



The Engine That Powers Medical Transcription

QA Ratings & Feedback

User's Guide

November 6, 2013

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Introduction

QA Ratings & Feedback is a new feature of InCommand 5.6 and InScribe Plus (InScribe version 4.96 and later). When a transcription is promoted to the next level of QA, the QA staff can record errors on the transcription while making changes to the transcription. The MT is then provided a “feedback” notice in InScribe. The MT can:

- View the list of errors and the point values for each error
- Review the original and revised transcription
- Review a marked up copy of the transcription showing what has been deleted, added, and changed

The Quality Score for each transcription is saved in the database.

- When QA1 rates the work of an MT, the MTs Quality Score is logged against the MT.
- If QA1 promotes the transcription to QA2 who then rates it, the Quality Score for QA1s work is logged again the QA1 staff.

The Ratings feature allows the MT’s per-line-rate to be adjusted based on the MT’s Quality Score. Their rate can be automatically adjusted up or down based on a Pay Rate Modifier table. An MTSO can set up multiple Pay Rate Modifier schedules.

QA Ratings & Feedback can also be used to only provide feedback to the MT. With the feedback option, the MT can see the Original, Revised, and Marked-up copy, with or without using error point values. This simplifies MTSO operations by replacing the emails to MTs that show examples of the required edits to their work.

Setup Overview

1. InCommand Security

Within InCommand, there are 5 functions associated with the QA Ratings & Feedback features, but are encompassed within three InCommand Security settings.

- Create a QA Rating Program
- Create a Pay Modifier Program
 - Assign a Feedback Option to an MT
 - Assign a QA Rating Pay Modifier to an MT
- Assign a QA Rating Program to a Client (or to a specific Document Type for a Client).

To assign a security role to an InCommand user account, start at the InCommand Maintenance Tab and select the Transcriptionists sub-tab. Select the MT and click the [Edit Setup for <MT>](#) command. In the right-hand window, open the InCommand Security Roles section by clicking on the section name.

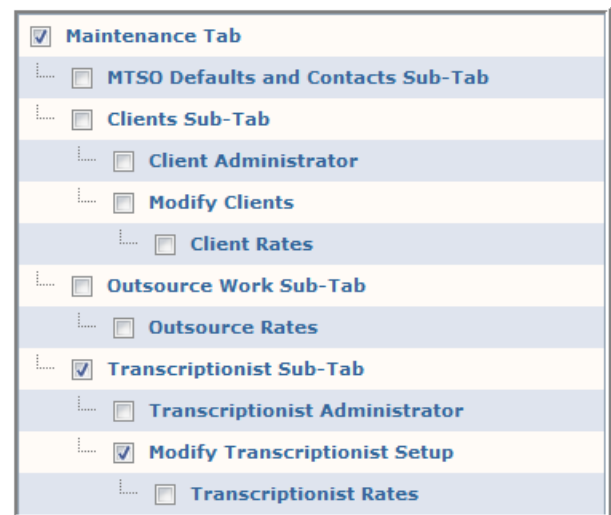
1.1 Security to Create a QA Rating Program

Turn on:

- **Maintenance Tab,**
- **Transcriptionist Sub-Tab,** and
- **Modify Transcriptionist Setup.**

This InCommand user can only create a new QA Rating Program or edit an existing one. They cannot assign the QA Rating to a client.

Please note: Giving an InCommand user access to **Modify Transcriptionist Setup** also allows them to change any MT's setup, including their own.



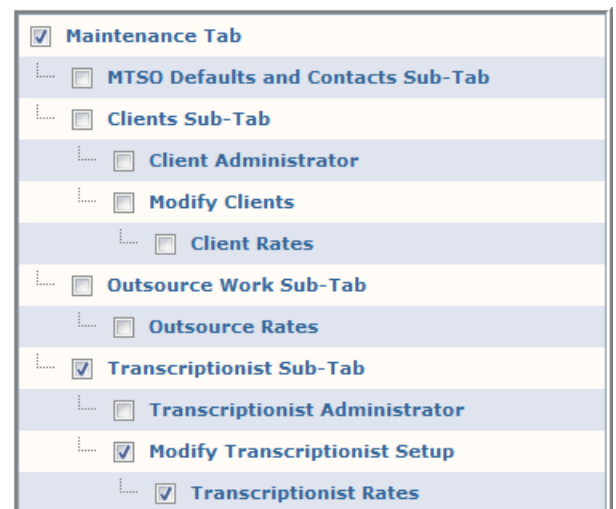
1.2 Security to Create a Pay Modifier & Assign to MT

Turn on:

- **Maintenance Tab,**
- **Transcriptionist Sub-Tab,**
- **Modify Transcriptionist Setup,** and
- **Transcriptionist Rates.**

This InCommand user can now create or edit a Pay Modifier, assign the Pay Modifier to any MT in the organization, and assign whether the Pay Modifier applies to all, none, or only QA-specified transcriptions.

Please note: Allowing QA to specify whether the Rating should be used to adjust pay is a feature to address certain MTSO processes. At some MTSOs, all MTs send any transcriptions with an Associate to QA to have QA add the associate. The settings here allow the QA staff to perform their function but not have the transcription included in the MT Pay Modifier calculation.

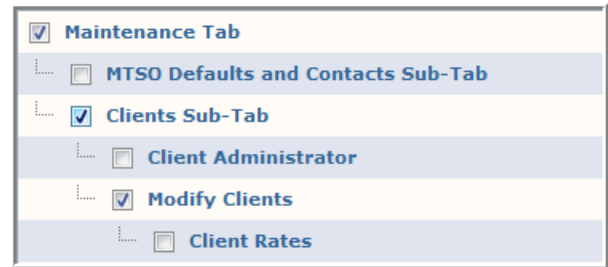


1.3 Security to Assign QA Rating Program to a Client

Turn on:

- **Maintenance Tab**,
- **Clients Sub-Tab**, and
- **Modify Clients**.

The InCommand User can now use the Edit Relationships in the Clients sub-tab under Maintenance Tab. They have access to the QA Information and QA Program sections, but do not have access to the Rate Information section.

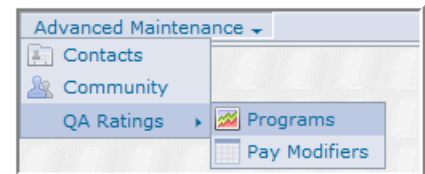


2. Basic Setup Instructions

2.1 Create QA Rating Programs

A Rating Program is the list of error types that are going to be tracked and the point value for each error. Rating Programs are created at the MTSO level and then assigned to specific clients. That way, the same program can be used across multiple clients to consistently measure the MTs Quality Rating. A QA Rating Program can also be created and assigned to a client's specific document type to satisfy the client's special requirements.

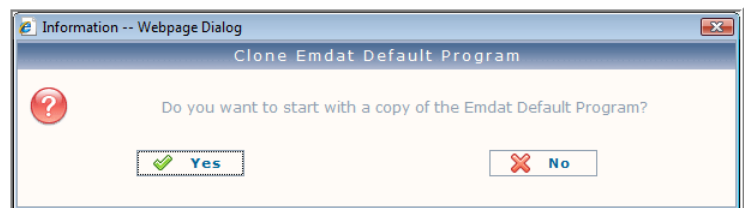
In InCommand, go to the Maintenance Tab. Select Advanced Maintenance > QA Ratings > Programs.



In the QA Ratings Program list, click the [Add New Program](#) link.



- Click **Yes** to start with the Emdat Default Program. It is based on the [AAMT Best Practices for Measuring Quality in Medical Transcription](#) (March 2005) standard.



- Or click **No** to start with a blank program.

Starting with the Emdat Default Program, looks as follows:

Add New QA Ratings Program ?

Program Name: *

Program Description:

Program Active:

Rating Description	Category	Error Value	Shortcut	Active	Action
Medical Word Misuse	Critical	3	M	Active	
Omitted Dictation	Critical	3	O	Active	
Abuse of Flagging/Blanks	Major	2	A	Active	
Downgrade of Major	Major	1.5	D	Active	
Grammer/Formatting	Minor	0.5	G	Active	
Critical Dictator Effect	Dictator Effect	0	1	Active	
<input type="text"/>	<input type="text" value="Critical"/>	<input type="text" value="0"/>	<input type="text" value="None"/>	<input type="text" value="Active"/>	

Show Inactive Ratings

- **Program Name** - add a name for the Program. This name will be in the Program list when you assign it to a client.
- **Program Description** - A place to add more descriptive information. It only shows on this screen.
- **Program Active** - Leave this checked. Uncheck in the future to inactivate this Rating Program.

Go to the entry area at the bottom of the list to add a new Rating.

- Enter a Rating Name in the **Rating Description** Column.
- In the **Category** drop down box, select Critical, Major, Minor, or Dictator.
 - Please note, these four categories cannot be changed.
- Enter an **Error Value**.
 - Error values are expected to be between zero (0) and three (3), inclusive. If you enter a value greater than three, you will get a message asking if you want to proceed.
- Click the Arrow Key next to the **Shortcut** box and select a shortcut key.
 - Shortcuts allow the QA person a quick way to record an error and save them time.
 - You can assign the same shortcut key to more than one Error Rating.
 - Or you can leave the shortcut as None.
- Leave the **Status** as Active.
- Click the Plus command button.


The New Error Rating will move to the bottom position of the **Category** you selected.




Use the **Up** or **Down** Arrow buttons to move a Rating within a category. These will not allow you to move a rating to a different Category.

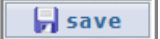


Use the **Edit Rating** button to edit the **Rating Description**, **Category**, **Point Value**, **Shortcut**, or **Active** status of a rating.

 Use the [Delete](#) button to completely remove the Rating.

Special Note:

 If you make a mistake while adding or editing ratings, click the [Reset](#) Button. It will restore the Ratings to the last time you Saved them.

 Click the [Save](#) button to save your Rating Program.

2.2 Editing QA Rating Programs

After a Rating Program has been created, you can edit it by using the [Edit Selected Program](#) command in the QA Rating Programs screen.

You can start a new program with a copy of an existing program by using the [Copy Selected Program](#) command.

[View Clients on Selected Program](#) - produces a list of the clients and their document types that are assigned to the selected Rating Program. It also gives a notice if any document types are assigned to other Rating Programs.



2.3 Assign QA Rating Program to a Client.

In InCommand, select the Maintenance Tab and then the Client sub-tab.

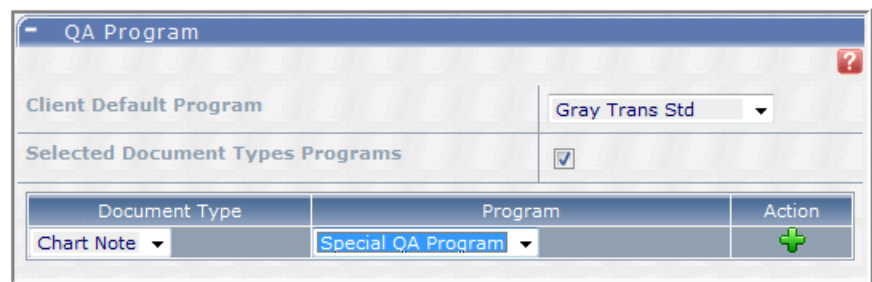
With the Client Selected, click the [Edit Relationship with <Client>](#) Command.



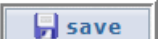
In the Edit Relationship screen, open the QA Program section.

Client Default Program - select the correct Rating Program from the drop-down box.

Selected Document Types Programs - Check this check-box if you need to assign different Rating Programs to specific document types. A new section will appear where you can

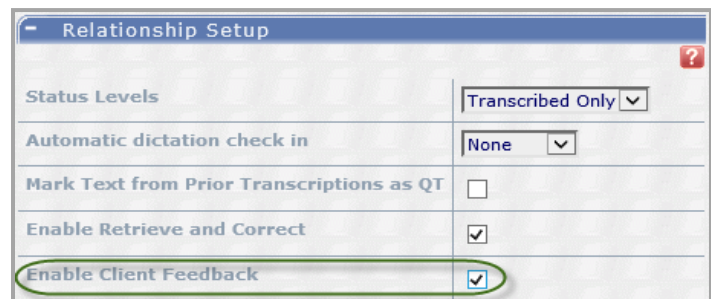


select the document type and the Rating Program. Click on the Plus button. 

 Click the [Save](#) button to save the Rating Program for this Client.

2.4 Enabling Client Feedback

In addition to QA feedback for an MT, you can also setup the ability for the transcriptionist to see the changes made by the client's users. This will cause edits within InQuery to generate a new feedback item with the "Client Version" tab in the MT's



feedback. Only the most recent client version is shown for the TID.

In InCommand, select the Maintenance Tab and then the Client sub-tab.

With the Client Selected, click the [Edit Relationship with <Client>](#) Command.

In the Edit Relationship screen, open the Relationship Setup section.

Enable Client Feedback – check this box.

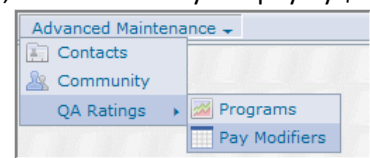
2.5 Create Pay Modifier Program

A Pay Modifier Program is the tool to adjust the MT’s pay automatically based on their quality performance.

Note: In order to use the Feedback option alone, a Pay Modifier Program must be created although it would be set up to not make any pay modifications. That is, for a Rating of 0% to 100%, it would modify the pay by \$0.00 per line.

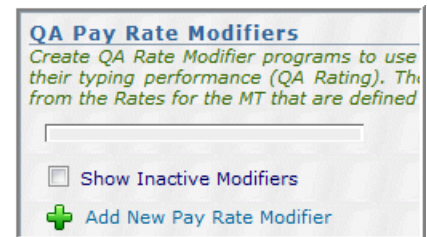
In InCommand:

- Go to the Maintenance Tab.
- Navigate to Advanced Maintenance > QA Ratings > Pay Modifiers.



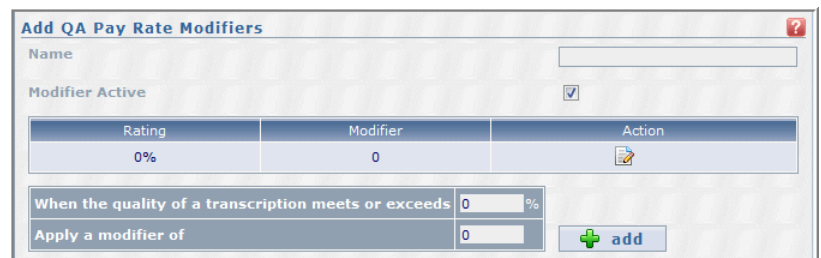
On the QA Pay Rate Modifier window:

- Click the [Add New Pay Rate Modifier](#) command.



In the Add QA Pay Rate Modifiers window:

- **Name** - enter a name for the Pay Rate Modifier.
- **Modifier Active** - Leave this checked. Uncheck in the future to make this inactive.



The system automatically helps you build a Pay Modifier Rate table. It effectively starts out with a range of 0% to 100% with a modifier of \$0.00. (Technically the range is greater than or equal to 0% and less than or equal to 100%.)

If we want to add a range of 99% to 100% with a pay modifier of plus \$0.005, then we would add 99 to the **“When the quality of a transcription meets or exceeds”** box and 0.005 to the **“Apply a modifier of”** box and click the [Add](#) button.










The Pay Modifier Table now looks like:

Rating	Modifier	Action
099%	.005	
0%	0	

The system added the range you specified and automatically adjusted the low end of the range to reflect 0% to 99%; still with a modifier of \$0.00.

To create this range with pay adjust amount:			Enter these values into:	
\geq Low End	\leq High End	Adjust Pay	When the quality of a transcription meets or exceeds	Apply a modifier of
98%	99%	0.00	98	0
97%	98%	-0.005	97	-.005
96%	97%	-0.01	96	-.01


Our Pay Modifier Program now looks like:

Rating	Modifier	Action
099%	.005	 
98%	0	 
97%	-.005	 
96%	-.01	 
0%	0	


The system has added in the new ranges. However, the 0% line (0% to 96%) is most likely wrong as the pay rate hasn't changed for Quality Scores below 96%.

 Click the [Edit Pay Modifier](#) button on the 0% line.


Enter the amount into the Modifier box.

0%	-.02	
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 Click the Save Modifier button.

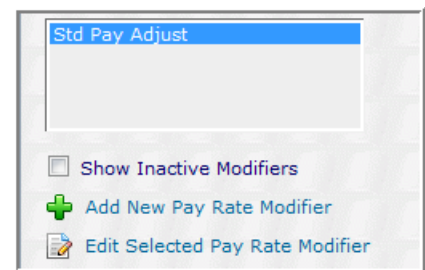
 Click the [Save](#) button to save the Pay Modifier Program.

Special Note:

 Use the [Delete](#) button to completely remove a range.

 If you make a mistake, click the [Reset](#) Button. It will restore the Pay Modifiers to the last time you saved them.

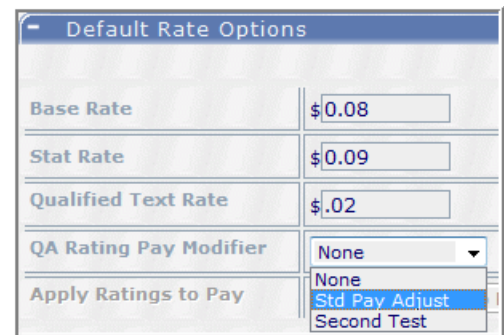
With a Pay Rate Modifier schedule created, the system now provides an [Edit Selected Pay Rate Modifier](#) command in the Pay Rate Modifier window to make modifications in the future.



2.6 Pay Rate Modifier - Assign to an MT

The Pay Rate Modifier is assigned to the MT in their Setup options. An MT can only have one Pay Rate Modifier program assigned.

- In InCommand, select the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the [Edit Setup for <MT>](#) command.
- In the Default Rate Options section, click the drop-down box next to [QA Rating Pay Modifier](#) and select the Pay Rate Modifier Program.
- Click the [Save](#) button.



Please Note: In order for an MT to receive QA Feedback, the MT must have a Pay Rate Modifier assigned; although the assigned Modifier may be \$0.00 for QA Ratings of 0 to 100%.

2.7 Apply Rating to Pay - Assign to an MT

While the Pay Rate Modifier program determines how an MT's pay is changed, the [Apply Rating to Pay](#) field determines when the Modifier program is used. There are three options:

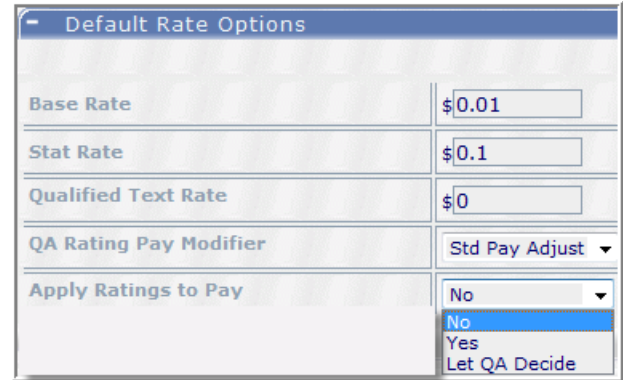
- **No** - QA Ratings are never used to adjust pay.
 - This is the default option when a new MT Account is created.
- **Yes** - QA Ratings from all transcription that are rated are used to adjust pay.

- **Let QA Decide** - The only QA Ratings used to adjust pay are those chosen by the QA staff during their Rating process while in InScribe.

The settings for this option are at two levels.

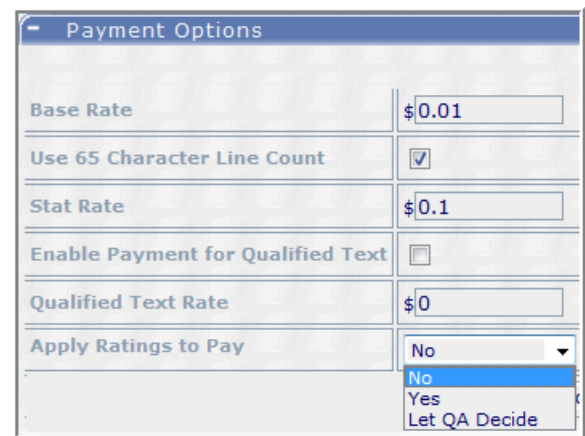
First, this option should be defined in the MT Setup. This doesn't affect anything directly. It is only used when a new MT Pool is created for this MT. This option is copied to the MT Pool settings.

- In InCommand, go to the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the **Edit Setup for <MT>** command.
- Open the Default Rate Options section.
- Click the drop down box next to **Apply Ratings to Pay** and select an option.



The second level is in the MT Pools. The **Apply Ratings to Pay** option has to be set for each client that the MT types for. This allows pay to be adjusted for specific client's based on QA Ratings for only that client's transcriptions.

- In InCommand, go to the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the **Modify Clients and Pools for <MT>** command.
- On the right-hand window:
 - Select the client from the top box.
 - Click the **Manage Client <name> Options** command.
- Open the Payment Options section.
- Click the drop down arrow next to **Apply Ratings to Pay**.
- Select an option.
- Click the Save button.



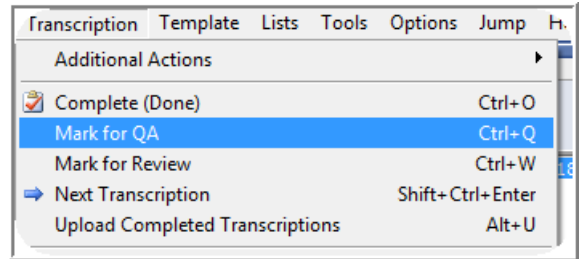
Note: You must have a **Pay Rate Modifier** Program selected in the MT's setup in order to change this **Apply Ratings to Pay** option. Otherwise, the field is grayed out and cannot be changed.

How do Transcriptions get to QA?

The QA Ratings and Feedback feature is only supported for transcriptions prior to being delivered to the client. Transcriptions get sent to QA in one of two methods.

First, the MT can send it to QA from InScribe.

- From InScribe, select the Transcription Menu, then the Mark for QA command.
- Or use the <Ctrl>+Q shortcut.



Or you can program the system to send a percentage of transcriptions to QA.

- From the MTSO Maintenance Tab, select the Transcriptionists sub-tab.
- Select the MT from the box and click the **Modify Clients and Pools for <MT>** command.
- In the right-hand window, select the MT Pool (lower box) and click the **Edit Pool** command.
- In the Edit Pool for Transcriptionist window, change:
 - Uncheck **QA Optional**.
 - In **QA Percentage**, select the percent of transcriptions to go to QA.



Setup Scenarios

3. Setup for Feedback only.

MTSOs provide feedback to their MTs in order to improve the MT's skill set. This typically involves:

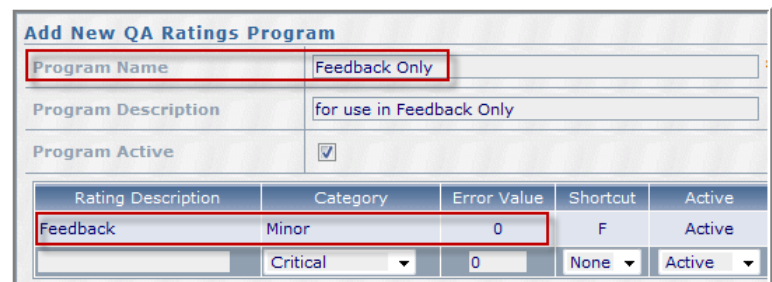
- Copying the original transcription into a MS Word document,
- Putting the Word document into Review Mode,
- Making the same changes to the Word document as in the transcription, and then
- Emailing the marked-up Word document to the MT.

The Feedback portion of the QA Ratings & Feedback enhancement allows this to be done in a more efficient manner.

3.1 Ratings Program

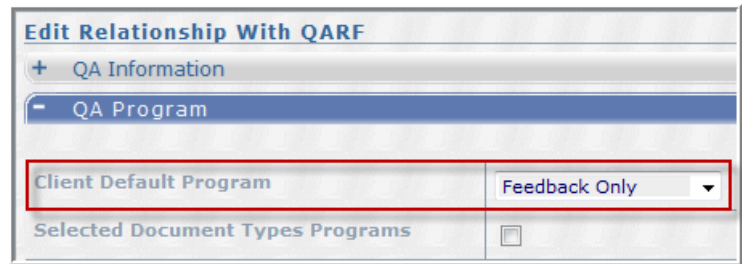
Create a Ratings Program with one minor Rating called "Feedback Only" and zero (0) Error Value.

- Enter MTSO Maintenance.
- Select Advance Maintenance > QA Ratings > Programs
- Click **Add New Program** command
- Save.



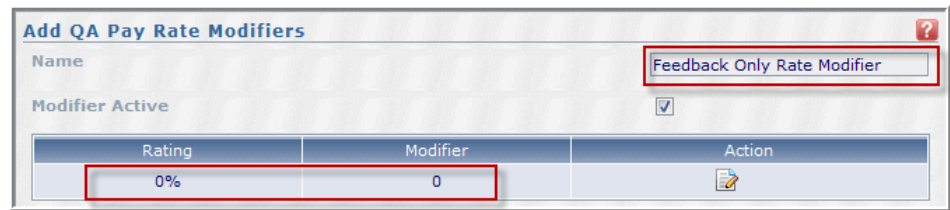
3.2 Assign this Rating Program to each Client

- From MTSO Maintenance Tab, select the Clients sub tab.
- Select the client from the box.
- Click [Edit Relationship with <Client>](#) command.
- In the QA Program Section, set the **Client Default Program** to “Feedback Only”; the Rating program you created in the previous step.
- Save.



3.3 Create Pay Modifier Program

- From MTSO Maintenance Tab, select Advance Maintenance sub tab.
- Select QA Ratings from drop-down menu, then Pay Modifier.
- Click [Add New Pay Rate Modifier](#) command.
- Name the Program “Feedback Only”. Leave the modifier at zero (0) for ratings of 0% to 100%.
- Save.



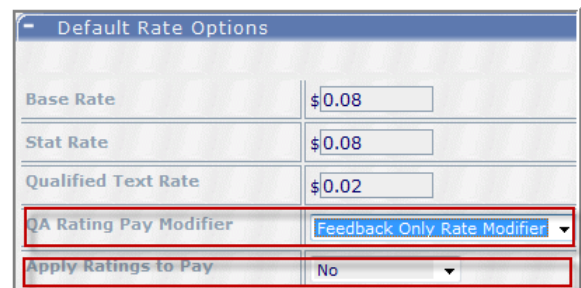
3.4 Assign Options to MT

This includes:

- Assign **QA Rating Pay Modifier** in User setup. (Technically, this is optional. However, this setting gets used when new MT Pools are created.)
- Set **Apply Ratings to Pay** feature to NO. This means that no Ratings from Feedback are used to adjust pay.
- Assign **QA Rating Pay Modifier** in MT Pools for each client.

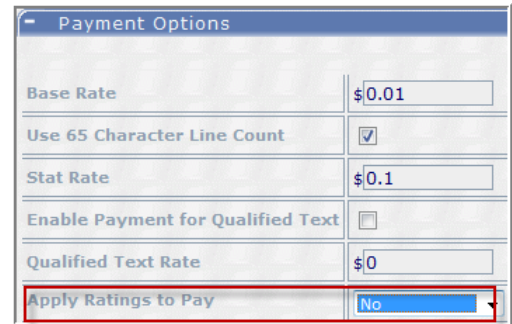
A. [Assign Options in MT Setup:](#)

- From MTSO Maintenance Tab, select the Transcriptionist sub-tab.
- Select the MT from the Box and click the [Edit Setup for <MT>](#) command.
- Open Default Rate Options.
- Set QA Ratings Pay Modifier to Feedback Only Rate Modifier.
- Set Apply Ratings to Pay to No.
- Save.



B. [Assign Options In MT Pool.](#)

- From MTSO Maintenance Tab, select the Transcriptionist sub-tab.
- Select the MT from the Box and click the [Modify Clients and Pools for <MT>](#) command.
- In the Modify Clients and Pools window (right side of screen), select the client from the top box and click [Manage Client <Client> Options](#) command.
- Open the Payments Section.
- Set the [Apply Ratings to Pay](#) to No.
- Save.



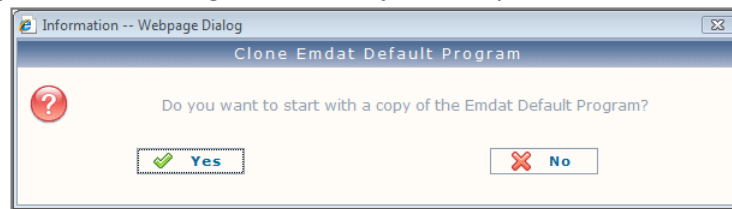
4. [Setup for Ratings](#)

Set up to track ratings is similar to that for Feedback only; with only a few minor changes.

4.1 [Ratings Program](#)

The heart of measuring ratings is a Ratings program. The major question is what should the rating items be. To assist you, Emdat can provide you a Default Program which is based on the [AAMT Best Practices for Measuring Quality in Medical Transcription](#) (March 2005) recommendation.

This standard provides 19 pre-defined Ratings. You can adjust their point value, remove rating items or add new

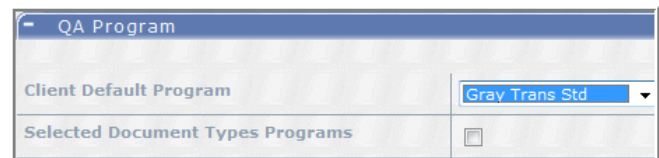


rating items. Details on creating a Program are provided in Section 2.

4.2 [Assign Rating Program to Client](#)

One of the two requirements for a MTs work to be rated, is that the client on the transcription must have a rating program. To rate every transcription performed by the MT, every client must have a Rating Program. To provide consistent ratings to your medical transcription staff, you should consider having one QA Rating Program that is assign to every client.

Details on Assigning the Rating Program to a client are provided in Section 2.3.



4.3 [Create Pay Modifier Program](#)

Whether or not you use QA Ratings to adjust the MTs pay, you will need to create a Pay Modifier Program.

Details on creating and modifying a Pay Modifier Program are provided in Section 2.4.



4.4 Assigning Pay Modifier Program to MT

The Pay Modifier Program is assigned to the MT in their User setup. Only one Pay Modifier can be assigned.

Details on the steps to assign the Pay Modifier program to the MT are provided in Section 2.5

Default Rate Options	
Base Rate	\$0.08
Stat Rate	\$0.09
Qualified Text Rate	\$.02
QA Rating Pay Modifier	None
Apply Ratings to Pay	None Std Pay Adjust Second Test

4.5 Apply Rating to Pay - Assign to an MT

The Pay Rate Modifier assigned to the MT determines how an MT's pay is changed. The **Apply Rating to Pay** field determines when the Modifier program is used. There are three options:

- **No** - QA Ratings are never used to adjust pay.
- **Yes** - QA Ratings are always used to adjust pay.
- **Let QA Decide** - Only ratings selected by the QA staff during their Rating process are used.

The last selection allows QA to determine which transcriptions sent to QA should affect pay. For example, some MTSOs have their MTs send all transcriptions to QA when an Associate is dictated. This way, the QA staff performs the required research and maintains the Associate database. Even though changes are made to these transcriptions, the QA can choose to not include these transcriptions in the calculations to adjust pay.

A special note should be made here. In our example, the MT sends the transcription to QA who adds the Associate. But QA didn't assign any errors to the transcription. As such, the transcription is rated at 100%.

If this transcription is used in the calculation to adjust pay, the 100% ratings will increase the average rating which may cause to MT pay to be increased if the Pay Modifier Program pays more for high Rating results.

The Apply Rating to Pay selection must be assigned to each pool for the MT. Details on this assignment process are included in Section 2.6.

InScribe

5. Rating a Transcription in InScribe

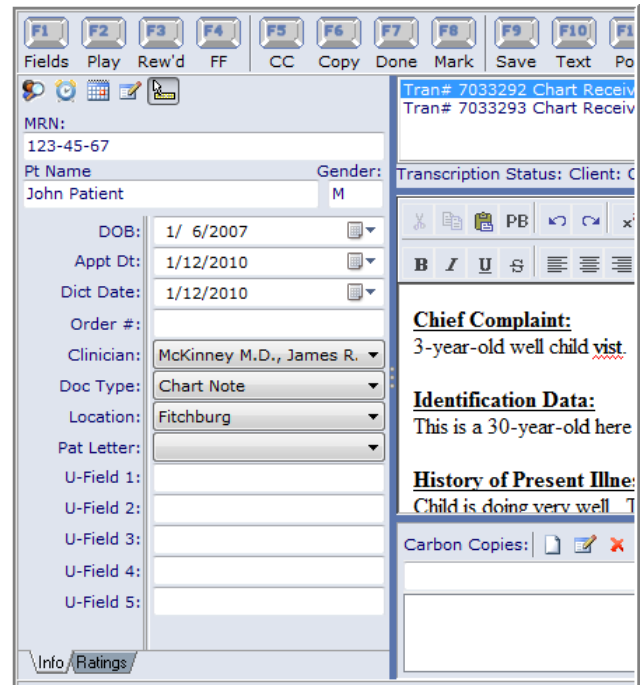
QA Ratings & Feedback requires InScribe Plus, version 4.96 or later.

- The typist can use earlier versions of InScribe, but will not be able to see their Ratings nor Feedback.
- The Rater (QA staff) is required to have InScribe Plus in order to add ratings.

If QA Ratings & Feedback is set, the QA staff will see the Rating tab in InScribe.

The Ratings tab shares the same window as the Transcription Info tab. While you can use your mouse to click on the Ratings tab, the most efficient way is to use the <Ctrl>+R shortcut.

This jumps to the Rating Tab showing all the Ratings.



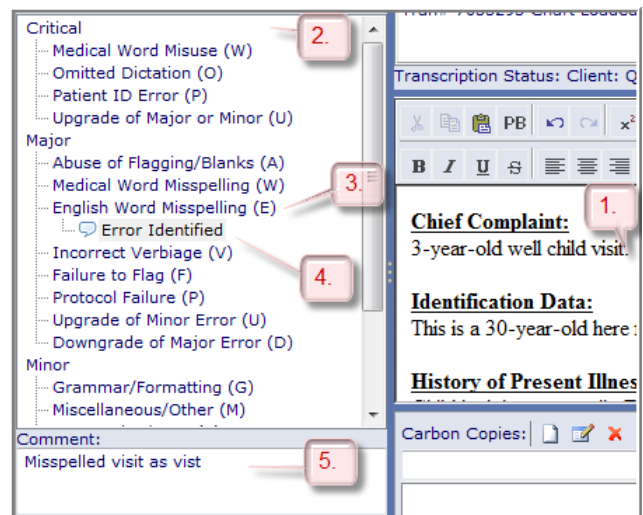
5.1 Rating Process

In our transcription example, the word “visit” is misspelled in the first full sentence. The process to correct this and add an English Word Misspelling error is:

1. In the Typing Window, delete “vist”.
Type “visit”.
Key <Ctrl>+R to jump to Ratings Tab.
2. Key “E” to select English Word Misspelling.
3. Key “Enter” to add an Error Identification marker.
4. Key “Enter” to jump to the Comment area.
5. Type comment and key “Enter” to jump to Typing area.
The cursor is returned to the typing window, back to where you jumped from.

Notes:

1. Shortcut keys are assigned when creating the Rating Program. See Section 2.1 for more details.
2. A shortcut key may be assigned to more than one Rating. In our example, W is the shortcut key for Medical Word Misuse in the Critical Category and for Medical Word Misuse in the Major Category.
 - Key W once will take you to the first Rating.
 - Keying W twice will take you to the second.
 - If W is keyed a third time, it will take you back to the first.



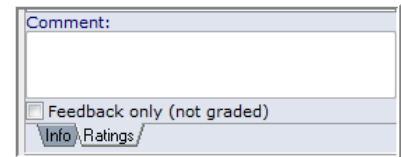
3. Comments are not required. After identifying a new error, you can simply press Enter a second time to bypass the comment and return to the transcription.
4. To correct the misspelling, we could have place the cursor between “s” and “t” of “visit” and typed “i”. We don’t have to delete the entire work and type a new word.
5. The QA staff can return to the Demographic panel by clicking on the Info tab at the bottom, or by pressing the **<Alt>+I** shortcut key.

5.2 Let QA Decide

The **Apply Ratings to Pay** field determines when a rating is used to adjust an MT’s pay. It is set in the MT Pool > Manage Client Options > Payment Options section.

There is a “Feedback Only” checkbox below the Comments area on the Rating Tab.

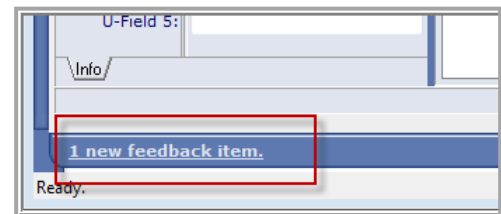
- If the Apply Ratings to Pay is set to “Yes” or “No”, this option cannot be changed.
- If the Apply Ratings to Pay is set to “Let QA Decide”, the QA staff can check this option, which would then cause the specific transcription to be ignored in any Pay Rate adjustment based on rating performance.



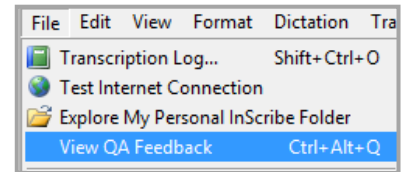
5.3 MT Feedback

When an MT has new feedback, they will see a notice in the lower left corner of InScribe.

Click on the link to go to the Feedback Summary Window.

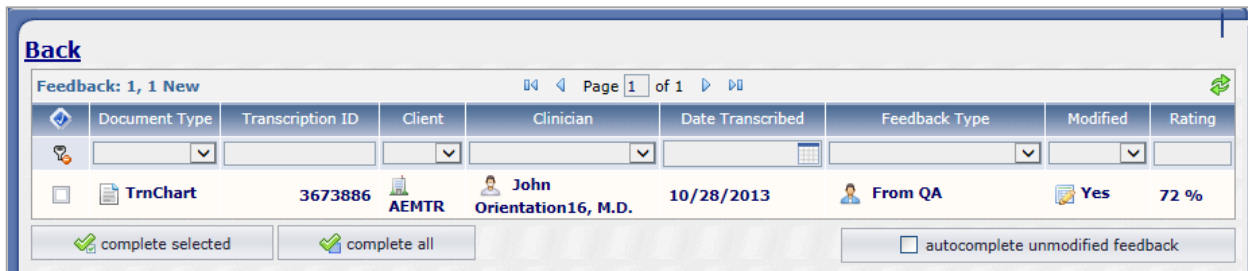


An MT can also access their feedback, including previously viewed items, by selecting “View QA Feedback” from the File menu.

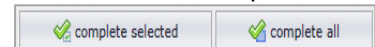


5.4 Feedback Summary Window

The Feedback Summary Window opens within InScribe.



- Sorting - click on any column name to sort of the values for that column in ascending order. Click again for descending order.
- Filtering - Use the fields under any column name and type or select a value. The resulting list will only show transcriptions with that value.
- Use the Clear Fields button to reset your view and show all feedback items that might be hidden.
- After reviewing your feedback, check the checkbox to the left of the transcription and click the Complete Selected button. This will remove the checked transcriptions from the list. Use Complete All if you would like to remove all feedback items.

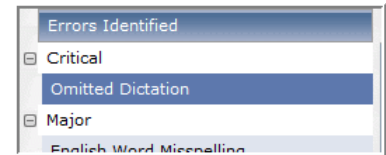


- Auto Complete Unmodified Feedback - Turn on to skip feedback for transcriptions where the body has not been modified by QA. (Such as those that only go to QA to add associates) autocomplete unmodified feedback
- Records with Bold text haven't been reviewed and are "New". Records not in bold have been previously opened.

Click on the transcription record. The transcription will open at the bottom of the Window.

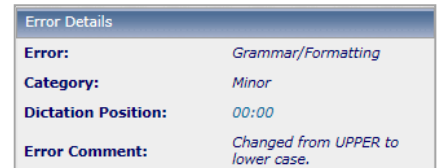


Errors are identified based on their categories. Expand the error categories to see individual error codes.

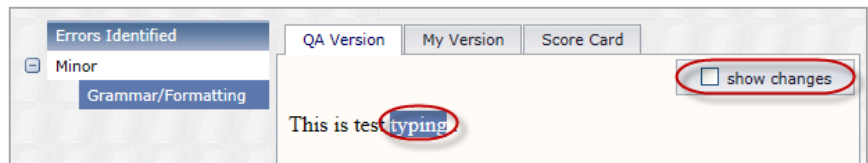


When a specific error code is selected, additional Error Details appear which include:

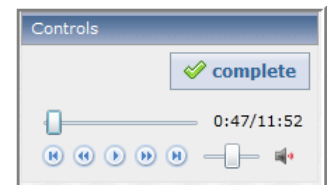
- The type of error code identified.
- The Category of the error code.
- The time in the audio file that the error was identified.
- Additional comments about the error made by the QA person.



If you have "Show Changes" turned off in the QA Version tab, then clicking on an individual error code will highlight in blue the text that was changed.



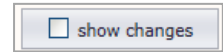
Clicking on the Dictation Position value in the Error Details will take you to that time within the audio file. Additional playback controls allow you to play the dictation while viewing the transcription (You must have Microsoft Silverlight installed). There is currently no foot pedal support within feedback.



The transcription text section defaults to the “QA Version” tab.



Toggle between the QA finalized version and the changes mark-up version with the “Show Changes” checkbox.

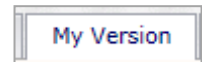


If Show Changes is checked, the markup is in this format:

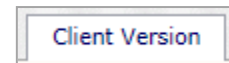
- Deleted items are ~~crossed out and in red~~.
- New items are underlined and in blue.
- Items with formatting changes are enclosed between formatting (‘{F}’) markers.

Please note, this marked up version is calculated, not a copy of what actually happened. For example, if QA deleted “vissit” and typed “visited”, the Changed version would show “vissited”.

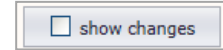
To see your original typing of the transcription text, use the “My Version” tab.



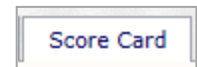
For Feedback that has been sent by the Client, use the “Client Version” tab.



Note – The “Show Changes” checkbox exists in the “Client Version” tab and behaves the same as the “QA Version” tab.



Use the “Score Card” tab to see the summary of errors and their point deductions.



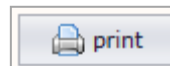
In addition to basic details of the transcription, the score card includes these columns:

- **ERROR** – All Error Categories and Error Codes within this QA Program.
- **ERRORS RECORDED** – The number of occurrences for the Error within this transcription.
- **POINTS** – The number of points deducted for each occurrence of the Error for this QA Program.
- **DEDUCTION** – The number of points deducted for this Error within this transcription. This is equal to “Errors Recorded” multiplied by “Points”.
- The Final Score for the transcription is located at the bottom of the Score Card. This is calculated based on the number of points deducted and the number of lines of the transcription.

ERROR	ERRORS RECORDED	POINTS	DEDUCTION
Critical			
Medical Word Misuse	-	(3.00)	0.00
Omitted Dictation	-	(3.00)	0.00
Patient ID Error	-	(3.00)	0.00
Upgrade of Major or Minor	-	(3.00)	0.00
Totals for Critical	-		0.00
Major			
Abuse of Flagging/Blanks	-	(2.00)	0.00

Totals for Document	0.00
FINAL SCORE	100 %

The score card can be printed with the Print button.



In addition to completing Feedback items with “Complete Selected” and “Complete All”, you can also use the Complete Button above the audio playback to finalize the individual Feedback Item opened.

