

Re: MQ—are cheating employees on lines?

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On 17 Nov 2004 16:38:51 -0800, scottparcher@yahoo.com (sarcher) wrote:

*>I read posts from MQ employees who complain that they suddenly saw
>their line counts (and subsequently their paychecks) get reduced. If
>so, how is MQ doing this? are they following the AAMT guidelines on
>65 characters? Are they not counting spaces? could it be, as the
>California class action alleged as to hospitals, that they are using
>formulas that no one can figure out and manipulating software? Anyone
>have any ideas?*

The complaints that I've been seeing appear to have mainly come from those of us who have been switched to the new DocQScribe platform. Those who were originally on Medrite seem to be experiencing an increase, actually (I believe that they were *_not_* paid for spaces previously on that platform ... but that may depend on which office they were working through, as is so often the case with many of the discrepancies that we MQers experience).

<http://members.sitegadgets.com/mtcompanies/board.html>

(see "Week #1 on new platform for MQ, and my production is higher than before,sm" thread)

On the other hand, those on other platforms before (such as MTShell, etc.?) may seem to be "feeling" that they are experiencing a drop in production due to a change in counting methods. Perhaps they are on accounts that require a lot of inputting in the ADT demographic screen (which should pop up mostly filled in already, but any extra filling in that is required is not paid for, as opposed to the header field for MTS before, for example). Or maybe they are just not really up to speed yet with some of the changes to their expansions, templates, spellchecker, etc., that occur with going to the new platform, and this is slowing down their production noticeably, though they don't realize the actual cause/s and are attributing it to something besides the ADT screen inputting not being paid for, learning how to make headers on DQS, so on and so on.

I'm quite curious to see how this plays out for me when I start on DQS (DocQScribe) myself in December. I've been assured that I will

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ultimately see some increase in production (and I pretty much do expect that to be the case, considering the improvements from the clunky MTShell program I now use), but I don't doubt that the learning curve will throw me off for a while. I'm going to try to become as familiar as possible with DQS and tweak my expansions and normals beforehand so that I don't have much re-learning to go through when I actually do "go live."

Mariette

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