

# CHAPTER 2

## MEDICAL TRANSCRIPTION

### LEARNING OBJECTIVES

In this PowerPoint presentation, we will learn about:

- ❖ What is transcription and different types of transcription?
- ❖ What are the skills and responsibilities of a medical transcriptionist?
- ❖ What is an FTP (file transfer protocol) and types of FTP?
- ❖ Medical transcription workflow.
- ❖ Advantages and disadvantages of medical transcription.
- ❖ Various pricing standards in medical transcription industry.
- ❖ Different types of errors.
- ❖ Types of medical reports.

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## MEDICAL TRANSCRIPTION

### WHAT IS TRANSCRIPTION?

Transcription is the act or the process of conversion of dictation or audio into text by a person with the assistance of a computer for word processing.

Transcriptionist is the person who does the transcription.

Transcript is the text or the written document produced by transcription.

*Employment of medical transcriptionists is projected to grow 8 percent from 2012 to 2022, about as fast as the average for all occupations. (Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2014-15 Edition)*

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### TYPES OF TRANSCRIPTION

**Business/Financial Transcription:** Business Transcription is the process of transcribing recordings of AGMs, investor meetings and presentations, press releases, interviews, seminars and speeches, etc.

**Legal Transcription:** Legal Transcription is the process of transcribing recordings of attorneys, court hearings, and other legal professionals into legal documents.

**General Transcription:** General Transcription deals with the rest of the transcriptions apart from the above and comprises of transcribing academic lectures, speeches, etc.

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### TYPES OF TRANSCRIPTION

**Medical Transcription:** Medical Transcription is the process of transcribing recorded audio dictated by physicians or other healthcare professionals into text format.

A person who does medical transcription is known as a medical transcriptionist.

A home-based medical transcriptionist (HBT) is a medical transcriptionist working from home.

Medical record or medical report is the electronic copy or hard copy which results from the medical transcription process and is the official record of the physician's encounter with the patient.

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### TYPES OF TRANSCRIPTION

An MTSO (Medical Transcription Service Organization) is basically a medical transcription company providing transcription services to clinics or hospitals.

A “**flag**” in a report requires the physician to fill in the “blank/flag” to finish up the report. Unless the “blank/flag” in the medical report is filled in by the physician, it cannot be finalized.

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### BENEFITS OF A HOME-BASED MEDICAL TRANSCRIPTIONIST

In recent years, home-based medical transcriptionist has become a lucrative option in transcription industry in United States as well as in India due to the following reasons:

- ✓ Working hours are flexible and work is done from the comfort of the home.
- ✓ No need to travel, which in turn saves both time and money.
- ✓ MTSOs prefer home-based medical transcriptionist as they save on staff welfare expenses.
- ✓ HBTs are available to work 24x7.

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### SKILLS OF A MEDICAL TRANSCRIPTIONIST

- i. In-depth knowledge of human anatomy and physiology.
- ii. Good knowledge of English spelling, idioms, and phrases.
- iii. Well-versed with operation of computer (especially work processing softwares).
- iv. Good eye, hand, and foot coordination.
- v. Sound knowledge of disease processes and medical terminology.
- vi. Sound knowledge of drugs and their side effects.

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### SKILLS OF A MEDICAL TRANSCRIPTIONIST

- vii. Excellent typing skills.
- viii. Very good knowledge of formal writing, grammar, use of correct punctuation, and capitalization rules.
- ix. Ability to rectify any inconsistencies in the medical report.
- x. Creative enough to research quickly for new medical devices or new medications that have come in the market. Remember it or create a repository to quickly enable the insertion of the correct spelling of the new device or drug in the future.
- xi. Thorough knowledge of HIPAA compliance or medicolegal issues.



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### RESPONSIBILITIES OF MEDICAL TRANSCRIPTIONIST

- i. Download audio files and accurately transcribe various types of medical reports for different medical specialties and subspecialties that include history and physical, SOAP note, emergency room (ER) note, operative report, discharge summary, radiology report, etc.
- ii. Edit the medical reports accurately, utilizing correct punctuation, grammar, and spelling.
- iii. Check for completeness of the medical report.

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### RESPONSIBILITIES OF MEDICAL TRANSCRIPTIONIST

- iv. Accurately enter the patient demographics such as name, date of birth (DOB), date of visit/service, gender, medical record number (MRN), social security number (SSN), address, etc.
- v. Maintain a record or log of all the audio files received and reports completed.
- vi. Compare the finalized report of quality analyst (QA) or physician with own medical reports to perform quality checks.
- vii. Maintain a repository for new medical devices and drugs for reference in the future.

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### RESPONSIBILITIES OF MEDICAL TRANSCRIPTIONIST

- viii. In some hospitals, medical transcriptionists may also be needed to maintain medical file records and charts, though maintaining medical file records is specifically a job responsibility of medical records technician.
- ix. Medical transcriptionists may also be sometimes required to perform various administrative duties like scheduling appointments, checking in patients, and answering phone calls.

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### VISUAL MEDICAL TRANSCRIPTION

Since Indian doctors are not used to dictating medical reports but rather write down the medical chart, visual medical transcription is mostly prevalent in Indian hospitals.

Medical transcriptionist does not listen to the dictated audio but looks at the handwritten chart of the doctor and types the medical report.

The typed report has to be reviewed by a doctor before it can be finalized and stored in the patient's record.

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### CERTIFICATION

Association for Healthcare Documentation Integrity (AHDI), formerly the American Association for Medical Transcription offers two types of certification exams:

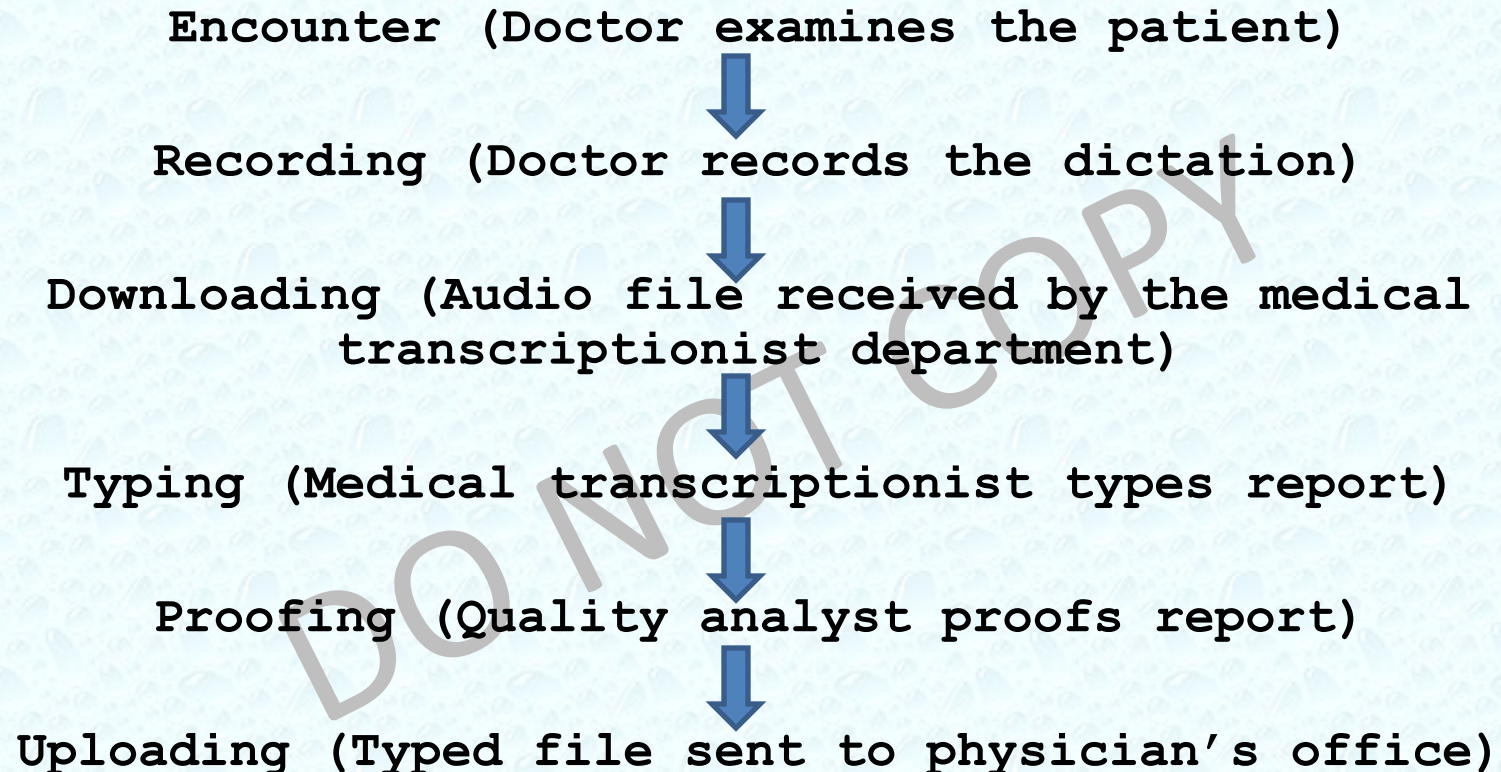
- i) Registered Healthcare Documentation Specialist (RHDS) - Level 1 formerly known as Registered Medical Transcriptionist (RMT).
- ii Certified Healthcare Documentation Specialist (CHDS) - Level 2 formerly known as Certified Medical Transcriptionist (CMT).

Both RHDS and CHDS have validity of 3 years and candidates need to re-take the exams to maintain with their certification.

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### MEDICAL TRANSCRIPTION PROCESS



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### RECORDING A DICTATION

In order for the medical transcriptionist to receive the dictation, the physician has to record it first. Recording of a dictation can be achieved in one of the following three ways:

i) Recording the dictation with the help of hand-held Dictaphone. Example Olympus, Phillips, Sanyo, Grundig, and Sony.

#### Advantages:

- ❖ Physicians have the option of recording the dictation at any time and at any place.
- ❖ Physicians can delete a specific dictation as it is present on the Dictaphone.

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### RECORDING A DICTATION

#### Disadvantages:

- ❖ It entails one extra step of downloading the audio files onto the PC or laptop before uploading it to the dictation system.
- ❖ There is always a fear of losing it and in the process losing the sensitive PHI.
- ❖ When the recorder battery runs low, the dictation gets distorted or garbled.
- ❖ With the dictations on the Dictaphone, there is a chance of it getting accidentally erased from the Dictaphone while recording other dictations.



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### RECORDING A DICTATION

ii) Recording the dictation with the help of a regular telephone or mobile phone. It is also called as phone-in or dial-in or call-in.

#### Advantages:

- ❖ The audio file is accessible to the medical transcriptionist instantly when the physician finishes the dictation.
- ❖ No fear of losing the sensitive PHI or inadvertently erasing the dictations because it is recorded and stored on secure dictation server.

#### Disadvantages:

- ❖ Physicians cannot cancel dictation on their own but have to notify the MTSOs.
- ❖ If there is any technical issue in the telephone line, the dictation may be distorted or garbled.

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### RECORDING A DICTATION

iii) Recording the dictation with the help of a microphone of the computer. This process of recording the dictation is seldom used.



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### REQUIREMENTS OF A MEDICAL TRANSCRIPTIONIST

In order to efficiently perform the job of transcription, a medical transcriptionist needs to have certain hardware and software.

Medical transcriptionist makes use of the following hardwares:

- i) A headphone to listen to the dictation
- ii) A computer with word processing capability to transcribe the dictation
- iii) A foot pedal to play and pause the dictation. It usually has 3 buttons (play/pause, rewind, forward) .

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### REQUIREMENTS OF A MEDICAL TRANSCRIPTIONIST

Foot pedals are of two types, namely,

- a) USB foot pedal, which are the most common types of foot pedals used in the transcription industry. It fits into any of the USB ports of the computer.
- b) 15-pin foot pedal which fits into the 15-pin game port provided at the back panel of some computers.



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### REQUIREMENTS OF A MEDICAL TRANSCRIPTIONIST

Medical transcriptionist makes use of the following softwares:

- i) Word processing software like MS Word/Open Office for transcribing the medical report.
- ii) Audio player software which can be configured with the foot pedal to play/pause, rewind, and forward.
- iii) Several electronic dictionaries such as medical dictionary, English dictionary, and drug dictionary.

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### ADVANTAGES OF MEDICAL TRANSCRIPTION

- ❖ It brings down the operational costs.
- ❖ Physicians get ample free time to serve the patients as dictating is easier and faster than typing.
- ❖ It streamlines the data in a systematic manner and facilitates easy processing of information and accessibility of reports.
- ❖ It reduces the burden of filing paper medical charts and storing it in huge cabinets.
- ❖ Database is user friendly and helps to do away with unwanted ambiguity.

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### DISADVANTAGES OF MEDICAL TRANSCRIPTION

- ❖ Most medical transcriptionists are not healthcare professional, therefore, there is a chance of an erroneous medical report.
- ❖ In case, work is outsourced to an offsite location the protected health information of patients are at the behest of their staff and there is always a risk of it being stolen, lost, or misused.

**Example,**

*On August 8, 2013, Cogent Healthcare made public that M2ComSys, a medical transcription company, was not storing PHI securely.*

*Economic Times reported a successful sting operation by UK agency in which some health related data was bought from a medical transcription company.*

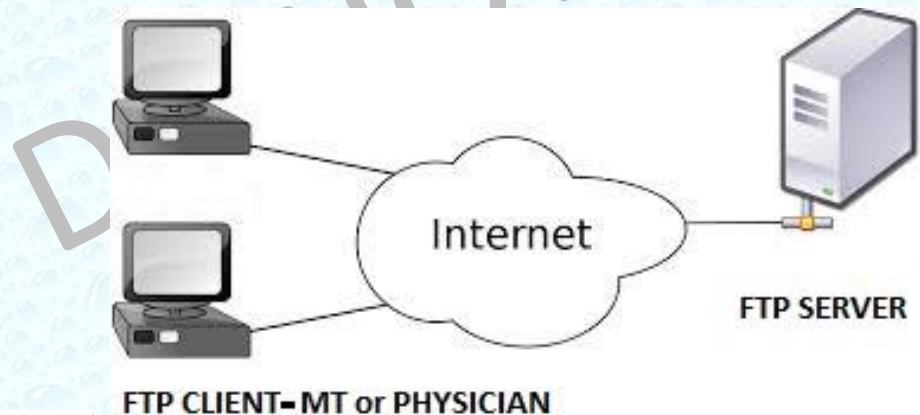
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### MEDICAL TRANSCRIPTION WORKFLOW

Due to the advent of latest information technology (especially Internet), medical transcription can now be able to be outsourced or sent to offsite locations either locally or globally for transcription.

FTP server acts as a single point of contact for uploading and downloading of files by the MTSOs and hospitals.





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### USING EMAIL FOR FILE TRANSFER

Emails were previously used for transfer of files. Nowadays very few, if any, physicians use this method owing to its cumbersomeness and posing a security risk of exposing sensitive patient health information.

Some of the limitations of using Email accounts for transfer of files are as follows:

- Download and upload are slow.
- Interrupted downloads cannot be resumed.
- Limitation on file size that can be uploaded and downloaded.
- More prone to cyber attacks and PHI being stolen or misused.

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### FILE TRANSFER PROTOCOL (FTP)

File Transfer Protocol (FTP) is a standard network protocol used to transfer files between computers via the Internet.

In order to carry on transfer of files through FTP connection, three things are essential

- i) FTP Server
- ii) FTP Client
- iii) Internet

FTP Server is the central server which hosts the FTP account and is accessed by the MTSO or hospital/physician to upload and download files.

FTP Client is the personal computer of the MTSO or the hospital/physician which is used to connect to the FTP Server.

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### FILE TRANSFER PROTOCOL (FTP)

A live Internet connection is required to make a connection between the FTP Client and the FTP Server.

Examples:

Free FTP clients: WinSCP, Core FTP, FileZilla, and WS\_FTP for Windows.

Paid FTP clients: CuteFTP, SmartFTP, WS\_FTP for Windows and Fetch for the Mac.

Note: FTP connection can be achieved using a standard web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) but it is not advisable as the transfer of files are slow and not secure (not recommended for uploading or downloading of large files).

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### TYPES OF FTP ACCOUNTS

There are two types of FTP accounts,

- i) Public FTP accounts
- ii) Secure FTP accounts

#### Public FTP:

In these types of accounts, no verification is performed. It is especially by companies to provide software updates to its users.

This type of FTP account is NEVER used in the healthcare industry because of security risks and HIPAA violation.

#### Secure FTP:

These types of accounts, protects the username and password and encrypts the content that is transferred over the Internet.

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### TYPES OF FTP ACCOUNTS

Secure FTPs often utilize one of the following protocols,

**SSL/TLS (FTPS):** Explicit FTPS is an extension to the FTP standard that allows clients to request that the FTP session be encrypted.

**SSH File Transfer Protocol (SFTP):** SFTP uses the Secure Shell Protocol (SSH) and encrypts the password as well as data thereby preventing sensitive information from being transmitted openly over the Internet.

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### TYPES OF FTP ACCOUNTS

Plain FTP is not secure. It has to be secured by various encryption methods such as SFTP or SSL/TLS (FTPS).

Specific log-in information required to connect to any FTP server are as follows:

- Host Name/Address: ftp.exavault.com, ftp.simpleftp.net
- Port: 21, 22, 222, 2500.
- Protocol: FTP/SFTP/FTPS with SSL/TLS (FTPS)
- Host/Logon Type: Automatic  
Detect/Private/Anonymous/Normal
- User ID: FTP username
- Password: FTP password

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### ADVANTAGES OF USING AN FTP

- ✓ Simple drag and drop for uploading and downloading of files from FTP server.
- ✓ Simultaneous transfer of multiple files at a time.
- ✓ Interrupted file transfers can be resumed.
- ✓ File queuing. One can queue the files depending on their priority.
- ✓ Automated transfer. Standing instructions can be set so that at any specified time FTP connection will be established and transfer of files will start automatically.
- ✓ Synchronization. Files on the local computer are updated and matched to the files of FTP server without any manual intervention in a periodic manner.

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### MEDICAL TRANSCRIPTION - OFFLINE AND ONLINE

Medical transcription workflow can be categorized into two types,

- i) Offline Medical transcription
- ii) Online Medical transcription

#### Offline Medical transcription:

This type of workflow utilizes local area network (LAN) in addition to Internet to distribute the files among the intended users, hence offline.

#### Online Medical transcription:

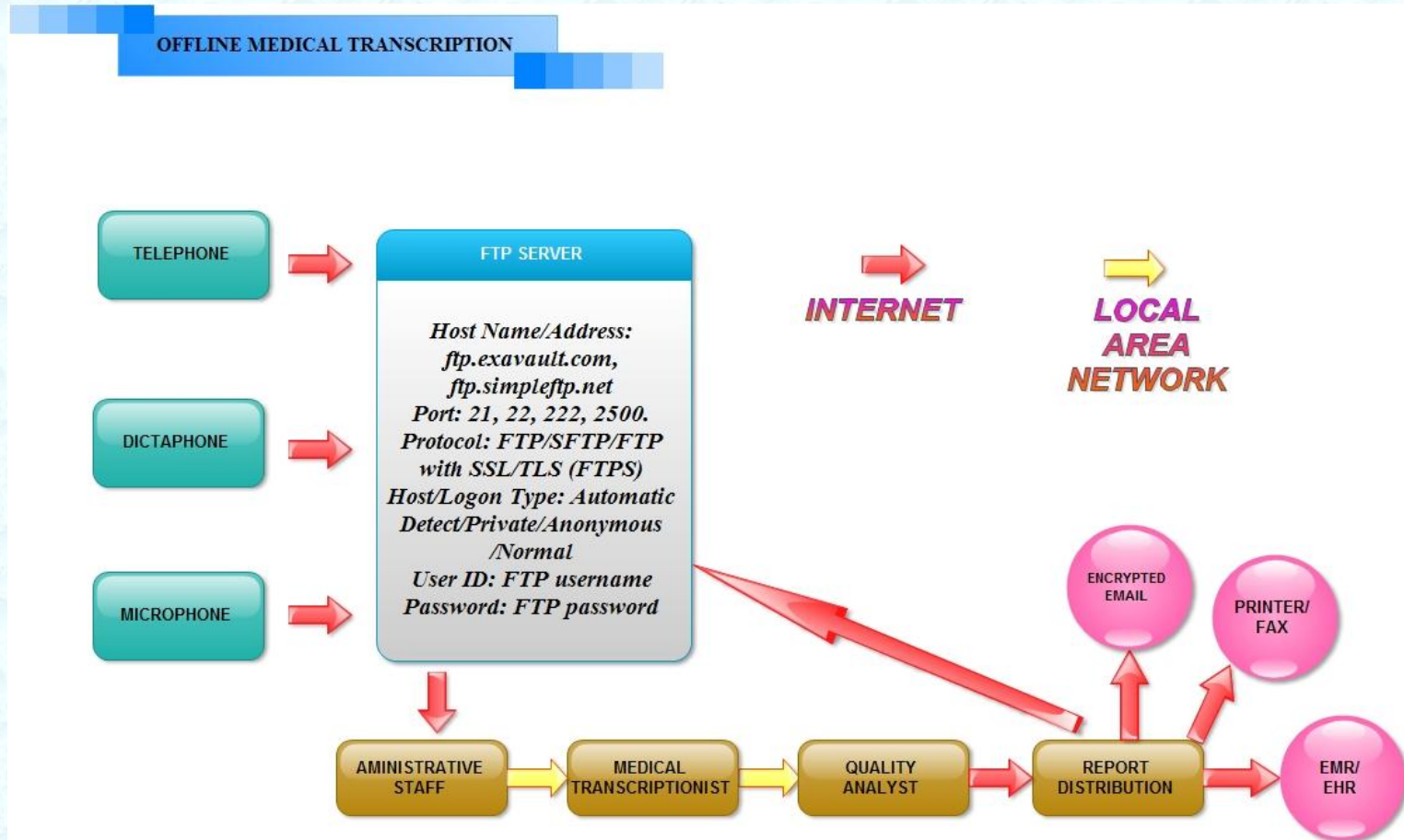
This type of workflow utilizes only the Internet to distribute the files among the intended users, hence online.



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## MEDICAL TRANSCRIPTION

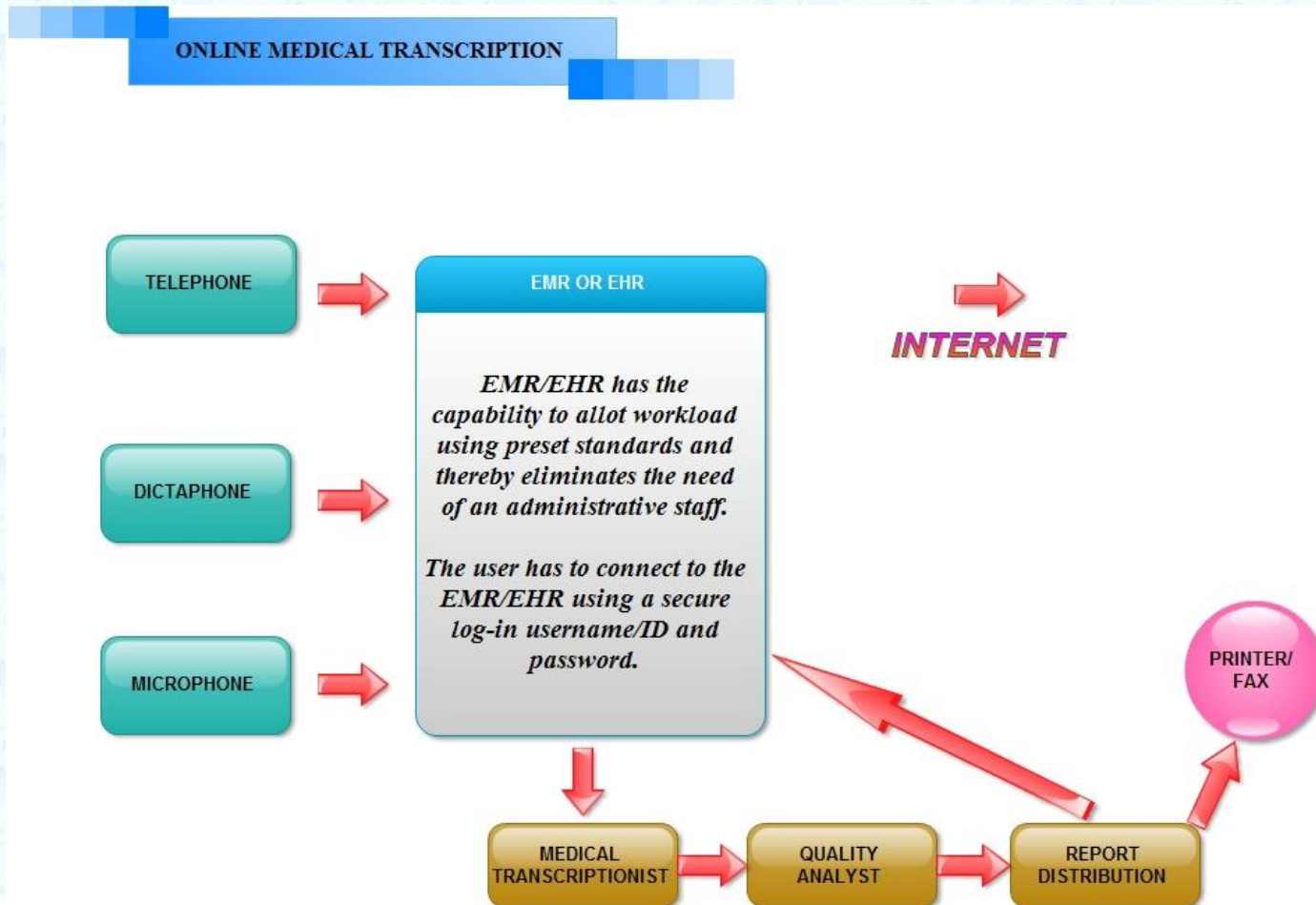
### OFFLINE MEDICAL TRANSCRIPTION



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## MEDICAL TRANSCRIPTION

### ONLINE MEDICAL TRANSCRIPTION



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### DISTRIBUTION OF MEDICAL REPORTS

The delivery methods of medical reports are chronologically arranged from most preferred to the least preferred ones.

#### Offline medical transcription

- a) Uploaded onto the FTP server.
- b) Uploaded into the EMR/EHR.
- c) Sent via encrypted Email.
- d) Directly routed to the hospital printer.

#### Online medical transcription

- a) Saved in the EMR/EHR which the physician can access using his secure log-in user ID and password information.
- b) Directly routed to the hospital printer.
- c) Faxed to the respective physician or hospital.

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### MEDICAL TRANSCRIPTION WORKFLOW MANAGEMENT SOFTWARE

- ❖ It streamlines the workflow of medical transcription service organization in an efficient and error-free manner.
- ❖ It also eliminates the need for administrative personnel to manually allocate or route the work.
- ❖ It eliminates need of softwares used for sorting files, calculating audio duration, routing files, etc.
- ❖ It gives an edge over the traditional way of handling and distribution of the files.

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### TYPES OF WORKFLOW MANAGEMENT SOFTWARES

Workflow management softwares are generally available in two product types:

- ✓ Desktop softwares also known as in-house solution

The desktop software is a software program that is installed on the computer of the hospital or the MTSO.

Internet is not needed to run the software.

- ✓ Web-based softwares also known as hosted solution

The web-based software is a software program that is installed on the software provider's server and can be accessed from anywhere by the client via Internet.

Internet is mandatory to be able to use the software.

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### BENEFITS OF WORKFLOW MANAGEMENT SOFTWARE

- i. Automated distribution of files so that the staff is neither overburdened nor underutilized.
- ii. Real time monitoring of the status of the work and tracking files that are stat/rush dictation (urgent files).
- iii. Automatically assign work to medical transcriptionist and quality analyst staff based on preset standards.
- iv. Extraction and auto-population of certain information fields (file name, date of visit, MT and QA IDs, etc.) in the medical report template thereby reducing chances of error due to typographical error.

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### BENEFITS OF WORKFLOW MANAGEMENT SOFTWARE

- v. Easy search engine within the software to search on reference files.
- vi. Summary on the dashboard section that displays crucial client specification.
- vii. If required, administrator has the ability to re-route and change the status of the dictation at any later period of time.
- viii. Different types of reports that can be generated using the softwares and exported to excel or pdf for management review. Example,
  - Turn-Around-Time (TAT)
  - Performance report of employees.
  - Breakdown of line count -Physician wise or hospital wise.
  - Invoice.

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### TURN-AROUND-TIME (TAT) & STAT/RUSH

Turn-around-time (TAT) is the stipulated time allotted to the MTSO/medical transcriptionist for completion of the file.

The MTSO/medical transcriptionist has to finish up and send the file back to the physician within the turn-around-time (TAT).

Depending on the medical facility, the turn-around-time varies and can range from 2 hours to 48 hours.

If a dictation is requested as soon as possible, preferably within 2 to 4 hours, this dictation is termed as stat dictation or rush dictation.



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### PRICING

There are several prevalent pricing standards in the medical transcription industry.

The development of these different pricing standards was affected due to:

- Outsourcing
- Offshore outsourcing
- Competition between vendors

Different pricing standards are:

- ✓ FTE (Full-time equivalent)
- ✓ Per page pricing
- ✓ Per report pricing
- ✓ Per line pricing

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## MEDICAL TRANSCRIPTION

### PRICING

#### FTE (Full-time equivalent)

An FTE is the equivalent of one medical transcriptionist who has been hired as a full-time employee.

An "FTE of 1" or "1 FTE" is equivalent to one employee working full time.

Full time means 8 hours per day and 5 days per week (Saturday and Sunday off)

FTE does not represent the number of employees.

Explanation of FTE:

8 hours of work per day X 5 days per week (Saturday and Sunday off) X 52 weeks per year = 2080 man hours per year. If one employee works full time, then he does 2080 hours of work per year.

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### PRICING

If the total number of man hours for one year is available, then divide it with 2080 to get the FTEs.

The vendor is paid according to the agreed number of FTEs mentioned in the business contract irrespective of the volume of the work sent to the vendor.

The medical facility has to ensure that enough volume of work for the agreed number FTEs are sent to the vendor.

Volume of work is dependent on the volume of the patients which is not constant over the year, therefore, this type of pricing model is not preferred in medical transcription industry.

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### PRICING

#### Per page pricing

In this type of pricing option, rate for one page is quoted.

The drawback is that it can be manipulated by fidgeting with the formatting of the page, example,

- ✓ Margin setup
- ✓ Line spacing (single line spacing or double line spacing)
- ✓ Font type
- ✓ Font size

If any report is only half a page in length, it will have to be counted as one page, leading to unnecessary cost to the hospital, therefore, this pricing method is also seldom used.

Usually the rate quoted for one page is in the range of \$3 and \$5 per page.

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## MEDICAL TRANSCRIPTION

### PRICING

#### Per report pricing

Per report pricing is a different version of per page pricing, wherein rate for one report is quoted.

The drawback of this type of pricing option comes from the fact that the length of report varies for different types medical reports or for different physicians.

The length of a report can be anywhere from 1 page to 6 pages or even more.

The uncertainty of fixed number of pages per report renders this pricing plan imperfect, but it is followed by few hospitals.

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### PRICING

#### Per line pricing

In this type of pricing plan, rate for one line transcribed by the transcriptionist is quoted.

This is one of the most widely and probably one of the best pricing methods available up to date.

Still there lies quite a bit of ambiguity in defining a line as there are numerous ways to count a line.

#### A) Characters per line

The general trend is to use a 65-character per line method, but there are companies which use,

55-character per line

60-character per line

70-character per line

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### PRICING

Logically, due to the difference in characters per line, there will be a proportional difference in the billing amount as well.

For example consider a report which has 1000 characters with spaces

Number of lines = Total number of characters/characters per line

Company	Characters per line	Number of lines	Rate per line	Invoice amount
A	55	18.18	10	181.8
B	60	16.66	10	166.6
C	65	15.38	10	153.8
D	70	14.28	10	142.8

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### PRICING

B) 65-character line with/without spaces and keystrokes

There are four different ways to calculate a 65-character line,

- ✓ 65-character Microsoft Word line count (Ctrl+Shift+G in MS Word)
- ✓ 65-character line count with keystrokes
- ✓ 65-character line count with characters and spaces
- ✓ 65-character line count with characters without spaces



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### RATIONALE FOR AN ERROR

- Audio is garbled or distorted due to technical reason.
- Medical transcriptionist is inexperienced and does not possess a sound knowledge of English, medical terminology, and drugs.
- Dictating physician has heavy accent, nasal twang, colloquialism, or arbitrary sentences.
- Physicians in a bid to hurry up the reports might inadvertently dictate something wrong.

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### TYPES OF ERRORS

It is extremely crucial to avoid any kind of error in the medical report as for the healthcare industry a gross medical error can be fatal to the patient.

Every medical transcription department adheres strictly to the goal of achieving close to 100% accuracy, but still sometimes error crops up in the medical report.

Different kinds of errors that typically crop up in a medical report can be categorized into the following types:

- Typographical error
- English word error
- Medical word error
- Drug error/medication error
- Doctor's dictation error
- Punctuation error
- Malapropism error

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### TYPES OF ERRORS

#### Typographical error

Typographical error also known as typo error occurs when a medical transcriptionist makes mistake in the typing process.

If a word or alphabet is inadvertently missed out or added extra, it may give an all together different meaning to the context of the sentence.

In certain instances, even the spellchecker cannot find the misspelt word as it is a proper word but different from the one intended.

Typed: The ER physician will **asses** the patient for any complaint.

Correct: The ER physician will **assess** the patient for any complaint.

**Asses** - plural of ass. **Assess** to determine the nature, value, quality, or extent.

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### TYPES OF ERRORS

#### English word error

This type of error occurs due to an inefficiency to identify the correct English word to be used in the present context.

If the medical transcriptionist does not possess a sound knowledge of English vocabulary, there is a very good chance that this type of error will be prevalent in the medical report.

Typed: The patient will see us back if he starts to loose weight.

Correct: The patient will see us back if he starts to lose weight.

Loose - Not tight. Lose - fail to maintain.

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### TYPES OF ERRORS

#### Medical word error

An error in transcribing correct medical word constitutes of medical word error.

These types of error highlight the inadequate medical terminology knowledge of the medical transcriptionist.

Typed: Biopsies were negative for villous blunting, **dysphagia**, or malignancy.

Correct: Biopsies were negative for villous blunting, **dysplasia**, or malignancy.

**Dysphagia** - difficulty swallowing. **Dysplasia** abnormal development of cells.

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### TYPES OF ERRORS

#### Drug error/medication error

There are several dangerously close sounding drugs, and if the medical transcriptionist transcribes a wrong drug in the place of one intended for the particular disease, it amounts to drug error.

These errors can be fatal to the patient.

Around 10 to 15 per cent of healthcare errors occur due to medication error.

Typed: The patient was prescribed **Viagra** for allergic rhinitis.

Correct: The patient was prescribed **Allegra** for allergic rhinitis.

**Viagra** is used to treat erectile dysfunction in men. **Allegra** treats symptoms of allergies.

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### TYPES OF ERRORS

#### Doctor's dictation error

Though it may be hard to believe, but physicians may sometimes commit mistake while dictating the medical report. This constitutes doctor's dictation error.

A seasoned medical transcriptionist should be able to spot these errors and rectify them.

Dictated: Urinalysis showed a specific gravity of ten sixteen.

Typed: Urinalysis showed a specific gravity of 10.16.

Correct: Urinalysis showed a specific gravity of 1.016.

Specific gravity of urine range from 1.015 to 1.024.

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### TYPES OF ERRORS

#### Punctuation error

Medical report prepared by a medical transcriptionist is an official formal report, therefore, it is essential that it should be devoid of any grammatical and punctuation mistakes.

Punctuation error occurs when punctuations are not meticulously followed. This results in the report conveying wrong information than intended by the dictator.

Typed: The laceration was result of **dogs'** bite.

Correct: The laceration was result of **dog's** bite.

**Dogs'** - possessive form of more than one dog. **Dog's** - possessive form of one dog.



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### TYPES OF ERRORS

#### Malapropism error

Unintentional misuse of a word by confusion with one that sounds similar is a malapropism error.

It needs an eye for detail and sound English ability to spot these kinds of errors and fix them.

Typed: The patient's right eye **site** is 20/20.

Correct: The patient's right eye **sight** is 20/20.

**Site** - place. **Sight** - vision.

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### HOW TO AVOID ERRORS?

A gross error in a medical report can have negative cascading effect throughout the entire quality control department.

It is crucial to have a systematic approach in order to drill down to the cause of the error and implement steps to avoid it in future reports.

Some of those steps are as follows:

- ❖ Constant monitoring of performance of MTs & QAs.
- ❖ Regular in-house sessions to discuss about common errors spotted by the quality assurance department.
- ❖ Training calendar to update about old and new English, medical, drugs, and devices terms as well as grammar rules.
- ❖ Regular updates about new client specifications.

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### TYPES OF MEDICAL REPORTS

Medical reports include numerous types of note/letter formats dictated over time by the physicians in different medical setting.

Each type of report serves a specific purpose and is used for a specific event.

Some major types of reports are as follows:

- ✓ Letters
- ✓ History and Physical
- ✓ SOAP note
- ✓ Emergency Room (ER) note
- ✓ Operative Report
- ✓ Discharge Summary
- ✓ Radiology Report, etc.

# CHAPTER 2

## MEDICAL TRANSCRIPTION

### USAGE OF DIFFERENT TYPES OF MEDICAL REPORTS

#### Letter:

Physicians usually dictate letters to communicate patient information to patient, other physicians, or insurance companies.

#### History and Physical:

History and physical report is usually dictated by the physician when a patient is admitted to the hospital. It has detailed medical history of the patient.

#### SOAP Note:

SOAP note is usually dictated by the physician after examining the patient's progress either in an outpatient or an inpatient setting. It is also called as progress note, chart note, or follow-up note.

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### USAGE OF DIFFERENT TYPES OF MEDICAL REPORTS

#### Operative Report:

Operative reports are dictated by the surgeon who performs the surgery and contains detailed information about the operation performed on the patient.

#### Discharge Summary:

Discharge summary is dictated by the physician at the end of the patient's stay in the hospital when he is about to be discharged from the hospital.

#### Radiology Report:

The radiologist dictates these types of reports for a diagnostic procedure performed on the patient and it includes the findings and impression.