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Acusis Higher StandardsSM Service Helps Maintain Quality, Secure and Timely Health Information

Renowned for its outstanding clinical services, research programs and medical education, Children's Hospital of Pittsburgh of UPMC has helped establish the standards of excellence in pediatric care. At the heart of supporting and documenting its continual quality care is Children's Hospital of Pittsburgh of UPMC's electronic medical records, as well as its health information management, directed by Lynn Hecht. Her department supports ~600 physicians through a series of initiatives surrounding health information management; and, at the core of these services is medical transcription.

"We support our physicians and e-records with the transcription of various documents," said Lynn Hecht, director of health information management at children's Hospital of Pittsburgh of UPMC. "Due to our growth and constant need for top-quality, timely transcription needs, we partner with Acusis to help augment our transcription resources, and it was one of the best decisions we made."

Children's Hospital of Pittsburgh of UPMC has a complex standard set for its transcription services. Key to the hospital's transcription goals are quality, security and quick turnaround – all of which Acusis delivers on a regular basis. "In addition to the quality of the transcription work, and the security of protecting the confidential patient data, we operate under very strict turnaround times," explained Hecht. "We often require four-hour, 12-hour or 24-hour turnaround due to the fact that we support nearly 600 physicians – some of whom dictate daily or monthly depending on their specialty and their needs. With Acusis operating as part of our team, we are assured that we can meet all of our transcription goals, and that is so very important in supporting the smooth, secure operation of health information management."

Acusis transcriptions augment Children's Hospital of Pittsburgh of UPMC's onsite transcription staff – in place to handle certain types of documents that require special attention due to physician's needs and requirements. But it is clear that Acusis is a critical part of the Children's transcription team – and the demand of work couldn't be met without the total team effort in place.

"I hear too often from my peers in other hospitals around the country that their transcription companies are not up to par and there are problems," said Hecht. "But I never have these types of issues with Acusis. They are extremely professional, very technically savvy and always on top of our needs. And this hasn't changed since they were a smaller company who has now segued to becoming a larger company. Their core value and deliverables never faltered during their growth phases."

But perhaps most important to Lynn Hecht is Acusis' commitment to proactive customer service. "If there are issues that need to be addressed, Acusis brings them to my attention before I even have a chance to ask," said Hecht. "I like their proactive customer service and the fact that their work is second to none when it comes to quality, ensuring security and meeting our stringent turnaround times. When I need them, they're there to deliver quality, secure and timely work. And in health information management, that's what matters most."



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– Lynn Hecht
Director, Health Information
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