

MASOOD AHMED

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Add: 7, A Mary Road, Kadugondana Halli, Bangalore-45

ACCOMPLISHED MEDICAL TRANSCRIPTIONIST/QC LEAD
Hospital Management & Administration | Quality Control | Physiology | Admin

PROFILE SNAPSHOT

- ❖ Strong People & Project management Skills, capable of managing members having distributed skill sets, ensuring judicious utilization of resource as well as ensure skill upgrade, competence management, and mentoring of the team members as well as maintaining TAT, Quality, Productivity and Behavioral aspects of the Team.
- ❖ Set up and maintain medical files and databases, including records such as x-ray, lab, and procedure reports, medical histories, diagnostic workups, admission and discharge summaries, and clinical resumes.
- ❖ Return dictated reports in printed or electronic form for physician's review, signature, and corrections and for inclusion in patients' medical records.
- ❖ Receive patients, schedule appointments, and maintain patient records.
- ❖ Answer inquiries concerning the progress of medical cases, within the limits of confidentiality laws.
- ❖ Identify mistakes in reports and check with doctors to obtain the correct information.
- ❖ Translate medical jargon and abbreviations into their expanded forms to ensure the accuracy of patient and health care facility records and decide which information should be included or excluded in reports.
- ❖ Perform a variety of clerical and office tasks, such as handling incoming and outgoing mail.
- ❖ Have expertise in Chart Notes, Operative and Procedure Notes, Discharge and Admission Summaries, Letters, Clinic Notes, Progress Notes, EEG/EMG Reports, Consultation Reports etc. of various specialties like Internal Medicine, Neurology, Radiology, Cardiology, Pulmonology, Rheumatology, Psychiatry, Neurosurgery, Ophthalmology, Cardiovascular and Thoracic Surgery, Urology, Orthopedics, Gynecology, Pediatrics, Radiology, Pathology, Physical Rehabilitation.

ACADEMIA



B.A.-Bangalore University-2004

**Diploma in Civil Engineering
(Discontinued)**, Oxford Polytechnic

Diploma in Computer Applications-
Online Computer Education, 2000

H/W & Networking Diploma-Reliance
Inst of Computer Engg, 2001

Date of Birth: 3rd Aug 1975

Languages: English, Hindi, Tamil and
Kannada

Hobbies: Mixing with people and
Helping humanity.

References: Available on Request

EMPLOYEMENT SCAN:

NUANCE TRANSCRIPTION PVT LTD
Quality Control (eScription & Edmat Platform)

since Oct' 2013

- ✓ Transcribed operative reports, discharge summaries, pathology reports, patient summaries I chmts, and x-ray reports.
- ✓ Directs efforts toward quality documentation, including providing procedures, training, and resources for transcription team members.
- ✓ Establish guidelines for identifying qualified applicants for transcription and quality assurance staff positions.
- ✓ Developed standards for employee performance review related to quality documentation.
- ✓ Established criteria for quality reviews.
- ✓ Established policies and procedures that contribute to the efficiency of the transcription department.
- ✓ Through a standard random selection process, selected randomly transcribed or edited reports for review.
- ✓ Reviewed the transcribed report against actual dictation, applying industry-specific standards provided by current resources and references.
- ✓ Using preferred standard quality scoring criteria, calculated and scored reports consistently and fairly, weighing the varying degrees of errors against the documentation length.
- ✓ Provided timely and consistent feedback to the medical transcriptionist or editor in order to eliminate repetition of errors, build skills, and mentor the medical transcriptionist/editor.
- ✓ Recognized, interpreted and evaluated inconsistencies, discrepancies, and inaccuracies in the medical dictation, and appropriately clarify and/or report them as required.

AJAX DOT COM PVT LTD	Core Medical Transcriptionist	Oct'2010-Aug'2013
ACCENTIA TECHNOLOGIES PVT LTD	Sr. Medical Transcriptionist	May'2010-Oct'2010
BLUEPEARL INFOMEDIA PVT LTD	Sr. Medical Transcriptionist	Nov'2007-May'2010
GLOBAL MEDITRANS PVT LTD	Sr. Medical Transcriptionist	Mar'2005-Oct'2007
NEW PLANET SOLUTIONS PVT LTD	Medical Transcriptionist	Apr'2004-Mar'2005

Job Description & Roles Undertaken:-

- ✓ Analyze and research all discrepancies. Investigate and resolve outstanding items.
- ✓ Ensure that the quality of transaction is in compliance with predefined parameters as defined by Process Excellence.
- ✓ Ensure adherence to established attendance schedules.
- ✓ Ability to operate computer, multiple software applications, transcription equipment, and other equipment necessary, including the ability to accept voice/text files in multiple formats and word processing software.
- ✓ Edits speech recognized dictation when appropriate to the completion of the medical report. Reviews and edits all dictation that is received through the help of Computer Aided Medical Transcription (e-Script).
- ✓ Word processes patient medical reports to include formatting and proofreading using Microsoft WORD and hospital information system.
- ✓ Uses the productivity policies and procedures that are used to increase turnaround times; also known as "style guides".
- ✓ Transcribes all reports as they come up on the queue in that order unless directed otherwise. (STAT Requests).
- ✓ Ensures that the completed transcribed report is in the proper status and transferred from the transcription software.
- ✓ Ensures that each transcribed report is spell-checked for errors.
- ✓ Utilizes appropriate use of abbreviations as outlined in the abbreviations policy.
- ✓ Maintains daily statistics as deemed necessary by the Manager of Health Information Management.
- ✓ Retrieves patient demographic information as necessary to accurately complete reports
- ✓ Maintains productivity and quality standards as outlined in the telestaffing policy.
- ✓ Maintains transcription equipment and software applications.
- ✓ Notifies the transcription coordinator of system issues and report problems in a timely manner.
- ✓ Performs, as directed, safety compliance and uses Personal Protective Equipment (PPE), as needed.
- ✓ Participates in Quality Assessment (QA) and Quality Improvement (QI) programs, as directed.
- ✓ Responds promptly and sincerely to customer's needs, requests and concerns via all communication forms using easily understood language and refraining from using inappropriate language and non-verbal gestures.
- ✓ Maintains positive working relationships as a team player through problem solving issues, speaking positively about others, listening attentively and observing the Patient Bill of Rights and Confidentiality.
- ✓ Increases customer service knowledge, skill and ability by participating in department and institution-wide specific programs.
- ✓ Distinguish between homonyms, and recognize inconsistencies and mistakes in medical terms, referring to dictionaries, drug references, and other sources on anatomy, physiology, and medicine.
- ✓ Produce medical reports, correspondence, records, patient-care information, statistics, medical research, and administrative material.
- ✓ Write and produce discharge summaries, medical history and physical examination reports, operative reports, consultation reports, autopsy reports, diagnostic-imaging studies, progress notes, and referral letters.
- ✓ Comply with specific standards that apply to the style of medical records and to the legal and ethical requirements for keeping patient information confidential.
- ✓ Work with programmers and information systems staff to stream in voice communication that provides seamless data transfers through network interfaces.

I hereby declare that the details furnished above are true and correct to the best of my knowledge and up to date.

Thanking you,

Masood Ahmed