



## Healthcare Documentation Creation Best Practices Strategies for Working with MTSOs

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While managing dictation challenges and coordinating the improvement of dictation practices may be more easily accomplished in physician practices, clinics, and hospital settings, there are strategies for working with a medical transcription service organization (MTSO)—whether fully outsourced or just overflow—that can be implemented to promote quality of dictation and to address issues or challenges that may arise in the course of business. Consider the following recommendations for good communication:

1. **Assign a facility contact to work with the MTSO contact.** Ensure your MTSO business contract lists a contact person at each healthcare facility or physician office that will assist the MTSO in handling issues regarding such situations as difficulty in hearing the dictation, phone line or recorder malfunction, or information left off the dictation (e.g., patient name, medical record number, etc.). The method of communication, whether by phone call, fax, or a message sent through the software platform to your organization, should be determined and used on a consistent basis.
2. **Ensure all discrepancies are reported and corrected by the facility.** The facility contact person should report to the physician any corrections or additions that need to be made to a document. Any issues of discrepancy, such as left/right, male/female, etc., are to be flagged and sent to the physician for clarification.
3. **Ensure all corrections by the facility are made and revised documents returned.** The MTSO is responsible for receiving phone calls or other means of communication from the client on issues raised by the facility, such as an error found in a patient's name, medical record numbers, demographics, etc. The appropriate changes should be made and revised documents submitted back to the facility in a timely manner.
4. **Communicate regularly.** It is recommended that the healthcare facility and the MTSO have regularly scheduled calls to touch base. Keep the lines of communication open between the MTSO and the healthcare facility. Consider the MTSO as a partner who will help to provide timely high-quality healthcare documentation.