

NHS DICTATION OUTSOURCING

Frequently Asked Questions



Why would an NHS Trust outsource their typing?

- Improved efficiency - the need for quality, timeliness and confidentiality of medical documentation is more important today than ever before, especially with the 18 Week Patient Pathway enforced by the Department of Health.
- Reduced overheads - outsourcing will generate average savings of 40% compared to the cost of employing a medical secretary.
- Strategic planning - a long-term solution to alleviate future backlogs.

Does outsourcing mean redundancies?

- No. Accuro simply becomes an extension of your in-house team. You can choose when to outsource (*perhaps when your staff are on holiday or off sick*) and can select which tasks are better completed in-house and which would be more cost effective to outsource.
- Outsourcing to Accuro is significantly cheaper than using temporary agency or bank staff to cover holidays, maternity leave or periods of sick leave.
- If a member of staff leaves, outsourcing is a different option to consider before recruiting a new secretary.

Will you send my dictations overseas?

- No, never. Accuro has a panel of over 200 UK based secretaries - the largest in the UK.

Do you use experienced medical secretaries?

- Yes. All doctors are allocated a dedicated panel of medical secretaries with experience in their field of expertise.

I have WinScribe software, can you integrate with that?

- Yes. Accuro are an approved WinScribe licensee.

I have BigHand software, can you integrate with that?

- Yes. Accuro are an approved outsource partner to BigHand.

How does it work?

- Accuro can simply be added to your BigHand or WinScribe software as an additional 'secretarial team'. Dictations can then be sent seamlessly to Accuro without compromising the security of your data.

Will patient data be secure?

- Accuro is registered under the Data Protection Act and has many years' experience of handling confidential patient data. Data is accessed on a 'need to know' basis and all staff are bound by non-disclosure agreements. For additional security Accuro can offer integration with your PAS meaning the identity of the patient never leaves the Trust's network.



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group

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Do I have to sign a contract?

- No. Accuro offers a 'pay-as-you-go' service with no contracts to sign or minimum subscriptions. You can use the service as frequently or infrequently as you need to.

Is there a minimum amount of work I have to send you each month?

- No. You can send us as much or as little dictation as you need to. If you don't use the service then there is nothing to pay.

Do you need much notice before I can send you work?

- We don't need any notice. As soon as your dictation starts backing up you can upload to Accuro without giving prior notice.

How quickly will you turn my work around?

- Accuro recommends a one day turnaround time for the majority of documents to enable a quality control procedure to be factored into the transcription process. Accuro as a UK market leader, has a reputation for providing high quality transcription within assured delivery times. We believe that a one day turnaround time will provide a good balance between speed and quality of service.

What if I have a really urgent document?

- There are some tasks which will always be done more efficiently in-house. This may be because they need a patient's file or are particularly urgent. If however there is no available resource in-house, Accuro will provide you with a priority service to match your deadline.

Can you supply digital dictation equipment too?

- Yes. Accuro is an authorised dealer of Olympus Pro-Line digital dictation equipment and can supply dictation machines and transcription kits at competitive rates.

How much does it cost?

- To ensure you only pay for exactly what you need Accuro bills by the recorded minute. Rates per minute of dictation vary based on volumes and customer requirement.

Can I have a free trial?

- Yes. Call our sales team on 01744-758111 and we can organise a free, no obligation trial of our service.