



Customer Testimonial

MedQuist Enterprise Platform Reduces A/R by \$10 Million

HIM Director: Debra Robinson, RHIA
Facility: Self Regional Healthcare,
Greenwood, SC

Licensed Beds: 324
Patients (annually): 74,424

Our transcription system was old and very slow. Everything was manual. Our turnaround time was lengthy, which directly affected coding, and ultimately, our cash flow. For example, Op Notes and Discharge Summaries turnaround time was five weeks. We knew that changes had to be made; the challenge was to find the right solution.

We finally chose MedQuist. The ease of implementation was great. It did not require a high utilization of our resources, but was a streamlined and organized process.

Once the MedQuist Enterprise Platform was installed, the change was quick. Our MTs loved it, and their productivity has increased dramatically. The doctors were not affected, except that they are now getting their reports so much faster. Op Notes and Discharge Summaries turnaround went from five weeks to 1.4 days!

The MedQuist Enterprise Platform has already helped us positively affect cash flow. In only five months, we have seen a decrease of \$10 million in A/R dollars; needless to say, our CFO is very happy. Additionally, we were able to reduce our outsourcing costs by 40 percent.

Basically, this technology was just what we needed to jump forward to the next level of efficiency and productivity. Personally, I have been able to gain a full two hours of time per day to focus on new projects. The ease of use of the management tool is impressive; I can track jobs and run reports from anywhere at any time. Additionally, the routing tool eliminated a lot of headaches; we were able to reassign two full-time techs because of it.

Everyone in my department is ecstatic with the choice to go with MedQuist. More importantly, the administration team is happy that we finally found something that works.



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