



SAINCE

**Transcription Services –
Clinics and Physician Offices**

at SAINCE, our world
revolves around you.

SAINCE is a leader in providing transcription services to hospitals, clinics and physician groups. 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.

HANDS FREE TECHNOLOGY

Our 'Hands free' service provides you and your staff unparalleled convenience and ease of use. All you need to do is dictate into the portable hand-held digital dictaphone, then connect the device to the computer. **SAINCE** software automatically reads all your files and transmits them to us via the Internet. It will also delete the dictations from the hand-held so memory becomes available for more dictations. Once transcribed, **SAINCE** software on your computer automatically receives the files from us and stores in a folder on your computer, convenient for your viewing. The next morning, just open the designated folder on your computer and you will find all the documents neatly sorted and ready for viewing. Our Hands free technology gives you freedom from sending and receiving or uploading and downloading files.

The systems and technology **SAINCE** has in place gives you the flexibility of using any of the following dictation systems:

- Dictate using toll-free telephone numbers
- Use a hand-held digital recording device
- Use any PC based recording system

We can also integrate our services with any existing systems that you may already have, including EMR or other IT systems.

All of our services are web enabled to give you complete control of the process, allowing you to use our facility as an extended arm of your office.

SAINCE can even format the documents on your office stationery. Your documents will be ready to be mailed/faxed/filed and you reduce usage of expensive pre-printed stationery.

SERVICE HIGHLIGHTS

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

- Unsurpassed convenience and flexibility
- 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
- Vastly improve efficiency by using our 'Hands free' technology
- Easy integration with existing systems
- Integrates completely with our Records Management Service
- Enjoy the flexibility of using any dictation system
- Complete workflow automation

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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

