

## Healthcare

**MENTAL HEALTH Experience** The Bureau of Office Services' experience in the mental health transcription field spans almost our entire 50-year business history. Our medical transcription staff specializing in mental health have an average of 20 years' experience transcribing Admission history and physicals, progress notes, consultation reports, medical evaluations and discharge summaries.

**Guaranteed Performance Standards** Working with your Health Information Management staff (HIMS), templates are custom designed to fit your facility's and providers' individual needs, resulting in a uniformly formatted report type regardless of which transcriptionist does the report. Quality assurance is a continuous and integral part of the Bureau's automated document processing system. QA staff adhere to standards based on the AAMT Book of Style and JCAHO guidelines. They provide accurate and timely processing of reports to guarantee patient care is not impacted and informative feedback to transcription and managerial staff. Managers are always just a phone call or e-mail away to help with any problems or concerns your HIMS or medical staff encounter.

**User-Friendly Dictation Technology** Your healthcare providers using the Bureau's Crescendo dictation/transcription system have a variety of options to select from when dictating reports. For those who choose to use a standard telephone, toll-free numbers are provided without additional charge. Others may find it more convenient to use a Bureau-provided portable digital handheld unit. Once the provider has completed his or her dictation, the unit is simply placed in a docking station connected to a computer and voice files are then transferred securely to the Bureau's Crescendo dictation bank and are immediately available to transcription staff.

**Distribution** Completed reports can also be returned via a variety of methods. Reports can be uploaded to a dedicated computer at your facility and printed on site, e-mailed via secure, encrypted e-mail, or uploaded directly to your electronic medical records system. The Bureau's management and interface staff have an average of 10 years' experience in text integration using the most current technology and document processing systems.

**Security** Our corporate security policy ensures that our systems, networks and data are safe and available. Employees work within the framework of an encrypted, streamed environment. This means that sensitive data is only stored in our secure Class III data center. When you entrust the Bureau with your data, you can rest assured that all access is protected, meticulously documented (logged) and relevant. Bureau systems are fully HIPAA compliant and a complete history of access to records is immediately available for all processed work.