

## **Adaptability in the Medical Transcription Office**

**Job:** Medical Transcriber

**Background:** Sweetwater General Hospital is a 350-400 bed hospital with an 85 percent occupancy rate. It has an in-house medical transcription department which normally has six medical transcribers, but currently is short-handed with only four available. The job of the medical transcriber is to receive tapes from physicians and transcribe them. The tapes contain narrative summaries of patients' course of hospitalization and treatment. In this hospital the narrative has to be transcribed and in the patient's folder before patient check-out.

**Action:** Sylvia Slater is a top-notch medical transcriber at Sweetwater General. This has been a particularly busy week and today she has six tapes in various stages of being transcribed. Three doctors have patient check-outs by 11:00 A.M. tomorrow; Dr. Moon who is foreign born with a heavy accent that makes his tapes difficult to understand; Dr. Allegro who likes to take his written transcripts, edit them heavily and return them to the transcriber for revision; and Dr. King who wants immediate service on his tapes no matter how many other doctors are ahead of him.

Sylvia doesn't think she can finish the tapes in time for all the patient check-outs so she goes to Nan Leukmeyer, her supervisor, to discuss the problem and possible solutions. She and Nan make the decision to call in a contract transcriber company that the hospital uses as a back-up. Nan special requests a particular transcriber who is from the same country as Dr. Moon and seems to have less difficulty understanding his accent. Sylvia then calls and leaves a message on Dr. King's service. He is in surgery, probably for six hours. She tells him his narrative has been transcribed and will be delivered to his office. She explains that if he wants the transcript completed in time for his patient check-out he will need to return it for revision by 9:00 A.M. the next day. She is able to reach Dr. Allegro with whom she discusses her time constraints. Sylvia works out a schedule whereby she will have his transcript ready by 4:00 P.M. and he will read it before he leaves for the day; he agrees to hold his changes to a minimum so she can finish transcript in time for his patient check-out.

After finishing her scheduled daily work, at Nan's request Sylvia looks over the first draft of a new transcriber to determine if her knowledge of anatomy and physiology is adequate for the job or she should be sent to a medical terminology brush-up training course offered by the hospital. Sylvia states that, in her opinion, the course would greatly help the new transcriber.

### **Skills Demonstrated:**

#### **Resource Management:**

Time: understands constraints on producing a usable end product

Human resources: makes good use of colleagues and supervisor to achieve objectives

#### **Information Management:**

Identifies, finds, and selects necessary information to convey sense of urgency to supervisor and to doctors

Represents, conveys, and communicates information to others effectively particularly the doctors who are the clients

Converts information from one form to another by transforming oral information into a written report

**Social Interaction:**

Serves clients the doctors and ultimately the patients who pay for the services

Influences an individual by using persuasion and charm to convince doctors to compromise on usual procedures in order to accommodate everyone to the extent possible

Negotiates to arrive at a decision with doctors over what is acceptable

Works with human diversity through demonstrating her ability to handle communication with different cultures and with different educational classes

**Systems Behavior and Performance:**

Understands how system components interact to achieve goals in a complex hospital setting with conflicting objectives

Identifies, anticipates and manages consequences by realizing in time that the end product (medical histories) will not come out on time without some adjustment of process

Links symbolic representation to real world phenomena, i.e. by transforming doctors oral transcriptions into actual written reports

Monitors and corrects performance by looking over reports and making any corrections necessary

**Human and Technology Interaction:**

Uses technology appropriate to tasks, a transcribing machine