Frequently Asked Questions
Integrated Medical Designs, Inc. #5773
Transcription Services

Q: **What services are included in this contract? Please be specific.**

A: ***This agreement is for complete dictation/transcription services, all services including in the price per line charge that includes:***

- *Customized comprehensive solutions with our state of the art technology and services*
- *Secure toll free dictation system*
- *(Also compatible with most hand held recorders, iPod and iPhone)*
- *HIPAA compliant, CCHIT Electronic Health Record with*
- *Unlimited access*
- *Unlimited users*
- *Unlimited training via webinar or on-site. we provide application documentation*
- *Unlimited archive for duration of service*
- *Search, view, edit, print, fax, and e-sign features with e-sign notification*
- *Print and fax distribution to multiple locations within and outside your facility*
- *Audit Trail*
- *HIPAA compliant 98.5% accuracy transcribed reports*
- *24 hour turnaround time; STAT upon request*
- *Discount for Template reports*
- *Interface with client's existing E H R/E M R*
- *Interface with client's scheduler (ADT)*
- *We are able to interface with HL7 and some non HL7 compatible systems*
- *Other customized interfaces for report import/export. The detailed design will depend on the facility's system and software. We are able to file transfer completed reports via secure file transfer protocol.*

Q: **Is there a minimum service requirement?**

A: *No minimum.*

Q: **What are your service structure options?**

- *Secure toll free dictation system*
- *HIPAA compliant, CCHIT Electronic Health Record with*
- *Search, view, edit, print, fax, and e-sign features with e-sign notification*

- *Print and fax distribution to multiple locations within and outside your facility*
- *Interface with client's existing E H R/E M R*
- *Interface with client's scheduler (ADT)*
- *We are able to interface with HL7 and some non HL7 compatible systems*
- *Other customized interfaces for report import/export. The detailed design will depend on the facility's system and software. We are able to file transfer completed reports via secure file transfer protocol.*

Q: **How are your services offered?**

A:
- *Secure toll free dictation system*
- *HIPAA compliant, CCHIT Electronic Health Record with*
- *Interface with client's existing E H R/E M R*
- *Interface with client's scheduler (ADT)*
- *We are able to interface with HL7 and some non HL7 compatible systems*
- *Other customized interfaces for report import/export. The detailed design will depend on the facility's system and software. We are able to file transfer completed reports via secure file transfer protocol.*

Q: **Under what other categories, if any, are you contracted with HealthTrust?**

A: *None*

Q: **Are there any forms that HealthTrust members must sign in order to participate in this Service agreement?**

A: *No*

Q: **Who do I call with questions or issues related to my facility's service agreement? Provide complete contact information.**

A: *Keith Simpkins*
Email: Keith@lmdscribe.com
Office: (615) 371-0096
Cell: (615) 969-8928
Fax: (800) 883-5504

Q: **Who do I contact for Billing issues? Provide complete contact information (i.e., name, email address, office number and fax number).**

A: Keith Simpkins
Email: Keith@Imdscribe.com
Office: (615) 371-0096
Cell: (615) 969-8928
Fax: (800) 883-5504

Q: **Who do I contact to locate my local sales representative? Provide complete contact information, including cell number if possible.**

A: Keith Simpkins
Email: Keith@Imdscribe.com
Office: (615) 371-0096
Cell: (615) 969-8928
Fax: (800) 883-5504

Q: **What is your company's website address?**

A: The Integrated Medical Designs website address is: www.iMDscribe.com.

Q: **Who do I contact for customer care services (including STATs, status of a report, change or correction of a report, any type of a report inquiry)?**

A: Email: CustomerCare@imdscribe.com
Office: (877) 510-4463
Fax: (800) 883-5504

Q: **Who do I contact to add or change the accounts' profile (this includes adding or deleting providers or staff members, changing distribution of reports, changing format, templates, and any special instructions)?**

A: Email: CustomerCare@imdscribe.com
Office: (877) 510-4463
Fax: (800) 883-5504

Q: **Who do I contact with any quality or turnaround issues?**

A: Email: CustomerCare@imdscribe.com
Office: (877) 510-4463
Fax: (800) 883-5504

Q: **Who do I contact for EHR access, assistance, training and additional training?**

A: Email: Technicalsupport@imdscribe.com

Office: (877) 510-4463
Fax: (800) 883-5504