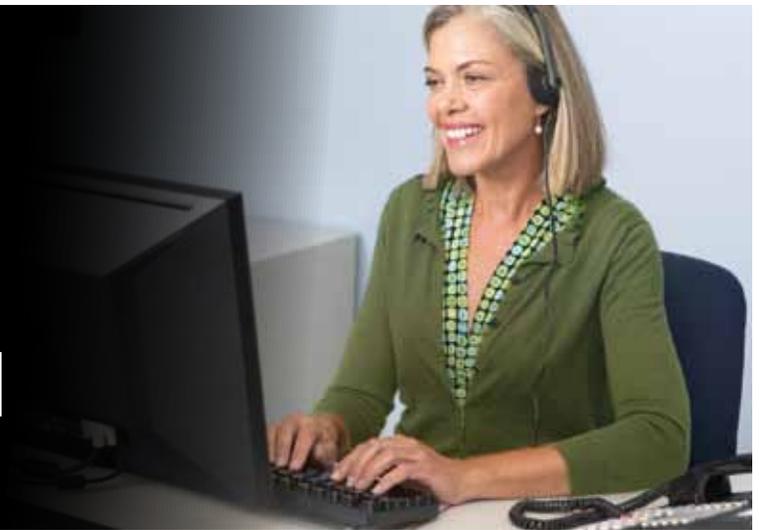


FULL-SERVICE OUTSOURCED TRANSCRIPTION



Nuance Transcription Services

Full-service, Outsourced Transcription
for the Healthcare Enterprise

CHALLENGE:

How can healthcare organizations provide high quality, cost-effective transcription services while facilitating EHR adoption and Meaningful Use?

SOLUTION:

Nuance Healthcare has combined its Best in KLAS® Dragon® Medical 360 | eScription™ background speech recognition platform with one of the world's largest transcription labor organizations to create Nuance® Transcription Services. This is a full lifecycle transcription solution for clinical documentation powered by the Dragon Medical 360 | eScription background speech recognition platform. Nuance Transcription Services provides all speech editing, QA, and transcription workflow management and sets up and maintains your transcription system—all with single-source accountability.

Nuance Transcription Services helps healthcare organizations produce and deliver cost-effective, on-time, high quality clinical documentation. It significantly reduces the resources required to manage the transcription process, enabling providers to focus on core business activities and patient care. Integrated with the EHR

KEY BENEFITS

- Reduced document turnaround time
- Decreased transcription costs
- Single-source accountability
- Improved document consistency and quality
- No training or change to clinician behavior
- Experienced transcription labor and huge capacity
- Smooth transition and implementation process
- Dragon Medical 360 | Network Edition software options
- Strategic partnership with Nuance Healthcare for industry-leading clinical documentation solutions

in a variety of ways and backed by a commitment to incorporate advances in Clinical Language Understanding (CLU) and mobile solutions, Nuance Transcription Services ensures smooth operations today while addressing EHR Meaningful Use requirements on everyone's horizon.

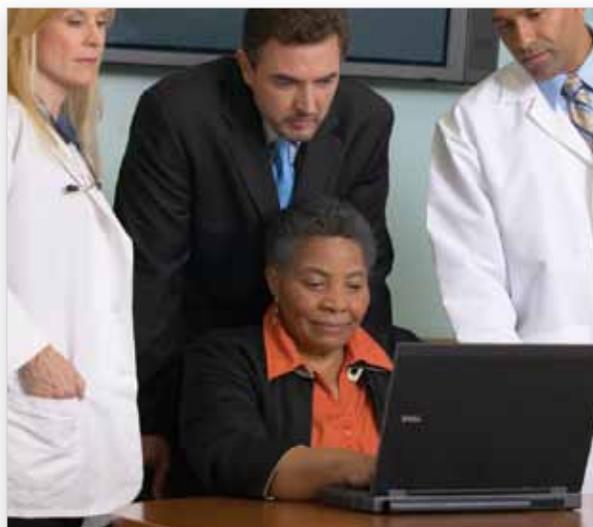
POWERED BY DRAGON MEDICAL 360 | eSCRIPTION FOR UNPARALLELED RESULTS

The technology at the core of Nuance Transcription Services is the industry-leading Dragon Medical 360 | eScription background speech recognition platform. With Dragon Medical 360 | eScription, clinicians dictate as usual and Nuance intelligent background speech recognition software with its unique interpretative model turns the dictated audio into highly accurate, formatted draft documents. Experienced medical transcriptionists (MTs) review and edit these formatted drafts instead of transcribing from scratch.

Nuance Transcription Services is the only full lifecycle transcription option available in the market today that leverages the Dragon Medical 360 | eScription proprietary background speech recognition engine for unprecedented speech yields and MT productivity gains. Core Dragon Medical 360 | eScription software reduces "variability of outcomes" because 90% of all customers' dictated volume is processed through speech, delivering highly accurate, formatted drafts to MTs for review and editing. With Nuance Transcription Services, MT correction time and error rates are minimized for unparalleled consistency of results.

HIGHLY QUALIFIED, EXPERIENCED MTS

Nuance has made significant investments to create a large, skilled transcription labor force of domestic and offshore MTs. We offer flexible, scalable, and consistent MT production at lower per-line rates than traditional transcription services.



MTs are provided with a variety of innovative training resources and tools enabling them to work proficiently in the Dragon Medical 360 | eScription environment. Performance standards such as TAT and quality are continuously monitored by Nuance Healthcare's experienced management team.

RIGOROUS QUALITY AND TAT PRACTICES AND STANDARDS

To ensure transcriptionists deliver the highest quality documents, Nuance Transcription Services employs a rigorous TAT and quality assessment methodology through pre-delivery and post-delivery stages of deployment.

Nuance processes include:

- **Quality Assessment (QA) Flags.** Nuance staff flags anomalies and blanks for the QA team to resolve first, so you are asked for input only when necessary.
- **Retrospective Report Audit.** Regular, random audit and scoring of edited reports ensure that any quality problems are resolved quickly.
- **TAT.** Measuring TAT from dictation to delivery, the Nuance team manages performance to make sure your expectations are exceeded.

Nuance commitment to quality and TAT means better service to physicians and more time for HIM professionals to support their organizations' EHR deployments and patient care initiatives.

REDUCED BURDEN FOR WORKFLOW MANAGEMENT AND SYSTEM ADMINISTRATION

Nuance Transcription Services allows organizations to outsource the entire transcription process. We distribute draft documents to MTs, conduct quality audits on edited documents, and ensure documents are returned within TAT requirements.

With this offering, your Nuance Transcription Services account representative administers all aspects of the system, such as managing work types, adding new clinicians, and overseeing upgrades. Nuance Transcription Services provides healthcare organizations with fast, accurate clinical documentation, while freeing staff to focus on other aspects of the revenue cycle.

SECURE, ASP-DELIVERED SOLUTION FOR LOWER IT COSTS

The transcription workflow management and speech recognition components of Nuance Transcription Services are housed within secure, hosted, redundant data centers. Customers are assured of a reliable system with interfaces to the most commonly used healthcare information systems and EHRs. Healthcare organizations benefit from state-of-the-art technology without needing to invest in software licenses, upgrades, hardware, or maintenance agreements.

CLINICIAN SATISFACTION WITH NUANCE CLINICAL DOCUMENTATION SOLUTIONS

Clinicians do not need to train on the system or change their dictation methods to realize the faster TAT and higher quality documents that Nuance Transcription Services delivers. Clinicians also benefit from the convenience of flexible distribution features and optional web-based electronic signature within the Dragon Medical 360 | eScription platform. Supporting clinicians' documentation needs, HIM professionals have access to a variety of comprehensive Productivity, TAT and Billing Reports for streamlined resource management and cost tracking across multiple organizational entities.

In addition, Nuance Healthcare offers multiple dictation options for clinicians, including Dragon Medical 360 | Network Edition, which allows clinicians to dictate and edit their own notes directly in the EHR. More than 180,000 clinicians have selected solutions such as Dragon Medical 360 | Network Edition – making it easier than ever before for IT staff to implement and manage this leading solution for the EHR.

Nuance Dragon Medical 360 mobile solutions for smartphones leverage the convenience and power of point of care dictation and are fully integrated with Nuance Transcription Services.

Voted **BEST IN KLAS®**
8 Years In A Row And Counting



Dragon Medical 360 | eScription

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DRIVING TOWARD EHR ADOPTION AND MEANINGFUL USE WITH LEADING TECHNOLOGY

Healthcare organizations that want to combine the benefits of Nuance Transcription Services with dictation directly in the EHR can do so. EHR Direct is a component of the Dragon Medical 360 | eScription platform that lets clinicians combine point-and-click data entry with direct dictation into the EHR system. Dictated audio of the narrative is processed by Dragon Medical 360 | eScription producing drafts for editing by Nuance Transcription Services MTs. When the completed document is uploaded back into the EHR, clinicians can sign it there.

Nuance Healthcare's new solutions such as Dragon Medical 360 | M.D. Assist™, which helps physicians document the details required for reimbursement and reporting while allowing them to continue using narrative dictation in their preferred workflow, and Dragon Medical 360 | QualityAnalytics™, a clinical data-extraction solution built on the Nuance Clinical Language Understanding (CLU) platform, integrate seamlessly with Nuance Transcription Services.

NUANCE: A STABLE, FINANCIALLY SOUND COMPANY

The medical transcription industry has faced many challenges, including significant consolidations, aggressive downward pressure on revenues and margins, and organizations facing bankruptcy and legal actions.

With Nuance Communications reporting annual revenues of more than \$1 billion across a diversified portfolio of products, you are assured that Nuance Healthcare is your trusted partner today and in the years to come.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-350-4836 or visit www.nuance.com/healthcare.

KEY FEATURES

- Industry-leading background speech recognition
- Full-service management of transcription system and labor
- Experienced speech editors, domestic and off-shore
- Rigorous quality and TAT practices
- Secure ASP architecture
- Direct dictation into the EHR
- Smartphone dictation
- Electronic signature
- Document distribution via print, fax or email