

Accentus MD – Frequently Asked Questions

Smart Solutions for Healthcare Professionals

Accentus MD is an on-demand, web based medical transcription service designed for maximum convenience and ease-of-use. This solution is ideal for individual physicians and clinics.

Q: WHAT IS YOUR TURN-AROUND-TIME?

A: We guarantee that your transcribed documents will be available for retrieval within 24 hours of dictation.

Q: WILL I HAVE ONLINE ACCESS TO TRANSCRIBED MEDICAL RECORDS?

A: Yes. We have a secure web-portal with Internet access for easy retrieval of your transcribed medical records.

Q: IS YOUR MEDICAL TRANSCRIPTION SERVICE COMPATIBLE WITH EMRs?

A: Yes. We can work with you to integrate our transcribed reports into your existing EMR system.

Q: WHAT STEPS DO YOU TAKE TO PROTECT PATIENT PRIVACY?

A: At Accentus, we use sophisticated administrative and technical barriers to ensure the complete privacy of all transmitted voice and data files in strict adherence to both provincial and national standards (PIPEDA) for privacy.

Q: WILL I HAVE TO SIGN A CONTRACT?

A: No. Accentus MD is strictly 'no-strings' attached. We do not charge for set-up, we do not require minimum usage or retainer fees, and we will not request that our clients sign lengthy, binding contracts.

"I APPRECIATE THE PROFESSIONAL AND EXCELLENT SERVICE THAT I RECEIVE FROM ACCENTUS. MY REPORTS ARE RETURNED PROMPTLY, ARE EASILY ACCESSIBLE, AND THE TYPING IS OF A SUPERIOR QUALITY. THANKS AGAIN FOR THE EXCELLENT SERVICE."

RICHARD M. GLADSTONE MD FRCP
NEUROLOGIST
TORONTO, ONTARIO





Accentus MD – FAQs

Q: CAN I USE A DIGITAL RECORDER?

A: Absolutely, our system works with most models. We also provide a toll-free 1-800 number for an easy phone dictation alternative.

Q: HOW DO YOU ENSURE THE ACCURATE CAPTURE OF COMPLEX MEDICAL INFORMATION?

A: We provide highly qualified transcriptionists and editors with specialties in all medical fields. We only hire certified individuals and our medical transcription team has a combined average of 13 years experience. Your dictations are not just words to us. Our ability to understand the medical context of your notes enables us to identify and then follow up on any perceived inconsistencies. We also have a rigorous quality assurance program that ensures your documents meet or exceed 98% accuracy rates each and every time.

Q: WE USE A STANDARDIZED FORMAT FOR RECORDS IN OUR OFFICE. DO YOU HAVE THE ABILITY TO CUSTOMIZE OUR REPORTS?

A: Absolutely. Your dedicated account manager will ask you for any templates or custom requirements. These will be loaded into the system for easy retrieval by our transcriptionists. We will also assign a dedicated editor to your account, familiar with your requirements, to ensure your reports are delivered the way you want them-every time.

Q: HOW DO I SIGN-UP?

A: Signing up is easy and takes only a few minutes. We can have you dictating within 24 hours.

DID YOU KNOW?

ACCENTUS HANDLES – 200,000 MINUTES OF MEDICAL DICTATION EACH AND EVERY WEEK THAT IS – 40,000+ MINUTES OR 400,000 LINES PER DAY.

For more information please contact one of our account representatives at 1. 888. 837. 0733 or email us at accentusmd@accentus.ca.

INTEGRATED MEDICAL DOCUMENT MANAGEMENT SOLUTIONS THAT MAKE GREAT BUSINESS SENSE

AT ACCENTUS WE PROVIDE FLEXIBLE SOLUTIONS. WHETHER YOU ARE A HOSPITAL, HEALTH SYSTEM OR CLINIC WITH OR WITHOUT ELECTRONIC HEALTH RECORDS INTEGRATION, A GROUP PRACTICE OR AN INDIVIDUAL PHYSICIAN WE HAVE A SOLUTION TO MEET YOUR SPECIFIC REQUIREMENTS.

