DICTATION HELP GUIDE

Happy Faces
FAMILY OF COMPANIES

FOR INFORMATIONAL PURPOSES

This document is to provide useful information for the use of the dictation system and the transcription web portal.

TIPS FOR HIGH QUALITY RECORDINGS

Enunciation: When speaking, end sentences strongly and clearly. Be very clear with contractions,"did" and "didn't" can be hard to differentiate if not spoken clearly.

Clarity: Speak into the phone when recording. Refrain from using speakerphones when possible, as the silence detection might trigger erroneously. Other sounds such as ringing phones, paper shuffling or banging the desk can disrupt the audio of your voice.

Spelling: When in doubt, spell it out. Was it "Cathy" or "Kathy"?

Recording: When you select "2" to begin recording, our system will record everything it hears. It is best if you are able to begin your dictation when ambient sounds are minimal. If you need to step away, answer a phone, or even yawn, you are able to pause the recording by pressing 5. You may resume your dictation when you are ready by pressing record again "2". If you are able to come back to the dictation, try to avoid hanging up as the job will be created with whatever was recorded to that point.

DICTATION SYSTEM

When choosing the number of turn around days for a job, you may select 1,3,5 or 7. If you choose any other number, the system will default to 1 day.

It is helpful to state your name, the subject, the date and then type of contact prior to the dictation to ensure transcript header is formatted properly.

If you are using a specific template, please indicate immediately so we can use the appropriate template.

If you have to end a dictation early and wish to continue later, state that the recording is a continuation when you begin dictating the second part. Once completed, log into the transcription web portal and indicate which job you wish to append this supplement dictation to.

DOCUMENTATION

Format for all transcripts:
    Margins = 1 Inch all around
    Font = Times New Roman
    Font Size = 12
    Paragraph Alignment = Justified
    Format = MS Word (1997-2003 Compatibility)
    Header = *(If any items are not given, the header will remain for you to fill once you get the transcript)*
        Case Manager: Case Manager's Name
        Case Subject: Case Subject / Name
        Case Date: Date Given for Contact
        Type of Contact: Type of Contact

Inaudible portions of the dictation will be indicated an underscore.
All dictations made after 4:00pm will be counted as the next business day.
If you make revisions to any transcript, please use the transcription web portal to upload your version for archiving.
If you submit a job for revisions, it will be returned within 24 hours.
A transcript is marked as closed 48 hours after you download it. You will still have access to all files.