

POSITION DESCRIPTION – TRANSCRIPTIONIST

Reports to: Team Lead/Scheduling Services Manager

Direct Reports: None

Key Relationships: All Clinical and Administrative personnel; external customer groups, contractors and suppliers

ROLE SCOPE:

Transcribe Canopy doctors' letters and distribute to requested distribution list, following the prescribed process and turnaround times outlined below.

- Print off doctors clinic list (out of Mosaic or as emailed by Canopy) as checklist for number of letters to be written, correct name spelling, and tracking status of letters.
- Receive dictation via Speechlive website for your allocated Canopy doctors (doctors will be allocated by the transcription team line - manager).
- Type the letter in the format/process/system required, checking with the doctor over any queries.
- Submit the letter to the doctor for approval.
- Receive doctors amendments or letter approval.
- Amend letter if required.
- Distribute to recipient distribution list, by email (using your Canopy email address or the no-reply email address), unless records specify alternative letter delivery options (i.e. Post, EDI), in which case the preferred delivery mechanism is to be used where applicable. Include any extra attachments if requested by the clinician i.e. scan report.
- Follow up with doctors on any outstanding items as necessary to ensure transcription process is completed in accordance with the published transcription turnaround times.
- Run daily and weekly clinic audits for your doctor/s
- Provide flexibility, where possible, to cover for colleagues on leave.
- Any other tasks relevant to the role as needed by the team lead.

The above process is subject to refinement by CCC. Any changes will be notified to you in writing.

CANOPY TO PROVIDE:

- Secure access to the Canopy system (using a Canopy allocated device)
- Letter format template
- Training
- Regular feedback
- IT Support (via RICOH)
- Canopy loan Tablet/Laptop

CONTRACTOR TO PROVIDE, WITHIN THEIR HOURLY FEE:

- Internet
- Printer
- Stationery consumables
- Secure storage for the Canopy Loan tablet /Laptop, when not in use
- Phillips foot pedal
- Dictation equipment i.e. headset

DICTATION/TRANSCRIPTION TURNAROUND TIMEFRAMES

Urgent Letters (12 hour turnaround – usual business days)

- Dictation sent by clinician via Speechlive asap after patient consultation
- Clinician should notify transcriptionist, by phone or email, of any urgent correspondence
- Letters typed up within 12 hours of receipt of dictation, and assigned in Mosaik to the relevant clinician for review, as soon as transcription complete
- Clinician to review/amend and reassign to transcriptionist for further action within 12 hours of notification from transcriptionist
- Transcriptionist amends and distributes letters within 12 hours of reassignment from clinician
- Document status amended in Mosaik, by transcriptionist, from “Pending” to “Review Required”, for clinician’s final approval

Routine letters (18 business hour turnaround – usual business days)

- Dictation sent by clinician via Speechlive asap, or morning following consultation at latest
- Letters typed up within 18 business hours of receipt of dictation, and assigned in Mosaiq to the relevant clinician for review, as soon as transcription complete
- Clinician to review/amend and reassign to transcriptionist for further action within 24 hours of notification from transcriptionist
- Transcriptionist amends and distributes letters within 18 business hours of reassignment from clinician
- Document status amended in Mosaiq by transcriptionist, from “Pending” to “Review Required”, for clinician’s final approval

Clinicians will communicate if they are going on leave and need letters reviewed urgently in order to complete them.