

# Healthcare Provider Guide for Medical Records Administrators

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## Introduction

A Medical Records Administrator (aka Office Manager) has access to MDinTouch's Internet-based tool called the MDWebtop. This tool allows a Medical Records Administrator to:

- Review and audit all dictations and transcribed reports.
- Monitor Transcription Turn Around Time (TAT)
- Search for reports by patient or advanced criteria
- Electronically sign off and fax transcribed reports
- Track faxes sent out to referring organizations
- Create MDinTouch Support Tickets

To make efficient use of this document, you will need your MDinTouch Account Settings. These settings should include your MDinTouch Username, which you will use to log into the MDWebtop.

If you have any questions you can contact the MDinTouch support department at [help@mdintouch.com](mailto:help@mdintouch.com) or call toll free 1-866-774-0002.

## Starting the MDWebtop

To access the MDWebtop, double-click your MDWebtop desktop icon. If you do not have an icon, simply open your Internet browser and visit <http://www.mdwebtop.com>.

(NOTE: If you need to create a MDWebtop desktop icon, see the *Healthcare Provider Guide - Getting Started* document for instructions).

## First Time Login

Perform the following steps if this is your first time logging into the MDWebtop:

1. Start the MDWebtop (see above)
2. Enter your Username in the *Username* field (see MDinTouch Account Settings)
3. Enter your Initial Password in the *Password* field (see MDinTouch Account Settings)
4. Click on the **Login** button.
5. You will now be prompted to change your password...
6. Enter your Initial Password in the *Old Password* field
7. Enter your new Password in both the *New Password* and *Confirm New Password* fields
8. Click on the **Save** button
9. You will now see the My Account section of the MDWebtop...
10. Please update your personal information and click on the **Save** button
11. After your changes are saved, click on the **Start Page** link on the upper left hand corner of your screen to start working.

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## MRA Summary

The MRA Summary view allows a Medical Records Administrator to manage all their organization's dictations and reports.

To access the MRA Summary view, simply click on the **MRA Summary** link located towards the top of the MDWebtop screen.

### ***Dictations***

The top of the MRA Summary view contains information about your organization's dictations. This section is divided into two areas: Dictation Totals (left-hand side) and Worktype Totals (right-hand side).

### **Dictation Totals**

Here is a breakdown of all the information that can be found in the Dictation Totals:

- **Oldest** – Date and time of the oldest voice file in the system.
- **Newest** – Date and time of the newest voice file in the system.
- **Average TAT** – The average turn-around-time of voice files. Calculated from system entry to completion over the last 30 days.
- **Unassigned** – Total number of voice files waiting in the **Voice Pool**.
- **Reserved** – Total number of voice files that are assigned to a specific MT.
- **Incomplete** – Total number of voice files that have been marked Incomplete.
- **Suspended** – Total number of voice files that have been marked Suspended.
- **In Progress** - Total number of voice files that are currently being worked on.
- **Completed** - Total number of voice files that have been completed in the last 24hours.
- **Total Minutes (Non-completed)** – Total number of Non-completed minutes in the system for the entire account

You can view dictations by clicking on any of the active links in the Dictation Totals section. The title of the link will automatically filter for that type of voice file. For example: If you click on the **Unassigned** link in Dictation Totals, you will be presented with all the Unassigned voice files in the system for your organization.

The View Dictations screen has the following sections:

- **Search criteria** – Fields to assist in narrowing the number of files that will be displayed.
  - **Date** – Select date range.
  - **Physician** – Last name of dictating doctor (can be partial name).
  - **MRN** – The Medical Record Number.
  - **Work Type** – Select an individual work type.
  - **MT** – Select an individual transcriptionist.
- **Status** – Indicates the type of files that are being displayed.
  - All
  - Unassigned
  - Reserved

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- Incomplete
  - Suspended
  - In Progress
  - Complete
  - **Search Results**
    - **ID** – Voice file ID number. Database reference number.
    - **Date** – Date and time stamp the voice file entered the system.
    - **Physician** – Dictating doctor
    - **MRN** – Medical Record number.
    - **Status** – Status of the voice file.
    - **MT** – Transcriptionist that is currently in control of the voice file.
    - **Voice** – Link to allow play back of the voice file.

## Worktype Totals

Here is a breakdown of the information that can be found in the Worktype Totals:

- **Work Type** – Shows the name of the first five dictation work types.
- **Oldest** – Date and time of the oldest voice file for that work type.
- **Newest** – Date and time of the newest voice file for that work type.
- **Non-Completed** – Total number of voice files for that worktype that are waiting completion.
- **Completed** – Total number of voice files for that work type that have been completed in the last 24 hours.
- **Legend for Threshold Colors** – Link shows the color-coding for all dictation worktypes, and the length of time it takes to achieve them.
- **Browse All Dictation Worktypes (x)** – Link will show all of the statistics for all of the dictation work types. When you click on this link you will be presented with the following information
  - **Work Type** – Work Type name.
  - **Oldest Job** – Date and time of oldest voice file for the work type.
  - **Newest Job** – Date and time of newest voice file for the work type.
  - **Average TAT** – Average turn around time for the work type.
  - **Waiting Completion** – The number of voice files waiting to be completed.
    - **Details** – shows the break down for this work type
  - **Total Minutes** – The total number of dictated minutes for the work type.
  - **Completed** – The total number of completed voice files in the last 24 hours.

## Reports

The bottom of the MRA Summary view contains information about your organization's reports. This section is divided into two areas: Report Totals (left-hand side) and Worktype Totals (right-hand side).

### Report Totals

Here is a breakdown of the information that can be found in the Report Totals:

- **Oldest Unsigned** – Date and time of the oldest unsigned report in the system.

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- **Newest Unsigned** – Date and time of the newest unsigned report in the system.
  - **Unsigned** – Total number of unsigned reports in the system.
  - **Incomplete** – Total number of incomplete reports in the system
  - **Rejected** – Total number of rejected reports in the system.
  - **Signed** – Total number of reports that have been signed in the last 24 hours.

You can view reports by clicking one of the links from the Report Totals section. The title of the link will automatically filter for the type of report that you selected. For example: If you click on the **Unsigned** link, you will be presented with all transcribed reports for your organization that are currently in an unsigned state.

Once you click on one of the links in the Report Totals section, the *Reports - Search Reports* screen will load. This screen contains the following information:

- **Search criteria** – Fields to assist in narrowing the number of files that will be displayed.
  - **Date** – Select date range.
  - **Physician** – Last name of dictating doctor (can be partial name).
  - **Work Type** – Select an individual work type.
- **Status** – Indicates the type of files that are being displayed.
  - All
  - Unsigned
  - Incomplete
  - Rejected
  - Signed
- **Search Results**
  - **ID** – Report ID in the database
  - **Creation Date** – Date the report entered the system
  - **Worktype** – Report Worktype for the report
  - **Physician** – Dictating physician on the report
  - **Patient** – Patient full name in the database for the report
  - **MRN** – Patients medical record number in the database
  - **MT** – Name of the transcriptionist that last submitted the report
  - **Status** – Current status of the report
  - **Report** – Link to allow viewing of the report. While viewing a report, you have several options.
    - **Printable version** – Will allow user to print preliminary report for review.
    - **MSWord** - Will allow user to print preliminary report for review with letterhead.
    - **Sign** – This will electronically sign the report and begin auto-distribution.
    - **Edit** – This allows changes to be made to the report. Text that shows in blue is editable.
    - **Reject** – This allows the report to be sent back to the transcriptionist with a note attached.
- **Downloading Reports**
  - **Check all** – Link will place a check next to All reports that are on the screen (up to 20).

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- **Clear all** – Link will take away the check next to All reports that are on the screen (up to 20).
  - **Download Selected Reports** – Will download a zip file of only the reports that have a check mark next to them.
  - **Download all reports** – Will download a zip file of all the reports that were brought back by the search results.
  - **Download Manifest (all reports)** – Will download a zip file with a .CSV (comma separated value) file that can be pulled in to Excel.

## Worktype Totals

Here is a breakdown of the information that can be found in the Worktype Totals:

- **Work Type** – Shows the name of the first five report work types.
- **Oldest** – Date and time of the oldest report in the system.
- **Newest** – Date and time of the newest report in the system.
- **Unsigned** – Total number of unsigned reports for that work type.
- **Signed** – Total number of reports that have been signed in the last 24 hours for that work type.
- **Browse All Report Worktypes (x)** – Link will show all of the statistics for all of the report work types. When you click on this link you will be presented with the following information:
  - **Work Type** – Work Type name
  - **Oldest Report** – Oldest non-signed report for this work type
  - **Newest Report** – Newest non-signed report for this work type
  - **Unsigned** – Number of unsigned reports for this work type
  - **Incomp** – Number of incomplete reports for this work type
  - **Rejd** – number of rejected reports for this work type

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## Report Finder

Report finder allows Medical Records Administrators to search for their organization's transcribed reports in the MDinTouch system. There are two ways to perform a search with Report Finder: Basic Search by Patient and Advanced Search.

### ***Basic Search by Patient***

1. Click on the **Start Page** link in the upper left hand corner of the MDWebtop screen.
2. In the Report Finder section, enter your patient search criteria and click on the **Search** button.
3. You will now be presented with a list of patients which match your search criteria. To view all the reports for a particular patient, click on the appropriate patient's **Select** link.

### ***Advanced Search***

1. Click on the **Report Finder** link at the top of the MDWebtop screen to load the Advanced Search screen.
2. Use any of the following search criteria to perform your report search:
  - Patient Last, First Name & Medical Record Number.
  - Creation Date – The date the report was created in the system
  - Modified Date – The date the report was last modified in the system.
  - Date of Service – The date the Order was preformed (Transcription client account must use MR# Driven with Orders).
  - Physician (last name) – Dictating doctors last name (portion of the last name may be used).
  - MT(last name) – Last transcriptionist that typed the report.
  - Work type – All work types for the transcription client account.
  - Status – All, Unsigned, Incomplete, Rejected, Signed
3. After entering your search criteria, click on the **Search** button.

### ***Search Results***

After performing a Basic Search by Patient or Advanced Search, you will be presented with your search results. To view a particular report, click on its **view** link located on the far right of each report's row.

### ***Faxing Reports***

While viewing a report, you have the option to fax the report.

1. To fax the report, type in the fax number in the text box and click the **Fax** button.
2. If you do not know the fax number you can use the **Address Book** link to locate doctors that are in your organization.



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- From the Address Book screen, select a Doctors List from the *Lists* drop down menu. The default is your Personal List. The Default List can be changed in the **My Account Section** of the MDWebtop.
  - Check the Physicians you would like to add to your fax list
  - Click on the **Add** button once you have made all your selections.
  - Click on the **Done** button once you are done.
3. Click the **Fax** button to fax the report to all the fax numbers listed.

## ***Report History***

While viewing a report, you have the ability to view the complete history of a transcribed report by clicking on the **Report History** link located in the upper right hand corner of the View Report screen. Below is all the information that can be found in the Report History screen:

- **Patient ID** – This is the patients MR# from the transcription client.
- **Patient Name** – This is the patient's name from the transcription client.
- **Dictating Physician** – This is the dictating physician from the transcription client.
- **Referring Physician** – This is the complete list of individuals that are on the transcription client routing slip.
- **All Revisions** – This is a list of all versions of the report. Every time the report is changed (by the transcriptionist, or doctor) there is a new entry in the list.
  - **Report ID** – Transcription client report ID.
  - **Transcriptionist** – Person that updated the report.
  - **Date Report was Created** – Date the report was created.
  - **Faxed to:** – Fax number, date and time stamp that the report was sent.

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## Fax Tracker

Fax Tracker is a MDWebtop tool which allows Medical Records Administrator to manage their outgoing fax transmissions. If there are any fax transmissions that need your immediate attention, the MDWebtop will automatically add a red number to the Fax Tracker link at the top of the MDWebtop screen. The number corresponds to the number of faxes which need to be reviewed.

To manage faxes, perform the following steps:

1. Click on **Fax Tracker** at the top of any MDWebtop screen.
2. If necessary, filter your faxes based on any of the criteria available
3. If necessary, view the report by clicking on the **View** link
4. If necessary, download the MS Word version of the report by clicking on the **Word** link
5. Look at the history of why the fax has not been transmitted successfully by clicking on the **History** link
6. If the fax is no longer needed or for any other reason the fax can be deleted then click on the **Del** link.
7. If the fax number is correct then click on the **Retry** link to resend the fax.
8. If the fax number is incorrect and you would like to resend the fax with the correct number then click the **Correct** Link.
9. Enter the correct fax number.
10. If you would like MDinTouch to update the physician database so that the number is correct in the future then check the Create Support Ticket checkbox. (NOTE: if there are multiple faxes to the same physician only check this box for the first fax correction.)
11. Select your Organization from the drop down list.
12. Click the **Correct Fax** button.

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## Support Tickets

Support Tickets allow Medical Records Administrators to report any technical issues pertaining to MDinTouch software or to make an official request to the MDinTouch Support team.

### ***Creating a Support Ticket***

Perform the following steps to create a support ticket:

1. Click on the **Support** link located at the top of the MDWebtop screen.
2. Select the category for your Support Ticket and click the **Create Ticket** button
3. Fill in all the required information
  - a. Enter user name
  - b. Be sure to verify email address
  - c. Enter telephone number
  - d. Choose your operating system
  - e. Select your organization
  - f. Enter your TT (TouchType) Account (If you don't know your TT Account, refer to your MDinTouch Account Settings)
  - g. If you desire to page a support staff member check the Priority Alert Box (note this will be billed to your account according to the terms of your pricing agreement)
  - h. Fill in description of problem with as much detail as possible
4. Click **Save Ticket**

### ***Receiving Updates/Sending Ticket Messages***

It is important to note that a notification of any updates to your support ticket will be automatically emailed to you. However, all communication to and from MDinTouch staff will occur within the support ticket itself.

To review your support tickets, perform the following:

1. Click on the **Support Tickets** link located near the top of the MDWebtop screen.
2. Select the appropriate Support Ticket by clicking on its Ticket ID number link.
3. Review any messages sent regarding your Support Ticket.
4. Respond to any messages by selecting a *Note Type* and using the *Description* textbox.
5. Click on **Update** to save your changes.