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## Acusis<sup>®</sup> Medical Transcription Solution Results in Significant Cost Decreases

West Texas Medical Associates, a busy multi-specialty clinic located in San Angelo, Texas, found itself looking to streamline processes and costs – as many medical facilities do. One practical solution presented itself in the simple economics of outsourcing their in-house transcription.

The facility had a precise set of objectives for its outsourced medical transcription provider, including a proven track record of quality work with consistent turnaround time, a “physician-friendly” process with seamless transition capabilities, the ability to choose the dictation method and easy access to uploaded voice files throughout the entire process. It was also important that the database be secure with “hands-on” access to the actual database content and the ability to search, correct and resend data to their current electronic medical records system quickly if needed. In addition to the main criteria, West Texas Medical Associates wanted the solution to be HIPAA-compliant while also accommodating the existing workplace and its growing needs.

In evaluating the rising internal costs for the existing in-house medical transcription process, Donna Stone, the Director of Health Information Management, used actual monthly and year-to-date costs from departmental reports to make a recommendation. Her goal was to make a future-forward decision while keeping West Texas’ medical transcription flexible and working at optimum efficiency.

Not only did Acusis fit and even exceed expectations on all points on West Texas’ criteria, the company could also build an interface around the facility’s current system with no additional stress related to major changes and little cost for additional programming. “I was concerned about relying entirely on an outsourced medical transcription provider,” said Donna Stone. “The whole process was new to us and it was critical that the transition go smoothly and successfully.”

In fact, in the months since Acusis has been a valued partner, Stone has been able to report the following encouraging statistics: a 45% average cost savings when compared to previous in-house expenses and the ability to downsize from 4.5 FTEs to .5 FTE, who simply manages & coordinates the Acusis transcription database.

“The transition was smooth,” says Stone. “There were some technical hurdles to cross, which are to be expected with any project, and Acusis made sure that these hurdles were short-lived and handled very well.” West Texas Medical Associates is now enjoying the promised consistent turnaround time, quality work, maintenance of the fluctuating volume and a significant decrease in cost. According to Stone, “Our confidence in Acusis’ ability to handle situations and challenges and listen and respond to our needs would be – on a scale of 1 to 10 – a 10.”



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– Donna Stone  
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