

On-Time, On-Target Clinical Documentation  
Meets Today's Demands on Your Terms

**M\*Modal** Transcription Services



**m\*modal**

# High-Quality, Cost-Effective, Timely Clinical Documentation: Meeting Today's Demands on Your Terms

## The Challenge

The ever-expanding requirements for timely, accurate and comprehensive clinical documentation that supports continuity of care and better patient outcomes are at the heart of healthcare reporting, coding and reimbursement. Healthcare organizations are seeking to contain costs at a time when in-house transcription services are becoming increasingly expensive and difficult to staff with qualified talent, while simultaneously improving the quality and processing of clinical documentation. Keeping up with transcription and voice capture technology platforms is also enormously challenging.

With healthcare moving at breakneck speed, M\*Modal Transcription Services can meet your need for an optimal clinical documentation services solution. When patient and treatment information is recorded and documented properly, you not only optimize data integrity but also help accelerate the reimbursements you've earned.

## The Comprehensive Solution

M\*Modal Transcription Services blends services and technologies—in the way your organization needs them—to deliver cost-effective, customer-focused clinical documentation resources and support. With our technology-enabled workflows, quality-driven processes, global resources and customer satisfaction focus, you are able to create accurate clinical documentation and promote better patient care, while significantly improving productivity and turnaround times (TAT).

M\*Modal is a trusted, single source for all your transcription needs—whether you need complete outsourcing, partial outsourcing or supplemental services. We processed almost 5 billion lines in 2012 alone using our technologies and people, have more than 40 years of experience in healthcare, and with more than one in four U.S. physicians using M\*Modal, chances are high that someone within your organization is already using our expert services to help deliver quality care.

With M\*Modal's services and technology platform, you can:

- Integrate our Speech Understanding™ technology, documentation analyses and quality improvement features with physician and medical transcriptionist (MT) editing tools for faster creation of higher quality clinical documents
- Significantly improve physician adoption of front-end speech recognition as voice profiles are pre-trained by MT edits with back-end speech recognition and transcription workflow
- Directly monitor and manage transcription workloads, so you can optimize clinical documentation workflow efficiencies
- Eliminate the need for extensive onsite IT support and maintenance
- Effectively share patient information, support HIPAA compliance and achieve downstream revenue cycle improvements to ensure appropriate reimbursement

## Customer-Focused Services at Lower Costs

M\*Modal provides 24/7 services and technology that can move healthcare organizations to a single vendor and platform at a lower cost. Our high-performance transcription services include expert personnel, dedicated account teams and service-level guarantees — helping you raise the bar on documentation quality and TAT.

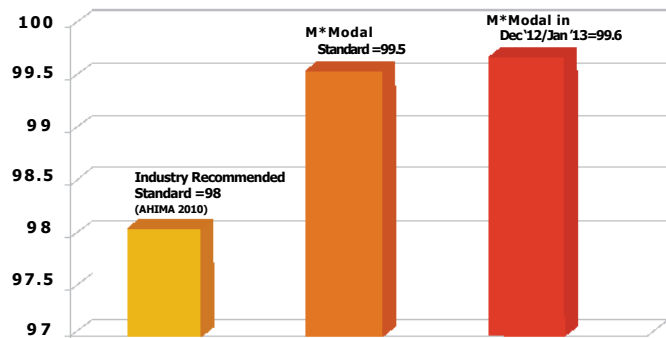
With our integrated workflow process and technology platform, you can produce more, higher-quality documents while saving time and money.

Our services capabilities include:

- High-quality, lower-cost labor—domestic, international or a combination—for complete or partial outsourcing
- Transcription Services Delivery, quality assurance and performance monitoring programs that leverage best practices while managing costs
- Consistent delivery of reports 50% faster than industry TAT standards, on average
- Stringent compliance with rigorous privacy and security policies in regard to Protected Health Information (PHI)

### World Class Transcription Quality

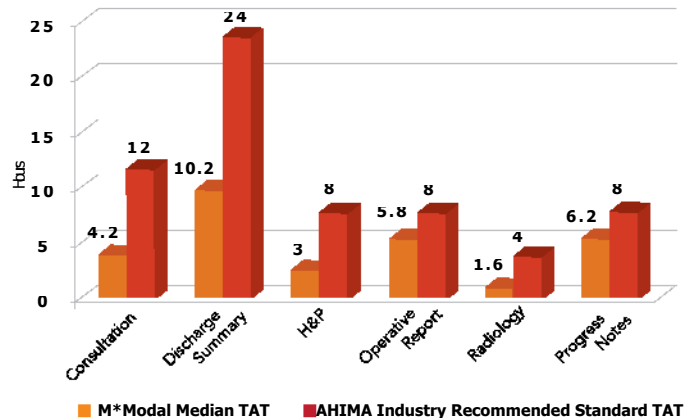
Average Accuracy: M\*Modal vs. Industry Recommended Standard



### M\*Modal Median TAT vs. AHIMA Industry Standard TAT

M\*Modal: AHIMA recommended Standard TAT

✓ M\*Modal outperforms the industry TAT standards in ALL work types ✓  
On average, M\*Modal delivers 50% faster than the industry SLA TAT



■ M\*Modal Median TAT ■ AHIMA Industry Recommended Standard TAT

M\*Modal data based on November and December 2012 M\*Modal volumes  
Industry standard data based on 2008 AHIMA Study. Source:

<http://perspectives.ahima.org/transcription-turnaround-time-for-common-document-types>



# Clinical Documentation Expertise Improves Document Quality

M\*Modal knows clinical documentation—it has been the foundation of our business for more than 20 years. Our broad clinical documentation portfolio includes cloud-based analytics and workflow-based systems that leverage innovative transcription, coding and speech technologies. For example, our integrated document management and workflow solution (M\*Modal Fluency for Transcription™) helps our transcriptionists and medical editors produce more accurate reports, and empowers Quality Assurance managers and HIM personnel to monitor and improve quality and transcription workflows across the enterprise.

In short, with our customer-centric services and world-class technology, we have become a trusted resource and recognized leader in the industry with:



- 3,850+ customers from healthcare organizations of all types and sizes from small practices to large IDNs (integrated delivery networks)
- Over 200,000 physician voice profiles
- More than 10,000 experienced medical transcriptionists and editors worldwide
- Integrated quality assurance tools to make sure transcribed documents are returned quickly, while maintaining document quality
- End-to-end transparent reporting and benchmarking tools as well as techniques for continuous process improvement in TAT, documentation integrity and overall performance across the enterprise
- Exceptional services delivery that results in documentation accuracy (99.5 on average) far exceeding AHIMA recommended guidelines (98 average accuracy), so you can be confident your organization is running smoothly
- Pioneering technology that enables the physician narrative to be automatically and accurately captured and converted to electronic text for clinical documentation, promoting consistent quality throughout the enterprise





## It's All Covered: End-to-End Services

M\*Modal provides tailored services for hospitals, physician practices, clinics, pathology labs and imaging centers. Our broad portfolio covers the documentation process from narration to billing, promoting streamlined workflows, service excellence, higher productivity and better quality of care. We also implement our cloud-based transcription technology platform, enhanced with ASR, which requires minimal involvement by your IT staff.

**Choose from the mix of M\*Modal transcription services and products that can optimize and improve your organization's performance, control costs and promote better patient care.**

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### Features

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- Choice of transcription workflows: back-end ASR or front-end Speech Understanding with editing
- Flexibility in device and dictation capture modalities to suit individual physician workflows
- Industry-standards exceeding documentation accuracy (99.5 on average) and TAT (over 95% of reports delivered within contracted TAT guarantees)
- One-source, scalable transcription solution: full to partial outsourcing and supplemental services for overflow workload
- Expert global labor resources to meet cost and TAT imperatives
- Integrated quality assurance, reporting and data analytics tools
- Comprehensive on-boarding processes and career transition paths for in-house MTs
- Stringent compliance with HIPAA privacy and security policies

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### Benefits

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- Reduces costs, delivers higher documentation quality and improves TAT
- Improves EHR adoption, while enhancing physician satisfaction and productivity
- Enables technology integration with minimal investment and maximum performance improvement
- Increases efficiencies, optimizes throughput and enhances quality of care
- Delivers scalable solutions in virtual environments that can adapt to growing organizational needs
- Eliminates the need for extensive onsite IT support and maintenance
- Promotes sharing of patient information, supports HIPAA compliance and improves downstream processes