



DSP protocol across all platforms

DSP (Direct Submission Privilege) is the term used to grant privilege to MTs to submit their work directly to the client.

Below are the protocols being followed in our different platforms:

Netcare/DMT/Softmed:

Latest 2000 lines done by the candidates will be considered for DSP evaluation, which should not contain any gross medical error or category A errors and could have a less than 10 English major errors (category B errors).

Category A				
Medical major	Comprehension	Lab value/number	Drug	Gender

Category B			
English Major	Formatting	Non-referral	Repetitive

Note:

- Candidates are expected to procure DSP from 90 days from the date of joining, failing which the contract would be terminated. (HTs)
- Candidates are expected to procure DSP from 90 days from the date of joining, failing which would lead to redesignation to lower designation. (in-house)

eScripton:

The direct submission privilege (DSP) is earned by an individual based on his/ performance. You are given a total of 60 working days in total to achieve your DSP. To achieve your DSP, you would be required to meet the criteria as noted below.





You will be required to process a minimum of 1000 lines without any Category A errors (any error directly affecting the patient's care) and not to exceed 3 error points in total in 4 working days to be eligible to take up a DSP test.

If you do meet the above-mentioned criteria, you will be scheduled for a DSP test where you would be required to process a minimum of 500 lines without any Category A errors and a maximum permissible total error points of 1.5.

Note;

Failure to meet the set criteria within 60 working days would result in termination.

Dictaphone:

Latest 1600 lines done by the candidates will be considered for DSP evaluation, which should not contain any CPSEs (critical patient safety errors) and can have up to 3 major errors but with an overall accuracy of greater than 98.5%.

Critical Patient Safety Errors (CPSE): This is defined as any error impacting patient care. Examples include errors in laboratory data, medication doses and/or names, vital signs, etc. This does not include minor misspelling of a medication; i.e., capitalizing a generic drug. Critical Patient Safety Errors also include gross medical term errors and incorrect English language errors (i.e., omission of "no history of", transcribed as "history of"). Wrong patient name is also a Critical Patient Safety Error.

Major Errors include errors in medical terminology or English language that are significant but do not alter the care of the patient. Examples include omission or addition of words not altering patient care, use of the wrong template, creative transcription.

Minor Errors include any errors not adversely impacting patient care. Examples include use of a wrong signature line, typos, improper macro use not resulting in critical patient safety errors, capitalization errors, and formatting errors.

QA Error Values:

SL #	Type of Error	Error Value
1	Critical Patient Safety Error	2
2	Major Error	1
a	Wrong Template/accounts specifics	1
b	Grave Omitted Dictation/Creative Transcription	1
c	Medical/English Word Misuse	1





3	Minor Errors	0.5
a	Medical/English Drug Spelling/Typo	0.5
b	Formatting/Wrong Signature Line	0.25
c	Grammar, punctuation, capitalization/style error	0.25

Note:

- Candidates are expected to procure DSP 90 days from the date of joining, failing which the contract would be terminated. (HTs)
- Candidates are expected to procure DSP from 90 days from the date of joining, failing which would lead to redesignation to lower designation. (in-house)

