

## Medical Transcription Services

### ■ Introduction

Our **Medical Transcription Service** is capable of working on a '**24/7**' basis, promising quality every time.

Training programmes, which can be conducted on an ongoing basis, can encompass a wide range of specialties, such as medical (operatives, discharge summaries, MRI's and psychiatry etc). With a good bandwidth and connectivity, we have the necessary technology to transcribe and upload a good volume of work.

### ■ Services

A three-tier transcription process at Saitech can ensure that each and every dictation taken up for transcription by the company is meticulously transcribed by trained MTs, proof-read by experienced editors and finally checked by the quality assurance personnel for its accuracy before being returned to the customer.

This makes sure that the company consistently delivers accurate transcribed reports back to the customer. We can also avail of the services of an in-house medical practitioner in our transcription work.

Maintaining the confidentiality of the medical reports is an unwavering commitment at Saitech.

### ■ Infrastructure

The Saitech Medical Transcription Division has the following infrastructure ready for ongoing work as well as potential assignments:

- ❖ Fully air-conditioned space of over 3,000 square feet
- ❖ Uninterrupted Power Supply
- ❖ 256 KBPS Internet line for downloading voice files and uploading transcribed files
- ❖ Three-shift, 24 x 7 operation
- ❖ Extensive collection of books, CDs and reference materials
- ❖ Excellent ambience and well-designed interiors for employees in order to ensure comfort and safety
- ❖ Branded Servers, PCs and backup storage devices

## ■ Quality

We, at Saitech, can follow the **standards established by the AAMT** to ensure a high accuracy rate in respect of all transcribed reports submitted to our client/customer. We can maintain a rigorous quality assurance program. This includes one of the highest proof-reader-to-transcription ratios in the industry.

### *Performance*

The Saitech Medical Transcription Division is geared to provide cent percent error-free medical transcription services to the clients on time and in an efficient manner, maintaining the confidentiality of all medical information. Our process-driven approach allows us effective safeguards against human errors

## ■ Our Team

As mentioned earlier, a qualified medical practitioner can support the production operation. Thus, the combination of management and medical expertise can enable the Saitech medical transcription division to work true to its commitment.

Saitech prefers to rely on the potential of brilliant graduate/post-graduate individuals only. The average experience each of our MT's has is three years.

The prospective transcriptionists have to go through a rigorous selection process. Those finally recruited have to undergo extensive training before being entrusted with regular transcription work. As mentioned earlier, training is an ongoing process at Saitech and transcriptionists have to concentrate on quality and TAT.

Continuing education programmes, designed by a group of medical college professors and experienced editors, can ensure that the transcriptionists remain in touch with the latest developments in the field.

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