

## Re: I can now add TV star to my resume

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- *From:* "Kim" <appygirl2006@xxxxxxxxxxxx>
  - *Date:* Wed, 15 Nov 2006 15:00:16 -0800
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Just my 2 cents on the India MT thing. I go to a busy clinic for my medical care and see 3-4 different (but all very good) doctors from time to time. When the subject of my new career comes up they all have the same complaint about the outsourcing of dictation to India that the clinic uses. They say the finished transcripts are FULL of errors and it takes them extra time, that they do not have, to review the records and are very frustrated with the quality. One practically begged me to bring in my resume. They probably outsource due to cost but at what cost to the patient's records? I am bringing in multiple copies of my resume next week to them but I still probably cannot compete with India.

"RaeMorrill" <RaeMorrill@xxxxxxx> wrote in message  
[news:0Dw6h.14239\\$zB4.6349@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:0Dw6h.14239$zB4.6349@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Well, I have been saying this for years. Often been shot down for it, too, possibly by people who would not have caught a given incident of a dictation error. Yet we have AAMT endorsing India – and we know they can't even type what was said correctly, nevermind catch any errors in the meat of the reports. If this is so important – and I believe wholeheartedly it is – why hasn't AAMT made this a point from the beginning? I know doctors didn't just start making errors in dictation in the computer age of transcription.

Jay Vance wrote:

"Worry about us being seen as the safety net, though."

I understand, it's one of those nagging issues that can stir up quite a debate among MTs. My point of view is that it is our critical-thinking skills that make us worth what we make. I personally believe it is precisely because we have not publicized that aspect of what we do that our contributions in that area are totally ignored and disregarded when the numbers are being crunched. As long as we are seen as "just typists" who simply "type what we hear" we can expect to continue to be marginalized and viewed as a liability and excess expense. I totally understand the concern about being held accountable for something that isn't our responsibility, and I totally believe the dictator is

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ultimately responsible for the content of his/her documentation. But I also feel a keen responsibility both as a trained professional and as someone who cares about the integrity of others' medical records to exercise my intelligence and perform quality control/risk management as part of my job. I personally don't believe the two points of view are mutually exclusive, i.e., that the dictator is ultimately responsible for the end result but I'm also responsible for protecting the integrity of the record **TO THE EXTENT POSSIBLE**. Obviously MTs cannot

be held responsible for the accuracy of the **UNDERLYING DATA**, but I personally believe we can and should take responsibility for ensuring that "right" doesn't get changed to "left" or that Synthroid 0.1 mg doesn't become 10 mg. To me, that is why I'm worth \$30-\$40 an hour rather than \$15.

Jay