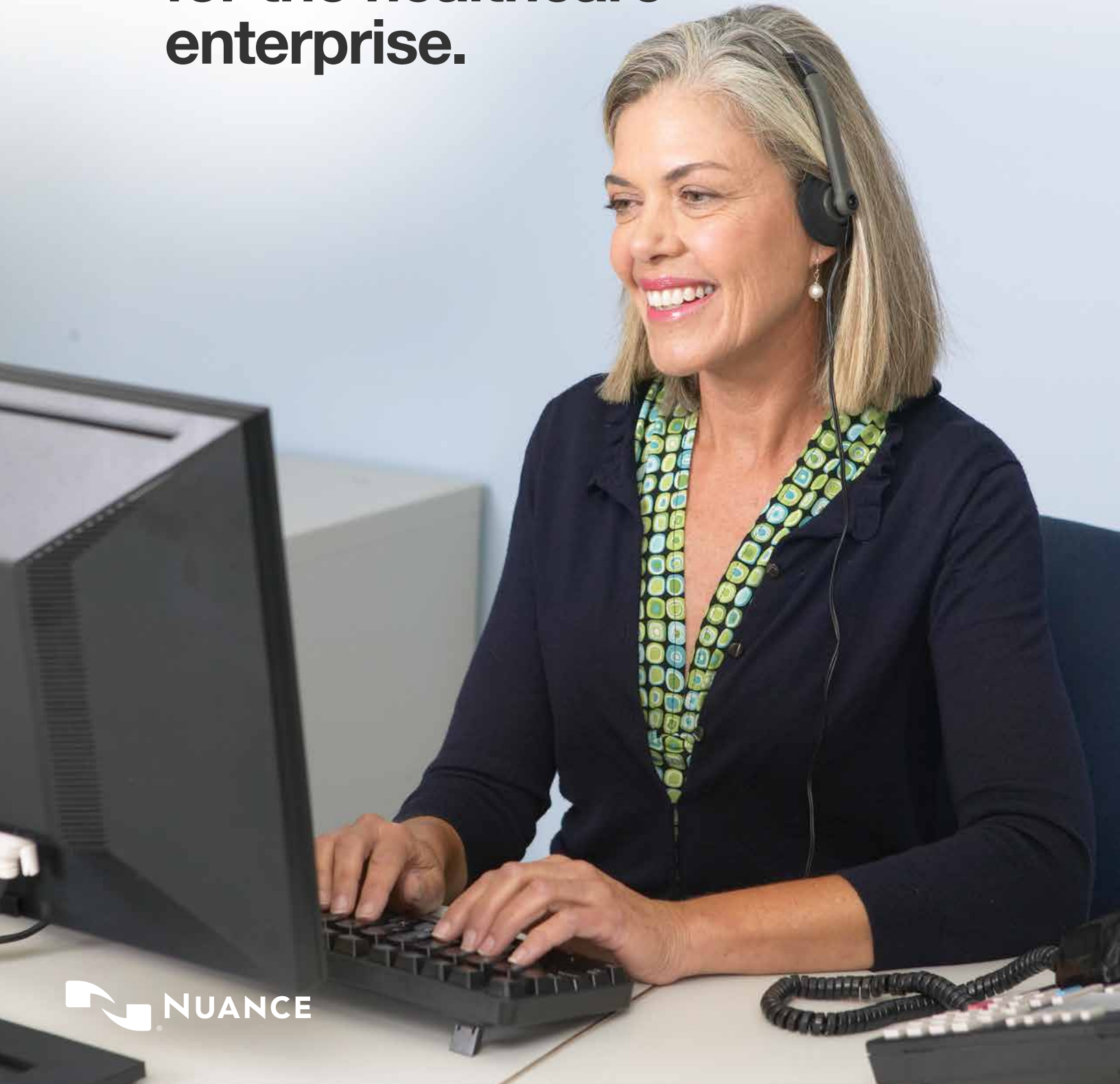


# Comprehensive transcription services for the healthcare enterprise.



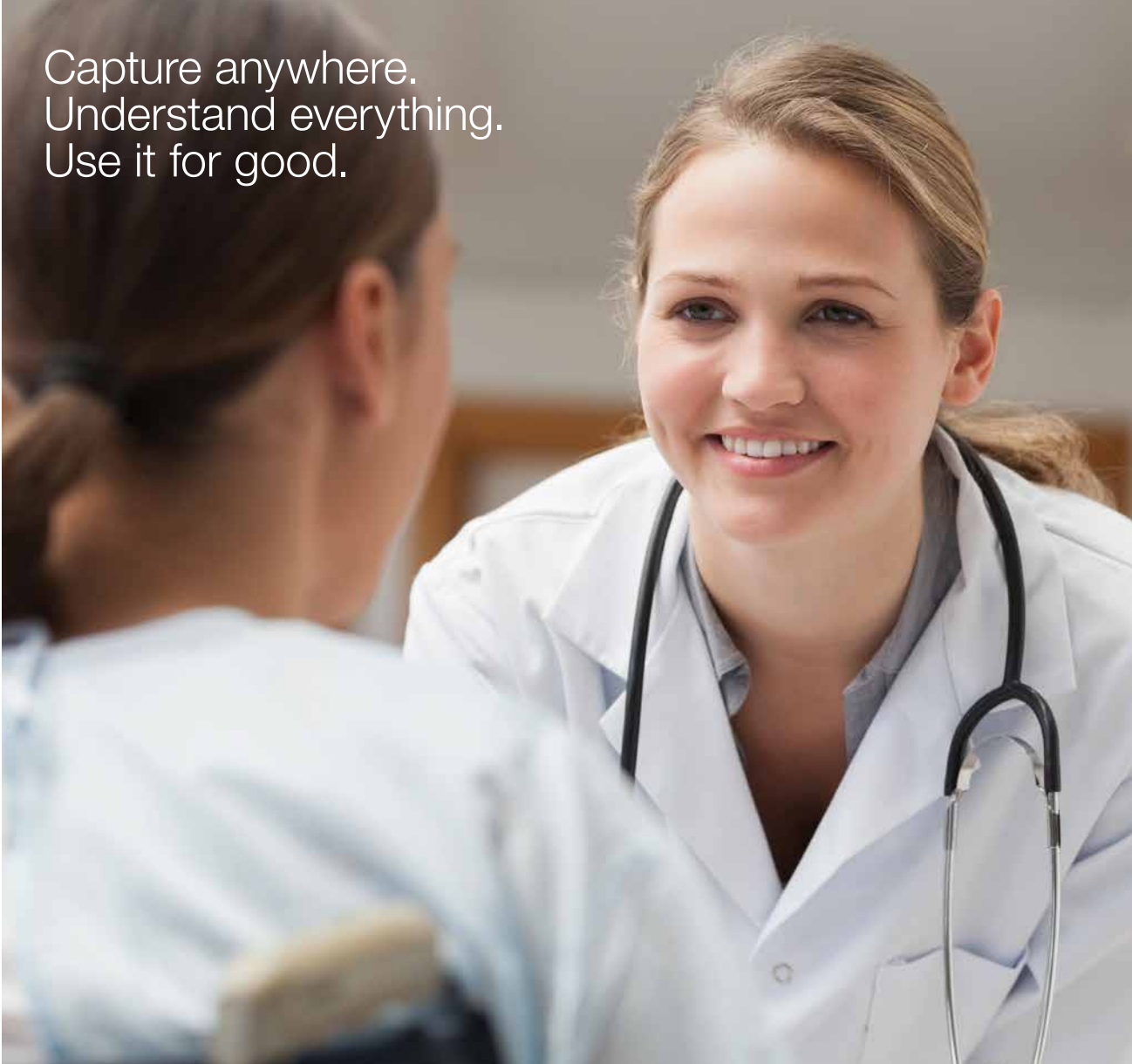
# Full-service, outsourced transcription for the healthcare enterprise.

## Challenge:

How does a healthcare organization tackle increasing clinical documentation volume, accelerate towards Meaningful Use, drive EHR adoption, and prepare for future imperatives such as ICD-10 and ACOs, while decreasing costs and improving quality?

## Solution:

Implement Nuance® Transcription Services. Nuance Healthcare offers more than state-of-the-art technology and exceptional people; we deliver a full lifecycle enterprise transcription solution that delivers cost-effective, on-time, high quality clinical documentation. How do we prove that? Quite easily. Each year our thorough, independently audited Quality Assurance (QA) process checks and confirms more than two billion lines of transcription. But the story doesn't end there. Dig a little deeper and you'll see that our success is the result of groundbreaking technology, the world's best-trained Medical Language Specialists (MLS), and a dedicated account management organization that is unequalled in healthcare. Meet with Nuance, and you will quickly realize that we are uniquely positioned to meet your needs today, and in the future.



Capture anywhere.  
Understand everything.  
Use it for good.

**Comprehensive outsourced transcription for the healthcare enterprise.**

Nuance Healthcare allows hospitals and providers to outsource a critical business process, reduce costs, and improve the quality of documentation, without additional capital investment. Nuance Transcription Services helps healthcare organizations focus on core business activities and patient care. Our solutions integrate with your EHR in a variety of ways, ensuring smooth operations today while addressing EHR, ICD-10 and Meaningful Use requirements on the horizon.

“We’ve cut our transcription costs in half, improved the transparency of our dictation and transcription process, and gained operational efficiencies—all without impacting clinician workflows.”

Nancy Earnley  
Director of Medical Records  
Emerson Hospital, Concord, MA

## Reduced burden for workflow management and system administration

### Leveraging Best in KLAS® technology

Nuance Transcription Services provides a strategic approach to increase efficiencies, reduce clinical documentation costs and improve reimbursement, all by shifting from services to technology. Powered by the Dragon® Medical eScription™ speech recognition software platform, Nuance Transcription Services reduces outcome variability caused by human error, because 90% of dictated volume is processed through speech recognition. Transcription of the original physician narrative is delivered as extremely accurate, formatted drafts that highly-skilled MLSs review and edit. The result is a combination of unparalleled consistency, quality, and efficiency that can be measured in lower turnaround times, reduced costs, and increased physician satisfaction.

### Partners on the path to Meaningful Use

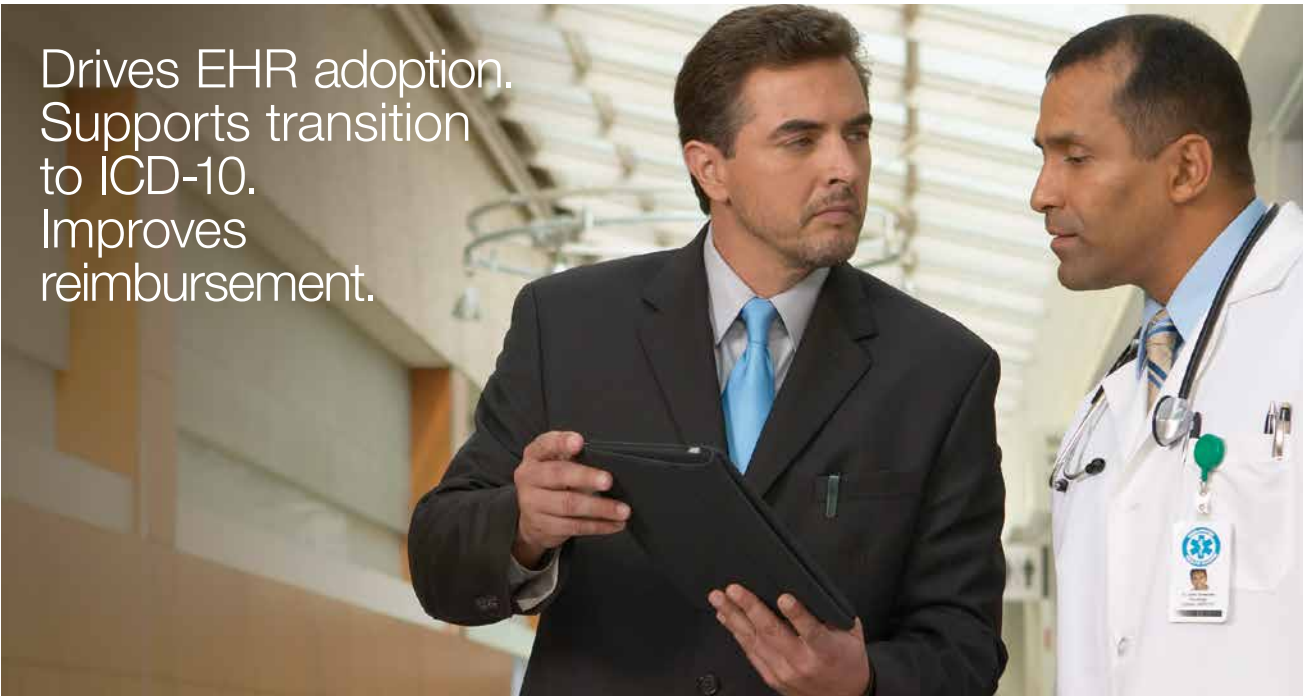
Successful Meaningful Use strategies protect the value of the physician narrative while capturing structured data in the EHR. Nuance Transcription Services supports your strategy with workflow options that maximize EHR integration and minimize disruption:

- Capture dictations and turn them into draft documents for review/edit by experienced MLSs
- Capture dictation within the EHR, leveraging dictation markers to embed dictated text in the right spot
- Use front-end speech recognition to allow physicians to dictate directly into the EHR

### Key benefits

- Industry-leading background speech recognition.
- Option of front end speech recognition.
- Full-service management of transcription system and services.
- Experienced MLSs, domestic and offshore.
- Flexible approach with full and partial outsourced transcription.
- Rigorous quality and TAT practices.
- Secure ASP architecture.
- Direct dictation into the EHR.
- Smartphone dictation.
- Electronic signature.
- Document distribution via print, fax or email.

Drives EHR adoption.  
Supports transition  
to ICD-10.  
Improves  
reimbursement.



## Clinician satisfaction with Nuance clinical documentation

### Transcription Services is 'People Business'

Nuance Transcription Services is the largest medical transcription services organization in the United States, with a skilled, experienced workforce comprising thousands of proven and tenured Medical Language Specialists.

One of the most significant reasons for our success in the market place is our Medical Language Specialists, many of whom transition to Nuance Transcription Services from their hospital employer. When we enter into a new partnership with a hospital, our goal is to retain 100% of the transcriptionist employees.

New Nuance Transcription customers can expect:

- A highly effective onboarding process that will seamlessly assimilate the in-house transcriptionists
- As members of the Nuance Healthcare team, new MLSs are assured a friendly and rewarding career and workplace
- A wealth of innovative training resources and tools will be made available to each and every MLS, ensuring quick and easy proficiency in the transcription platform
- An attentive and experienced Nuance Healthcare QA team that continuously monitors performance standards, such as TAT and quality

Nuance builds strong relationships with customers by providing them with dedicated account managers—a single point of contact with a familiar voice that understands your clinical, HIM, IT and financial needs; speaks the appropriate language; will work with you on your business objectives and will ensure that your plans (long and short term) are met.

## Quality at all levels

Clinical documentation provides the framework for all clinical care and all medical reimbursement flows from it. Nuance Healthcare understands that, in the end, success is measured by the quality of the produced document. As a Nuance Transcription Services customer, you can rely on our advanced technologies, proven processes, and quality systems and services to support and exceed your expectations.

A dedicated and independent Quality Compliance Team is consistently monitoring the quality of the produced documents. These deeply experienced auditors work independently from the MLS production team and proactively address any quality issues.

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### Technology to support today's demands and tomorrow's inevitabilities.

Nuance Healthcare is the leader in clinical data understanding, holding over 4,000 patents and patent applications, with a team of more than 200 speech scientists and researchers who continuously drive innovation. We maintain one of the world's largest and most comprehensive libraries of speech data and medical ontology; our Clinical Language Understanding solutions leverage more than 1 million concepts and over 7 million combined medical facts.

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## Quality control to count on

Nuance's unique and proprietary Quality Management Platform provides granular reporting detail at all levels of production, from error types and MLS details to account-specific views. Audit feedback is available to MLSs immediately upon completion, serving as a powerful training tool.

Nuance provides Concurrent Quality Control and Retrospective Quality Compliance Audits, to ensure that the quality of the clinical documentation meets and exceeds the established standards, and provides reporting at the end of the period, so that you have full transparency on the delivered services.

## Stable and financially sound

The medical transcription industry has faced many challenges, including significant consolidations, aggressive downward pressure on revenues and margins, and organizations facing bankruptcy and legal actions. With Nuance Communications reporting annual revenues of more than \$1 billion across a diversified portfolio of products, you are assured that Nuance Healthcare is your trusted partner today and in the years to come.

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### Key benefits

#### For CEOs/CFOs

- Generates rapid ROI.
- Includes onboarding.
- Accelerates revenue cycle.
- Provides predictable cost model.

#### For CIOs

- Provides high level security.
- Integrates with the EHR.
- Supports Meaningful Use.
- Minimizes support staff.

#### For HIM

- Ensures HIPAA-compliance.
- Supports varying workflows.
- Supports document structure.
- Speeds document turnaround time.

#### For Physicians

- Protects the narrative.
  - Simplifies transition to the EHR.
  - Offers dictation input options.
  - Provides faster document turnaround.
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**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 877-805-5902 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**

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**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: [www.nuance.com/healthcare](http://www.nuance.com/healthcare). Connect with Nuance on social media through the healthcare blog, [What's next](#), as well as [Twitter](#) and [LinkedIn](#).

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