

## Customer Testimonial

### DocQment Enterprise Platform™

**Michelle Ordway**  
**Transcription Manager, Munroe Regional Medical Center**  
**Ocala, Florida**

I was first introduced to DocQment Enterprise Platform™ by my MedQuist Technician, but I didn't have the opportunity to try it until I went to MedQuist's annual user conference. Once I tried it, I loved it! There was a minimal capital investment, and it was so logical and easy to use.

Our original transcription workflow system was old – nine years, to be exact. Our Medical Transcriptionists (MTs) would dial in to get access, which is a very slow and very expensive process. Jobs had to be batched and sent several times a day. Additionally, the system kept locking up, causing the MTs to repeatedly reboot their computers – a big time waster. The system was good in its day, but its time had definitely come.

I found that keeping my MTs motivated and satisfied with the old system was difficult, so I pushed for DocQment Enterprise Platform. This was a quality system that would address all of my issues. The reporting capabilities were much more advanced. Plus, service was key – since I always had great service with MedQuist, I wanted to stay with them. The Technician was always so helpful. They would stay with a project or issue until the problem was resolved.

Once we installed DocQment Enterprise Platform, some of my MTs were up and running at their normal speed in about one week, with the rest of the staff back to regular production levels during the next two to four weeks. There were two reasons for the quick transition – they were able to copy over their normals (now called expansions), and they too found the system easy to use.

Because DocQment Enterprise Platform is an ASP solution, I was able to open up my labor pool and fill some positions with qualified individuals. Remote employees can easily access and work seamlessly within the system. Basically, anywhere you have high-speed Internet and a computer, you can access DocQment Enterprise Platform! Best of all, we eliminated dial-up.

DocQment Enterprise Platform also reduced our need to outsource transcription, in spite of increased dictation volume and the retirement of two MTs.

MedQuist offers a combination of great service and quality technology working together to help HIM run efficiently and smoothly.



We provided our chart completion team leader with access to the document management tool of DocQment Enterprise Platform, which was an added benefit to our HIM department as a whole. Now she can simply key in a patient's medical record number to see if a deficient dictation has been completed by a physician. We have also utilized the tool for dictation compliance, making sure HPs and Operative Reports are dictated timely in accordance with federal and state regulations and guidelines. It is very helpful to have the ability to grant specific access rights as needed per the individual's role within HIM.

**MedQuist Inc.**  
**1000 Bishops Gate Blvd., Suite 300**  
**Mount Laurel, New Jersey**  
**08054-4632**  
**www.medquist.com**  
**1-800-233-3030**