



1. How does your service work? Is it possible to have a trial period?

We offer you options of dictating via toll-free telephone lines or digital voice recorders.

If you would like to use our toll-free line, you will be given a telephone number. Dial the number and punch-in the unique ID that is assigned to you and then start dictating, with the help of voice prompts, which also give you a confirmation ID for your dictation. The moment you hang up the line, dictations become accessible to our transcriptionists.

If you prefer using digital handheld recorders, you could record the dictations into the recorder and transfer the dictations into your computer connected to Internet. Instantly, our software picks up the dictations and makes them available to our team for processing.

Your dictation is safe and as a part of our HIPAA compliance, we have used 256-bit SSL encryption to promote data security.

You have two options to receive the transcripts. First, our auto-download software keeps checking for new jobs available and downloads in your computer or prints them automatically for you. Secondly, you could access our web-based transcription management software to download your jobs using your pre-assigned unique user name and password.

You will need a computer with Windows 98 or higher operating system with Internet Explorer 5.5 version and above. We also recommend broadband Internet connection for faster uploading and downloading of jobs.

Our systems are accessible 24x7 and you may dictate from anywhere at anytime using a touch-tone phone.

Our guaranteed turnaround is 24 hours or less. We do process STAT reports upon prior request. Please contact our customer care at [support@qtatbpo.com](mailto:support@qtatbpo.com) for further information.

We offer free, no obligation trial of 2-4 days for each of your providers. This period can be increased or decreased based on the comfort levels of our transcriptionists and the physician. We would require a few sample reports to understand the format in which the physician wants his reports.

2. What type of equipment is used? Is the equipment provided as a part of our contract or must we pay for the equipment as an up front cost? If a rental fee applies, what is the fee?

There is no equipment provided by QTAT as part of our contract and there is no upfront cost for sign up or rental fees.

If a physician wants to dictate using a digital voice recorder, we provide a digital voice recorder at a one-time cost of \$250, which is billed with the first invoice of using our services.

The equipment required for uploading dictations to our HIPAA compliant portal and downloading reports is a computer connected to Internet at the physician's office.

3. What type of training is necessary and approximately how long does it take to train?

We provide a detailed instruction manual for the physician and his staff to upload and download dictations from the website via toll-free or handheld device. At the same time, we also provide hands-on training, which does not take more than 30 minutes to train.

4. We have 24 physicians. How long will it take to get them set-up and functioning? Do you need any information to be provided to you (i.e. sample transcribed items, etc.)?

Please find attached a preliminary questionnaire. Please fax this back to us at 832-217-3153 to enable us to serve you better. Depending on the appointment schedule of individual physicians, we should be able to set-up within a week's time.

5. What is the cost for transcription? Do you charge per line?

Our fees are normally based on per line. 65 keystrokes constitute one line. For the transcription service with the value added benefits we offer our service at \$0.085 per line.

6. What is the standard turnaround time (i.e. 24 or 48 hours)?

Our guaranteed turnaround is 24 hours or less. We do process STAT reports upon prior request. Please contact our customer care at [support@qtatbpo.com](mailto:support@qtatbpo.com) for further information.

7. When the transcription is returned is it in Microsoft Word format?

Yes, when the transcription is returned, it is in Microsoft Word format.

8. Is technical support available? How do we access them and what are the hours of operation?

Yes, technical support is available. You could contact us through e-mail to [support@qtatbpo.com](mailto:support@qtatbpo.com) or call us at 713-893-5968 (or) 713-370-6430 (Shawn / Fred).

You can fax us at 832-217-3153. We are available on all weekdays, Monday through Friday 9 AM through 5 PM. We are reachable on weekends via e-mail only.

9. Are the contracts month-to-month?

The contracts are on a yearly basis.

10. I assume that we will be billed monthly as a group or will you bill by individual physicians? Also, do the bills provide statements of itemized transcription per physician?

Yes, you will be billed monthly as a group with details pertaining to each individual physician. There are line count reports attached to the bills which give an itemized transcription per physician.

We thank you for your interest in our transcription service. We assure you the best of our services. Should you have any questions, please feel free to call Shawn/Fred at 713-893-5968 or 713-370-6430.

Regards,

QTAT-Client Support

Phones: 713-893-5968

713-370-6430

Fax: 832-217-3153

[support@qtatbpo.com](mailto:support@qtatbpo.com)