

GP DICTATION OUTSOURCING

Frequently Asked Questions



Why would a practice outsource?

- To reduce overheads; outsourcing can save up to 40% against the fixed cost of employing a full time medical secretary.
- You can grow your practice without increasing administrative headcount.
- To improve efficiency; assured delivery times means documents are generated in a timely manner even when practice staff are on holiday or off sick.
- Outsourcing makes typing a variable cost of the practice rather than a fixed cost.

I already have practice secretaries

- 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 staff.
- If a member of staff leaves, outsourcing is a different option to consider before recruiting a new secretary.

Do you use experienced medical secretaries?

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

Will you send my dictations overseas?

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

Will my patient data be secure

- Accuro is registered under the Data Protection Act and has many years' experience of handling confidential patient data. We are already a trusted partner to many GPs across the UK.

How does it work?

- Digital dictations are transferred securely using our own web based software, Accuro-Online. The software is free to use and uses the latest encryption technologies.

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 your practice requires.

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

- No. You can outsource 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 work starts backing up you can upload to Accuro without giving prior notice.

Are there any set up costs?

- No, if you are already using digital dictation then you have everything you need to start using Accuro. We can get your practice set up on our system within an hour of your call to our office; it really is as simple as that.

What if I still use analogue dictation in my practice?

- Analogue dictation will soon become obsolete, with no further production of the tapes after 2010. Accuro is an authorised dealer of Olympus Pro-Line digital dictation equipment and can supply dictation machines and transcription kits at competitive rates. All hardware comes with free installation, training and after sales support.

How much does it cost?

- To ensure you only pay for exactly what you need Accuro bills by the recorded minute. Rates vary depending on volumes and customer requirement; please contact our office on 01744-758111 for a competitive quote.

How quickly will you turn my work around?

- Accuro's standard turnaround time is one working day and Accuro offers a priority service for urgent dictations.

Can I have a free trial?

- Yes. We would be happy to organise a free, no commitment trial of our service.

Contact details:

Telephone: 01744 -758111
E-mail: enquiries@accuro.co.uk
Web: www.accuro.co.uk