

# Rejection Work Flows

An important feature in Voice Box is the ability for Users and Proof Readers to be able to work together to optimise the quality of transcription and the final formatted letter.

In the Voice Box Service Level Agreement (SLA) we guarantee a minimum of 98% accuracy for transcripts submitted back to Users. Anything less, and the Doctor is invited to Reject the transcript. Where we have not met SLA accuracy levels, the Proof Reader will not be remunerated for the work provided. An Editor will provide oversight of this measure.

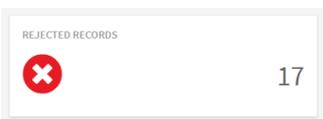
Users are informed about how to go about their dictation so that enough information is supplied to be able to accurately transcribe a dictation, address a letter, and securely identify the patient. Where this is impossible then a Proof Reader is invited to Reject a dictation submitted by a Doctor. An Editor will provide oversight of this to ensure that we are submitting the highest quality letters, and appropriately asking for clarification from Doctors where this is not possible.

Below we describe the workflows for Doctors and Proof Readers to Reject Transcripts or Records.

## 1. Doctor Rejects Transcript

This occurs when a doctor rejects the quality of the transcription.

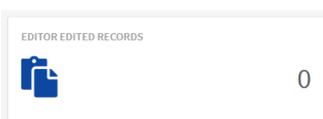
This Rejection is only approved when the SLA are not met (i.e. accuracy is <98%)



A Rejected Record moves from Doctor's Inbox to Rejected Records

The recording is moved to Rejected Records which is visible to Editor & Proof Reader

- If Proof Reader accesses Rejected Records – corrections can be made and record is resubmitted to Doctor Inbox for approval (Proof Reader will be remunerated)
- If Editor accesses Rejected Records – they can either:



- Approve the rejection and make corrections before resubmitting the record to Doctor Inbox for approval (Editor will be remunerated; Proof Reader will NOT be remunerated); the corrected file will be kept in Editor Edited Records so that the Proof Reader can review standard of work required.
  - Disallow the rejection (for example if SLA are met, and the Doctor has no ground on which to reject the record). Editor can make minor changes and attach a comment to the file, which is then sent back to Doctor Inbox for Approval.
- When Doctor receives a response from this process above, they may:
  - Make corrections and/or Approve the record
  - Reject the Record again, leaving a note as to the reasons why, and the process (above) starts again, with Records returning to Rejected Records
  - Delete the record if it is no longer needed (Proof Reader is remunerated)

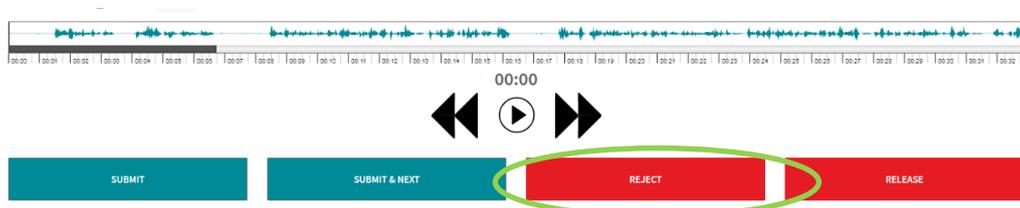
## 2. Proof Reader Rejects Record

A Proof Reader should Reject a dictation file if it cannot be completed in full. Any letter where a good quality transcription cannot be provided can be rejected.

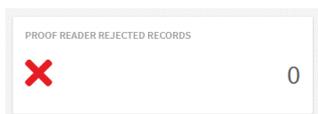
Proof Readers should attempt to provide as much transcription as possible, making the most of the sound file that has been submitted. The output of the transcript will be sent back to the doctor.

Examples of when a Proof Reader should Reject a Transcript:

- Sound quality makes it difficult to understand some (or all) of the dictation.
- Dictation abruptly ends without letter being completed.
- Doctor does not include minimum information required for patient identification (first name, last name, date of birth, spelling as necessary).
- Doctor does not include enough information for the letter to be addressed and sent (name of doctor, suburb and or speciality, spelling as necessary).



In these cases, after a record is Transcribed (to best ability) it can be Rejected by selecting “Reject” above. A justification for the rejection is made in the pop –up box, and it is sent for Editor for Approval.



The record will move to Proof Reader Rejected Records. Here the Editor will review the Rejected Record, including the reasons annotated by the Proof Reader. The Editor will also review the quality of the transcription submitted.

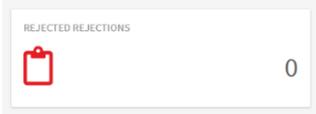
Then either of the following workflows are triggered:



- **Editor Approves Proof Reader the Rejection**
  - The Record is visible to Proof Reader and Editor in Approved Rejections
  - The Record goes back to Doctor as Proof Reader Rejected Record;



- The Doctor must correct the Record, respond and Re-submit file
- This appears in Resubmitted Rejections (visible to Proof Reader and Editor)
- The Proof Reader or Editor then improves and submits the transcript back to the Doctor for approval and sending (Proof Reader is remunerated)
- However, the Doctor may Reject the Rejected Transcript and it would then follow the workflow for 1. Doctor Rejects Transcript above.
- Finally, the Doctor may delete the record (Proof Reader is remunerated)



- **Editor disallows the Proof Reader Rejection**
  - The record is moved to Rejected Rejections together with feedback from Editor
  - This folder is visible to Editor and Proof Reader
  - Proof Reader should attempt to improve or complete the record. After this work has been done, Proof Reader can either:
    - Reject the Record again
      - Here the record will go back to 2. Proof Reader Rejects Transcript
    - Submit to the Doctor for approval
  - Editor can also attempt to improve or complete the records in Rejected Rejections. After this work has been done, Proof Reader can either:
    - Submit to the Doctor for approval (Editor is remunerated; Proof Reader is NOT remunerated)