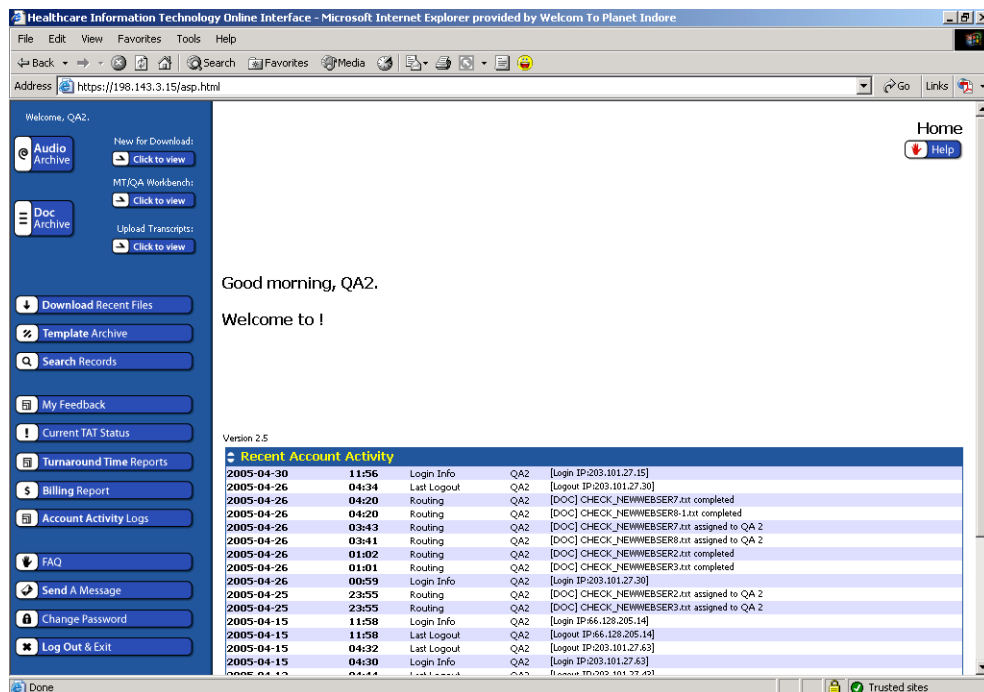# STATscript Online
# QA2 User Guide, Version 2.5



***STATscript Online – The Friendly Web-Platform which Saves Money!***
STATscript Online is a web-based file routing and dictation platform that facilitates audio file transfer from the physicians to the assigned transcriptionists and typed reports back to the physicians. STATscript Online manages the full life cycle of documents from the time they enter the system as dictated audio files, through distribution to the medical transcriptionists and editors, and finally back to the physicians.

The transcriptionists can pick up their assigned work from any PC connected to the Internet. STATscript has designed a very simple and user-friendly interface for users with little computer background and busy workdays.

The highlight of the STATscript Online system is the simple and friendly approach. There is no behavior change in the transcription procedure and transcriptionists can keep transcribing the same way they have been doing in past. There are no restrictions on the use of any specific transcription hardware or software. STATscript Online only works as a file routing platform with optimizing the workflow and control.
Thank you for your interest in STATscript Online!

# Index

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## System Requirements

STATscript Online is a web-based routing platform that does not require any specific hardware or software installation. Any computer with Internet Explorer 5+ and an Internet connection can run STATscript Online.

## Getting Started

1. Go to www.STATscriptOnline.com and click on "Client Login".
2. Enter your username and password to access your account.

## Process Flow on STATscript Online



- Doctor dictates a medical note i.e. audio file on toll free dictation service, digital recorder, in-house dictation system and creates template (a pre-decided format to tell the MT that this audio file has to be transcribed in this particular format).
- Doctor logs in our system and uploads the audio file along with the template.
- Our system then assigns the files to the MTs according to their availability status.
- System gives email notification to the MTs regarding the assignment of files.
- MTs log in the system and download the files to their own PC.

- MT transcribes the file using any audio player, foot-pedals and word processors and then uploads it by logging in the system.
- If workflow for the particular doctor is set as MT->Doctor, document is delivered to the doctor. While if workflow is set as MT->QA1->Doctor, file goes to the QA1 for editing.
- System gives email notification to the QA1 or doctor depending upon the workflow.
- QA1 logs in the system and downloads the file. He edits it and again uploads the edited version of the document.
- If workflow for the particular doctor is set as MT->QA1->Doctor, document is delivered to the doctor and if workflow is set as MT->QA1->QA2->Doctor, file goes to the QA2 for further editing.
- System gives email notification to the QA2 or doctor depending upon the workflow.
- QA2 logs in the system and downloads the file. He edits it and again uploads the edited version of the document.
- File is finally delivered to the doctor.

STATscript Online is a file routing platform and does not involve in the actual transcription procedure. MTs can use their own way of transcribing the files, choosing the audio player and foot-pedals and working on any word processor from Word Perfect, to Notepad to MS Word.

# Front Page

When QA2 successfully logs in, his personalized Home Page will show up. From the Home Page he will be able to manage his entire account.
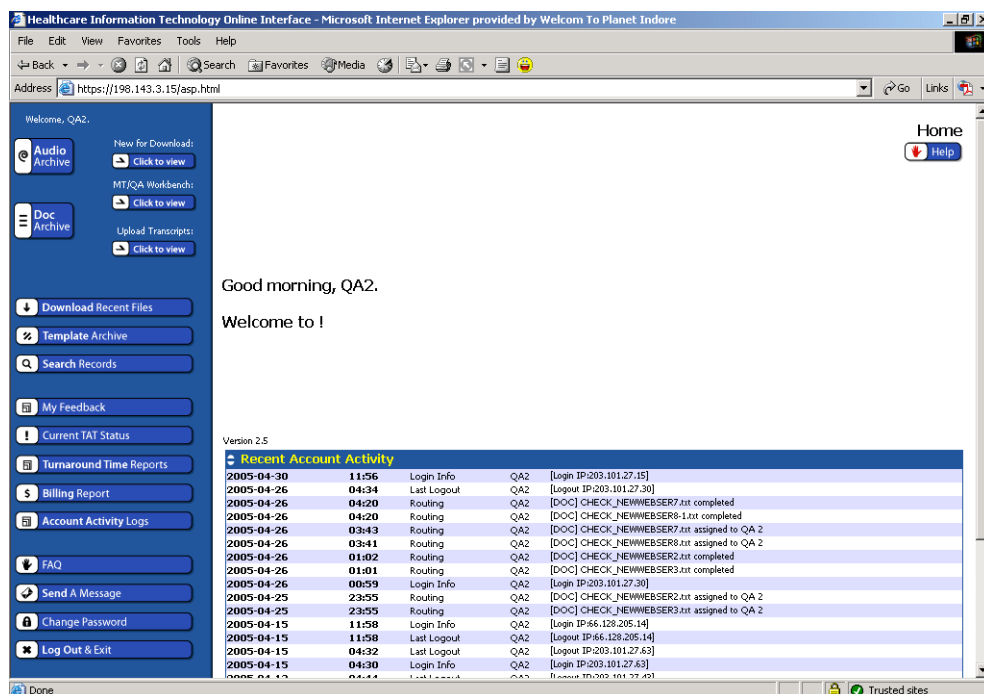


1. QA2 greeting with last login information as per Eastern Standard Time.
2. Just above the details of recent account activity – software version is given.
3. In middle of the page, details of recent account activity are displayed. It shows date, time of occurrence of event, type of event, account ID from which concerned event has occurred and IP address from where the event occurred. This information is shown of last 3 to 4 days. Click "Account Activity Logs" in the Navigation Bar for a detailed report.
4. On the right corner, are round buttons called Audio Archive and Doc Archive. Audio Archive shows the details of all the dictations. Doc Archive gives the details of all the transcribed files.
5. "New for Download" displays the details of new dictations assigned to the QA2 by the system or MT Admin depending upon workpool type. "MT/QA1 Bench" is a view only screen, which gives an estimate of the number of audio files that are expected to come to the QA2 for editing. "Under Edit" is a secure interface from where QA1 can upload the edited files.
6. Navigation Menu option buttons are on the right middle of the page. Various facilitating options available to the QA2 are:
   - Download Recent Files: Helps the QA2 to download the transcribed files with one click. System automatically downloads the dictations without QA2's initiation to download them individually.

- Template Archive: This option displays the details of all the templates uploaded by the doctor.
- Search Records: The QA2 can retrieve the audio and transcribed files depending upon the selected search criteria.
- My Feedback – Helps to generate summary or detailed report of the feedback given by the QA1 for MT's performance.
- Current TAT Status - Displays the Turn Around Time details for files under editing process.
- Turnaround Time Reports: This option displays the TAT details for the edited files.
- Billing Report: Helps the QA2 to generate an online summary or detailed billing report on the basis of the selected criteria for particular date range.
- Account Activity Logs: This option gives a detailed report of all events occurring in the QA2's account on event type basis for the selected duration.
- FAQ: These are frequently asked questions with answers to most of the doctor's general queries.
- Send A Message: Helps the QA2 to send messages to the site administrator and the MT administrator if he/she faces any technical problem and to the MTs/QAs and the MT Administrator if he/she has any transcription problem. There is no need to enter any email address or setup Outlook to use this web-based messaging function.
- Change Password: The QA2 can change his or her account password using this option.
- Exit: This option logs out the QA2 from the system.

# Audio Archive

Audio archive is a store of all the dictations (audio files) uploaded by the doctor. A detailed report of dictations uploaded in last fifteen days is displayed by default but a date-sorted report on dictator account basis can also be generated. You can download, listen to the audio files, view, download the transcribed files and compared documents and monitor the audio files' status online.



## Column details:

All of the column buttons  are sorting buttons.
1. File ID – This column displays the unique file ID assigned automatically by the system.
2. Dictator – This column shows the doctor (dictator) name or ID to whom the audio file belongs.
3. Audio File Name – This column shows the audio file name.
4. Size – This column displays the audio file length in seconds and the size in Kbytes. It shows 0 sec/K if no information is available in the file header information.
5. Dictation Date/Time –This column displays the upload date and time of the dictation as per EST and 24-hour-clock.
6. Stat – If the audio file is marked "Urgent" by the doctor, a red tick is shown to signify that this audio file is to be transcribed/edited on a priority basis.
7. Red Flag –This column shows a Red Flag image along with the account ID of the MT/QA who had red flagged it.
8. Status – This column shows the audio file status. It helps you to determine the file status that is depicted in a color schema to make it clearly visible.

 Red - The audio file is waiting to be downloaded.

 Yellow with #1 – The editor (QA) is working on the file.

 Yellow with #2 – The senior editor is working on the file, and is ready to be uploaded soon.

 Green – The file has been successfully downloaded and approved by the physician.

 eGreen – The file has been downloaded and electronically signed (eSigned) by the physician.

9. MT File – This column shows the MT ID, document file ID and blue button. Click either file ID or blue button to view the file.
10. QA1 File – This column displays the QA1 ID. If the QA1 has already uploaded the edited document file, it also shows a blue button.
11. QA2 File – This column displays the QA2 ID. If the QA2 has uploaded the edited document file, it also shows a blue button.
12. Compared Document: The QA2's document file is compared with the final file uploaded for the doctor so that it serves as direct feedback for him. This column shows "NA" when the file is not compared, "Waiting" when the file is in the process of comparison and "Same" when there were no changes made to the document file. Click the dark blue button to view the file.
13. Template – If the doctor has uploaded any template along with the audio file, or there has been an auto selection of the template by the system, this column shows the link for the template. If there is no template for the audio file, it shows "NA".
14. Attachment – This column displays a paper clip image to show any attachment uploaded by the doctor with the audio file. Download the attachment by clicking this image.
15. Upload – This column displays the orange button to upload the document file against the corresponding audio file. Nothing is shown if the document file has already been uploaded.
16. Remarks – The last column depicts the dictator's (doctor's) remark for the transcriptionist for this audio file.

**Checkbox operations**

Checkbox functions facilitate the QA1 to perform group activity on the files.
– Download Selected Audio Files
– Download Compared Documents with audio files (QA1 Specific).

# Doc Archive

Doc Archive is a store of all the transcribed files uploaded by the QA1. A detailed report of document files uploaded in last fifteen days is displayed by default but a date-sorted report on dictator basis can also be generated. You can view, download, delete the document files, download, review the audio files and monitor the file status.
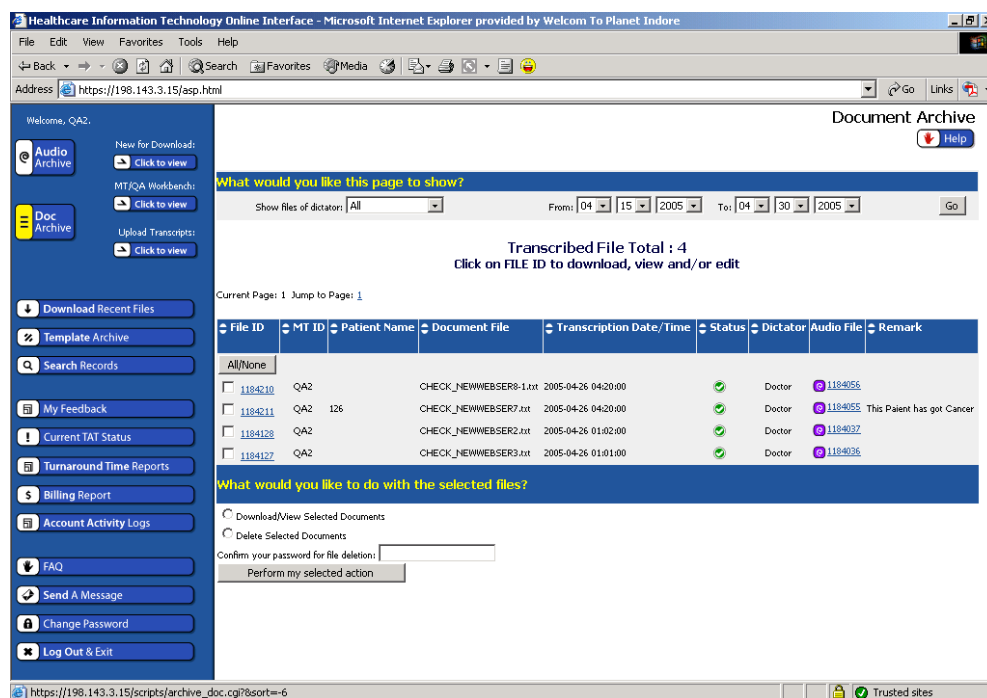


## Column Details

All of the column buttons are sorting buttons.
1. File ID – This column shows the unique file ID assigned by the system.
2. MT ID – This column displays the QA2 ID/name.
3. Patient Name – This column shows the Patient/Client name.
4. Document File Name – This column displays the document file name.
5. Transcription Date/Time – This column shows the upload date and time of document file as per EST.
6. Status – This column shows the transcribed file status. It helps you to determine the file status, which is depicted in a color schema to make it clearly visible.

   Red – For Approval: The file has been uploaded by the MTSO and waiting for approval by the physician.

   Green – Approved: The physician has successfully downloaded the file.

   Green – e Signed: The physician has successfully downloaded and electronically signed the file.
7. Dictator – This column shows the doctor (dictator) name.

8. Audio File – This column shows the audio file ID. It also displays the green button signifying that file is online and a red button to show that the audio file is offline. Click this button to send a message requesting the Admin to get the file online.

9. Remarks – If the QA2 had a problem while transcribing the audio file and he/she feels that it should be brought to the doctor's attention, the system provides him/her with the option to add a remark for the audio file while uploading the file. This column displays this remark for the file.

**Checkbox operations**

Checkbox functions facilitate the QA1 to perform the following activities on the files in a group.
- Download/View Selected Documents
- Delete Selected Documents

# New for Download

New for download displays the details of the dictations, which the QA1 has not yet downloaded. This screen looks similar to the Audio Archive. The count of this folder decreases when the QA1 downloads the file.
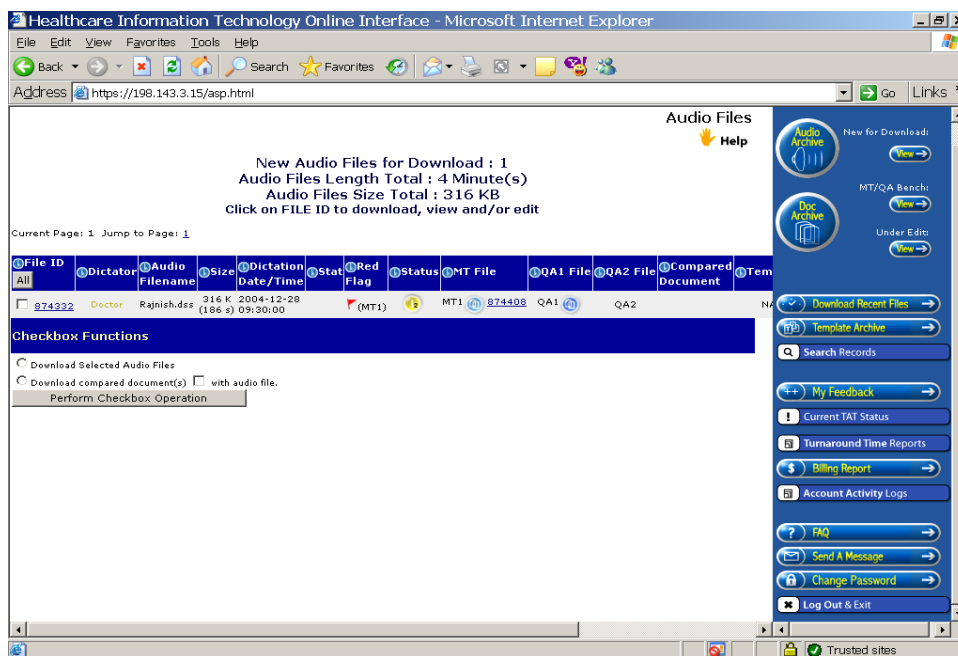


**Checkbox operations**

Checkbox functions facilitate the MT to perform group activity on the files.
- Download Selected Audio Files
- Download Compared Documents with audio files.

# MT/QA Bench

The MT/QA Bench folder stores all the audio files that are expected to come to the QA2 for edit. This feature is based on the fixed routing module. No activity can be performed from this screen, as this is a view only screen.

## Under Edit

"Under Edit" shows all of the files being edited by the QA2. He can upload the transcribed files against the respective audio file from this screen. He/she can also add various attributes to the file while uploading it if the information is available.
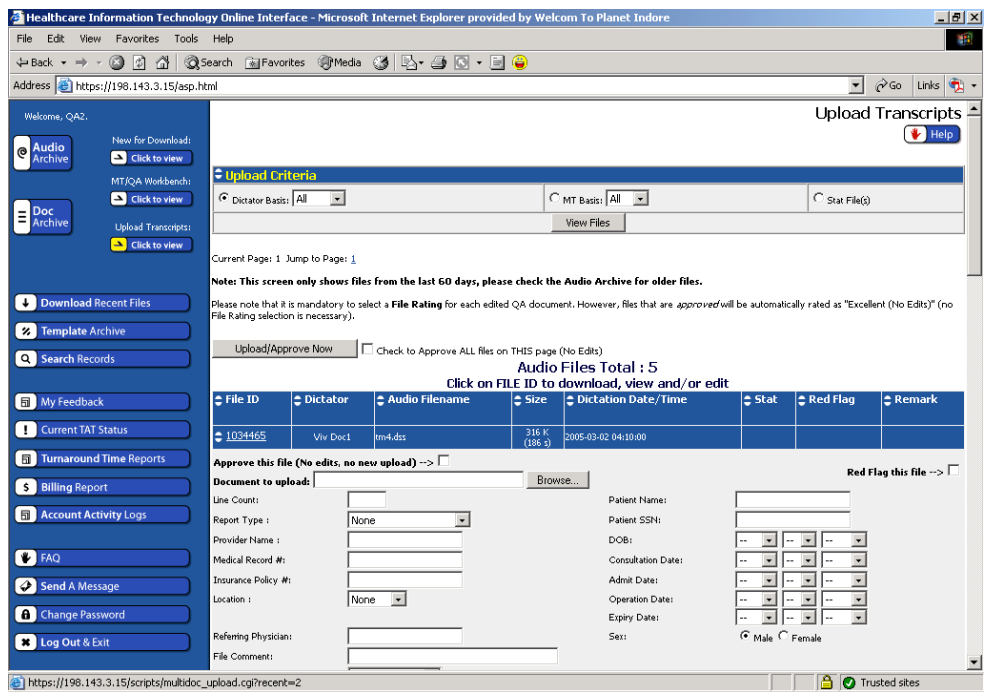
# Download Recent Files

This program downloads all of the dictations awaiting download to a specified directory on the user machine so that the user does not have to manually download individual files. The system shows all of the files in the Download Grid, and based on user selection, files are downloaded to the specified Downloads Folder.
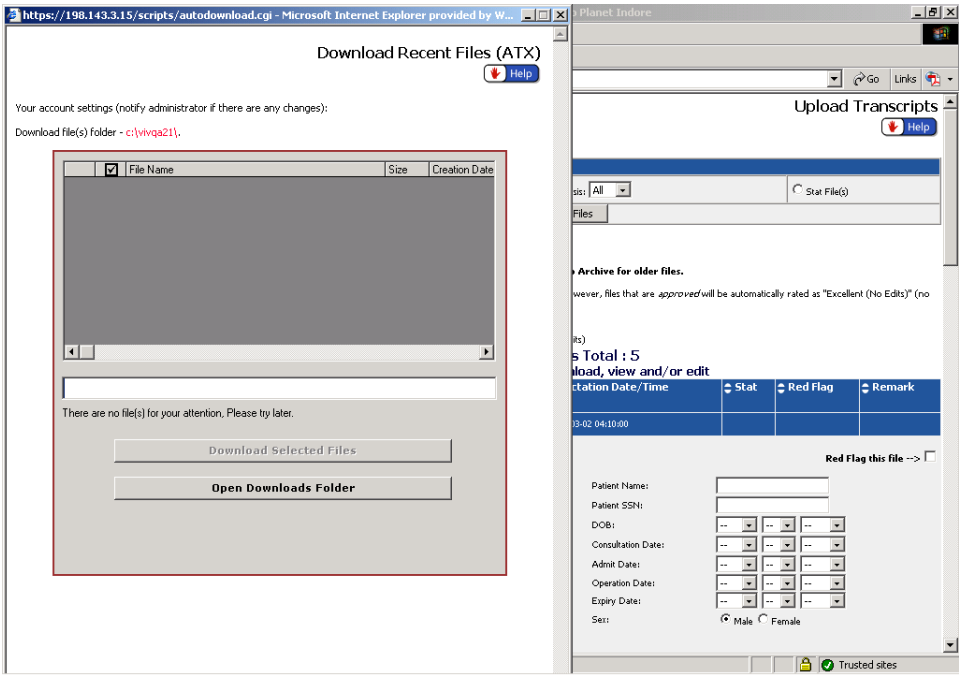
# Template Archive

The Template Archive is a store of all the templates uploaded by the doctor.



**Column details:**

1. Template ID: This column displays the ID assigned to the template by the system when uploaded.
2. Template: This column shows the name given to the template by the doctor while uploading.
3. File Name: This column displays the file name.
4. Owner ID: This column shows the doctor's ID who is the owner of the file.
5. Default: Shows the tick mark with a "Default" mouse-over image if the template was set default by the doctor while uploading.
6. Last Modified Date: Shows the date when the last modification was made to the template.
7. Remarks: This column shows the comment added by the doctor while uploading the template.

**Checkbox Functions**

The QA2 can check mark the templates and perform the following function:
- Download Selected Templates

# Search Records

Search Records helps to retrieve the medical (patient) records according to the selected search criteria.



Search Criteria are based on the following:

1. File Type - This gives the option to search an audio file or a document file.
2. Upload Date From – To: Select the period during which the file/files was/were uploaded.
3. Search on File Fields - Files can be searched on the basis of their fields – File ID, File Name, File Extension.
4. Search on file Ownership – Files can be searched on the basis of ownership –
   - Audio File-Dictator ID
   - Document File - Transcriptionists ID – Here the account user ID is displayed that is of the QA1.
5. Search for Patient Details – Files can be searched on the basis of patient details: Name, Social Security Number (SSN), Medical Record Number (MRN), Date of Birth, Sex, Date of Consultation, Admission, Operation.
6. Search on Report – Files can be searched on the basis of report details: Report type, Location, Stat, Note
7. Search on Doctors – Files can be searched on the basis of doctor details: Providers Name, Referring Physician.

A new screen appears displaying the report of the searched file(s).

**If Audio File(s) is/are retrieved**
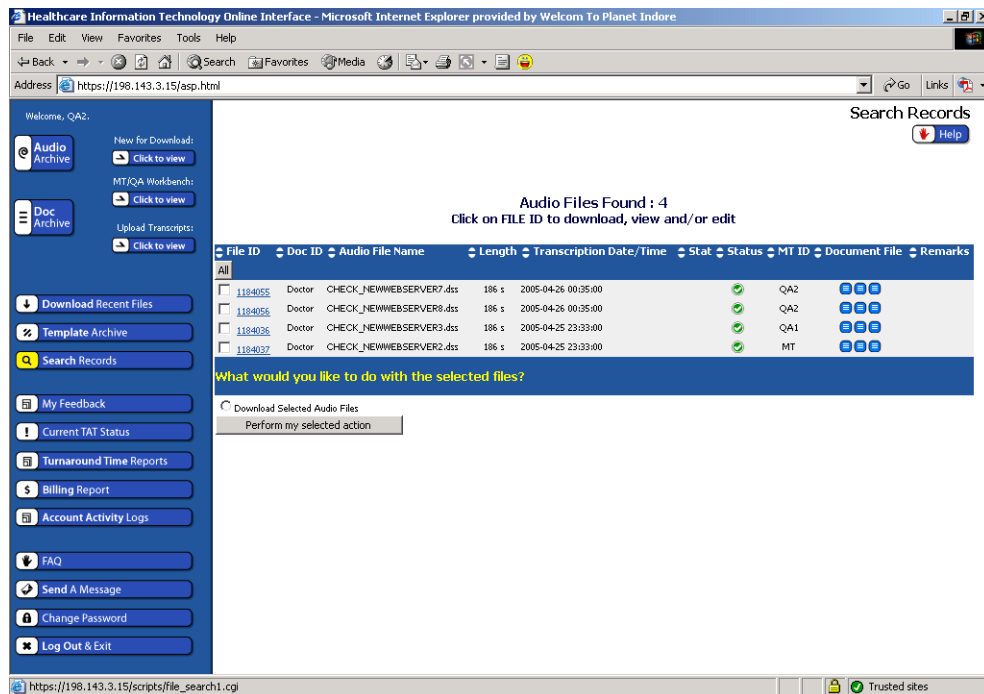


**Column Details**

1. File ID – This column displays the unique file ID assigned automatically by the system
2. Doc ID - This column shows the doctor (dictator) ID.
3. Audio Filename - This column shows the audio file name.
4. Length – This column displays the length of the audio file in seconds.
5. Transcription Date/Time – This column displays the audio file upload Date and Time as per EST.
6. Stat – A red tick is displayed in this column if the audio file is marked "Urgent" by the doctor.
7. Status – This column shows the file status with the help of a color schema.
8. MT ID – This column displays the MT/QA ID who last uploaded the file.
9. Document File – This column displays:
   - The orange button if the file is being transcribed or edited. Click this button to upload the document file.
   - The blue buttons for the complete MT/QA1/QA2 files depending upon the workflow set for the doctor.
10. Remarks – This column depicts the dictator's (doctor's) remarks for the transcriptionist.

**Checkbox Functions**

- Download Selected Audio Files

**If Document File(s) is/are retrieved**
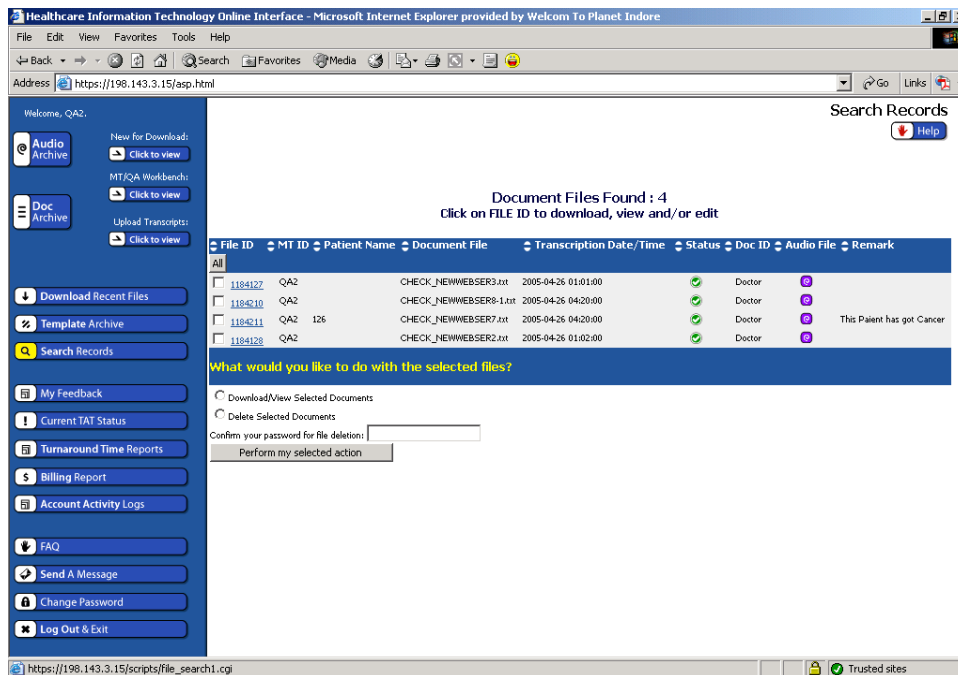


**Column Details**

1. File ID – This column displays the unique file ID assigned automatically by the system.
2. MT ID – This column shows the MT/QA1/QA2 ID who last uploaded the file.
3. Patient Name – This column displays the patient name.
4. Document File – This column shows the document file name.
5. Transcription Date/Time – This column displays the upload date and time of the transcribed file.
6. Status – This column shows the file status through a color schema.
7. Doc ID – This column displays the doctor ID.
8. Audio File – This column displays:
   - The green color button if the audio file is online. Click it to play the audio file.
   - The red button if the audio file is offline. Click it to send a message asking the administrator to make the file online.
9. Remarks – This column displays the comment made by the transcriptionist while uploading the file.

**Checkbox Functions**

Download/View Selected Documents

Note: More information will lead to less time consumption for the system to search for the files.

## My Feedback

My Feedback feature helps the QA2 to generate a summary or detailed report of the feedback that he gave for the QA1's performance at the time of file upload after editing.
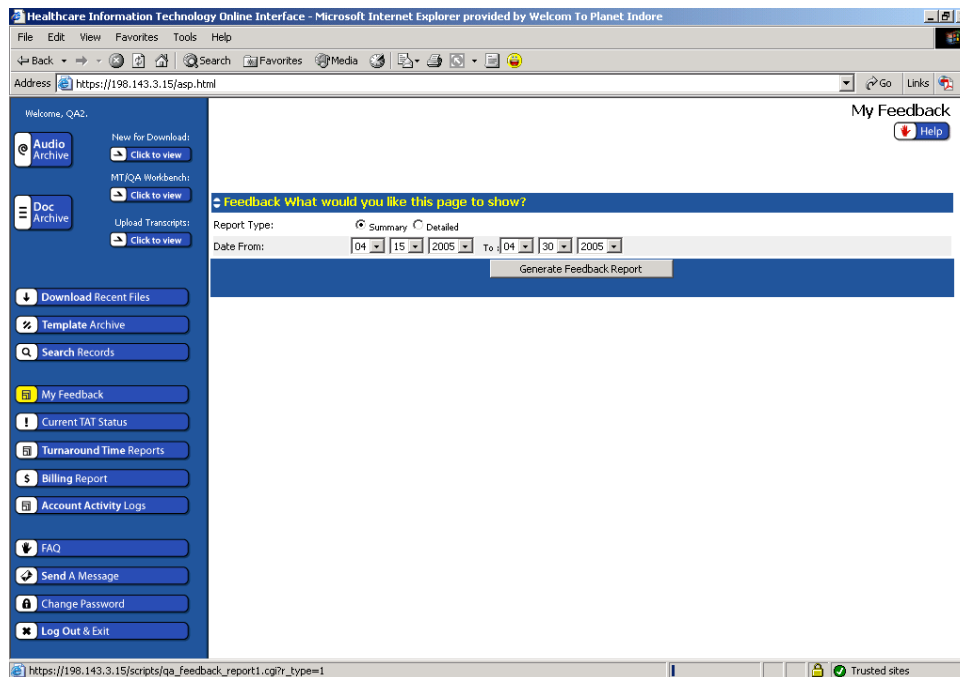


Summary report is the graphical representation of performance feedback of the QA1 given by the QA2. Three bars appear showing percentage of reports
– having errors
– which were accurate
– which were not rated.
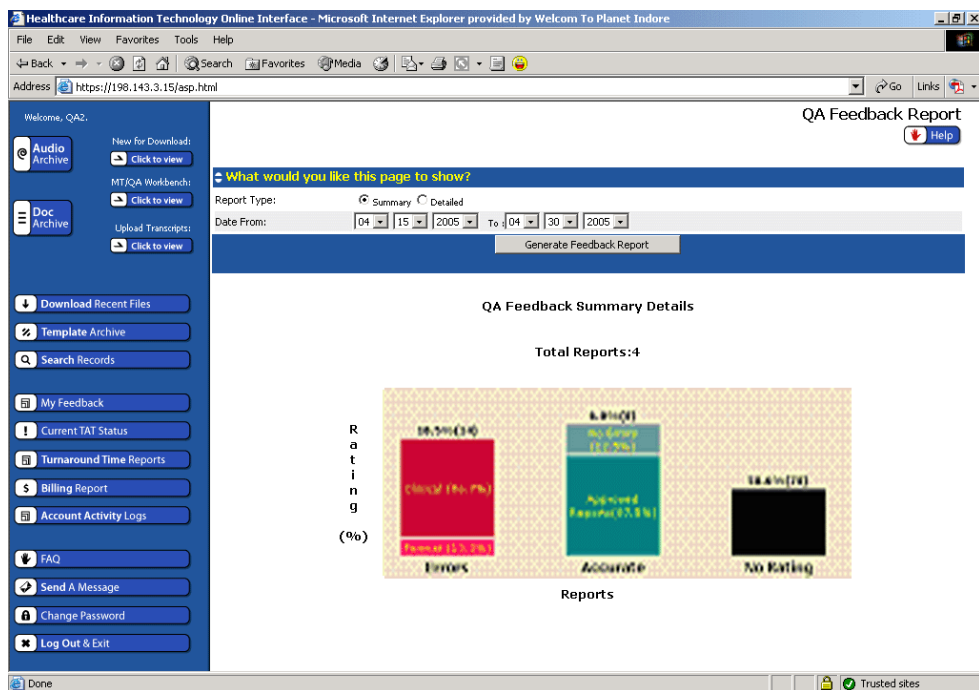
Detailed Feedback Report gives file-to-file feedback details.

# Current TAT Status

The Current TAT Status displays the TAT details of the files, which are still with the QA1 for editing. No activity can be performed from here as it is read only screen.
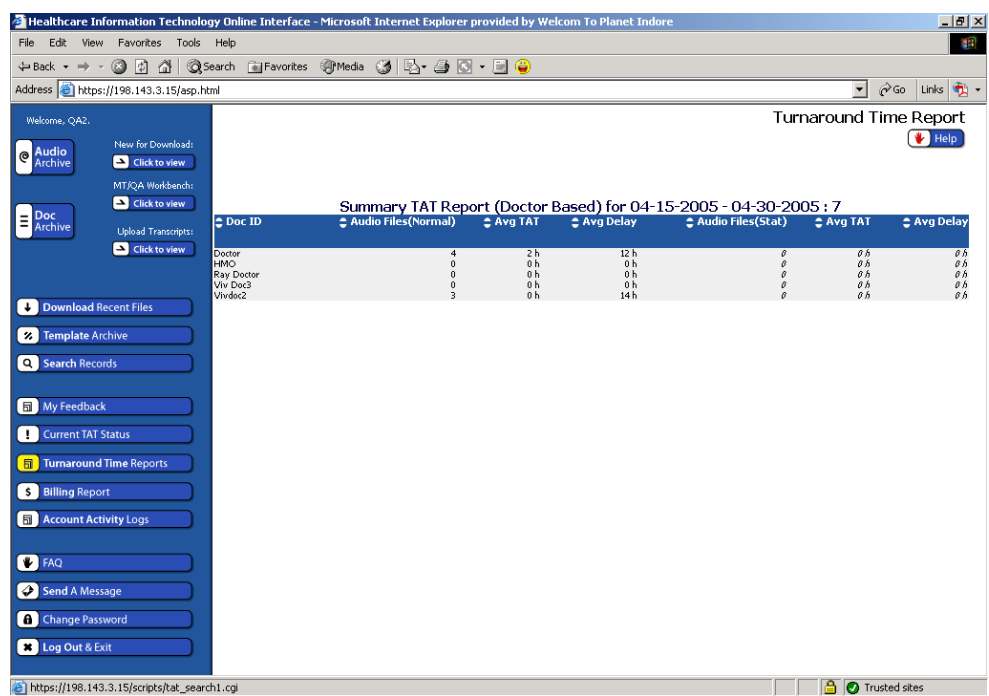
# Turnaround Time Reports

The Turnaround Time Report feature helps to generate a Summary or Detailed TAT report of the edited files on dictator account basis for the selected time duration.
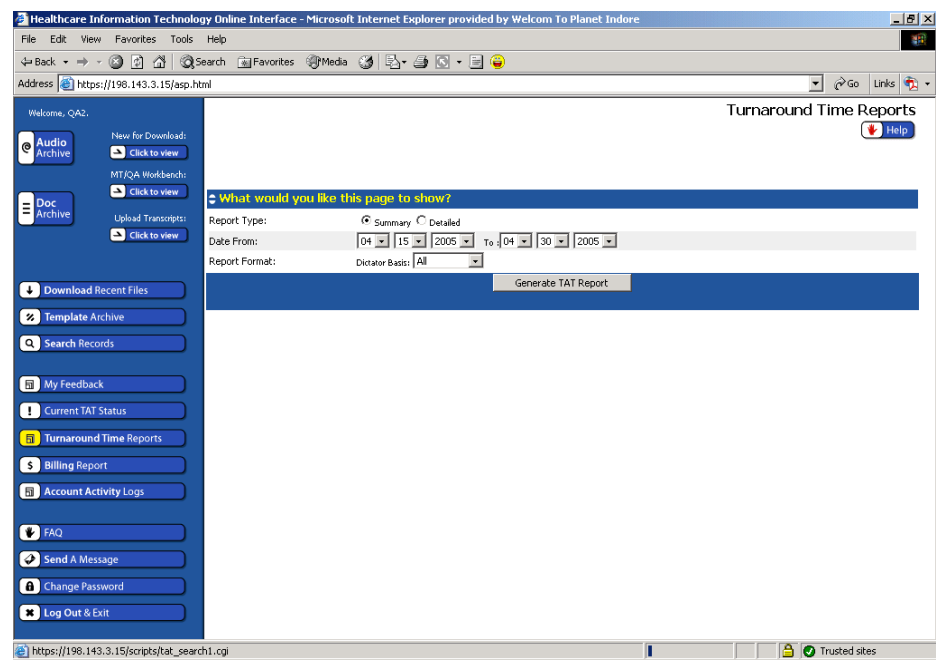


Summary TAT report displays the count of normal and stat (urgent) audio files, their average TAT and Average delay time for the selected doctor.

Detailed TAT report displays the file-to-file TAT details.

Turnaround Time Report

No activity for (Doc - 107s0)

Detailed TAT Report (Doctor Based - Doctor) for 04-15-2005 - 04-30-2005 : 4

| SNo | MT ID | Doc ID | Audio File ID | Dictation Date/Time | Document File ID | Transcription Date/Time | Set TAT | Actual TAT | Difference |
|---|---|---|---|---|---|---|---|---|---|
| 1 | QA2 | Doctor | 1184055 | 2005-04-26 00:35:00 | 1184211 | 2005-04-26 04:20:00 | 8 h | 3.8 h | ● |
| 2 | QA2 | Doctor | 1184056 | 2005-04-26 00:35:00 | 1184210 | 2005-04-26 04:20:00 | 8 h | 3.8 h | ● |
| 3 | QA2 | Doctor | 1184036 | 2005-04-25 23:33:00 | 1184127 | 2005-04-26 01:01:00 | 15 h | 1.5 h | ● |
| 4 | QA2 | Doctor | 1184037 | 2005-04-25 23:33:00 | 1184128 | 2005-04-26 01:02:00 | 15 h | 1.5 h | ● |
| | | | | Totals : | | | 46.0 h | 10.6 h | 35.4 h |
| | | | | Averages : | | | 11.0 h | 2.0 h | 8.0 h |

Detailed TAT Report (Doctor Based - Vivdoc2) for 04-15-2005 - 04-30-2005 : 3

| SNo | MT ID | Doc ID | Audio File ID | Dictation Date/Time | Document File ID | Transcription Date/Time | Set TAT | Actual TAT | Difference |
|---|---|---|---|---|---|---|---|---|---|
| 1 | MT2 | Vivdoc2 | 1159373 | 2005-04-16 05:07:00 | 1159374 | 2005-04-16 05:09:00 | 6 h | 0 h | ● |
| 2 | MT2 | Vivdoc2 | 1159371 | 2005-04-16 05:00:00 | 1159372 | 2005-04-16 05:01:00 | 6 h | 0 h | ● |
| 3 | MT2 | Vivdoc2 | 1159368 | 2005-04-16 04:44:00 | 1159369 | 2005-04-16 04:50:00 | 6 h | 0.1 h | ● |
| | | | | Totals : | | | 18.0 h | 0.1 h | 17.9 h |
| | | | | Averages : | | | 6.0 h | 0.0 h | 5.0 h |

No activity for (Doc - 110s107)

No activity for (Doc - 1549s1548)

## Billing Report

Billing Report feature enables the QA2 to generate a Summary or Detailed billing report on specific doctor account and file type (audio or document) basis for the selected date range.

Billing Reports

What would you like this page to show?

Report Style: ● Summary - Show only totals for each account ○ Detailed - Show file details for each account
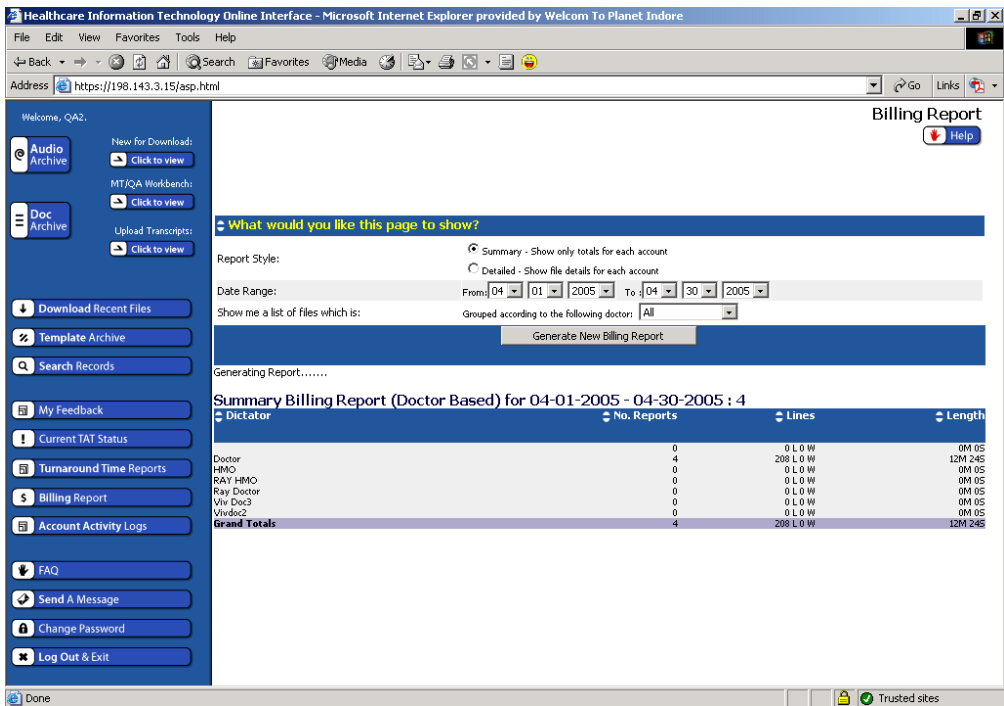
Date Range: From: 04 01 2005 To: 04 30 2005

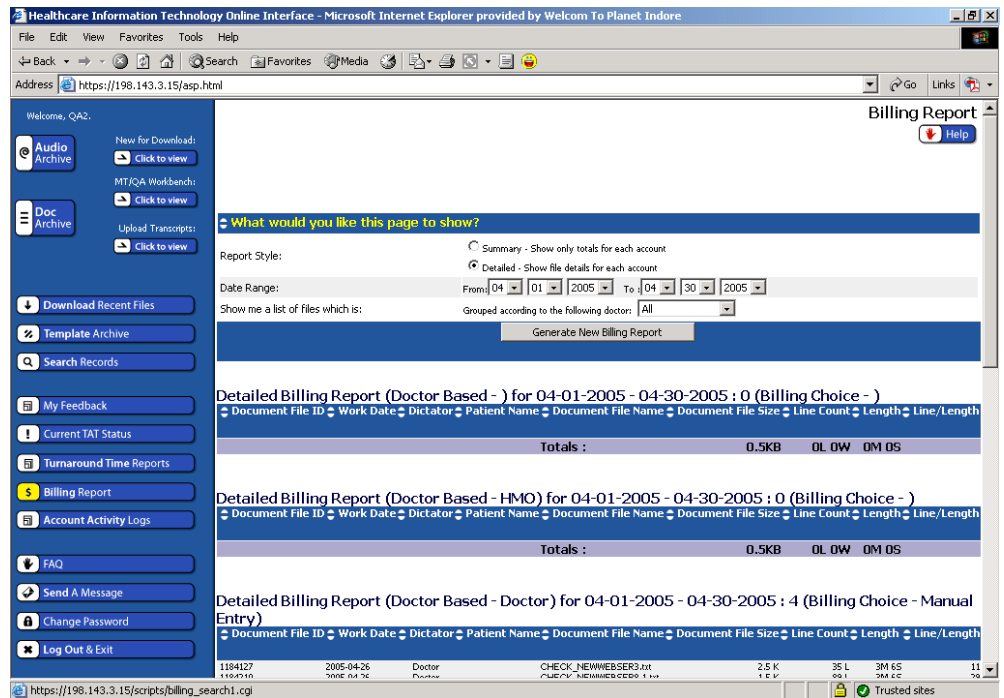Show me a list of files which is: Grouped according to the doctor: All

Generate Billing Report

Summary billing report shows number of reports, line count and number of audio files for the selected doctor.
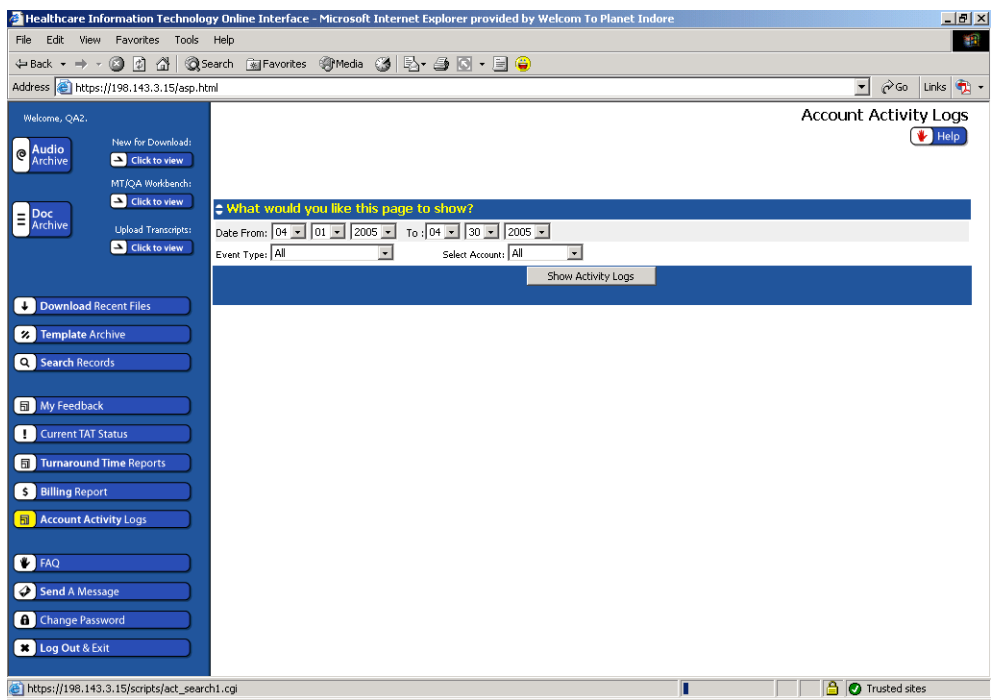


Detailed billing report displays the file-to-file billing details for the specific account for the selected date range.
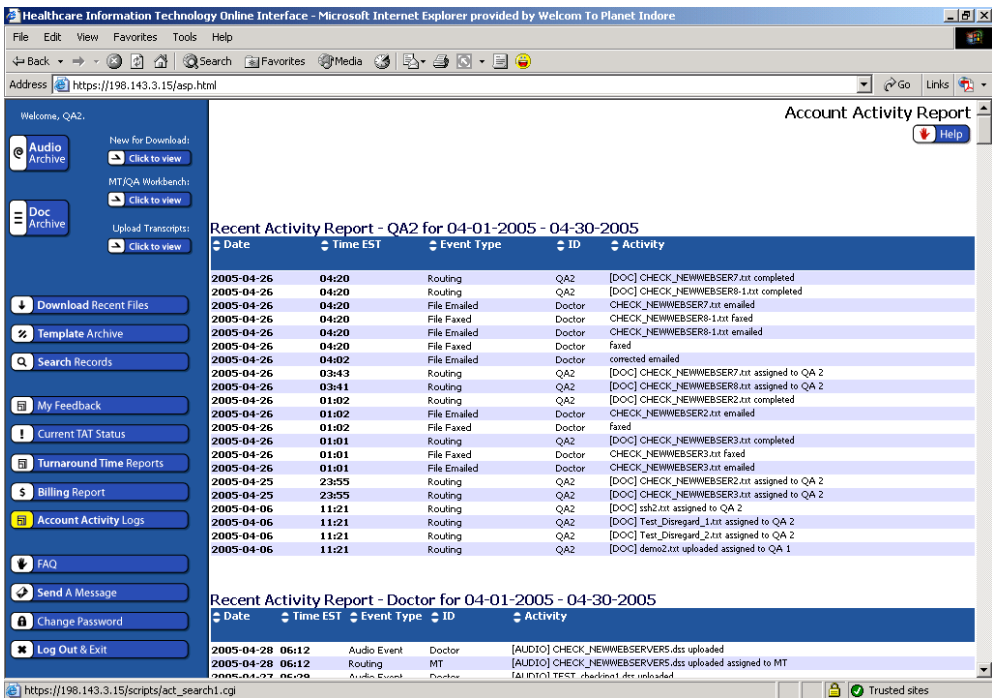
# Account Activity Logs

The Account Activity Logs option helps the QA2 to generate his account activity report on event type and his account or specific doctor account basis for the selected date range.
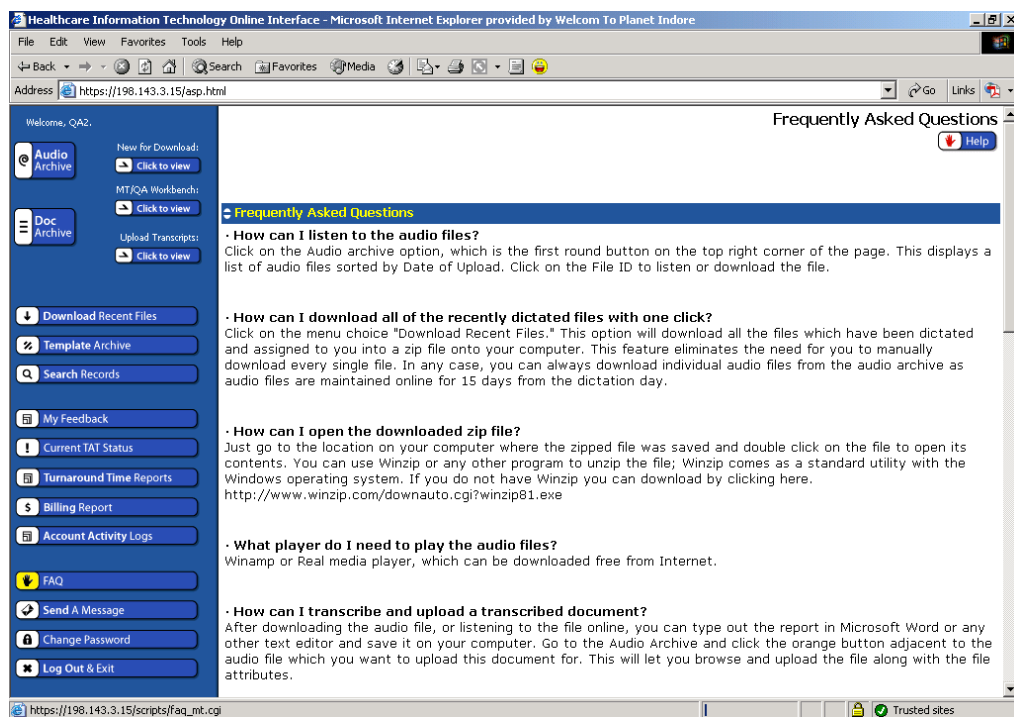


Account activity report displays the details such as date, time, event type, event type and description of event.

# FAQ

FAQ refers to Frequently Asked Questions, which act as quick reference for the QA2 for his general queries. On clicking the FAQ option on the navigation menu, you get the screen similar to the one below.
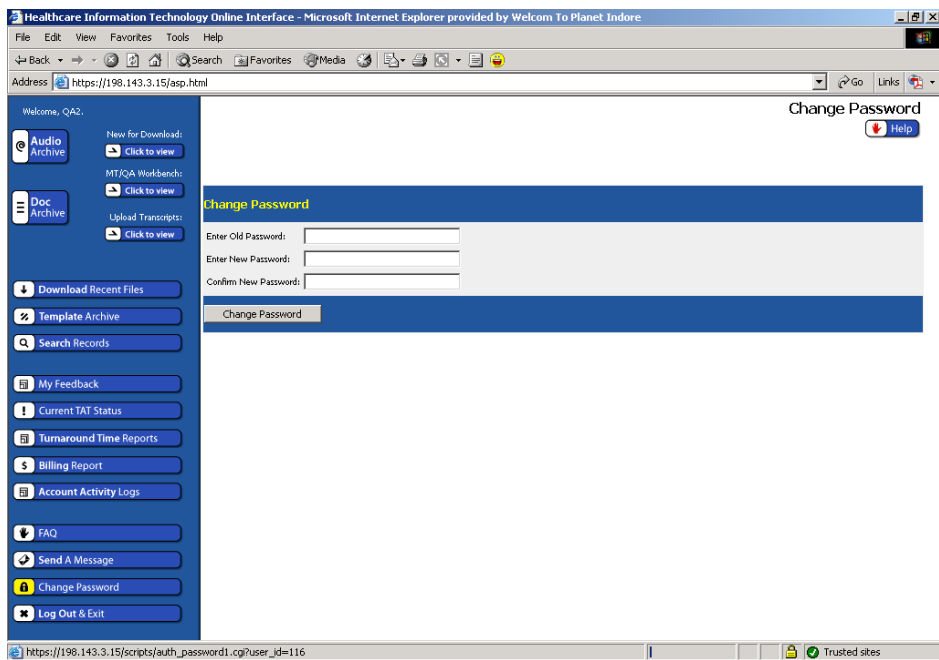
## Send A Message

The Send Message Function feature helps the QA2 to send messages concerning technical problem to the site administrator and to the MTs/QAs regarding transcription problem. In both the cases, message will be sent to MT Administrator.
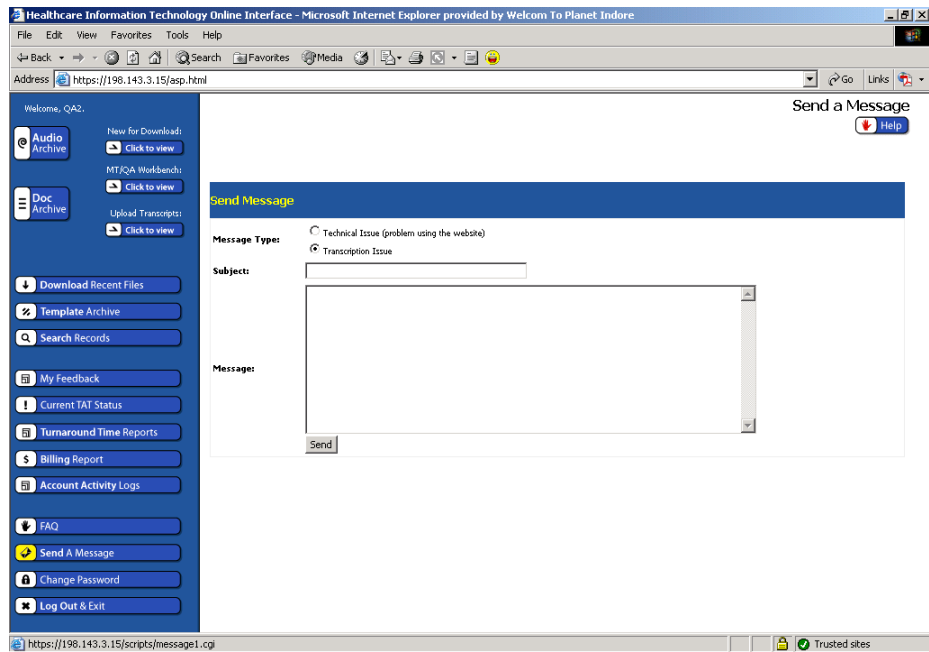


## Change Password

This feature enables the QA2 to change his account password.

## Exit

When QA2 clicks this option, he is logged out of the system.

## Help Documentation

Help Documentation is one of the most important features of any software as it is a link between the user and the software. On every page you can see such help image

. On clicking this image, another window opens. When you go through this help documentation you will be having a thorough knowledge of the feature.

*If you are interested in an online demo or to receive more information, please contact our Sales Department at sales@STATscriptOnline.com.*
*We are looking forward to hearing from you!*