



## Valley Transcription reaches new heights with Emdat

*User-friendly software platform delivers improved productivity, 28% increase in revenue*

### THE CHALLENGE

Based in Albany, Oregon, Valley Transcription Service helps more than 35 outpatient clinics around the country manage their documentation needs. The 26-year-old company provides transcription for a wide range of medical facilities, including primary care centers and numerous specialty clinics.

With all 39 of its medical transcriptionists (MTs) working remotely, having technology in place that allows for the convenient and reliable transfer of dictations and transcriptions is imperative at Valley. The organization tried multiple document management software companies over the years, but had trouble finding one that consistently delivered the efficiencies it set out to achieve. In 2009, the company began searching for a new vendor based on three main criteria: ease-of-use for transcriptionists and healthcare providers, a responsive help desk and the ability to interface with electronic medical records.

When Valley's president, Sally Kennel, asked fellow medical transcription service providers for recommendations, one name kept coming up: Emdat. After researching the company's web-based solution and getting an in-person demonstration at an industry conference, it became clear that Emdat's software provided the convenience and full functionality she needed.

### THE SOLUTION

In partnering with Emdat, Valley Transcription gained access to a full range of applications to make the documentation process simpler and more reliable for MTs and healthcare professionals alike. For transcriptionists, the InScribe typing application has reduced the amount of data entry they need to perform by populating documents with demographic and appointment information uploaded by the medical facility. The program automatically retrieves pre-

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## CASE STUDY

### MTSO CUSTOMER PROFILE



Valley Transcription Service, LLC

- Main office located in Albany, OR
- Founded in 1984
- A team of 39 medical transcriptionists and three office staff
- Serves more than 35 outpatient clinics around the country

### EMDAT SUITE OF APPLICATIONS RESULTS

- **INCREASED BUSINESS** — the robust functionality of Emdat's applications not only helped retain clients that were considering leaving, but also increased revenue by 28%
- **STREAMLINED DOCUMENTATION PROCESS** — MTs and healthcare professionals enjoy simpler and more reliable workflow
- **CLIENT SATISFACTION** — users of Emdat Mobile and InQuery give positive feedback
- **ENHANCED VOICE FILE MANAGEMENT CAPABILITIES** — MTs and QA can quickly advance to marked time stamps
- **INCREASED MT PRODUCTIVITY** — estimated at 10%
- **IMPROVED CUSTOMER SUPPORT** — easy access to cordial and responsive help desk team

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formatted document templates when the clinician, work type and location are entered, eliminating extra steps from the transcription process.

One of the distinct benefits of Emdat's platform has been easier management of voice files. Now, voice files are automatically downloaded to the MT's computer as they progress through their assigned dictations. A simple keystroke allows transcriptionists to mark the exact spot where the audio is not clear. When quality assurance specialists review the file, they can advance directly to that spot and make quick edits.

Emdat's InCommand application has also helped Kennel more easily manage the company's workflow and perform administrative functions. By pulling up the appropriate screen, she can view dictations still in the queue, reroute work, pay transcriptionists or send invoices to clients.

Just as importantly, Emdat has streamlined the document management process for Valley's clients. For medical personnel, the applications InTouch and InSync have made uploading dictations hassle-free, whether their preferred method is a phone or digital voice recorder. Doctors also have the option of creating dictations remotely on their iPhone using Emdat's smartphone app, Emdat Mobile, which they can also use to review appointments and approve completed transcriptions. With InQuiry, administrators can not only track the status of transcribed documents 24/7, but easily edit, auto-fax and electronically sign reports. "The ability to bring providers a powerful tool like this at no extra charge definitely increases our value," Kennel says.

Emdat has also provided a compelling solution for the growing number of Valley clients switching to electronic medical records. In early 2010, Emdat formally launched Discrete accurate Reportable Transcription, or DaRT™, which tags data within a medical transcription and uploads it to the appropriate fields of an EMR. Three of Valley's clients are already using the tool, which allows doctors to continue dictating their notes rather than performing time-consuming data entry. "Physicians like the integration capability because they can use EMRs without completely restructuring their workflow," says Kennel. "Emdat's technical team has made implementation smoother than we could have imagined."

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VALLEY TRANSCRIPTION

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## THE RESULT

The switch to Emdat's document management solution came at an opportune time for Valley Transcription, Kennel says. The software it had been using previously failed to improve workflows, resulting in the loss of one to two customers a year. Four other clients were getting ready to adopt EMRs and appeared ready to follow suit. The adoption of Emdat's comprehensive transcription solution, including DaRT, played a major role in turning the tide. MT productivity is up roughly 10 percent from a year ago and, with new business brought on by DaRT, Valley's revenue has jumped 28 percent. "I could see us going out of business if we didn't find this solution," Kennel explains. "Today, we're once again gaining new clients and getting consistently positive feedback from our existing ones."

Kennel credits Emdat's customer support for much of her recent success. Whether it's creating a customized interface for one of its clients or answering a technical question, she says, the Emdat team is cordial and responsive. "Every time you call, you always feel like you're their only customer," she says. "It really takes the stress away."

*Emdat's software as a service delivers superb functionality and client satisfaction by providing streamlined workflow and EMR integration, all with no contracts, no capital investment, and rapid deployment. To learn more, call 866 463-6328, email [sales@emdat.com](mailto:sales@emdat.com) or visit [www.emdat.com](http://www.emdat.com)*

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*Emdat, Inc. provides medical facilities and transcription service organizations with flexible, seamless and cost-efficient web-based Software as a Service that completely automates the dictation, transcription and documentation process while interfacing with any RIS, HIS and EHR/EMR system. Emdat's suite of applications is one of the world's leading medical transcription systems, serving more than 2,600 medical facilities throughout the United States and a network of over 250 medical transcription companies around the globe.*