



 **ACUSIS**<sup>®</sup>  
**HIGHER STANDARDS**<sup>SM</sup>  
clinical documentation solutions

We Listen!



# About Acusis®

Acusis® is a Pittsburgh, Pennsylvania-based company, providing medical transcription services to numerous healthcare facilities including hospitals, clinics and physician practices, throughout the United States.

Our customers continue to employ our superior services due to the diligence and responsiveness of our seamless processes. It also allows Acusis® to consistently deliver files in 24-hours or less including as quick as a 30-minute turnaround time to our esteemed customers.

But don't take our word for it! KLAS Research, an independently owned & operated company which aims to improve healthcare technology by measuring vendor performance, has consistently given Acusis high marks for its turnaround times (TAT), account management and most importantly, report quality. Acusis has the highest MTSO average of 83.4% over the past six years.

Acusis® also offers its **Flexible Workforce Location option**, letting customers to decide their transcription location. Our customers can enjoy the most competitive pricing while receiving consistent quality from our United States and global locations that is attested by our top ranking in 2012 & 2013 KLAS survey .

Our overriding goal of complete customer satisfaction drives our accountable business practices and has been the center of our solid, well-recognized reputation. A reputation that has received numerous national and local awards for items such as quality, billing transparency and ethical conduct.

“ This is a time of exciting change in the way hospitals and physicians capture clinical information. As a leader in the 2012 & 2013 KLAS Survey, Acusis is committed to play a key role in helping our customers achieve their organizational goals. ”

– Mr. KB Anand  
Chief Executive Officer





## Accuracy

Acusis® uses a data-driven approach with an end goal of eliminating defects. Our operations team diligently ensures above 98% accuracy at all times!



## Affordability

As Medicare payments and other federal spending cuts take effect, it is essential that your transcription provider has options for you. Over the last decade Acusis® has developed a successful global workforce model to ensure that transcription quality remains consistent while your budget drops.



## Accessibility

Direct communication with the operations team, round the clock support and an ever accessible leadership team. Working with Acusis® is simple, because we believe in long-term business relationships.



## Adaptability

Every customer system is a different combination of document specification, demographic feeds, EMR's and most importantly, providers. Acusis® adapts to your needs and your system.



## Accountability

If it matters, we measure it (in some cases we even measure it twice). This is the case with your satisfaction, through both the KLAS Survey and the quarterly Net Promotor Survey. We measure to ensure we are held accountable to our promises to you.



## Industry Leading Transcription Quality & TAT Performance

Survey results tell our story - Higher Standards<sup>SM</sup> in transcription quality and TAT has been our hallmark for continuous customer satisfaction!

## Multiple Dictation Options

We can capture dictations from virtually any source of your choice. In our constant endeavor to provide a positive user experience and resource optimization for our customers, we offer a wide variety of dictation capture solutions to choose from including Olympus™ handhelds and highlighted by products such as the iPhone™ application AcuMobile® and AcuVoice®, the Toll-Free Telephone Dictation System allowing the use of any normal telephone equipment to sophisticated dictation stations like C-Phones™ with foot pedals.

## Transcription Platform Options

We offer you the flexibility to use the AcuSuite® platform or you can have the Acusis® Team edit on the platform you may already employ, such as eScription™. This approach allows you to take advantage of our award winning staff with a minimal IT investment.

## Interface Solutions for Partial or Full Dictations

We can export documents generated from your partial or full dictations to your EMR/EHR/ PACS or RIS at no extra cost.

## Clinical Workflow Adaptability

Our workflow can be customized to your specific needs and we offer a host of features like dual signature, auto-fax, auto-print, eSign from your online account hosted by Acusis®.



## AcuSuite®

At the heart of our complete transcription solution is AcuSuite®, an end-to-end integrated workflow technology that supports both hospital-employed transcriptionists and the workforce of Acusis®.

## AcuSuite SaaS®

Flexible and easy to integrate in-house transcription models and document delivery systems, developed through our years of experience in the transcription industry.

## AcuSpeech®

Our sophisticated speech technology solution integrated with NLP ensures quality output with optimized turnaround time.

## Dictation Technologies

Acusis® integrates wide spectrum of digital voice capture technologies that offers you the flexibility to choose your preferred way of dictation, for example:

- AcuMobile® - iPad™/iPhone™/iPod™ application
- Integrated dictation from your PACS /RIS / EMR
- Any handheld Recorder, which can connect as a USB
- Any standard telephone equipment
- C-Phone™ dictation stations with or without foot pedals

## HIPAA Security & Redundancy

The Acusis® data center meets SAS 70 Type II and PCI DSS standards, multiple physical layers of security, follows controlled security procedures and is a CCTV/DVR monitored facility. Within this facility and a back-up location is a triple layer of power and network redundancy to ensure our systems are available at all times.





# Service Guarantee

*As part of our commitment to providing world-class customer satisfaction, Acusis® has established a business-to-business Service Guarantee designed to ensure you receive unparalleled quality and delivery service.*

## Timely, Quality Customer Satisfaction

In the unlikely event that the quality and/or turnaround time of your transcription work performed by Acusis® does not meet our mutually agreed expectations, a credit will be provided.

As a part of our Quality Assurance process, Acusis® continually audits a statistically valid sample of your files. If we find more than a 3% error rate per thousand lines in the quality of the transcriptions, you will receive full credit for all affected files.

Acusis® also monitors turnaround time (TAT) for every one of your files. If we deliver more than 3% of your files beyond our standard 24-hour or STAT turnaround time commitment, you will receive full credit for all affected files.

This “No Charge” policy ensures that you and every customer experiences Acusis’ Higher Standards<sup>SM</sup>. The entire Acusis® Team stands behind our Service Guarantee.

Regardless of file size, volume or type of dictation entrusted to us, we pledge to provide you with the highest standards in the industry for performance, integrity and service satisfaction excellence.

*At Your Service*

KB Anand  
Chief Executive Officer  
Acusis



FANATICAL CUSTOMER SUPPORT

Acusis® quality and turnaround time credit applies only to files with line/character counts greater than 3% of total lines/characters transcribed during any semi-monthly billing cycle. Files that contain “blanks” due to no voice or poor quality voice recording will not count towards the maximum 3% quality credit policy. This Service Guarantee does not apply if any daily volume level fluctuation in a billing cycle exceeds 15% of the moving rolling monthly average of lines/characters transcribed. It is effective after the initial customer start-up/implementation period is complete and invoicing has commenced. Turnaround times are calculated from the time of the received dictation in the Acusis® Data Center to the time we return the files to the Acusis® Data Center.

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