

Solution Overview



TRANSCRIPTION COST REDUCTION

Reduce Costs and Do More with Less



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WITH HEALTH REFORM AND NEW CARE MODELS ON THE HORIZON, HEALTHCARE ORGANIZATIONS CAN REDUCE COSTS AND DO MORE WITH LESS.

One way is to optimize the critical clinical documentation process and eliminate the costly, time-consuming variables that contribute to inaccuracies and incomplete documentation. That's where M*Modal's solutions come in, with targeted products and services that will meet your organization's needs, regardless of its size.

Our goal is to give you the added flexibility to speed up and improve the entire transcription process and fine tune clinical operations and workflows.

Essentially, you can have it your way—internal transcription, outsourced domestic or global transcription, or a combination of the two.

With our Speech Understanding™ technology built into M*Modal Fluency for Transcription™, transcriptionists and editors can improve productivity while optimizing turnaround time (TAT), document quality and accuracy—all monitored by Quality Assurance and HIM personnel, as needed.

Perhaps most important, physicians have the choice to dictate and edit their own speech-recognized reports. During time-constrained patient encounters, physicians can efficiently capture a more complete patient story and store it in a format that adds structure to the narrative, providing depth to point-and-click structured data accessed in EHRs.



M*Modal Fluency solutions help you streamline the process and minimize MT workloads, shorten documentation and revenue cycle time, and lower transcription costs overall, while providing the capabilities that promote higher physician satisfaction and better care.



With improved documentation, you're better prepared for physician reviews, downstream coding processes and collaboration with other physicians, which leads to:

- **Improved quality of patient care during and immediately after the initial visit:** Less time keyboarding, more time analyzing and communicating with the patient. Physicians simply tell the patient story providing details and care directives as time permits, which helps them stay on schedule while capturing critical details about their patients and conditions. M*Modal listens and does the rest!
- **Improved documentation quality, coding accuracy and patient care by adding structure to the narrative:** Capture the "gold" and allow medical transcriptionists, editors, coders and radiologists to quickly resolve potential transcription errors as they sharpen the patient story.
- **Improved collaboration with consulting physicians:** With access to the complete patient story, receiving physicians can deliver the same or better quality of care faster. Receiving physicians can see complete transcripts, rather than missing critical information or depending on intermediaries to fill in critical information gaps.

M*MODAL TRANSCRIPTION SERVICES

Improve the productivity of your documentation process with highly trained transcription professionals—whether you're supporting existing in-house capabilities or looking for new outsourced resources.

Accurate transcription is critical to the quality and expediency of healthcare delivery, as well as reimbursement. If recruiting, training and retaining qualified transcriptionists and editors ranks among your organization's top challenges, M*Modal has a solution. Whether it's time to outsource all or a portion of your organization's transcription needs, you can easily tap into our pool of proven transcription talent and services.



ONE OF THE NATION'S LARGEST TRANSCRIPTION SERVICES PROVIDERS

Healthcare organizations have relied on M*Modal to deliver quality transcription services for more than 40 years. M*Modal offers an experienced workforce of medical transcriptionists and editors—one that can scale and adapt to the growing needs of any organization, from community hospitals to large, multi-facility healthcare enterprises. Our industry-leading quality and TAT performance illustrate our ongoing commitment to accuracy without compromising speed.

With our integrated quality assurance tools, dedicated Customer Relationship Managers and over 9,000 experienced, U.S.-based and global transcriptionists and editors, we deliver transcription quickly and accurately—allowing your organization to reduce costs, increase physician satisfaction and improve patient care.

M*Modal's global delivery model is effective in providing clients with the cost benefits, time-sensitive delivery, skills and resource scalability needed for success.

M*MODAL FLUENCY FOR TRANSCRIPTION™

Centrally manage your dictation workload with productivity-enhancing and quality assurance tools. Transcriptionists and editors will produce more timely and accurate reports while enabling your physicians to spend less time editing and more time treating patients.



Physicians can easily capture and share the complete patient story for use by the rest of the organization.

M*Modal Fluency for Transcription strengthens the entire process by:

- Supporting narrative dictation through any source—PCs, phones, smartphones, dictation stations and real-time speech recognition methods.
- Reducing quality assurance costs with intuitive tools that provide automated feedback to medical transcriptionists and editors.
- Giving physicians the option to record, edit and complete their own documentation—or send it into the back-end transcription process where expert transcriptionists and editors take over.





M*MODAL FLUENCY FLEX™

Providers can use front-end speech recognition as part of M*Modal Fluency for Transcription to improve productivity and help meet increasing demand.

Building on powerful M*Modal technologies, M*Modal Fluency Flex delivers greater efficiency and supports the natural and individual workflows of physicians by providing additional ways to create documents, so they can focus on what matters most—patient care.

With M*Modal Fluency Flex, physicians can use a workstation or their preferred devices—such as phone, smartphone or tablet—for real-time, front-end speech recognition to either self-edit documents or send them to transcription for review and editing. With the self-edit option, physicians have immediate access to the final report, which they can sign electronically and upload to the facility's EHR and other clinical information systems.

Whatever option you choose, M*Modal Fluency Flex uses the same cloud-based, advanced M*Modal Speech Understanding technology, powered by our back end speech recognition and transcription process. You can easily and instantly use existing physician speech profiles for optimal accuracy. There is no need to train the system; it already recognizes the voice profile.

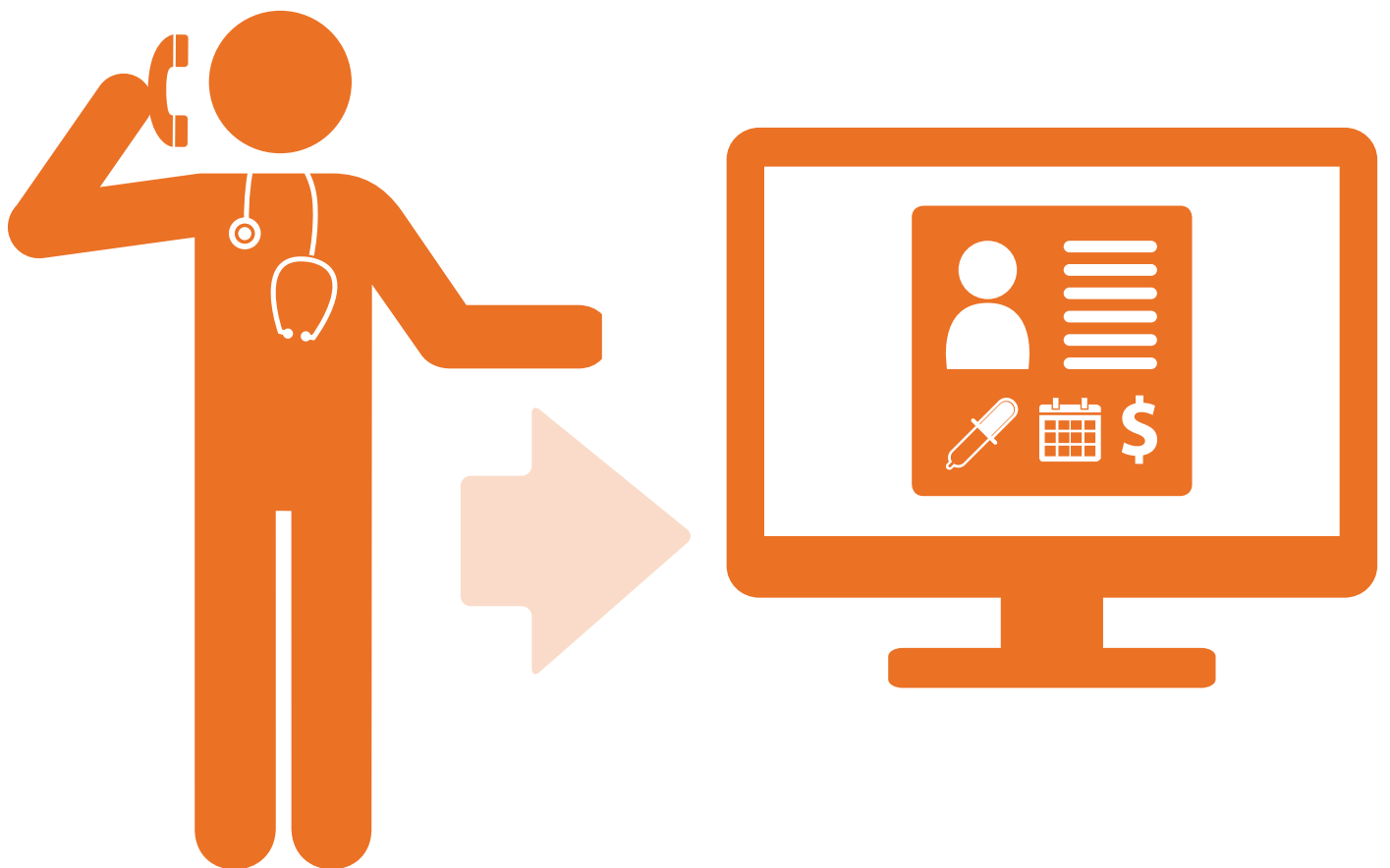
M*Modal Fluency Flex™ Mobile is an option for M*Modal Fluency for Transcription™ clients. Mobile Dictation via M*Modal Fluency Flex™ will be offered to M*Modal Fluency for Transcription™ clients.

M*MODAL FLUENCY DIRECT™

Physicians can simply speak and create patient story details and care directives, while automatically populating EHRs—improving quality of care just by doing what comes naturally.

In a world of EHRs, Meaningful Use, ACOs and increasing regulations, healthcare providers are more than challenged to keep up with new requirements and still deliver quality patient care. Speech Understanding™ M*Modal Fluency Direct is the intelligent approach to meet the challenge.

Going beyond simple speech recognition, M*Modal Fluency Direct enables physicians and clinicians to automatically populate EHRs and other clinical documentation systems that help your organization document patient information, power your revenue cycle and comply with government initiatives.



M*MODAL FLUENCY FOR PRACTICES™

Our cloud-based document management platform keeps practices running efficiently. Physicians and administrators can easily access and distribute all patient information from just about anywhere.

With or without EHRs, the physician's narrative of the patient story remains an essential element in delivering quality care. With M*Modal Fluency for Practices, physicians can tell the complete patient story using a smartphone, phone or digital recorder, and readily access and distribute all patient-related information and transcripts through a robust cloud-based document management platform. In addition, M*Modal Fluency for Practices can be quickly implemented without training and with minimal IT investment. Practices benefit from:

- Web-based access to patient narratives in an easy-to-use transcription and document management workflow system that helps enable HIPAA compliance, and includes robust security measures, solid business continuity plan, limitless archival backup and a comprehensive audit trail.
- A system that seamlessly integrates with EHR and practice management software systems, providing one-point access to the clinical narrative, and delivering time savings and productivity gains over template-based input.
- An easy to navigate application with all critical information available on the dashboard screen, allowing users to perform the most common document-related actions from a single screen.





ABOUT M*MODAL

M*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M*Modal is the leading provider of interactive clinical documentation, Speech Understanding™ and Natural Language Understanding technologies, as well as medical transcription, narrative capture and support services.

Our flexible, cloud-based technology and services convert the physician narrative into a high-quality and customized document, which enables hospitals, clinics and physician practices to improve the quality of clinical data, and accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.