

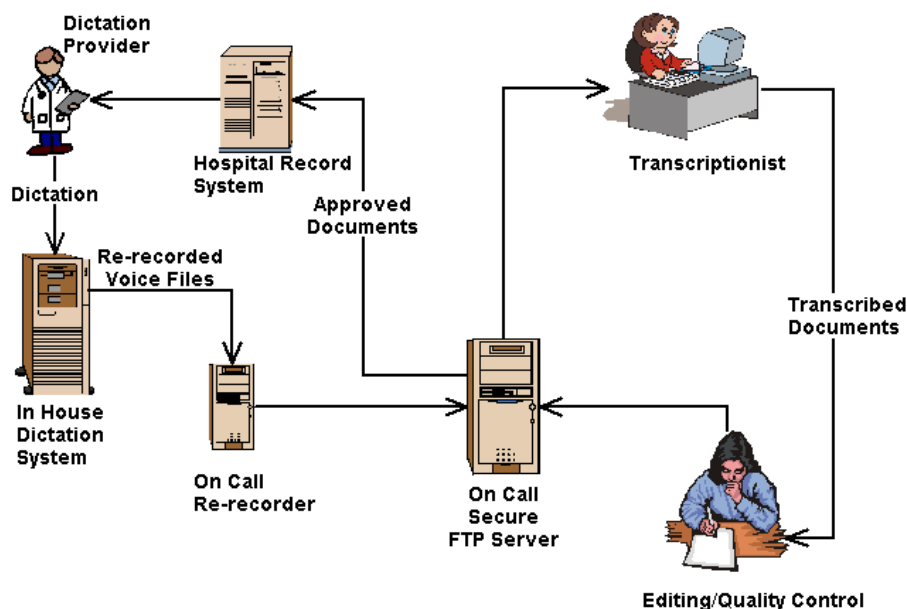
# We move mountains—of information!

Every client is unique, and has their own special requirements. On Call responds by offering a variety of options to send voice files and receive transcribed reports.

On Call has four ways to hear from you:

- **Re-recording:** Most hospitals and clinics offer their providers access to an in-house dictation system. Like your providers, On Call calls into your system to re-record the dictation that you assign to us. We then provide it to our qualified medical transcriptionists. **Use On Call to seamlessly augment your in-house transcription capabilities.**

## How does re-recording work?

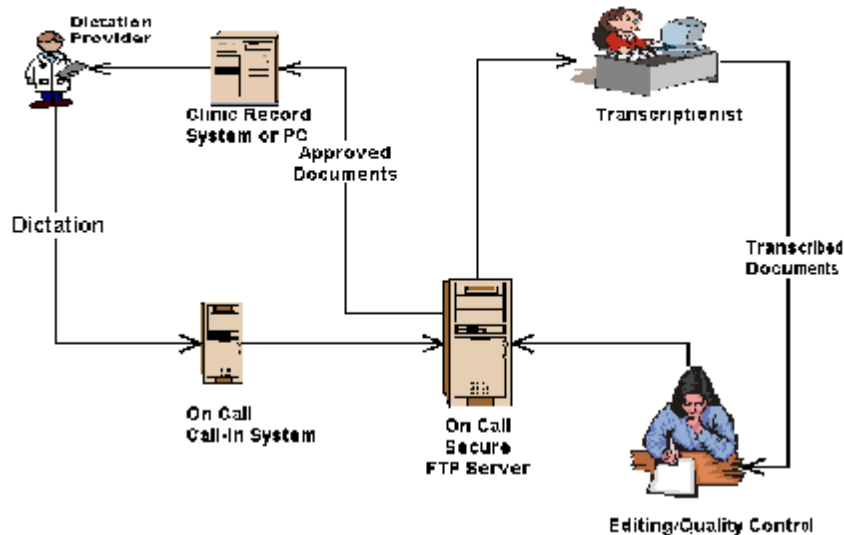


- 1) The provider dictates his/her report into the hospital's dictation system.
- 2) On Call employs one of several digital re-recording platforms to access the hospital's system and re-record the provider's voice file.
- 3) The voice file, converted to a .wav format, is transferred to On Call's FTP server using a HIPAA compliant SSL 128 bit encrypted connection.
- 4) The transcriptionist connects to the server and takes the .wav file.
- 5) The transcriptionist uses a .wav player to listen to the voice and transcribes the document. The document is placed on the server.
- 5) A qualified editor proofs the document and it is returned to On Call's server.
- 6) On Call Central Office staff accounts for the document and it is delivered to the hospital for printing and distribution, or importation into the hospital's record management system.

Note: All transfers of voice or documents, to and from our server, are made using a HIPAA compliant encrypted connection.

- **Direct Connection:** Our medical transcriptionist connects and types directly into your system, just like one of your “at home” employees. **Our technical staff will work directly with your IT department to make this simple.**
- **On Call’s Call In System:** Your provider calls a toll free phone number to dictate directly into our state-of-the-art system. Their call can be made from any phone, and at any time, offering maximum flexibility to the provider. The voice forward to a specific qualified MT, so your reports will be typed by the same person every day- familiarity ensures accuracy! **This option requires no investment in equipment.**

### How does On Call's Call-In System work?

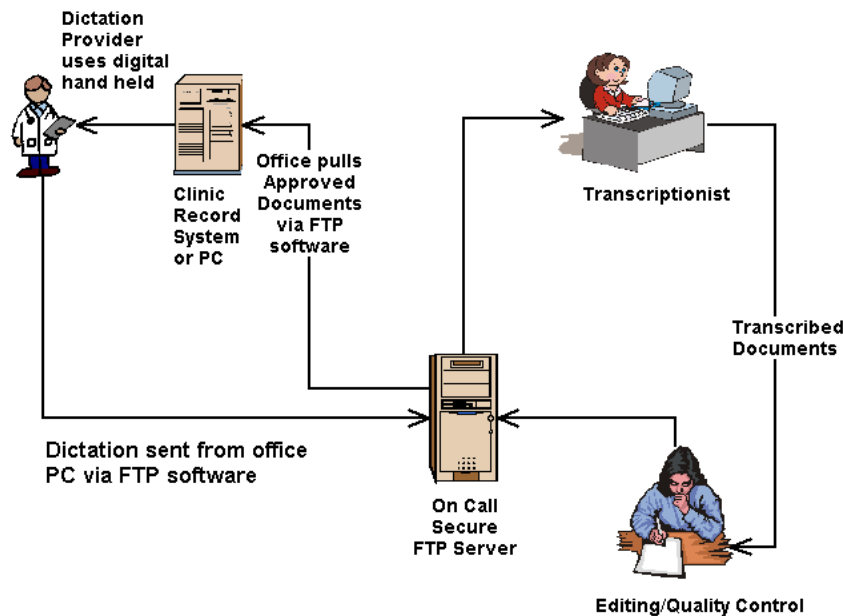


- 1) The provider, using any phone calls into On Call's call-in system. A password is required to gain access. During dictation, simple keypad commands allow the provider to rewind, fast-forward, and re-record, as desired. The system assigns unique numbers to each voice-file, providing the dictator with a record of the dictation session.
- 2) The voice file is transferred to our secure FTP server. A qualified medical transcriptionist retrieves the voice, transcribes the report, and places it onto the server.
- 3) If required, reports are reviewed by our Editors to eliminate blanks.
- 4) On Call office staff makes certain that all reports are accounted for, reconciling them with patient information provided by the client. Copies of reports, and original voice-files are archived.
- 5) Reports are returned to the clinic record management system in the agreed to manner.

**Note:** All transfers of voice or documents, to and from our server, are made using a HIPAA compliant encrypted connection.

- Digital Handheld Devices:** The 21st century alternative to the hand held tape recorder! Your provider dictates onto the device's digital memory instead of a tape. The voice is easily downloaded to your computer, and transferred directly to On Call using FTP software (more about that later), or retrieved by On Call using an internet connection and remote control software. **A familiar routine for your providers and a technological leap forward for you.**

## How does digital transfer work?



- 1) The provider, uses a digital hand held device to generate voice. The device can have a removable memory card, or built in memory.
- 2) The voice files are transferred via FTP software to our secure server. A qualified medical transcriptionist retrieves the voice, transcribes the report, and places it onto the server.
- 3) If required, reports are reviewed by our Editors.
- 4) On Call office staff makes certain that all reports are accounted for, reconciling them with patient information provided by the client. Reports are delivered to the server to be pulled by the client at their convenience . Copies of reports, and the original voice-files are archived for future reference.

**Note:** All transfers of voice or documents, to and from our server, are made using a HIPAA compliant encrypted connection.