

Outsourced transcription for healthcare organizations.

Nuance Transcription Services help ensure smooth business operations, scrupulous security, and quality clinical outcomes.

Clinical documentation contains the information that drives the most critical aspects of the healthcare process—and the resulting reimbursement. Medical facilities and providers are measured by quality outcomes, and that starts with quality documentation. With Nuance® Transcription Services (NTS), organizations can safely outsource a critical business process and improve financial performance.

Powerful background speech recognition technology transforms dictations into a formatted document routed for editing by experienced, highly skilled medical language specialists (MLS)—ensuring clinical documentation is right from the start. Unparalleled document consistency and quality accompanies lower turnaround times, reduced costs, and increased physician satisfaction. NTS also supports workflow options that maximize EHR integration and minimize disruption for physicians.

Key benefits

- Secures work environment via Virtual Desktop Infrastructure
- Accelerates revenue cycle
- Integrates with the EHR
- Supports varying workflows
- Speeds document turnaround time
- Provides multiple dictation input options



The Nuance difference: Virtual Desktop Infrastructure protects data access

To strengthen network security and mitigate patient health information (PHI) risks, Nuance has implemented the industry's first Virtual Desktop Infrastructure (VDI) application. VDI is virtualization technology that runs a desktop operating system on a centralized server in a secure, Nuance-owned data center. VDI delivers a secure, contained work environment to home- and vendor-based employees. Rather than working in locally installed applications, employees work in a virtual desktop managed from the data center.

Enhanced security controls and privacy measures eliminate the risk that PHI or other proprietary healthcare information will be downloaded or stored locally.

Why VDI is important

Healthcare has emerged as the most frequently targeted industry for cyberattacks. Ensuring the privacy, safety, and security of data is critical. VDI provides extreme protection.

- Improves antivirus and advanced threat protection
- Restricts transcriptionist access to irrelevant websites
- Prohibits data leakage and transfer
- Prohibits data storage on local or external drives
- Provides control over employee access to workspace
- Enforces two-factor authentication at login
- Provides patching and application version controls

Professionals you can trust

Nuance understands that an MLS is a vital part of the healthcare picture. Comprehensive training and QA processes drive superior service and foster individual growth. Our proven expertise across care settings is the direct result of our commitment to MLS success.

Assured quality and performance management

NTS clients can rely on Nuance's advanced technologies, proven processes, and quality systems to deliver optimal results. A dedicated and independent team of Quality Compliance Auditors continually monitors document quality to proactively address issues. The Nuance Quality Management platform provides granular reporting at all production levels, from error types and MLS details to account-specific views. Concurrent Quality Control and Retrospective Quality Compliance Audits help ensure our transcription services meet or exceed established standards, while regular reporting provides transparency to the services delivered.

Right from the start

Accurate, timely transcription is critical for clinical documentation—and the clinical and financial outcomes it drives. From a large IDN to a smaller regional hospital to an ambulatory practice, NTS can help ensure patient stories are right the first time. Nuance has the largest medical transcription services organization, with thousands of proven and tenured MLS professionals ready to meet the efficiency, accuracy, and productivity demands of today's competitive healthcare environment.

For more information about Nuance Transcription Services, please call 1-877-805-5902 or visit nuance.com/healthcare.

Key features

- Reliable security through Virtual Desktop Infrastructure
 - Industry-leading background speech recognition
 - Full-service management of transcription system and services
 - Experienced MLS team
 - Flexible approach with full and partial outsourced transcription
 - Rigorous quality and TAT practices
 - Smartphone dictation
 - Electronic signature
 - Document distribution via print, fax, or email
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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, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).
