

MDWebtop Guide for Medical Transcription Managers

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Introduction

A Medical Transcription Manager has access to MDinTouch's Internet-based tool called the MDWebtop. This tool allows MT Managers to:

- Manage MT Preferred Rules
- Change TouchType2 Threshold Colors
- Generate Accounting statistics for invoicing Healthcare Provider Accounts and paying MTs
- Grant roles to MTs, Physicians and their staff as a Group Administrator
- Manage templates for Healthcare Provider Accounts via the Template Library
- Manage Report Worktypes
- Create and monitor Support Tickets

To make efficient use of this document, you will need your MDinTouch Username, which you will use to log into the MDWebtop. This is the same username used in TouchType2.

If you have any questions you can contact the MDinTouch support department at 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>**.

If you need to create an MDWebtop desktop shortcut, perform the following steps:

- Right click anywhere on your desktop and select New, then on Create Shortcut
- Type: <http://www.mdwebtop.com> in the textbox
- Click on Next
- Type: MDWebtop in the textbox
- Click on Finish
- Test your new shortcut by double clicking on the MDWebtop icon on your desktop

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
3. Enter your Initial Password in the *Password* field
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.

Preferred Rules

The MT Rules Management tool in the MDWebtop allows you to assign preferred dictation rules for each Medical Transcriptionist. Preferred Rules determine what order a Medical Transcriptionist will receive voice files from the pool via the Preferred section in TouchType2.

Creating MT Preferred Rules

1. Log into the MDWebtop
2. Click on the **MT Rules** link
3. Select an MT from the *Choose another MT:* dropdown list
4. Click on the **Insert Rule here** link
5. Next to *Rule 1*, select your rule criteria
6. If you would like to enter additional rules, click on *Insert Rule here again*
7. If you have more than one rule and you would like to change their order, use the **Up** and **Down** buttons next to the rule you would like to reorder.
8. Click on **Save** when you are finished

Copying MT Preferred Rules

1. Log into the MDWebtop
2. Click on the **MT Rules** link
3. Select an MT from the *Choose another MT:* dropdown list
4. Select an MT from the *Copy the files from this MT to another MT:*
5. Click on the **Copy** button

After a MT is assigned Preferred Rules, TouchType2 will automatically place dictations in his/her Preferred section which match the Preferred Rules criteria.

Threshold Colors

Threshold colors allow you to quickly see which voice files are in warning or have exceeded their turn around time within TouchType2. Sorting by threshold colors facilitates turn around time monitoring.

The MDWebtop allows you to assign two numbers to each Dictation Worktype (i.e. category).

| TouchType2 Threshold | Color | Description |
|-----------------------------|--------------|---|
| Watch | Orange | This time threshold signifies that the voice file is approaching late status. |
| Warning | Red | This time threshold signifies that the voice file is late. |

1. Click on Voice Manager
2. Click on Color Legend
3. Click on **edit thresholds** next to Dictation Worktype you would like to alter
4. Change your Watch and Warning Threshold values (in hours)
5. Click on **Update**
6. Perform steps 3, 4 and 5 above for every Dictation Worktype you would like to change threshold values for.
7. Click on **Close** when finished.

Accounting

The MDWebtop Accounting Module allows an organization to produce report summary statistics useful for billing purposes.

Step 1: Startup

- Using an Internet browser, navigate to <http://www.mdwebtop.com>.
- Enter your username and password.
- Click on the Accounting link on the top menu.

Step 2: Search Criteria

A search screen will load where you can specify your search criteria. (See screen shot below)

Webtop - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://secure.mdintouch.com/jezebel/exec.jsp?appComponent=accounting&screen=customer.billing.account.list> Go Links

MTwebtop Maria T. Manager My Account | Logout | Help | Support **mdintouch**
mdintouch

[Start Page](#) [Announcements](#) [Addresses](#) [Report Finder](#) [Voice Manager](#) [My Productivity](#) [Accounting](#) [Referring Physician](#)
[Request](#) [Document Library](#) [Fax Tracker](#) [Support Tickets](#) [Order Management](#) [Patient Management](#)

Accounting

Begin Date: (mm/dd/yyyy)
[today](#) [calendar](#)

End Date: (mm/dd/yyyy)
[today](#) [calendar](#)

Characters Per Line:

Get changed reports:

Accounts:
drwav
fut
locs

Optional

Sorting: First, sort by: Second, sort by: Thirdly, sort by: Lastly, sort by:

[English](#) | [Svenska](#)

Internet

Search Criteria fields include:

- **Begin Date / End Date:** These are the initial report creation date(s)
- **Characters Per Line:** The number of characters that constitute a line
- **Get changed reports:** Provides additional totals for reports with multiple revisions.
- **Accounts:** Select the Healthcare Provider accounts you would like to produce report statistics on. To select more than one account in the list, hold down the ctrl key and left click on additional account selections.
- **Sorting:** Select the criteria you would like to group your data by. The four group/sort criteria consist of (Account, Physician, Worktype, Transcriptionist).

When you are finished entering your search criteria, click on the Search button to proceed.

Step 3: Results

The search results screen consists of report statistics, grouped/sorted by the sorting criteria you entered in the previous screen. The following screen shot shows statistics for three accounts, grouped by Account then by Physician.

The screenshot shows a Microsoft Internet Explorer browser window displaying the MDInTouch web application. The page title is "Accounting" and it shows search criteria for reports from April 03, 2005, to April 03, 2006. Below the search criteria is a table of "New Reports" with columns for Account, Physician, Total Reports, Pages, Words, Lines (All Chars / 65), Lines (Gross), Lines (Chars in Body / 65), Lines (Chars in Body - No Spaces / 65), Chars in Body, Chars in Body - No Spaces, Chars in Header, and Chars in Footer. The table includes a total row at the bottom.

| Account | Physician | Total Reports | Pages | Words | Lines (All Chars / 65) | Lines (Gross) | Lines (Chars in Body / 65) | Lines (Chars in Body - No Spaces / 65) | Chars in Body | Chars in Body - No Spaces | Chars in Header | Chars in Footer |
|--------------|-------------------|---------------|------------|--------------|------------------------|---------------|----------------------------|--|---------------|---------------------------|-----------------|-----------------|
| drwav | Doktor Wav | 1 | 2 | 69 | 12 | 37 | 9 | 8 | 594 | 545 | 73 | 112 |
| fut | Don Smith | 114 | 124 | 20968 | 2527 | 7410 | 2032 | 1716 | 132060 | 111551 | 32197 | 0 |
| locs | Anders Doktorsson | 15 | 21 | 1412 | 265 | 763 | 199 | 165 | 12933 | 10704 | 1052 | 3210 |
| locs | Diana Doktorander | 10 | 16 | 986 | 192 | 410 | 138 | 108 | 8978 | 7004 | 691 | 2814 |
| locs | Didrik Svensson | 46 | 74 | 4975 | 833 | 2229 | 652 | 541 | 42382 | 35176 | 3132 | 8599 |
| locs | Doktor Frisk | 3 | 6 | 163 | 30 | 153 | 24 | 24 | 1576 | 1539 | 162 | 216 |
| locs | Johan Fastbom | 1 | 2 | 165 | 36 | 65 | 28 | 20 | 1829 | 1287 | 45 | 450 |
| locs | Lasse Lumbal | 1 | 2 | 294 | 32 | 68 | 27 | 23 | 1725 | 1480 | 103 | 223 |
| Total | | 191 | 247 | 29032 | 3927 | 11135 | 3109 | 2605 | 202077 | 169286 | 37455 | 15624 |

NOTE: The counts produced reflect the original transcribed report created in the MDInTouch system.

Step 4: Download CSV

To download this information into a Microsoft Excel Spreadsheet, use the following steps:

- Click on the "Download the CSV for this search" link
- At the File Download dialog box, click on Save. This will save your new CSV file to your local PC.
- Launch Microsoft Excel, and open the CSV file you just downloaded.

In Microsoft Excel you can use these counts to generate detailed and/or summary reports to produce invoices for your customers.

Group Administration

As a Group Administrator you have the rights to view all the users in a group and add/modify/remove access rights to users as well.

View Users in a Group

To view all the users and their usernames that belong within an account perform the following steps:

1. Click on **Start Page** (upper left hand corner of your screen)
2. In the *My Groups* section (middle right hand side), click on the **Admin** link next to the group you would like to select. (NOTE: If you don't see any groups in your list, please contact MDinTouch support)
3. You should now see all users in your selected group, sorted by last name.
4. Click on *View User List Sorted by Roles* to display users in order of their assigned roles in the MDinTouch system.

Add User to a Group

As a Group Administrator, you have the rights to add a user to a group. NOTE: The user you would like to associate with a group needs to exist in the MDinTouch system. If the user you would like to add does not exist, then create a Support Ticket (see section called **Support Tickets** below) in the MDWebtop requesting the creation of the user before proceeding with the following steps.

1. Click on **Start Page** (upper left hand corner of your screen)
2. In the *My Groups* section (middle right hand side), click on the **Admin** link next to the group you would like to select. (NOTE: If you don't see any groups in your list, please contact MDinTouch support)
3. Click on **Add User**
4. In the Add User...dialog box, enter your search criteria to find the user account you would like to add.
5. Click on **Add** next to the user you would like to select
6. Place a check in the box, next to the Roles you would like to assign this user within the group. (Make sure you at least select Organization Member)
7. Place a check in the box next to the Dictation Worktype you would like to grant this user within this group. This will allow a Medical Transcriptionist to view and select voices associated with these Dictation Worktypes within TouchType2.
8. Place a check in the box next to the CTS Account (i.e. TouchType2 Account) you would like to grant this user within this group. This will allow a Medical Transcriptionist to create reports in this TouchType2 account.
9. Click on Save

Modify User in a Group

As a Group Administrator, you have the rights to modify a user within a group.

1. Click on **Start Page** (upper left hand corner of your screen)
2. In the *My Groups* section (middle right hand side), click on the **Admin** link next to the group you would like to select. (NOTE: If you don't see any groups in your list, please contact MDinTouch support)
3. Click on **Roles** next to user you would like to select
4. Place a check in the box, next to the Roles you would like to assign this user within the group. (Make sure you at least select Organization Member)
5. Place a check in the box next to the Dictation Worktype you would like to grant this user within this group. This will allow a Medical Transcriptionist to view and select voices associated with these Dictation Worktypes within TouchType2.
6. Place a check in the box next to the CTS Account (i.e. TouchType2 Account) you would like to grant this user with this group. This will allow a Medical Transcriptionist to create reports in this TouchType2 account.
7. Click on Save

Remove User from a Group

As a Group Administrator, you have the rights to remove access rights from a user in a particular group.

1. Click on **Start Page** (upper left hand corner of your screen)
2. In the *My Groups* section (middle right hand side), click on the **Admin** link next to the group you would like to select. (NOTE: If you don't see any groups in your list, please contact MDinTouch support)
3. Click on **Roles** next to user you would like to select
4. Uncheck all the Roles, Dictation Worktypes and CTS Accounts (i.e. TouchType2 Accounts)
5. Click on Save

Template Library

MDinTouch offers a unique tool which allows you to share your templates with Medical Transcriptionists that work on your accounts. This tool is referred to as the Template Library. After creating a new template or modifying an existing template you can upload the changes to the Template Library. Every time a Medical Transcriptionist logs in to TouchType2, it will automatically detect any changes in the templates and download the most current template version.

In order to load your new template into the template library:

1. Log in to the MDWebtop (www.mdwebtop.com)
2. Click the Template Library link at the top of your screen (if you do not see this link, please contact MDinTouch Technical Support)
3. In the drop down box, select the transcription account your template is associated to
4. Click the Browse button
5. Navigate to the location where your template is saved
6. Select your template
7. Click the Open button
8. Click the Upload File(s) button

After loading your templates, the next time you log in to TouchType2, your local templates will automatically be verified against the templates in the Template Library. If the system determines that you do not have the most current version of the template, it will automatically download the newer template.

NOTE: If you or any of your Medical Transcriptionists have made changes to the local copy of your templates, and would like to keep these changes, you should save your version of the templates with a different name than what is used in the template library. Otherwise, each time you log in to TouchType2, the software will automatically overwrite your modified templates with the templates that are loaded in the template library.

Report Worktypes

A Report Worktype is basically a way to categorize transcribed reports. TouchType2 allows Medical Transcriptionists to assign a Report Worktype upon report creation and modification.

Medical Transcription Managers can manage an account's list of Report Worktypes via the MDWebtop using the following steps:

1. Log into the MDWebtop (<http://www.mdwebtop.com>)
2. Click on **Report Worktypes** near the top of the screen
3. Select a transcription account using the *Select a TT Account* drop down list
4. To create a new Report Worktype:
 - a. Enter your desired name in the *WorkTypeID* and *Description* textboxes
 - b. Click on **Create**
5. To edit an existing Report Worktype:
 - a. Click on the **edit** link next to the Report Worktype you want to modify
 - b. Make your changes in the *Description* textbox.
 - c. Click on Save (NOTE: You can only change the *Description* and not the *Name* of the Report Worktype)
6. To delete an existing Report Worktype:
 - a. Click on the **del** link next to the Report Worktype you would like to delete
 - b. Click **OK** when prompted "*Are you sure you want to delete this report worktype?*"

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.