

Component II: Administrative

Module B: Medical Office Records

Topic 3: Transcription, Editing and Auditing

Statement of Purpose

To prepare the learner with basic knowledge and skills necessary for medical transcription, editing, and auditing.

Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. Discuss current changes in medical transcription job skills and competencies.
3. Describe the skills needed by a Medical Transcriptionist from standard transcription to speech recognition technology.
4. Identify types of transcription equipment.
5. Effectively use reference materials in transcribing or editing a document.
6. Apply the use of special medical transcription knowledge.
7. Demonstrate the ability to proofread a document.
8. Identify the tasks of medical transcription auditing and quality assurance.

Terminology

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| 1. Application Service Provider (ASP) | 13. Operative Note (OP) |
| 2. Audit | 14. Pathology Report (PATH) |
| 3. Confidential reports | 15. Physician Desk Reference (PDR) |
| 4. Consultation Report (CONS) | 16. Proofread |
| 5. Current Procedure Terms (CPT) | 17. Quality assurance |
| 6. Dictation | 18. Medical coding |
| 7. Electronic Health Record (EHR) | 19. Medical dictionary |
| 8. Format | 20. Radiology Report (RAD) |
| 9. Health Care Administration Center for Medicare and Medical Coding System (HCPCS) | 21. References |
| 10. History and Physical (H&P) | 22. Software |
| 11. International Classification of Disease (ICD) | 23. Telecommunications |
| 12. Modem | 24. Transcription |
| | 25. Voice recognition software |
| | 26. Voice synthesizer |

References

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3. Diehl, M. (2012). *Medical Transcription Techniques and Procedures* (7th Ed.) St. Louis, MO: Elsevier Saunders. Health Professions Institute, (2007) *Medical Transcription: Fundamentals and Practice*, 3rd Ed., Upper Saddle River, NJ: Pearson Prentice Hall.
4. Blesi, M., Wise, B.A., & Kelley-Arney, C, (2012) *Medical Assisting Administrative and Clinical Competencies* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.

5. Malone, C., (2013). *Medical Office Management*. Upper Saddle River, NJ: Pearson/Prentice Hall.
6. Sabin, Williams, (2010), *The Gregg Reference Manual: A Manual of Style, Grammar, Usage and Formatting, 11th Ed.* New York, NY: McGraw Hill/Irwin.
7. Proctor, D. B., & Young-Adams, A. P. (2011). *Kinn's The Medical Assistant: An Applied Learning Approach* (11th Ed.). Philadelphia, PA: Saunders Elsevier.

Content Outline/Theory Objectives	Suggested Learning Activities
<p>Objective 1 Spell and define key terms.</p> <ul style="list-style-type: none"> A. Review the terms listed in the terminology section. B. Spell the listed terms accurately. C. Pronounce the terms correctly. D. Use the terms in their proper context. 	<ul style="list-style-type: none"> A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman, and concentration. B. Administer vocabulary pre-test and post-test. C. Discuss learning gaps and plan for applying vocabulary.
<p>Objective 2 Discuss current changes in medical transcription job skills and competencies from standard transcription to speech recognition technology.</p> <ul style="list-style-type: none"> A. History and development of speech recognition technology. B. Basic scientific terms related to speech recognition technology. C. Differences between front-end and back-end speech recognition technology. D. Productivity and quality issues. E. The role of speech recognition technology in the electronic medical record. F. Implications of speech recognition technology on the future of the medical transcription industry. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Have students research the Association for Healthcare Documentation Integrity (AHDI) website http://www.ahdionline.org (formerly American Association of Medical Transcriptionists) to investigate changes in the career field.
<p>Objective 3 Identify types of transcription equipment.</p> <ul style="list-style-type: none"> A. Traditional (oral) dictation unit <ul style="list-style-type: none"> 1. Cassette unit. 2. Micro-cassette unit. B. Traditional tape transcription unit <ul style="list-style-type: none"> 1. Basic transcriber unit <ul style="list-style-type: none"> a. Keyboard or typewriter with software. b. Tape player unit with volume and speed adjustment. c. Headset used to eliminate distracting external noises. d. Earplugs (good practice not to share). e. Foot control used to start, stop, fast-forward and rewind tape. f. Video display terminal, if using a computer or word processor. g. Tone dial, change the bass or treble of a voice. h. Counters for ease in locating certain reports and judge the length of a document. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings

<ul style="list-style-type: none"> i. Instruction manual on use. 2. Digital systems similar to music downloaded over the Internet through your personal computer <ul style="list-style-type: none"> a. Computerized voice processing machine or voice synthesizer. b. Remote digital dictation system. c. Remote transcription unit or port. d. Telecommunications systems including dedicated phone line or lines, modems, and fax capabilities. e. Advanced computer systems designed to accommodate the multiple types of dictation systems available. f. Software programs available in variety of packages depending on their intended use. 3. Electronic health records (EHR) <ul style="list-style-type: none"> a. Templates for documents available. b. Document edited for accuracy after entering then added to the medical record. 	
<p>Objective 4 Effectively use reference materials in transcribing or editing a document.</p> <ul style="list-style-type: none"> A. Drug index and catalogs <ul style="list-style-type: none"> 1. Physician's Desk Reference (PDR). 2. The "pill" book. 3. American Drug Index. 4. Pharmaceutical Company web pages. B. Medical dictionaries <ul style="list-style-type: none"> 1. Stedman's Medical Dictionary. 2. Taber's Cyclopedic Medical Dictionary. 3. Mosby's Medical Dictionary. 4. Dorland's Medical Dictionary. 5. General English Dictionary. C. Grammar reference book. D. Medical abbreviations. E. Medical specialty word books, available in multiple specialties <ul style="list-style-type: none"> 1. Pathology and laboratory. 2. Radiology. 3. Surgical word books. 4. General medicine. 5. Others as required <ul style="list-style-type: none"> a. Periodicals. b. Specialty magazines. F. Medical word books of systemic words <ul style="list-style-type: none"> 1. Medical and health sciences word books. 2. Webster's medical word speller. 3. Medical terminology book. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Show examples of reference materials. D. Give students words to look up.

<p>G. Medical coding books</p> <ol style="list-style-type: none"> 1. Current Procedural Terminology (CPT). 2. International Classification of Disease (ICD). 3. Health Care Financing Administration (Center for Medicare and Medicaid) Common Procedure Coding System (HCPCS). 	
<p>Objective 5 Apply the use of special medical transcription knowledge.</p> <ol style="list-style-type: none"> A. Knowledge of medical terminology. B. A thorough understanding of anatomy and physiology. C. Business English skills <ol style="list-style-type: none"> 1. Vocabulary. 2. Grammar. 3. Spelling. 4. Punctuation. 5. Capitalization. D. Formatting <ol style="list-style-type: none"> 1. Hospital reports; inpatient or outpatient <ol style="list-style-type: none"> a. History and physical report (H&P). b. Discharge summary (DS). c. Operative note or report (OP). d. Consultation report (CONS). e. Pathology reports (PATH). f. Radiology reports (RAD). 2. Medical office charting and correspondence <ol style="list-style-type: none"> a. Chart notes use SOAP or other format <ol style="list-style-type: none"> 1) Work-up. 2) Check-up. 3) Follow-up. b. Medical office correspondence <ol style="list-style-type: none"> 1) Letters, multiple types. 2) Medical charting correspondence, including summaries. c. Other types of correspondence <ol style="list-style-type: none"> 1) Form letters. 2) Curriculum vitae. 3) Scientific and medical reports. 4) Medical office business formats. <ul style="list-style-type: none"> • Forms <ul style="list-style-type: none"> ○ New patients. ○ Consents. • Reports <ul style="list-style-type: none"> ○ Accounting. ○ Payroll. ○ Taxes. ○ Worker's compensation. 	<ol style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Have students practice transcribing skills while formatting a standard document. D. Investigate word processing applications specific to medical transcription.
<p>Objective 6 Demonstrate the ability to proofread a document.</p> <ol style="list-style-type: none"> A. Use of correct grammar. B. Proper use of punctuation. C. Correct spelling of words, terms and abbreviations. 	<ol style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Give students a document to

D. Appropriate and complete content.	proofread that has errors to correct.
Objective 7 Identify the tasks of medical transcription auditing and quality assurance. <ul style="list-style-type: none"> A. Review transcribed documents for accuracy. B. Review speech recognition transcribed documents for accuracy and content. C. Quality assurance and auditing techniques. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Have students edit/audit transcribed documents by listening to dictated and voice recognition content.