

MediTalk Q & A Q & A Q & A Q & A Q & A Q & A

Is voice dictation accurate?

MediTalk is very accurate, when used with the proper medical voice model your dictation can be as accurate as 99 percent.

How long does it take to train the program to my voice?

In most cases the MediTalk software can be trained to begin working with your voice in less than 15 minutes. Overall proficiency in utilizing the software, with its many features, improves with experience. A Quincy representative comes on site to work with the physicians one on one for all required training. Professional training is usually not required for the MediTalk Lite Software (dictation only), which runs on an individual PC.

Why is your system different than any off the shelf?

Most off the shelf products are not systems, they are dictation engines only and just one component of the total solution. To save hours and hours of training, a proprietary voice module, which contains specific nomenclature to your area of practice is required to manage your patient information. Three key components are required for concise operation; the custom dictionary, the proper palette/outline, and a database to file your information for easy retrieval upon query. MediTalk Software is a complete system that contains all necessary components required for the total solution.

Will I need special hardware to run the system?

The specifications that have been tested and proven in the field to perform optimally with the software are:

IBM compatible computers with a minimum of 256 MB of RAM, 20 GB hard drive, minimum 1GHz processor, a SoundBlaster card that is designed specifically for speech recognition, and a monitor with a resolution of 1024x768.

Should we require hardware, can we purchase it from you?

Quincy Systems can provide most or all necessary hardware. PCs and Servers are configured for optimum performance, and tested at our office, prior to shipping, with the MediTalk Software preloaded.

Can MediTalk run on a network?

All Quincy products are designed for network operation, although it can run on a stand alone system.

We already have a server, can we run MediTalk on it?

MediTalk requires Windows NT or 2000 as the operating system to run on a server. MediTalk Enterprise requires MS SQL Server 7.0, or MS SQL Server 2000.

Does MediTalk work in conjunction with Medical Manager?

Yes, and also with other medical billing programs. In the case of Medical Manager, files are transferred or modified when new patients are added or edited. MediTalk has an interface that retrieves all necessary demographics from Medical Manager.

Are updates and new versions continually being developed?

Updates are released semi-annually.

What about Technical Support?

Technical support is provided with the sale of each new system and the level of help required is on an individual basis. There are three different tiers of software support available; toll free telephone support, remote computer support (VNC or PCanywhere support), and on site software support.

When can we discontinue using our transcription service?

Upon completion of training most individuals will be voice dictating to their system, thereby eliminating the need for a transcription service.

If some individuals are not yet ready to voice dictate what do we do?

There will always be individuals who may not be ready when others are. During this period they may continue to rely on existing methods. Additional users can be added at any time, which is most important as the practice matures.

What is a good rule of thumb for determining the cost?

Although the MediTalk Software does much more than transcription, in most cases the cost is equal to or less than one year of transcription. Additionally, all reoccurring transcription fees are eliminated.