

Master Admin - FAQ

What is the logic behind the Master Admin Account?

The Master Admin Account is a control account that is over the MRMs, doctors and the transcription company (MTSOs). This is the person who has MRMs, doctors and the transcription company as his/her clients. He/she controls the doctor accounts, MRM accounts, as well as the transcription company (MT Admin) accounts.

What technical specifications are required for setting up the Master Admin Account?

Medikin Online is built on thin client technology and does not require the installation of any software or hardware. Any Internet enabled PC with Internet Explorer 7+ can help Medikin Online run. Medikin maintains all of the server and the storage.

Why should I prefer Medikin Online above all other companies' software? (What benefits do I get by purchasing the Master Admin Account from you?)

- Medikin Online is basically a workflow application and a file routing platform that manages the entire life cycle of medical transcription including dictation, assignment of the files, transcription, quality assurance and document delivery without affecting the work behavior of either your doctor clients or your transcription company clients.
- It is a totally web-based application which does not require the installation of any specific hardware or software. It can be easily integrated with the present hardware system of your clients.
- Medikin's file routing algorithms guarantee optimal efficiencies by reducing turnaround times by 20%-50% and by reducing your costs by 30%-50% compared to traditional transcription methods
- 256-bit SSL encryption technology provided by Medikin Online ensures the secure transmission of audio as well as document files. All of the access points to records are identified and authenticated by a username and password combination.
- Moreover, Medikin Online has HL7 and ADT interface compatibility.

Which HIPAA security features are available on the system?

Medikin understands its clients' utmost requirement is the security of their information. Medikin tries its best to maintain security for its clients in every aspect.

Security features of Medikin Online (system) include:

- 256 bit SSL encryption on all file transfers via Internet – All of the files are first encrypted 256 times and then they are transferred from the doctor to the MT or from the MT to the doctor via the Internet.
- Authorized user identification through login id and password – User login ID and password are provided so that any unauthorized user unable to access the system.
- Every 2-hour activity time out – After every two hours of login, the system asks for the login ID and password. The system denies access unauthorized persons.
- Upload file restrictions – There are various restrictions for the file upload procedure. More than one document file cannot be uploaded for a single audio file. The system denies a file which has already been uploaded. Control accounts like Master Admin, MT Admin and MRM cannot upload any kinds of files.
- Last login information and account activity log – Whenever the account user logs into the system, information regarding his or her last login is displayed. This allows the user to

keep track over the activity of his or her account. The Recent Activity Log is one of the features through which to keep check over the event activity of your account as well as the accounts controlled by you.

- Server security and redundancy – Our clients are not required to worry about the server installation. Medikin maintains the entire server and its backup. The servers maintained by Medikin Online are as follows:
 - Medikin Online Staging Server – Development and Backup Server for Medikin Online
 - Medikin Web Server – Production Web Server for Medikin Online
 - Medikin Online Database Server - Storage of Medikin Online's audio files and transcribed audio files
 - Medikin Online File Server - Storage of Medikin Online's audio files and transcribed audio files
 - Medikin Online Network Attached Storage Server - Storage of Medikin Online's audio files and transcribed audio files
 - Medikin Online Remote Backup Server - Storage of Medikin Online's audio files and transcribed audio files

Legal Security:

Medikin has a separate legal department which takes care of HIPAA compliance of the system.

HIPAA Privacy Officer:

Medikin has a full-time HIPAA Privacy Officer to facilitate and manage the information security and HIPAA needs of our organization as well as those of our customers. The Privacy Officer will develop and maintain effective educational programs for training internal and external clients on the requirements of HIPAA.

Confidentiality:

Apart from adopting high security measures, Medikin Online also adopts confidentiality measures. They are as follows:

To ensure that no information is leaked out by the employees, there is restricted usage of data storage media like floppy disks and CDs at data collection points in the company.

Confidentiality Agreement - All of the employees are required to sign a "Confidentiality Agreement" which addresses the issue of leakage of patient or any other information.

Explain Medikin Online's Tier Architecture.

Medikin Online is based on thin client technology. All of the operations are done at the server side without requiring you invest in any kind of hardware or software installation. This is become possible due to the dynamic three-tier architecture of Medikin Online.

In the Database Tier, Medikin has a SQL-driven database hosted on a server powered by a cluster of multi-processor CPUs. The Standby Server provides failsafe operation at the database tier, with all of the customer data being stored on an array of mirrored RAID drives.

In the Application Tier, Medikin employs a developed Java solution. Clusters of multi-processor CPUs also power the application servers. Automatic fail over of the application is supported to ensure mission critical application reliability. Due to this unique design, additional servers can be deployed without any interruption of service.

In the Presentation or Web Tier, Java Server Pages (JSPs) are hosted on the Stronghold (Apache) Web Servers. The JSPs in the Presentation Tier retrieve XML data from the Application Tier and render the appropriate information to the specific client device on a standard browser.

What are the different modes of dictation supported by Medikin Online?

Medikin Online supports the following modes of dictation: Toll Free Number, Digital Recorders, PDAs, Smart MIC, Dictation Servers, and Safety Net.

What is Online Help?

Online Help of Medikin Online gives you a comprehensive description of all the pages and how to perform various activities. The Orange button with a question mark at the top right corner redirects you to extensive help. You can clear your queries by referring to Help.

What benefits do my clients get?

The best part of Medikin Online is that it can be integrated with the existing systems without interfering with the work behavior of your clients.

Doctors benefit from no capital investment, shorter dictation time, greater control, improved turn-around-time, higher accuracy, prompt feedback and redundant & secure data-center services.

Transcription companies get the benefit from no capital investment, lower telephone costs, and better work distribution with a full-function work pool module, prompt feedback and hassle-free document delivery.

Can I create the MRM and MT Admin accounts?

No, you cannot create the MRM and MT Admin Accounts on your own. You are required to approach Medikin for the creation of MRM and MT Admin accounts with all of the details.

What type of accounts can I create?

You can create doctor, MT, QA1 or QA2 accounts. Click the "Create New Account" button on the Navigation Menu. Select the new account type (radio button). Select the appropriate linkage from drop down menu if new account is member of any of these.

Is there any maximum number limitation to create doctor accounts?

No, there is no such limitation. You can create as many doctor accounts as you want.

Is it possible not to disclose the user's name?

Yes, this is possible. While creating an account, click the option of "Display File Owner ID as." There are three radio buttons: "ID Number Only", "Initials Only" and "Full Name". Select one of them based on which file owner identification will be disclosed.

Can I set the time limit for the audio file archive availability?

Yes, you can set the time limit for the audio file archive availability for the doctors. Click the "Account List" button. Select the specific account. In "General Account Information", select the time from the drop down menu next to the "Audio File Archive Availability." This is the duration for which the audio files will remain (online) in the Audio Archive of the doctor.

What is the purpose of e-signature settings?

E signature settings are provided by Medikin Online in order to assure your doctor clients that their transcribed files are safe and that they cannot be tampered with by anyone without his or her knowledge. E-signing of files by the doctor will lead the system to lock the files. As a result, no one will be able to change the documents without unlocking them. If the doctor wants to edit a locked file, he or she can unlock it by un-signing it in the same way he or she e-signed it.

When the doctor downloads the transcribed files, the system considers that the file approved by the doctor and thus the status of the file changes from red to green in Doc archive. When the settings for e-signature are made in the doctor's account, the system changes the status of the file to green only when the doctor e-signs it.

Click the "Account List" button. Select the concerned doctor's account. Click the "Manual e-signature settings" hyperlink. Enter all of the required information.

How can I determine the status of the audio files?

Click the "Audio Archive" button at the top right corner. The status of the files is shown in the status column. Different colors are assigned to each status. Red: The file is still to be downloaded by the MT. Simple yellow: The file is being transcribed (with MT). Yellow (1): The file is with the QA1. Yellow (2): The file is with the QA2. Green (with tick mark): The file is completed, i.e. transcribed.

How can I delete the files?

You can delete the audio files but not the document files. Click the "Audio Archive" button on the top right corner of the screen. A new screen will appear on the monitor. Mark the check box in front of the ID of the file you want to delete. Select the "Delete Selected Audio Files" radio button under the "Checkbox Functions." Fill in your account password in the text box "Confirm your password for file deletion". Click the "Perform Checkbox Operation" button at the bottom. The next screen will appear. Fill in the reason for the deletion in the text boxes. Click the "Delete Selected Files" button.

How can I make the audio file online or offline?

Click the "Audio Archive" button at the top right corner. Select the audio files (tick the check box in front of the file ID) to be deleted. Go to the bottom of that screen. Select "Activate Selected Audio Files" to make the file online or "Deactivate Selected Audio Files" to make the file offline. Click the "Perform Checkbox Operation" button.

How can I download the audio files?

Click the "Audio Archive" button at the top right corner. Select the audio files (tick the check box in front of the file ID) to be deleted. Go to the bottom of that screen and select "Download Selected Audio Files." Click the "Perform Checkbox Operation" button.

How can I determine the status of the document file?

Click the "Doc Archive" button. The status of transcribed files appears in the status column. Red signifies that the file is completed and ready for doctor approval. Green signifies that the doctor has approved that file.

Do I have the option to upload the files (audio or document) from my account?

No, Master Admin does not have the option of uploading the files. In fact you cannot do so because it is a controlled account.

How can I make changes in any of my client Accounts?

You can easily make changes in your client accounts. On the navigation menu, click the "Account List" Button. Click the MT/QA1/QA2/doctor/MRM/MT Admin hyperlink in the User's name column. A new screen will appear. Make the required changes. Then click the "Modify Account" button at the bottom.

Does Medikin Online have a feature that will allow my clients to automatically download their audio or transcribed files?

Yes, Medikin Online provides your client with such a feature. It is called the Auto Download NEXUS feature. The Auto Download feature enables the MT or doctor to download the audio and transcribed files automatically. If this option is selected, all of the audio files or transcribed files will be downloaded automatically as soon as the MT or doctor logs in. The system will pick

up the files automatically from the FTP Server where they will be transferred when the MT or doctor uploads the files. These files will be downloaded to the respective client's PC.

The IP address of the FTP Server and the specified folder path where his/her files will be stored are set up. When your client uploads his/her file, they get stored in that folder on that FTP Server. Medikin's server picks them up and stores them automatically in a specified directory on the respective clients PC. If the doctor has uploaded the file, it will be automatically downloaded in the MT's PC and vice versa.

Click the "Account List" button. Select the concerned account and click the "Document Delivery (sFTP)/NEXUS Download Settings" hyperlink. Enable the feature and specify all of the required information.

What exactly do the features of Automated ASP MT FTP Audio File Delivery and Automated Document Delivery (via FTP) do?

Both of these features have the same functionality with the difference of the clients for which they work. These features work similarly to the Auto Download NEXUS feature. They are enabled to automatically download the files with less time consumption.

Automated ASP MT FTP Audio File Delivery – When the doctor uploads the audio files, ASP also sends a copy of them to the specified FTP server if this feature is enabled. When the MT logs in, these files will be automatically downloaded to his/her PC in a specified folder. For this, Auto Download NEXUS feature has to be enabled.

Automated Document Delivery (via FTP) - When the MT uploads the document files, ASP also sends a copy of them to the specified FTP server if this feature is enabled. When the doctor logs in, these files will be automatically downloaded to his/her PC in a specified folder. For this, Auto Download NEXUS feature has to be enabled.

Does Medikin Online have an automatic upload feature?

Yes, Medikin Online has similar feature for automatic upload but only for your doctor clients.

The Auto Upload NEXUS feature enables the doctor to automatically upload the audio files. If this option is selected, all of the audio files will be automatically uploaded as soon as the doctor logs into the system. In the doctor's account, the IP address of the FTP Server, the specified folder path on the FTP Server where his files will be stored, the source folder in doctor's PC from where the FTP Server will pick up the files and also the backup folder in doctor's PC are set up. The doctor will store his/her entire audio files in the source file. Whenever he/she logs into our system, the audio files in the source folder on his/her PC will be automatically uploaded in the distant folder on a specified FTP Server and a copy of them will be stored in a specified backup folder in his/her PC for future reference. Medikin will pick up those files from the FTP Server automatically.

Click the "Account List" button. Click the concerned doctor's account. Click the "Upload NEXUS Settings" to enable this feature. Please see the Help image for further assistance.

What will I have if the MRM says that the audio files of doctors under it will be stored at their own FTP Server and they want my system to pick up the file from there?

There are certain hospitals and clinics that have their own in-house dictation system. They have their own FTP Server as well. They want the option to send their audio files on this server and our system automatically pick up those files. Our system has the feature of direct FTP pickup. The IP address of their FTP Server and the specific folder on it where the doctors' files will be stored are set up in doctors' account. These settings are to be done for each doctor individually. When doctors log into Medikin Online, it will automatically pick up the files from the specified folder on the target FTP Server.

Click the "Account List" button on the Navigation Menu. Select the doctor's account. Click the "Direct FTP Pickup" hyperlink. Enable the feature and enter the required information.

Does the Medikin Online accept the audio files dictated through the toll free number?

Yes, Medikin Online accepts the audio files dictated through the toll free number. Click the "Account List" button on the navigation menu. Select the concerned doctor's account. Click the "Toll-free Dictation/FTP Pickup Settings" hyperlink. Enter all the required information. Please refer to the Help image for further assistance.

Can I make report specific TAT settings for the doctors?

Yes, you can make report specific TAT settings for the doctors. Click the "Account List" button on the Navigation Menu. Select the concerned doctor's account. Click the "TAT/Template with Report/Worktype Settings" hyperlink. Here you can also set the Template for a specific report type.

Can I track or block the IP Address of the PC through which the clients login?

Yes, you can track the IP Address of the PC from which your clients log into the system. Click the "Account List" button. Click the concerned MT/QA1/doctor User Name in the User Name column. Click the "IP Tracking/Blocking" option. You can specify the IP Addresses for which tracking or blocking is to be done. For further assistance, please see the Help image.

Can my doctor clients receive the transcribed files through either email or fax service?

Yes, your doctor clients can receive the transcribed files on demand or automatically through either email or fax service. For this, certain settings are required. Click the "Account List" button. Select the concerned doctor's account. Click the "Email/Fax Services" hyperlink. Change the settings according to your client's requirements.

What is the White Labeling feature of Medikin Online?

The White Labeling feature of Medikin Online enables you to sell some of our services to your clients under your brand name. Instead of our company logo, we give you the feature of using your company logo so that whenever your client logs into Medikin, they will not know that they are using our services. They will think that they are using your services.

Whom should I contact for support?

Click on the "Send Message" option in the Navigation Menu and explain the problem in detail. This will send a message to Medikin and the problem will be attended to as soon as possible.

You can send the mail to the following:

Technical Support - support@medikin.com

Sales Queries – sales@medikin.com

Though email is the best way to register any complaint or query, you can also call toll free 866-MEDIKIN.

What is Medikin Online's billing procedure?

You pay for the actual audio dictation time only, not for connection, greeting or pause times. The billing is equal to the audio file time which makes the service at least 15% more cost-effective when compared to other companies.

No Contractual or Minimum billing - Apart from our competitive pricing, there is no contractual term commitment and no minimum-billing obligation. This is a purely pay-as-you-go service based entirely on your usage.

How can I make the changes in the settings of any account?

Settings of the account controlled by you can be easily changed. On the Navigation Menu, click the "Account List" button. Click the MT/QA1/QA2/Doctor hyperlink in the User's name column. Make the changes as required then click the "Modify Account" button at the bottom.

How can I search for a particular medical record?

Search EPR is one of the most attractive features of Medikin Online. Click on the "Search EPR" option on the Navigation Menu. Search the record by filling in various criteria. For further assistance please go to the Help image.

What is the TAT Summary?

TAT refers to the Turn Around Time or the time taken by the transcription company to transcribe the audio file and send the document file to the doctor. The TAT summary gives you the TAT details of the files being transcribed. This helps the Master Admin to track the efficiency of various MTs.

What is the TAT Report?

The TAT Report gives the Summary or Detailed TAT report on an account basis for a particular period for the files that are completed, i.e. they are not being transcribed.

What is the purpose of the Recent Activity Log?

The Recent Activity Log helps the Master Admin to track the activity of various accounts handled by him/her. You can generate a date sort, event type sort or an account sort activity report.