forward, Intercom's guiding principle is to make every reasonable effort to be knowledgeable and responsive regarding HIPAA regulations, and to achieve HIPAA compliance within the mandated timeframes.

Call 212-480-4076 X 577 and we'll have you dictating in minutes.

Please email us at info@intercomindia.com for more information.