



# SAINCE

**Transcription Services –  
Hospitals and Integrated  
Delivery Networks**

at **SAINCE**, our world  
revolves around **you**.

**SAINCE** is a leader in providing transcription services to hospitals, clinics and physician groups. Our services span the entire spectrum of dictation capture, document creation, management and distribution. Our transcription services are rendered from a state-of-the-art transcription facility staffed by experienced and skilled transcriptionists. Our transcription activities are performed on dedicated servers in a secure environment. Our processes are 100% HIPAA compliant, ensuring safety and security. We use state-of-the-art technology for transferring voice and transcribed files. **SAINCE** technology integrates easily with any system.

## INTEGRATED TECHNOLOGY FOR DICTATION

At **SAINCE** we use configurable and open systems technical architecture allowing us to easily integrate our service with any of your existing systems. Our secure dictation servers are accessible from anywhere in the country 24 hours a day, 7 days a week through toll-free lines. We ensure that our customers are provided with enough lines to avoid often frustrating waiting periods. Our systems are flexible to capture dictations from all of the following systems:

- Hand-held digital recording devices
- PC based recording systems
- Your existing dictation systems

Our dictation capture systems are robust, highly scalable and secure. Our systems are constantly upgraded to keep up with advancing technology. This ensures that you always have access to the best services that technology can offer. Our extensive APIs allow us to connect to any of your HIS, EMR or ADT systems using standard or custom HL7 protocols. We can remotely connect to your computers using dial-in, WAN, VPN, or FTP connections.

## SWIFT AND SEAMLESS DOCUMENT DISTRIBUTION

Once the dictations are transcribed, **SAINCE** delivers them to you in any manner that is convenient to you. We seamlessly integrate our document flow with your existing workflow rhythm. Our technology enables us to deliver documents to your printers or fax machines over your network. We can send the documents into your HIS, ERP, EMR, or ADT systems reducing your work load and eliminating duplication of tasks. We can also send documents using secure email or FTP. You can also use our world-class Records Management Service to view, fax, print, email, sign and distribute records without leaving your desk.

## FAST ACCESS ELECTRONIC DOCUMENT MANAGEMENT

**Time-consuming document searches. Records security. Storage space costs. Regulatory compliance.** Whether your concern is streamlining operations for a more robust bottom line or serving your patients more effectively, paper filing systems pose significant challenges in the form of increased costs and lost productivity.

## SERVICE HIGHLIGHTS

Our customers have realized the following benefits by outsourcing their transcription needs to us:

- Unsurpassed convenience and flexibility
- Dictation capture, document creation and document management
- Save up to 30% on current costs
- Improve billing cycles
- Reduce overhead and personnel expenses
- Significantly reduce administrative work
- Enjoy two, four, six or twelve hour turn-around times
- Easy integration with existing HIS/ADT/EMR systems
- Integrates completely with our Records Management Service
- Enjoy the flexibility of using any dictation system
- Complete workflow automation

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Proper patient care requires vast amounts of patient information: physician referrals, external medical records, patient questionnaires, consent forms and consultation and lab reports, to name a few. Patient records need to be easily accessible to those who need them, regardless of where that information resides. In many hospitals and clinics, factors – such as increasing volume of paper-based information, multiple locations that information derives from, and unique storage, records keeping and processing requirements – work against rapid accessibility.

**SAINCE** addresses these challenges by providing one system to capture, manage, store and securely distribute patient information, including medical records and diagnostic results. With **SAINCE**, physicians and healthcare professionals gain immediate and secure web-based access, even in remote locations.

## QUALITY AND ACCURACY

At **SAINCE** our focus is on quality. We assure 98% accuracy of transcribed documents. We have error-reducing quality assurance systems in place, that we are constantly improving upon, as we strive for error-free transcription. All transcriptionists are divided into teams that are assigned to each customer. Each team is supervised by an experienced Editor. The Editors check language and spelling accuracy and sign off on each document. Our transcriptionists have an average of three years experience and Editors have at least five years experience. We also employ an additional Quality Assurance team over and above the Editors, who check again for accuracy and medical terminology. We provide dedicated transcriptionists for each doctor so that the transcriptionist becomes familiar with the dictation style of their assigned doctor. This minimizes errors and gives you a dedicated transcriptionist who is accustomed to your style. Enjoy having an extended office with a cooperative and knowledgeable team.

## TURN-AROUND TIME

**SAINCE** provides you with excellent turn-around times. All dictations received until 6:00 PM are returned to you before 10:00 AM the next morning. Enjoy the convenience of dictating until the end of the day and receiving the transcribed documents the next morning! We also provide 2, 4 and 6-hour turn-around times for STAT reports. At **SAINCE**, you get uninterrupted service, 24 hours a day, 365 days a year.

## HIPAA COMPLIANCE

All **SAINCE** systems and processes are 100% HIPAA compliant. We use secure servers for storing and accessing voice or data files. We also use 128 bit encryption technology for transfer of all data. Our SSL technology enables you to securely log-in and log-out of our systems.

We have an impeccable record with our customers for accuracy, speed and flexibility. Our customers include hospitals, clinics and physician groups.

## TRUST SAINCE WITH YOUR TRANSCRIPTION

To learn more about our services, please call (678) 762 9557 or visit us online at [www.saince.com](http://www.saince.com)

