



Quality Control Specialist User Guide

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TABLE OF CONTENTS

Abbreviations and Definitions of Words Used on website:	3
LOGIN	4
The Job Queue Screen Details :	4
1. Select Start DOS	5
2. Select End DOS	5
3. Personal Settings	6
4. User Controls	6
5. Search Record	7
6. V-HRM Sign In	7
The Job Queue	8
The V-EdPro Editor	8
An unique self learning feature for the MTs/LTs.....	10
Using the Olympus Transcription Module.....	11

QC User Guide

Abbreviations and Definitions of Words Used on website:

DOS = Date of Service.

DOU = Date of Upload. This is the date the audio file hit our servers.

Ref ID = Reference ID or Medical Record Number. This is the unique number that would identify the job. It is up to the Author and TSO to decide what to use here.

MT/LT = Medical Transcriptionist/Legal Transcriptionist.

QA1 = Quality Analyst Level 1

QA2 = Quality Analyst Level 2

QA3 = Quality Analyst Level 3

COut = Checked Out By. The transcriptionist who is transcribing the file.

@ = The time when the file was checked out.

TAT = Turn Around Time in Days.

STAT = This signifies whether the job is a STAT job or not.

uID = Unique Identifier. This is the unique number that is created by the system to uniquely identify the job from any other on our different systems. It is the number of microseconds from a point in time.

LOGIN

The QC's have to login to [Vareque Document Management Suite \(V-DoX\)](http://www.vareque.com/jobs) with their ID and password. The website address is <http://www.vareque.com/jobs>

Figure 1 The login Screen

The Job Queue Screen Details :

Job Review | [HELP](#) | [Author Comment Report](#) | [NEW](#) Days Performance
 * * You have Job Number **3867** of a total of **3** jobs checked out * *

Job Queue For Quality Analyst Level 1 Binny

No.	Job#	Name	RefID	D.O.S.	Author	Type	Media	Length	DOU	File	TAT	Comments	UID	Abort
▼ 1: D MD Medical Group.														
1	11031	ben law	0	2004-03-01	Helen Cunningham	DS	n/a	0' 34"	2004-05-21	MT	n/a	>7	1085205988	Abort
2	4576	Test VEPro	12345	2004-04-01	Helen Cunningham	PN	n/a	1' 31.4736"	2004-04-03	MT	n/a	>7	1081023815	Abort
3	3867	Test Test	222	2004-03-01	Michelle Brenner	new	n/a	0' 0"	2004-03-31	MT	n/a	>7	1080758951	Abort
4	26830	Count n Vincent	771177	2004-11-04	Michelle Brenner		n/an/a	1' 0"	2004-11-08	n/a	n/a	>7	1099955370	n/a

Figure 2 The Job Queue

1. Select Start DOS

Selection of Start Date of Service is needed to retrieve records dictated by the facilities starting from a particular date. It is a selection field from where the particular date may be selected.

areque
Welcome Demo, PST: 11:12:41 AM, Thursday November 18, 2004
Sign In/Out | Logout
TRANSCRIPTION BBS | Varese Community. Personal Settings | Change Password

Start Date: 2003-01-01 End Date: 2004-11-18 Filter By D.O.S. Range

November 2004

No.	Job#	Name	RefID	D.O.S.	Author	Type	Media	Length	DOU	File	TAT	Comments	UID
1	26830	new upload	12345	2004-03-01	Michelle Brenner	MT	n/a	1' 0"	2004-11-08	n/a	✓	✓	1099955370
2	26460	new upload	1122334	2004-03-01	Michelle Brenner	MT	n/a	0' 1"	2004-10-27	n/a	✓	✓	1098906206

Figure 3 Select Start Date

2. Select End DOS

Selection of end Date of Service is needed to retrieve records dictated by the facility before a particular date. It is also a selection field from where the particular date may be selected.

areque
Welcome Demo, PST: 11:12:41 AM, Thursday November 18, 2004
Sign In/Out | Logout
TRANSCRIPTION BBS | Varese Community. Personal Settings | Change Password

Start Date: 2003-01-01 End Date: 2004-11-10 Filter By D.O.S. Range

November 2004

No.	Job#	Name	RefID	D.O.S.	Author	Type	Media	Length	DOU	File	TAT	Comments	UID
1	26830	new upload	12345	2004-03-01	Michelle Brenner	MT	n/a	1' 0"	2004-11-08	n/a	✓	✓	1099955370
2	26460	new upload	1122334	2004-03-01	Michelle Brenner	MT	n/a	0' 1"	2004-10-27	n/a	✓	✓	1098906206

Figure 4 Select End Date

3. Personal Settings

Allows the user to set personal choices like the name, address, mail-id and the no. of records to be displayed in a single page.

The screenshot shows a web browser window titled "Personal Settings - Microsoft Internet Explorer". The page content is titled "Your Personal Settings, subirm". It features a form with the following fields and values:

- First Name: Subir
- Last Name: Mukherjee
- Address: (empty)
- City: (empty)
- Country: (empty)
- Zip: (empty)
- Email: subir_ind2003@yahoo.com
- Reports to display per page: 30

At the bottom of the form, there are two buttons: "Submit Changes" and "Update Settings". The footer of the page reads "2003@Vareque".

Figure 5 Personal Settings

4. User Controls

Here the user is allowed to change his or her own password.

The screenshot shows a web browser window titled "VDMS Change Password - Microsoft Internet E...". The page content is titled "Change Password for , subirm". It features a form with the following fields and labels:

- Existing Password: (empty)
- New Password: (empty)
- Re-type New Password: (empty)

At the bottom of the form, there are two buttons: "Change Password" and "Change Password". The footer of the page reads "2003@Vareque".

Figure 6 Change Password

5. Search Record

The user can use this option to search for a particular record, or multiple records pertaining to a particular patient using the reference ID or the patient last name or job ID.

Address: http://www.varequeindia.com/jobs/index.php

Welcome **Sandip**, PT: 02:19:07 AM, Friday January 23, 2004
Please note that your IP address will be recorded for security purposes
Click Here to make Vareque a trusted site. Click "Open", then "Yes" when prompted. Personal Settings | Change Password | Logout

Start Date: 2004-01-1 End Date: 2004-01-28 Filter By Date of Service Range

Search Patient Name or Last Name or Ref. ID or view all records Perkins Search

You chose to view only those files with status = % . Start DOS = 2001-01-01. End DOS = 2004-01-23. Search term = Perkins.

Combine Jobs

JOB QUEUE FOR MT ADMIN Sandip

Show only jobs with status = Select

No.	Job #	Name	Ref. ID	D.O.S.	Author	Type	Status	Media & Report	MT	QA1	QA2	CkdOut By	Split	Abort	Lines
Client 1: University Cardiovascular Medical Group. (Showing results 1 to 1 of 1.)															
<input type="checkbox"/>	258	Thomas Perkins	2089893	2003-11-17	Dr. Jon Kobashigawa	22_HX	Waiting QA3	n/a n/a	MT	QA	QA		Split	Abort	30

Change_Status

Page 1 of 1. Showing results 1 to 1 of 1

Client 2: Demo Company
Client 3: Ventura Pain Center
Client 4: Riverside Medical Clinic

2003©Vareque

Figure 7 Search for jobs

6. V-HRM Sign In

If you are subscribed to the V-HRM Module, This would take you to the sign-in and sign-out page.

areque 2004 Vareque **V-HRM** (TM) Human Resources Manager

Welcome. Please enter your sign-in name and password.
Select "Normal" login for faster experience.
Select "Secure" login for Equifax certified 128-bit encrypted connection.

11:50:33 AM Normal login

SignIn Name:

Password:

Login

You have successfully logged out!
Last signin = 2004-11-18 11:49:59, Last signout = 2004-11-18 11:50:05
Time logged in = 0 days 0 hours 0 minutes.

Normal | Secure

Welcome ! Together Everyone Achieves More.

LAUGH FOR THE DAY

Figure 8 V-HRM Sign In Page

The Job Queue

From the “[Job Queue for Transcriptionist](#)” that appears as under, MTs/LTs can check-out a job to transcribe.

1. Temporarily saved Document
2. Checkout Job
3. Checked Out job

No.	Job#	Name	RefID	D.O.S.	Author	Type	Media	Length	DOU	File	TAT	Comments	UID	
1	26830	new upload	12345	2004-03-01	Michelle Brenner		n/a	1' 0"	2004-11-08	MT	n/a	>7	n/a	1099655370
2	26460	new upload	1122334	2004-03-01	Michelle Brenner		n/a	0' 1"	2004-10-27	MT	n/a	>7	n/a	1098906206
3	22463	new upload	0	2004-03-01	Helen Cunningham	new	n/a	2' 0"	2004-09-03	MT	n/a	>7	n/a	1094254145
4	26605	new upload	1	2004-03-01	Helen Cunningham		n/a	0' 1"	2004-10-29		n/a	>7	n/a	1099086602
5	26451	new upload	222	2004-03-01	Michelle Brenner		n/a	0' 1"	2004-10-27		n/a	>7	n/a	1098905021
6	26452	new upload	456	2004-03-01	Michelle Brenner		n/a	0' 1"	2004-10-27		n/a	>7	n/a	1098905953
7	26454	new upload	1234567	2004-03-01	Michelle Brenner		n/a	0' 1"	2004-10-27		n/a	>7	n/a	1098906036
8	26455	new upload	2024216	2004-03-01	Michelle Brenner		n/a	0' 3"	2004-10-27		n/a	>7	n/a	1098906061
9	22462	Pat1	0	2004-03-01	Helen Cunningham	NC	n/a	1' 31"	2004-09-03		n/a	>7	n/a	1094254133
10	22334	new upload	0	2004-03-01	Helen Cunningham	new	n/a	1' 31"	2004-09-02		n/a	>7	n/a	1094156692

Figure 9 Job Queue

The V-EdPro Editor

Clicking on the ‘Checkout’ or ‘Checked out’ icon starts the V-EdPro editor. The demographics of the chosen job such as the name, date of service, reference number etc have to be filled in the demographics window. This window can be hidden from view by clicking on the ‘x’ button on the top right corner, to increase available screen area.

Demographic Information for Job No: 26460

VedPro Ver. 4.1.1

First Name: Middle Name: Last Name: DOS:

RefID: Line Count: Comments:

Figure 10 Demographic window

The audio file also automatically loads in the background and is played by the player chosen by the transcriptionist. We recommend using either the Olympus Player Pro or the Express Scribe Player. If you are saving the file locally and importing into the Olympus Transcription Module please follow the steps on page 10.

The Transcribing Process

As soon as the job to be QC-ed and the audio loads, the transcribing can start. Microsoft Word has to be installed on the computer for the Editor to work. Please remember to click on save often to prevent loss of work due to a system crash or failure.

The VedPro loads all your word expanders and spell checkers and you have access to all the menus you used in word. You can pull up the rest of the word menu by clicking on the 'word' icon and then clicking on the 'Click here for Microsoft Word Menu' Link.

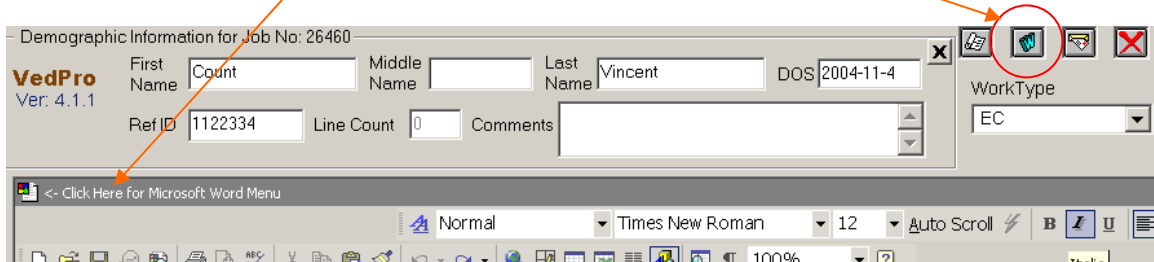


Figure 11 The Microsoft Word Menu

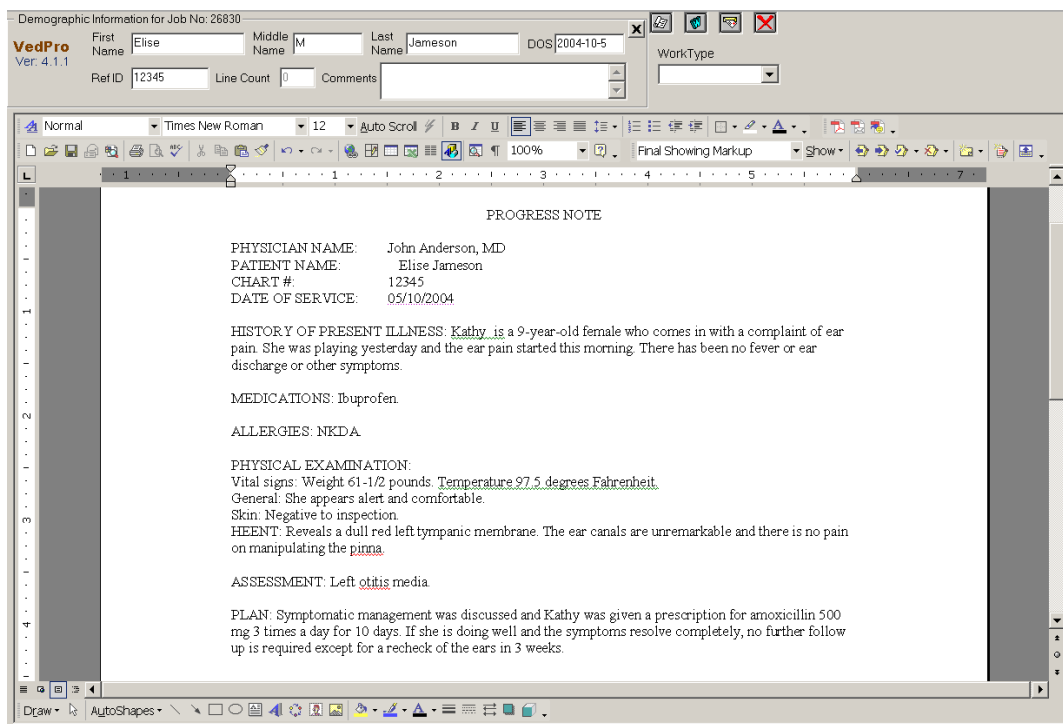


Figure 12 The VEdPro Window

During transcription, If you need to take a break you have to click on save button and then close the Vedpro window. When you come back and re-load the job, the system may prompt you to continue old job or start afresh. Please click on 'Continue' to continue from where you left off.

Once you have completed the job, Click on 'Save and Process' to upload the transcribed job. Your job queue will automatically refresh and the transcribed job should not appear on your queue.

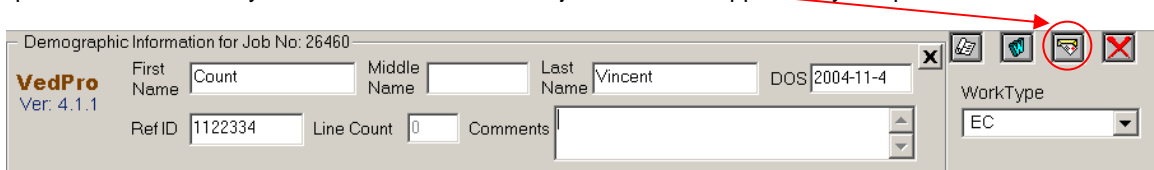


Figure 13 The Save and Process Button

An unique self learning feature for the MTs/LTs

V-DoX provides a unique self learning feature for each and every MT/LT to learn from their errors and improve on the quality of output. The "Job Review" link in the main screen navigates the MT/LT to the completed files checked and uploaded after multiple level of QA-ing. The MT/LT is allowed to download the final reports and track down the possible errors or confusions.

areque

Welcome Demo, PST: 11:03:49 AM, Thursday November 18, 2004
[Sign In/Out](#) | [Logout](#)

TRANSCRIPTION BBS | [Home](#) | [Wareque Community](#) | [Personal Settings](#) | [Change Password](#)

Start Date: 2003-01-01 End Date: 2004-11-18 Filter By D.O.S. Range

Search Name or Ref. ID or Job. ID or [View all records](#) Search

[Job Review](#) | [HELP](#) | [Author Comment Report](#) | **NEW** [Days Performance](#)

** You have Job Number 22463 of a total of 3 jobs checked out **

Job Queue For Transcriptionist Demo

No.	Job#	Name	RefID	D.O.S.	Author	Type	Media	Length	DOU	File	TAT	Comments	UID	
▼ 1: D MD Medical Group.											Show only >>	Select Author	Type	
1	26830	new upload	12345	2004-03-01	Michelle Brenner	n/a	n/a	0' 0"	2004-11-08	MT	n/a	>7	n/a	1099955370
2	26460	new upload	1122334	2004-03-01	Michelle Brenner	n/a	n/a	0' 1"	2004-10-27	MT	n/a	>7	n/a	1098906206
3	22463	new upload	0	2004-03-01	Helen Cunningham	new	n/a	2' 0"	2004-09-03	MT	n/a	>7	n/a	1094254145
4	26605	new upload	1	2004-03-01	Helen Cunningham	n/a	n/a	0' 1"	2004-10-29	n/a	n/a	>7	n/a	1099086602
5	26451	new upload	222	2004-03-01	Michelle Brenner	n/a	n/a	0' 1"	2004-10-27	n/a	n/a	>7	n/a	1098905021
6	26452	new upload	466	2004-03-01	Michelle Brenner	n/a	n/a	0' 1"	2004-10-27	n/a	n/a	>7	n/a	1098905953
7	26454	new upload	1234567	2004-03-01	Michelle Brenner	n/a	n/a	0' 1"	2004-10-27	n/a	n/a	>7	n/a	1098906036
8	26455	new upload	2024216	2004-03-01	Michelle Brenner	n/a	n/a	0' 3"	2004-10-27	n/a	n/a	>7	n/a	1098906061
9	22462	Pat1 PatIn1	0	2004-03-01	Helen Cunningham	NC	n/a	1' 31"	2004-09-03	n/a	n/a	>7	n/a	1094254133
10	22334	new upload	0	2004-03-01	Helen Cunningham	new	n/a	1' 31"	2004-09-02	n/a	n/a	>7	n/a	1094156692

Client 2: West Valley Medical Partners.

Figure 14 Productivity Improvement Tools

Click on the Report Link to retrieve the completed docs.

260	Larry Doran	2001684	2003-11-17	Dr. Jon Kobashigawa	HX_Transplant_Note	n/a	Audio	Report	MT's Doc	QA1's Doc	QA2's Doc	28	DONE
262	JOHN PETERSON	3324975	2003-11-17	Dr. Jon Kobashigawa	HX_Transplant_Note	n/a	Audio	Report	MT's Doc	QA1's Doc	QA2's Doc	32	DONE
264	RONALD LANGE	2745715	2003-11-17	Dr. Jon Kobashigawa	HX_Transplant_Note	n/a	Audio	Report	MT's Doc	QA1's Doc	QA2's Doc	30	DONE

Figure 15 Your past Jobs

Using the Olympus Transcription Module

On Clicking the Checkout icon the screen prompts you to open or save the file. Click on the Save button.

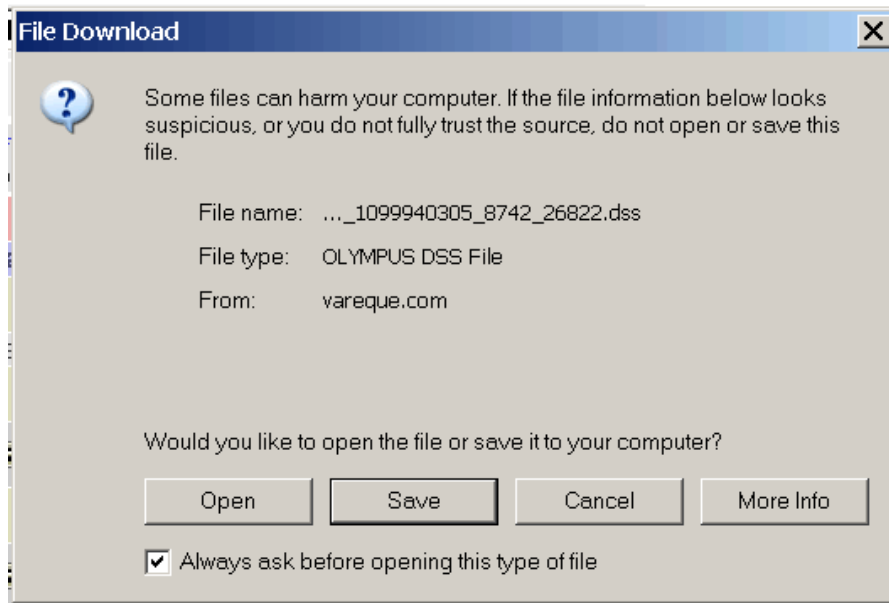


Figure 16 Prompt to Save audio file

If this is the first time Create a folder in the C: drive called 'Vareque', by clicking and navigating to the c: drive and then clicking on the 'New Folder' Icon.

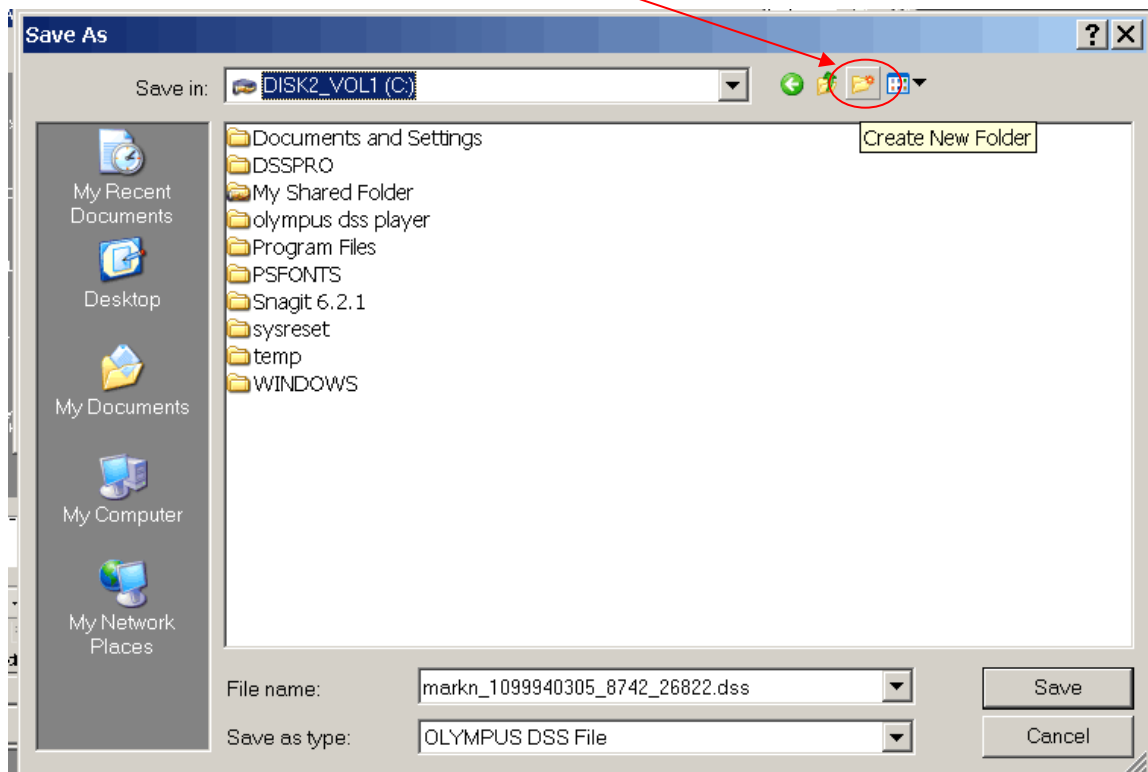


Figure 17 Save To C: Drive

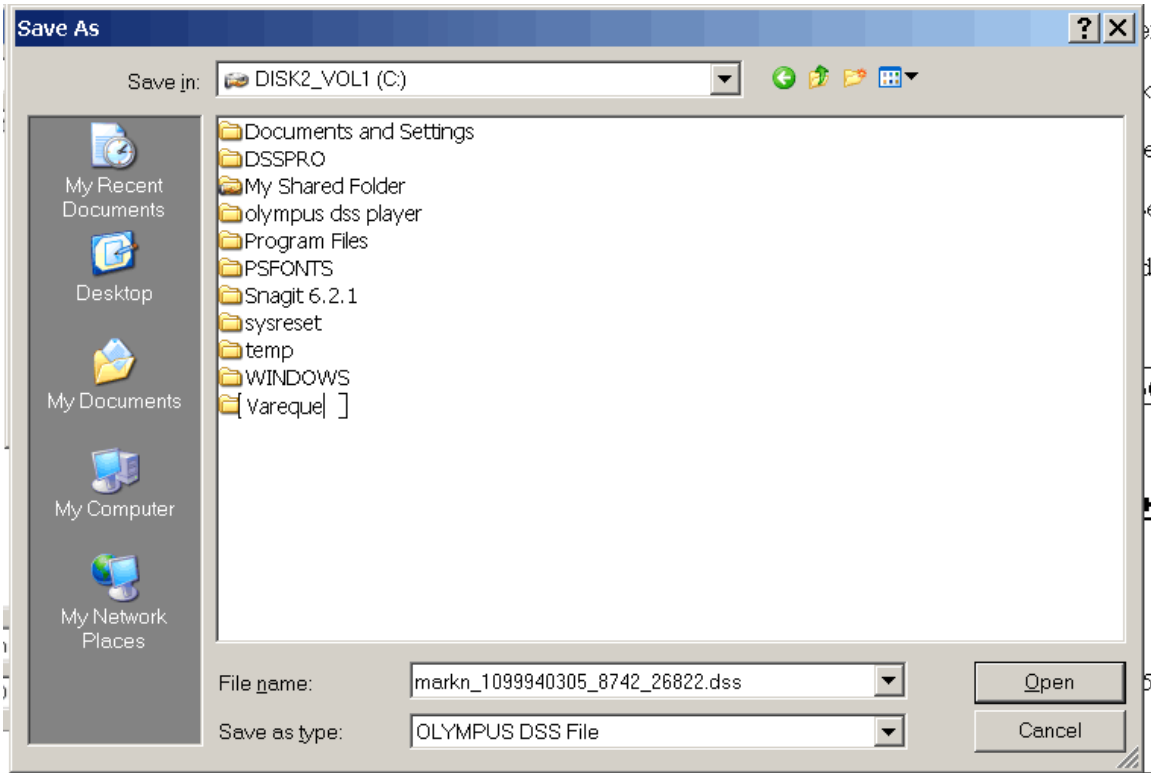


Figure 18 Create new Folder Vareque if it does not exist

Now once the file is saved in c:\Vareque, you will have to import it into the Olympus Transcription module. Click on File-Import File as shown below.

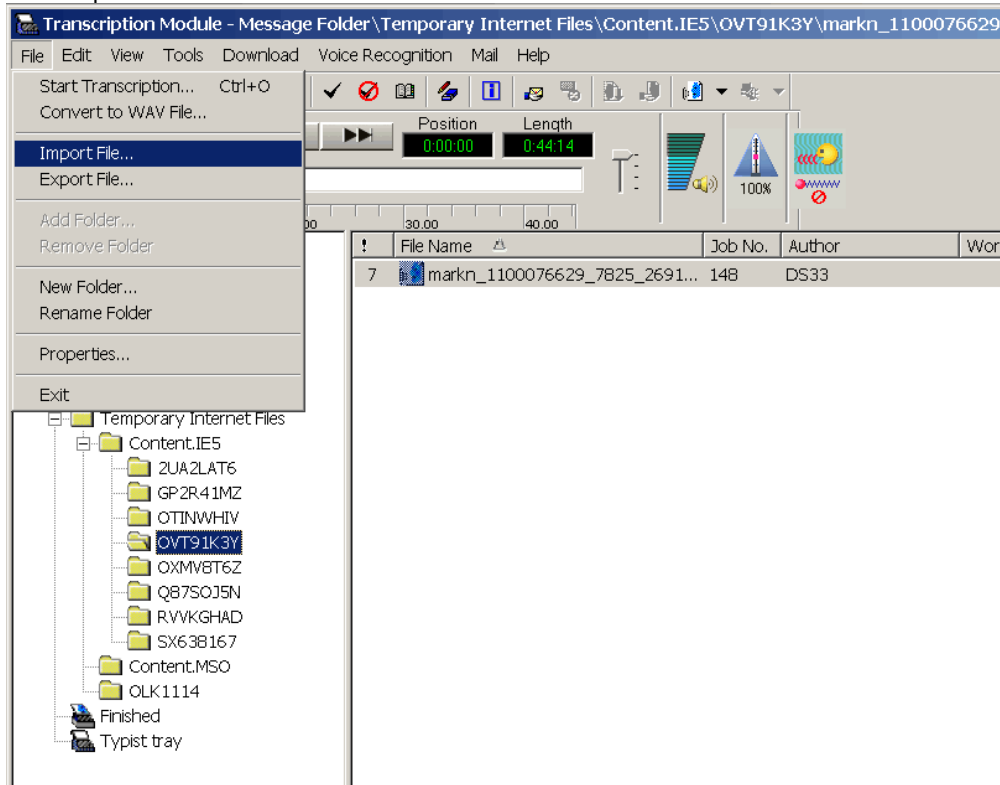


Figure 19 Import into Olympus Transcription Module

Navigate to the folder where we had saved the file earlier, ie C:\Vareque as shown below

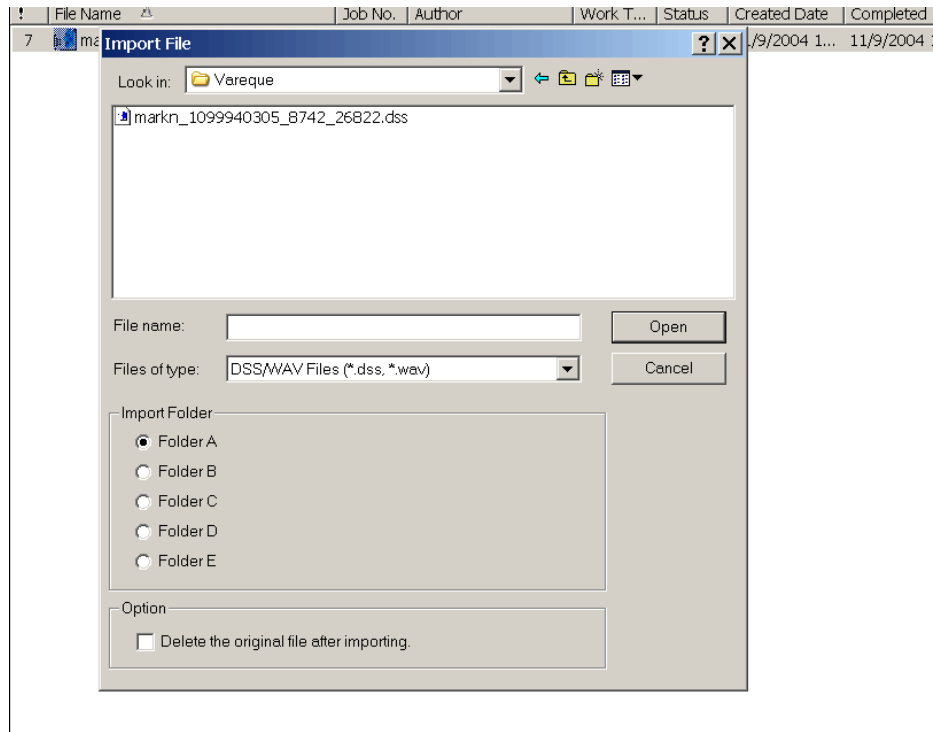


Figure 20 Navigate to c:\vareque

Note the file name syntax, it has the authors name, job number and UID in it. Choose the appropriate file now to play using the Olympus Player Pro.