



On Call Transcription Outsource Solutions, LLC has provided customized transcription services to a wide range of clients, nationwide. At **On Call** we use our expertise to match your work type to a transcriptionist with experience in that discipline.

Not every client wants to exchange information in the same way. **On Call** responds by providing you with a variety of options to send voice files and receive transcribed reports.

Challenge us with your toughest requirements. We will design and implement a cost-effective transcription service to meet the needs of your organization's most demanding providers.

At **On Call** we use our expertise to match your work type to a transcriptionist with experience in that discipline. Qualifying, testing and then assigning the right transcriptionist is key to accuracy and continuity. Your reports are then reviewed by Editors and Quality Control specialists to ensure a minimum of 98% accuracy - an **On Call Guarantee!**

All **On Call Transcription Outsource Solutions, LLC** systems and methods have been designed to be fully compliant with **The Health Insurance and Portability and Accountability Act of 1996 (HIPAA)**.

HIPAA calls for security standards protecting the confidentiality and integrity of "individually identifiable health information", past, present, or future.

The act mandates safeguards for physical storage and maintenance, transmission, or access to individual health information. It is the responsibility of organizations that are entrusted with health information to guard against deliberate or inadvertent misuse or disclosure of that information. That responsibility extends to the vendors (business associates) that an organization uses to manage that information.

Resources:

FTP - FTP stands for File Transfer Protocol. FTP software facilitates the transfer of data, voice files and documents to and from our secure FTP servers.

On Call's FTP servers are located in our secure facility, protected by the latest in firewall technology, and monitored 24/7. A managed firewall is combined with intrusion detection to prevent unauthorized access. Only intended recipients who possess the correct security technology, a shared secret key, will be able to decrypt your information.

HIPAA - On Call Transcription Outsource Solutions, LLC. has undertaken all necessary steps to meet the security requirements of HIPAA, establishing methods to transfer encrypted voice files and patient demographics to our associates, and deliver reports to our clients.

National headquarters: Germantown, WI 53022

Other Locations:

Hayward, WI	Austin, TX
Saldado, TX	Clearwater, FL
Sarasota, FL	Las Vegas, NV
Lake Charles, LA	Honolulu, HI

Services:

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 retrieve voice files and deliver transcribed reports. **On Call** has five options to serve you.

Web-Based Solution:

This solution allows our customers **Global** access to:

- Edit, print, search, e-sign, auto-fax, auto-print and more.
- Dictate via toll-free, local phone, speech mics or digital recorder.
- Interface into EHR, PACs, or RIS systems.
- All from your online account

Everyone from Physicians to Office and Medical staff find this to be a "One-Stop" solution!

Re-recording:

On Call dials 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.

Direct Connection:

Our transcriptionists remotely connect and type 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 dials a local number (if applicable) or a toll free phone number to dictate directly into your state-of-the-art call-in system. Then our system appropriately moves the voice to our servers for expert transcription. This option requires no investment in equipment.

Digital Handheld Devices:

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.