



FREEDOMVOICE
SYSTEMSSM

CASE STUDY – Medical Transcription

COMPANY: DPC Transcription, Phoenix, Arizona

CONTACT: Darla Cullinan, Owner

MARKETSPACE: Medical Transcription Services

THE CHALLENGE:

Providing medical transcription services to more than 400 surgeons demands DPC remain flexible and reliable. Because some doctors choose to dictate complex medical information at hours convenient to their varying schedules, phone lines set up for dictation had to be operational 24/7.

The weather picture in Phoenix often had other plans for the business. Due to frequent spectacular thunderstorms in the Phoenix area, Darla felt uncomfortable sitting at her computer transcribing with dangerous lightning mere feet away. Because her recorded dictations were on a machine next to her computer, she had to be in that one location to provide transcription. Those same storms often knocked out the phone lines which meant doctors could not have access to Darla's recording system with its very limited capacity and 4 dedicated phone lines.

A further challenge was Darla's travel schedule. Because she had to be in one location to listen to recorded transcription and enter it onto her computer system, Darla had to rethink her business relocation plans. She was "tethered" to one particular machine.

Lastly, DPC Transcription needed the ability to include additional physicians to access the system in a way that was both quick and cost-effective.

As Darla began looking for viable alternative systems, she insisted that it not require changing each physician's special personal identification number, a situation that would be very disruptive to her clients and her business.

THE SOLUTION:

“I was looking for a call-in dictation system that I could monitor on the Internet,” says Darla. “I needed bigger capacity, the ability to allow additional physician access and the potential of offering our services remotely. That’s when I found FreedomVOICE Systems.”

FreedomVOICE completely customized its MT System medical transcription service to allow DPC to use specific existing PIN’s. Additionally, the system was configured to email Darla immediately when a transcription had been recorded, letting her know of activity at all times, even when she was away from a computer. Finally, wording within the pre-recorded messages was customized to match her previous system.

Built on a platform of unlimited scalability and infinite capacity, Darla’s new system is configured to allow her 75 most actively dictating physicians the ability to relay post-surgical data anytime, anywhere. There are another 25 mailboxes to provide for immediate additions. Even more can be added at a moment’s notice if needed.

The FreedomVOICE solution also solved the problem of 24/7 availability by eliminating Darla’s need for phone lines susceptible to disruption. She simply logs into her special FreedomVOICE WebLINK portal and begins transcription. And, she can perform her valuable duties from any Internet connected computer in the world.

“Several of my physician customers had exacting requirements,” says Darla. “The FreedomVOICE customer service team completely reprogrammed their product to meet my needs! And none of the doctors had to change their PIN.”

THE BENEFIT:

For DPC Transcription, the switch from rigid phone-line based dictation systems to the flexible FreedomVOICE WebLINK-based system resulted in benefits both tangible and personal. Darla can eliminate the cost of 6 telephone lines and two computer stations. She can now add capacity without additional cost, forget about maxing out her hard drives and, perhaps, most important of all, access her client dictations remotely. This ties in nicely with her plans to move her business out of state.

“With FreedomVOICE Systems, I have the better solution I had been seeking,” she says. “I can provide my clients access through any kind of storm and I don’t have to be glued to one machine. I have the flexibility to work remotely and the confidence that my physicians are getting the level of service they have come to expect from DPC Transcription.”

For more information about how FreedomVOICE Systems can configure communications tools that will benefit your business, call us at 800-477-1477 or visit www.freedomvoice.com.