



Clinical Documentation Solutions Designed To Fit Your Organization

About Transcend

Transcend is a leading provider of clinical documentation solutions for healthcare organizations. We currently employ over 2,000 domestic medical transcriptionists and serve more than 325 customers. Transcend's clients include mid-size to large hospitals, health systems and clinics. Our headquarters are located in Atlanta, Georgia with data centers in Atlanta and Alpharetta, Georgia and a national customer support center in Brooksville, Florida.

Technology and workflow combined with advanced speech recognition create optimum productivity.

- Flexible and scalable to meet the changing needs of your organization
- Extensive and customizable reporting capabilities
- Superior connectivity – HL7 feeds to HIS systems, EMR, COLD feeds, Flat-file transfer, direct printing on network printers, direct faxing
- Significant costs savings and ROI through increased efficiencies and productivity
- Increased physician satisfaction through improved quality and turnaround times
- Quality that exceeds the standards set by AHDI

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Services that fit.

Clinical documentation is at the heart of everything Healthcare Systems do, and they trust Transcend to solve their challenges. In fact, our customer retention rate has consistently remained at 98%, beyond the industry average.

Through our experience interfacing with virtually every dictation and transcription system in the industry, we can tailor solutions to meet every customer need – even creating customized approaches by department so the information flow between your systems and ours is seamless. Transcend's unique service model is built around providing effective communications between customer service and our clients.

Resources that fit.

Transcend offers a range of outsourcing services to meet the unique needs of our customers. Transcend provides clinical transcription services for an entire organization, will handle after-hour reports or fluctuations in their transcription volume. Either way, every client receives Transcend's award-winning customer service and scalable technology solution.

By outsourcing your medical transcription to Transcend, you will benefit from:

- Qualified Medical Language Specialists without the need to hire, train or recruit
- Industry leading, guaranteed turnaround times
- Ability to manage fluctuating or increasing transcription volume
- Reduced revenue cycle time with accurate timely documentation
- Reduced capital expense

Choices that Fit.

Whether your needs are 100% outsourcing, weekend or holiday services, or full-scale technology implementation, Transcend will save your organization time and money.

- Receive voice from in-house dictation and transcribe directly into your Hospital Information System (HIS)
- Transfer voice from in-house dictation to Transcend's transcription platform
- Dictate directly into Transcend's transcription platform and transcribe directly into your organization's HIS system
- Document distribution systems that interface with in-house distribution systems

A Uniquely Qualified Partner that Fits.

So, why should you choose to partner with Transcend? Transcend is unique by providing a complete customer experience. Without the highest level of customer service, flexibility, and workflow expertise, your organization cannot realize the true ROI it should from a clinical documentation solution partner. It is not exaggeration to say that Transcend's entire company, from the configuration of our account teams to the accessibility of our senior staff, is organized around exceeding our customers' expectations.

While this equation may seem simple,
Fast Turnaround + Accurate Documentation + Exceeding Expectations
= Extremely Happy Customers

our customers tell us there's no other company who can consistently solve their medical documentation problems. They trust Transcend to be better. And, you should too.

Discover why it's better here.

Visit www.transcendservices.com