Right Type right-sizes efficiency with Nuance Output Manager.

Challenge
– Needed to reduce time spent on printing, copying, collating, sorting, and counting documents
– Needed to increase counting accuracy

Solution
– Nuance® Output Manager™

Results
– Efficiency gains
– More accurate counts for billing
– Ability to print and prepare transcripts much faster

Summary

In a small business, every bit of efficiency is a huge boost to the bottom line, freeing up employees to focus on revenue-generating activities. At Salem, Oregon-based The Right Type, Inc., efficiency was required—but was getting lost in piles of paper, literally. The medical transcription company has seen its business increase exponentially, and with that, the volume of paper it needed to print, copy, collate, and prepare for delivery to its physician clients. Many of the transcriptions are consultations, and this requires not only a copy for the consulting physician's records but the referring physician and any related providers involved in the patient's care.

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"Not in my wildest dreams did I imagine someone would write a program that could handle our counting, tracking, and printing like this. It's awesome."

Colleen Breuer
Owner of Right Type

On a typical morning, Right Type's in-office clerical staff of two would have approximately 200 patient documents to get ready, and if they had to do it all by hand, the staff might still be working on it at noon—taking them away from transcription that needed to be done. Additionally, counting these documents and billing by physician was done by hand, requiring columns of numbers to be totaled for billing purposes. It was a labor-intensive and error-prone process that Right Type couldn't wait to fix.

The road to efficiency
Right Type turned to its MFP provider for help. After describing the massive amounts of paper that needed processing, sorting, and counting, the representative suggested Nuance Output Manager, which would ensure that not only would documents be printed out correctly every time, but also would be tracked to make it easier for billing purposes. Nuance Output Manager also proactively monitors printers and automatically tracks and reports on usage. After discussing the solution with key employees, Colleen Breuer, Owner of Right Type, moved forward with Nuance Output Manager, as it met all of the company's needs and seemed to be the right solution. On May 26, 2015, Right Type went live with Nuance® Output Manager™.

Implementation went very smoothly. Right Type's MFP provider did the necessary design and configuration to get Nuance Output Manager to work with the MFP. "Once we had the design, it seemed to go very quickly," Breuer said.

Year of productivity
Nuance provided the training for Nuance Output Manager, and Breuer used online training modules for the administrator functions. Nuance answered any questions very quickly and assisted with adding users, which made the transition to Nuance Output Manager easier on Breuer and her team.

Once the staff learned how to use Nuance Output Manager, printing and counting became almost effortless—a cinch, in Breuer's words. "The software just does what it's supposed to," Breuer said. "Everybody's very pleased and relieved—you can't imagine the stacks of paper we had everywhere."

Right Type has benefitted greatly from Nuance Output Manager, specifically in efficiency gains and billing reports that have eliminated the need to add up page counts manually and collate copies for delivery. One useful report for Right Type is the roster of patients that have been seen by its clients so that staff can check for problems and match letters to consultation transcripts.

"Not in my wildest dreams did I imagine someone would write a program that could handle our counting, tracking, and printing like this. It's awesome," said Colleen Breuer, Owner of Right Type.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com

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