All-in-one platform for medical dictation, transcription and documentation

A web-based solution for creating and managing dictation, transcription, data delivery and storage

Anytime, Anywhere

Global Transaction Services offers a suite of applications used by healthcare providers and medical documentation personnel to streamline the medical documentation process.

At Global Transcription Services we provide professional and accurate online medical transcription services that make your life easier. Our medical transcription expertise, combined with the latest secure technology, helps you manage your practice or department so you can take care of the people who need it most, your patients.

◯ **Accurate**	🌐 **Online accessibility**
🕐 **24-hour turnaround**	✉ **Electronic document delivery**

Whether you work at a large hospital or at a private medical practice, we have a technology solution to quickly and efficiently capture patient correspondence.

Powered by the Emdat suite of applications, our transcription solution will address the unique needs of each facility. With customisable features that cater to a range of system-wide, speciality, location and individual user needs, our technology can mirror and automate current documentation workflows to maintain the documentation status quo, all within a quick 'go live' timeframe.

EMDAT
THE ENGINE THAT POWERS MEDICAL TRANSCRIPTION

ABOUT GTS

A dictation and transcription platform that's calling your name

At Global Transcription Services we provide a seamless and cost-effective online medical transcription solution. Our team of highly experienced medical typists can simply release the pressure valve by streamlining your online transcription needs.

Global Transcription Services has been operating for 12 years. We partner with private practices and public hospitals, and are a trusted online medical transcription service resource that values both efficiency and privacy.

We use the EMDAT medical transcription technology system, known for its all-in-one platform for medical transcription and documentation and its ability to mimic the clinic workflow and route documentation automatically. We also specialise in electronic document delivery via Argus, Medical-Objects, ReferralNet and Healthlink.

Offering unrivalled support every day of the year, our team should be your first point of call when it comes to accurate, fast and trusted online transcription services.

Your preferred transcription solution

Right on the money

Clinicians can focus more of their energy on caring for patients.

Turnaround time that turns heads

It's much faster to edit transcriptions than to type them.

Free flowing

Track and manage the clinical documentation process from dictation through transcription/editing, electronic signature, and document distribution. From automatic routing to comprehensive audit trails, our workflows are designed for the way your administrative or transcription team works.

WHY GTS?

24hr Turnaround

At GTS we have a proven implementation and management plan that ensures smooth and timely deployment of your documents.
Our specialised team work with leading technology to ensure rapid turnaround times.
This means we can support you during peak times, providing accurate medical transcription that enhances your organisation's productivity.

Year-Round Support

Our guaranteed 365 support means that no matter the time of year, we can provide round-the-clock support to administrators, practice managers and clinicians.
Let GTS focus on your paperwork so you can deliver better outcomes to your patients.

Secure Documentation

We offer secure and compliant cloud hosting that ensures documents are worked on securely. The documents are delivered using the industry leading EMDAT software solution. We also have comprehensive disaster recovery processes should anything unexpected occur.

Cost-effective Resource

Built for the way clinicians work. By offering multiple ways to capture audio files, clinicians can document the way that works best for them, from mobile app to recorder to telephone.

Efficiency & care

Easy-to-use mobile applications ramp up the efficiency of dictation, improve content and free clinicians to spend more time and attention on patient care.
Improve documentation speed, reduce documentation costs and work the way that best meets the workload demands of the speciality clinic. For providers who prefer to use transcription, our end-to-end documentation mobile applications offer anytime, anywhere flexibility.

Productivity at the speed of sound

Clinicians can document patient correspondence quickly and efficiently. Clinicians dictate on their terms with highly accurate, flexible, and intuitive tools.
Our medical transcriptionists can transcribe patient correspondence in a matter of hours. Administrative staff have visibility into the entire transcription workflow — from dictation to document distribution.
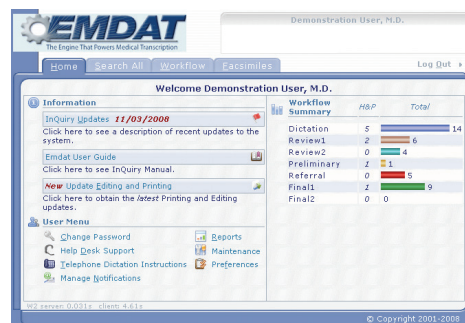
info@globaltranscriptionservices.com

HOW IT WORKS

At GTS we believe in keeping things simple. That's why it's never been easier to outsource your medical transcribing services. Our process is simple, fast, efficient and cost effective.

Our integrated web based medical transcription technology (EMDAT) provides an all-in-one solution keeping you informed at every stage of the workflow process.

The system facilitates full integration with EHR, EMR systems as well as many other clinical software applications.
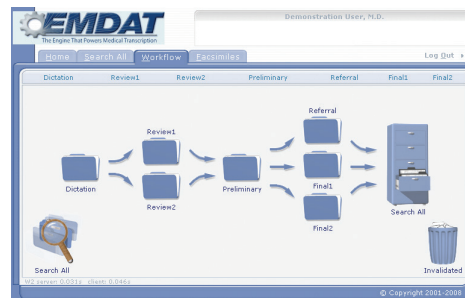
1

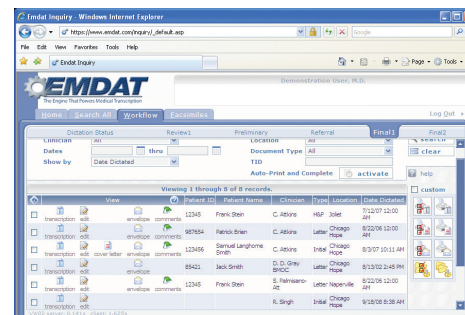An email will be sent notifying you that your letters are ready for review

2

Your letters can be reviewed online from any internet connection

3

The workflow has been designed to be fast, efficient and cost effective

✉ info@globaltranscriptionservices.com
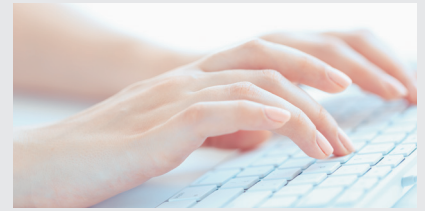
HOW IT WORKS

Record

Patient correspondence can be recorded via a
• dictaphone
• a smart mobile device
• PC microphone
• or a landline telephone

Integrate

Patient demographics and referring doctor information are SECURELY uploaded automatically or with a single mouse click ensuring accurate patient demographics and referring doctor details are made available to our medical transcriptionists. Once the letters have been reviewed and signed off they are SECURELY sent back so that they can be automatically or with a single mouse click imported into the patient file in your clinical software application.

Transcribe

Our experienced team will transcribe your documents within 24 hours. Urgent letters can be transcribed within a 2 hour time-frame.

Review & Sign

Clinicians will be notified when letters are ready for review. The technology platform allows for online review, editing, and electronic sign off.

Distribution

Letters can either be printed and mailed, sent via electronic document delivery or, e-Fax.

GTS offers a printing and postage service.
Please **contact us** for more information.

E-Delivery

Save time and money by sending all letters electronically via our secure message exchange.

Once the letters have been reviewed by you, all it takes is one click of the mouse to send them via your chosen provider. We have created interfaces with Argus, Healthlink, Medical Objects and ReferralNet. Once the letters have been dispatched they will be automatically filed away in your own software or practice management system.

SERVICES

Outsource

Ensure optimal practice performance by outsourcing your transcription to the team of pecialists at Global Transcription Services. Our qualified medical transcription teams cover all specialties and facility size. Whether you are a single practice or a large hospital, we have you covered. Our experience in the medical industry makes your processes easier by allowing you to cater for peak demands while meeting all deadlines.

Outsourcing is also the smart way to reduce operating costs. No longer do you need to employ costly temporary staff to help keep up with the workload. Our team fills the gap by providing accurate, fast-turnaround online medical transcription services that seamlessly fit in with your practice workflow.

Co-Source

We understand that larger healthcare providers need in-house typists on-hand and close to the action. However, peak demand times, staff leave, and sickness can leave organisations in the lurch.

That's why we offer a co-sourcing model where we work together to increase the efficiency of your organisation. At Global Transcription Services our skilled medical transcription team works alongside your in-house typists to make sure you stay ahead of the game and avoid those dreaded backlogs. No longer do you need to hire emergency temp staff or to put unrealistic pressure on your current team. We offer a simple solution that integrates seamlessly with your practice and provides unrivalled turnaround times.

Our online transcription portal allows you to access your transcriptions and upload anytime, anywhere 365 days of the year.

Backlog/Overflow

Over the years we have become a backlog back-stop. That essentially means that hospitals, facilities and practices call on us to stop their backlog from growing into a problem.

Our fast, accurate and experienced online medical transcription services take care of all your transcription needs leaving you to focus on your practice and your patients. Whether it's at a day's notice or organised in advance, we are there when you need us most.

Privacy & Compliancy

At Global Transcription Services we take our obligations under the privacy act seriously.

We are legally bound by The Privacy Act that sets out 13 Australian Privacy Principles (APPs).

✉ info@globaltranscriptionservices.com

TECHNOLOGY

Using technology to keep your data secure

Global Transcription Services has been providing high quality online medical transcription services to hospitals, private practices and healthcare facilities for many years. We prioritise the security of data at every single touchpoint thanks to the latest technology.

We know that the confidentiality of both your patients' records and general practice data is of paramount importance and that's why we have also implemented processes that ensure compliance is maintained.

Our online technology and policy ensures:

• The sharing of data remains in our control at all times.
• The safety of your information in both delivery and storage.
• The availability of data to authorised users ONLY.

TECHNOLOGY

All data is stored and processed in Emdat servers in a secure data centre. The servers run in a VMware environment and use Windows Server 2016 and SQL server 2017 CU2. Data-at-rest in the data centre is encrypted. The environment is designed and configured to be highly redundant; any single failure of a communication device, server, or storage device will not stop operations. It has redundant access to the two Internet backbone providers. The data centre has redundant public power supplies, an engine generator, redundant air conditioning systems, and is highly secure.

When a transcription is received, or any edited transcription is received in the Emdat data centre, it is immediately copied to two additional storage arrays within the primary data centre. Within 5 minutes, it is copied to a global storage array in the secondary data centre. Each night a full backup is performed from the primary data centre to the secondary data centre.

Emdat's uptime exceeds 99.9% outside of scheduled maintenance periods.

The Emdat data centre houses all the data that comprises a Client including the client configuration, dictations (audio files), and transcriptions. Dictations are saved for 90 days. Transcriptions are saved as long as the client is active.

All data on a device in the data centre is scrubbed in accordance with the Media Disposal and Re-Use Policy (form 18).

Data moved between data centres is encrypted with a Virtual Private Network service over the high-speed regional network.

SYSTEM OVERVIEW

INFRASTRUCTURE AND DATA FLOW DIAGRAM

PRICING

Our services are billed by the 'line'.

A line is defined as 65 characters. The software will add up all the characters typed and divide by 65 to get the number of lines.

Note: Headings, standard paragraphs and macros can be classified as "Qualified Text". This is charged at a reduced rate.
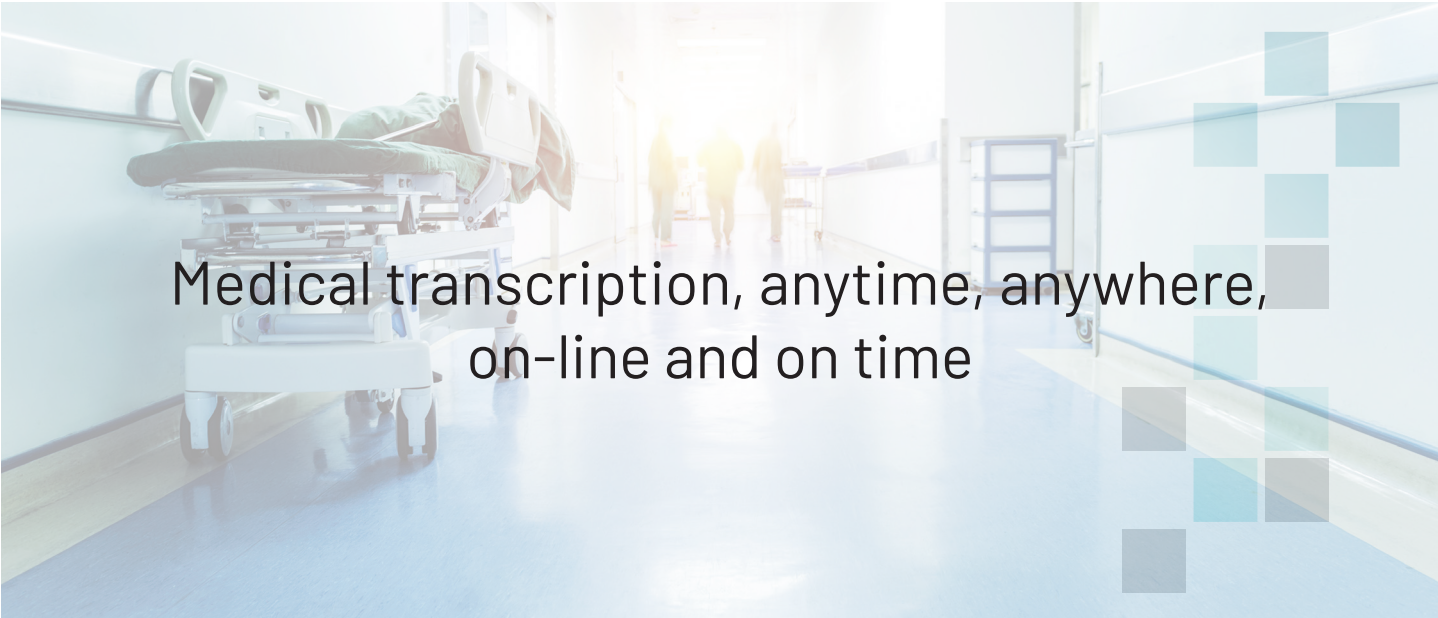
Document pricing: We charge per document for certain types of reports.

INTEGRATION PARTNERS

E-DELIVERY PARTNERS

Medical transcription, anytime, anywhere, on-line and on time

GTS GLOBAL TRANSCRIPTION SERVICES

📞 1300 551 568

✉ info@globaltranscriptionservices.com

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