

NO-HASSLE MEDICAL TRANSCRIPTION

COMPLETE SOLUTION TO YOUR
TRANSCRIPTION NEEDS

MD On-Line's medical transcription service will help your practice achieve more complete reimbursement without significant capital investment.



Preferred Vendor of



PREMIER



Taking the Hassle Out of Healthcare®

“MDOL is a proven solution in the management of health information. They have been able to assist in streamlining and improving our operations to 100%.”

—Debra Michalek,
Medina Memorial
Hospital
Medina, NY

MD On-Line, Inc. (MDOL) is a proven industry-leading provider of electronic healthcare solutions that leverage data to improve provider workflow and industry connectivity. MDOL's dictation and medical transcription service is used by hundreds of healthcare organizations nationwide and is fully customizable for every size practice. MDOL's Web-based transcription management solution results in faster billing, more complete reimbursements, and improved cash flow, all while helping significantly improve patient care.

It is a true ***NO-HASSLE*** medical transcription experience delivered by our unwavering commitment to 4 basic principles:

- **Exceptional Service Standards**
- **Robust Yet Simple Technology**
- **Significant Cost Savings**
- **Customized Solutions to Fit Your Needs**

OUR NO-HASSLE PHILOSOPHY

At MDOL, we strongly believe in simple, no-hassle solutions that work for you. Advances in technology should make your life simple and not complicated. We have leveraged state-of-the-art technology and proven business processes to provide services and solutions that can translate into better efficiency for your organization, dramatic reduction in cost, and, most important, enhanced patient care.

Our Commitment to You

INDUSTRY-LEADING QUALITY

MDOL has built a standard of excellence by providing quality medical transcription service to hundreds of satisfied clients nationwide.

MDOL employs qualified professionals and a multi-tier document review system that monitors quality parameters through every step of transcription and editing.

RAPID TURNAROUND

MDOL utilizes Internet technology and expert staff with around-the-clock coverage to ensure rapid turnaround. We understand that getting timely and accurate reports not only enhances the quality of patient care but also reduces your accounts receivable cycle.

OUTSTANDING CUSTOMER SERVICE

We believe in providing old-fashioned customer service. We understand that the needs of each client are different, and our dedicated team of client service professionals and account managers is available to help you 24/7/365.

STRINGENT SECURITY STANDARDS— HIPAA COMPLIANT

MDOL is dedicated to being compliant with the required procedures and systems as per the HIPAA regulation. Stringent security measures are in place to protect all patient information. MDOL has been certified by HCCO, the premier independent HIPAA privacy certification organization.

Exceptional Service Standards

- Improve Documentation Quality
- Stay Compliant
- Reduce Turnaround Time
- Enhance Patient Care



877.246.8484
Ext. 125



mtsales@mdol.com



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Robust Yet Simple Technology

“Since the transition to MDOL, the turnaround time (TAT) statistics have been consistently above 95% each month. Their reports are easy to access and make it easy for me to see the TAT summary. This allows me to monitor performance and make immediate improvements when necessary.”

—Rita Allen, RHIA
Griffin Memorial
Hospital
Norman, OK

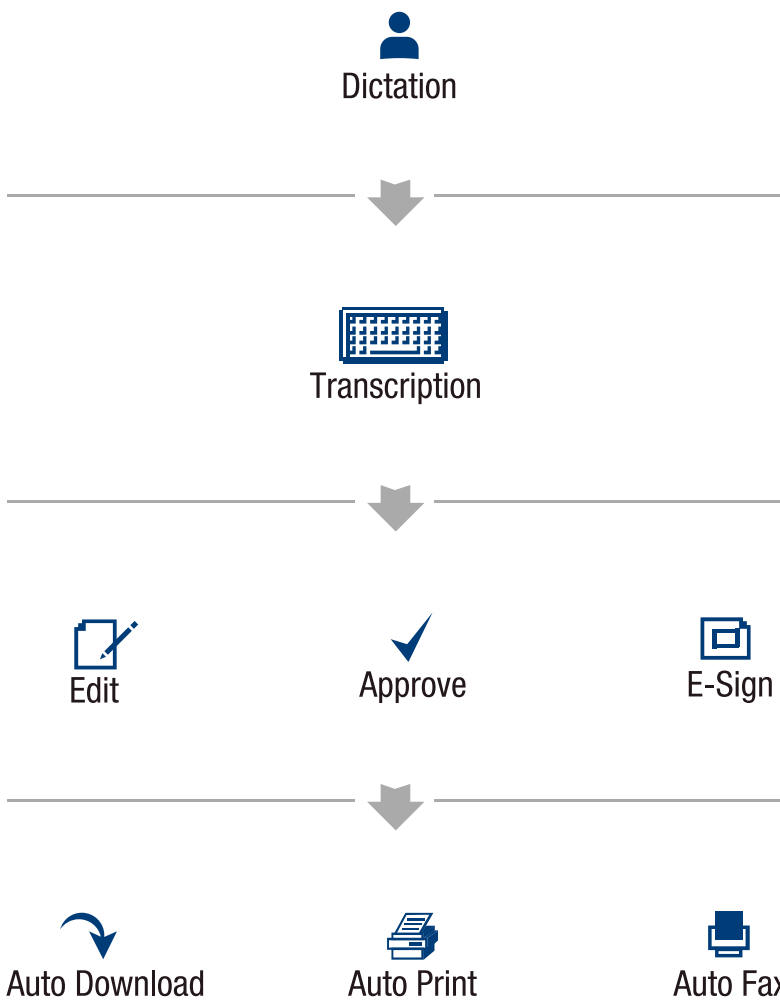
At MDOL, we have leveraged the latest advances in technology to manage your dictation-transcription needs in the most efficient and cost-effective way. Our workflow solution can be easily customized to meet your specific needs from EMR integration to E-signature.

- Digital dictation system—accessible 24/7 by our toll-free number or handheld recorder
- Simple and easy-to-use Web-based workflow management
- Secure anytime, anywhere access
- Online editing
- Electronic signature
- Archive and retrieval of voice files and transcribed reports
- Advanced job tracking and management reports
- Automated routing with user-definable report delivery options
- Auto print, download, e-mail, and fax capabilities

Robust Yet Simple Technology

Serving
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of users
nationwide

WORKFLOW DIAGRAM



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Significant Cost Savings

“Transitioning to MDOL’s service was a pleasant experience with great results. The setup was fast, and my account rep took great care of us. With their service, the quality of care has improved, as well as our operational efficiency. MDOL has been an excellent transcription solution for our practice, and I would recommend them to any facility.”

—Donna Lee
Bluefield Family
Medicine
Bluefield, WV

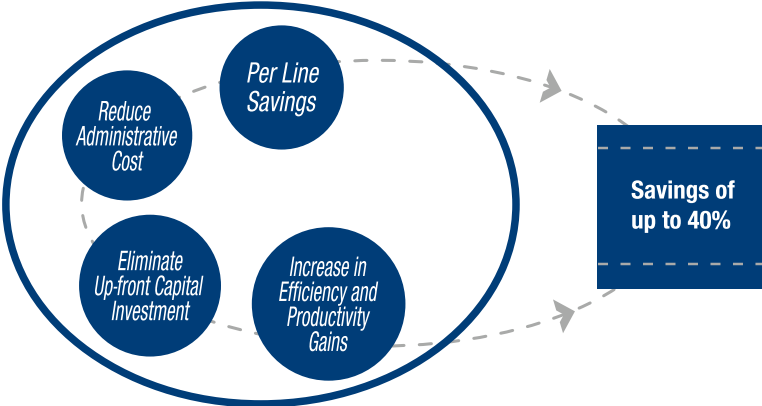
In addition to our exceptional service standards, healthcare organizations save up to 40% compared to their current medical transcription costs by using MDOL. With MDOL, you pay only a flat fee per line, avoiding the typical investment burden. You also receive clear, verifiable, and simplified invoices of your transcription service usage, allowing you to see every detail and line item.

SWITCHING TO MDOL OFFERS YOU THE FOLLOWING COST BENEFITS:

- Reduce per line fee
- Avoid major capital investment
- Avoid costly recruitment and training
- Reduce administrative and direct labor costs by up to 40%
- Take advantage of a single-source solution for your technology and service needs
- Shorten accounts receivable cycle

Significant Cost Savings

MDOL's medical transcription service adheres to the Billing Method Principles established by the Clinical Documentation Industry Association, which emphasizes verifiable, definable, measurable, and consistent billing methods.



Call us today for a no-obligation cost analysis so we can help you save money while simultaneously improving service standards.

Serving thousands of users nationwide



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“MDOL has been consistently reliable and accurate. Their service has helped me relay patient evaluations and progress in a timely and accurate manner, making them a valued asset for our facility.”

—Lee Haskin
Central Coast
Physical Therapy
Paso Robles, CA

Customized Solutions

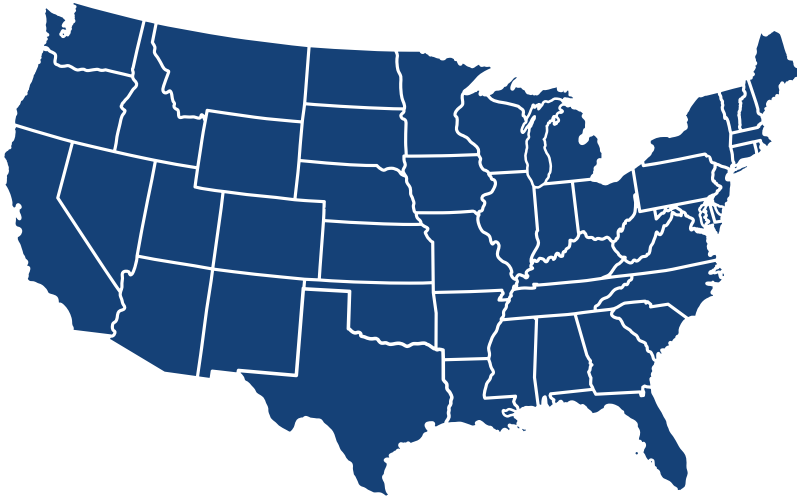
When it comes to your healthcare facility, there is no “one size fits all” solution. That’s why MDOL provides the necessary customization to address the unique needs of your organization.

- **Digital Dictation System**
(24-hour guaranteed turnaround) Anytime, anywhere access to our dictation system via toll-free number or handheld recorder
- **EMR/Demographic System Integration**
MDOL’s cutting edge technology can easily interface with any Electronic Medical Records System or Health Information System using HL7, ADT, XML, or EDI platform
- **Existing Voice System Interfacing**
We can integrate with any third-party dictation system such as DVI, Lanier, or Dictaphone
- **Backlog, Partial, or Total Outsourcing**
MDOL welcomes the opportunity to assist you with your fluctuating volumes and clearing backlogs on an “as needed basis”

True One-Stop Solution

From dictation to document management, MDOL offers a true one-stop solution for your complete clinical documentation needs.

Providing a No-Hassle Medical Transcription Experience to Thousands of Healthcare Organizations Nationwide



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Additional Technology Solutions

“With the added PM/EMR functionality, all my daily tasks are completely integrated. It makes me a better record keeper and allows me to remain completely focused on providing top-notch patient care.”

—Christopher Marmo, OD
Walman Eye Center
Phoenix, AZ

PRACTICE MANAGEMENT (PM) SYSTEM/ ELECTRONIC MEDICAL RECORDS (EMR)

MDOL offers a powerful, fully integrated EMR and PM system that provides practice-wide workflow automation to improve bottom-line results and increase productivity by streamlining care processes.

Our simple, intuitive, and integrated solution enables healthcare professionals to provide superior patient care and enhance compliance with regulatory requirements, while running a more efficient and profitable practice.

Simplified Front-Office Management

User-Friendly EMR

Robust Revenue Cycle Management



Ambulatory EHR
InSync Version 5.4



5-Star Usability Rating



*Disclaimer: This EHR Module is 2011/2012 Compliant and has been certified by an ONC-ATCB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the US Department of Health and Human Services or guarantee the receipt of incentive payments.

Certification Summary

Certification Date: 9/29/2010
Version: InSync 5.4
Unique Certification Number:
09292010-2301-1
Clinical Quality Measures Tested and
Certified: NQF 0013, NQF 0041, NQF 0028,
NQF 0024, NQF 0038, NQF 0031, NQF 0034,
NQF 0043

Additional Technology Solutions

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REVENUE CYCLE MANAGEMENT SERVICE

At MDOL, we are focused on maximizing practice revenue, enhancing cash flow, and improving cost efficiency. MDOL's Revenue Cycle Management (RCM) service incorporates the most up-to-date features necessary for the successful and timely completion of the claim cycle.

MDOL's RCM team of seasoned experts provides a "consultative relationship" with each client, offering insight and advice in improving reimbursement through knowledge of best practices. From the initial patient encounter through reimbursement and final payment, MDOL takes the hassle out of healthcare.

- Real-time batch eligibility performed daily for clients
- Real-time information on copays and deductibles
- Charges sent out within 12-24 hours, eliminating charge lag
- User-friendly, comprehensive clearinghouse services
- Timely denial resolution within 24-48 hours
- Significant reduction of the number of days in the RCM process

KEY FINANCIAL BENCHMARKS FOR RCM SERVICES INCLUDE:

- Average net collection ratio of 95% across all clients
- Average days in A/R of 16—beating best practices average of 35 days
- Denial rate average of 3%

Please call 877.246.8484 Ext.125 to learn more about how our end-to-end solutions can assist you in managing your practice more efficiently.



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mtsales@mdol.com



mdol.com



6 Century Drive
Parsippany, NJ 07054

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www.mdol.com