



Home-based transcription/proofing prerequisites:

- Should have undergone formal MT training.
- Currently available are home-based openings for individuals with a minimum of 3 years plus experience capable of proofing/editing voice recognition output generated by the computer and turn around 100% accuracy.
- Should have PAN compulsorily (permanent account number) issued by Income Tax Department
- Should be able to procure DSP* within a month's time after commencing the work.
- Candidates are always expected to be in A grade**.

PROCEDURE TO APPLY FOR HOME PROOFING WORK

1. Register on-line test at the following website if you have already NOT registered with us earlier:

www.focusmt.com

Upon reviewing your application, you will be scheduled for an on-line test. Details of the online test will be mailed to you at the e-mail ID provided by you in the application form.

3. If you have ALREADY registered, then please DO NOT re-register your name. Alternatively, please write an e-mail to home@focusmt.com to know the status of your application, quoting your HR ID allotted to you while registering.

OR

For those from Bangalore, Hyderabad, Chennai, or Coimbatore, just walk in to our office on any weekday between 10 a.m. and 4 p.m.

Please write for more details about on-line testing to Ms. Kalaivani at home@focusmt.com or call her on 080-2563-1722.

| Rates | | | |
|---------------|----------------|---------------|----------------|
| >20,000 lines | | <20,000 lines | |
| Direct lines | Indirect lines | Direct lines | Indirect lines |
| 0.8 | 0.55 | 0.7 | 0.45 |

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| | | | |
|-------|-------|-------|-------|
| Paise | Paise | Paise | Paise |
|-------|-------|-------|-------|

You would need to compulsorily send your work to Focus for evaluation until you procure **Direct Submission Privilege (DSP)** from Focus. All such lines would be considered as "indirect lines." This also implies that faster you become a DSP, higher your income would be. It's also compulsory that you procure your DSP within a month of working with us.

FAQs:

Q: What is the unit of measurement of payment?

A: Converted line is what the above slab applies for. Converted line = Transcribed line x 2. For example, if you transcribe 100 lines, then converted lines = 100 x 2 + = 200 converted lines.

Q: Do I need to come down to Bangalore for technical setup and signing the contract?

A: No. Contract will be sent by courier. You will be given on-line support while installation and starting with the first file. However, it's good that you come down and get a hang of things, especially if you are staying in Bangalore. You can also visit any of our branch offices to learn more about the software.

Q: Can I use Windows Vista Operating system?

A: No. As of now, Dictaphone does not support Windows Vista.

Q: What will the on-line test consist of?

A: The online test will consist of audio files of about 10 minutes' duration for transcription. The in-house test will be similar too.

Q: Do I need to have a computer to take on-line test?

A: No, you can take the test at a cyber center too. However, you will need to specifically ask to have administrator rights on the computer when you take test with us. Also, once selected, it is a must that you have your own computer to work from home although it is not a must to have a foot pedal.

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Q: What if I decide to work full time for you after getting selected for home transcription/proofing?

A: You will be eligible by default to work in our office once you are selected for our home transcription/proofing program. Please see "job opportunities" web page for various designations available with us and contact our HR department to know what designation you would be eligible for.

Q: If I opt to proofread, do I still need to transcribe?

A: Yes, you will need to transcribe approximately 20% of the work, which means 80% of lines will need proofing and 20% of the lines might need transcribing depending on the doctors dictating for that day. However, each transcribed line will be given credit of 2 proofread lines.

Q: Do I need to be connected on the net continuously when I work?

A: You will need to be on-line throughout the time you work. The reason for this being that as you are working on your first file, the second and third file will be downloaded onto your computer in the background. As you would complete a file, you would need to upload the file and work on the next file. For this reason, you would need to be online constantly.

Q: What extent of my work can I send for proofing?

A: You can send 5% of your jobs for proofing, doubts, blanks, clarifications, etc. Anything more than that will be paid as indirect lines. Penalization percentage is for the whole payment payable to the candidate for that month's work.

Q: What is the accuracy expected from me?

A: We do not necessarily look at the kind of accuracy you are producing, though we expect greater than 99% accuracy from you. We largely look at the kind of errors you are making. Given below is how we mark errors. We expect you to be in A grade.*

CPSE: Critical Patient Safety Errors: 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.

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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, and 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 | 3 |
| 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 |

Accuracy = 100 - {(points deducted/total line count) x 100}

Q: Do I have any deductions for underperformance in terms of quality?

A: Yes, you have penalty imposed if you underperform in terms of quality as below:

We necessarily do not go by overall accuracy but also the kind of errors made. DSPs are further classified into 3 grades** (A, B and C) based on your post delivery QA. If you are in A grade

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overall in our QA, there would be no penalization no matter how many errors you have committed; however, if you fall into B grade or C grade, there would be penalty of Rs. 50/- and Rs. 100/- for each major error and CPSE respectively.

Q: Will there be any tax deduction on my payments?

A: Yes, 10.3% of the amount payable to you will be deducted by us before making payment towards income tax deductible for professional charges. However, you can claim file your annual tax returns and claim this tax back from the government quoting your expenses, etc. Please consult your chartered accountant/tax planner for this.

Q: Do we get feedback on our work?

A: Yes, you will get on-line feedback of the corrections made to your reports.

Q: What do I do if I see an error marked wrongly in my report.

A: Please e-mail the correction report or job # number to the Team Manager assigned to you who will then reverse the error after verification.

Q: How can I procure DSP?

A minimum of 1600 lines will be evaluated, and these 1600 lines should NOT have any CPSEs and can have up to 3 major errors. If the candidate falls in A grade with an overall accuracy of more than 99% in the evaluated lines, DSP will be granted. This also means that we take latest 1600 lines for consideration of granting DSP.

Q: What happens if I fail to procure DSP in one month's time?

A: We highly encouraged all to get DSP in one month's time; however, if you fail to do so, you will be given 15 days' grace time. If you fail to achieve DSP in the 15 days' grace time, contract will be terminated. We would help you in all the possible ways to get you DSP.

Q: I am presently working with another MT company, and I can spend only 3 hours per day. Is it okay?

A: As long as you can spend anything equal to or more than 3 hours, it works out just fine for us.

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Q: I work in shifts in my company, which means my work timings keep changing. This means I will not be able to work at the same time for your company. Is this okay?

A: We don't see any problem here.

Q: Will I get work round the clock?

A: Usually, you do get.

Q: I am presently out of India. Can I execute home-based work for you?

A: No, we do not allow individuals outside India to work for us from home.

Q: What are the worktypes that I will have to work on?

A: We basically work for hospitals. Hence, you will be exposed to almost all general worktypes.

Q: Will I get to work on a single client/account?

A: We usually try to keep you on a single account. However, if work runs out of that particular account, we try to shift you to another account, depending on your familiarity with that account. However, client-specific instructions will be made available online for ready reference along with samples.

Q: If I work on a secondary account, can I submit that work direct?

A: No. You need undergo the DSP evaluation process for 1200 lines since you are already a DSP on one account.

Q: Should I execute a minimum line count every day?

A: Preferably yes, we have an understanding as to how many lines we can rely on you for so that the rest of the work can be distributed to others or alternative plans can be made to execute the remaining work.

Q: Do you have any preferred timings for me to work?

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A: There are company-preferred work hours in a 24-hour day where we can guarantee you 100% jobs if you go with the same hours.

Company preferred working hours of day (in order of preference)

| Preferred timeslots | |
|---------------------|-------------|
| From | To |
| 10 p.m. | 6 a.m. |
| 8 p.m. | 12 midnight |
| 10 p.m. | 2 a.m. |
| 2 a.m. | 6 a.m. |
| 4 a.m. | 8 a.m. |
| 6 a.m. | 10 a.m. |
| 10 a.m. | 2 p.m. |

Jobs are assured anytime between 6 PM to 2 PM, Monday through Saturday.

Q: Will I need to have all the reference materials/CDs?

A: Yes, the company doesn't provide you with any reference material, and it is essential that you need to procure the same at your own cost.

Q: What is the mode of payment from you?

A: You will be paid on 7th of every month for the previous month's work. You will be paid only via direct transfer to your account of Citibank, ICICI, HDFC, Axis Bank, and Kotak Mahindra (Kotak - effective August 2009).

Q: How do I get my payment if I do not have an account in Citibank, ICICI bank, HDFC, or Axis Bank?

A: Your payment cheque will be couriered to the mailing address given to us.

Q: Do I need to pay any security deposit if I am selected before starting work?

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A: No, nothing.

Q: What is the payment cycle going to be?

A: You are going to be paid once a month.

Q: I am unable to procure a foot pedal through market. Can you help me?

A: Yes, we provide you with the details of local vendors from where you can take foot pedals.

Q: Do I need to have any software to work for you?

A: No, we provide the software. However, you would need a computer with the following specifications:

| |
|---|
| Hardware Requirement: |
| • P IV > 1 GHz+ |
| • 1 GB RAM+ |
| • Minimum 10 GB free disk space in Hard Disk. |
| • USB port Foot Pedal (Dictaphone/Infinity recommended)*. |
| |
| Operating System: |
| • Windows XP |
| Packages: MS Office 2003 + Service pack 3 |
| Browser: IE 6.0 and Service Packs |
| • Internet Connection: High speed internet Broad Band or Cable (Preferably 512kbps)** |
| Chat Software: Yahoo Messenger. |

* Dictaphone software always recommended having Dictaphone foot pedal or infinity foot pedal for using the inbuilt audio. Development team is working on higher versions of Wordclient applications and you may not be able to use the normal USB/Game port/Com port foot pedals at that point.

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FocusMT India Pvt. Ltd- Dictaphone Home Transcription Division



** Dictaphone recommended having stable and good internet connectivity with high speed download for the best performance.

Postal address from where HT operations are monitored:

Focus Infosys India Private Limited
Home Editing Division
#72/32, Greenleaf Layout
80 Feet Peripheral Road
Koramangala 4th Block
Bangalore 560 034

Website: <http://www.focusmt.com/>
e-mail: home@focusmt.com

Terms used:

*DSP – The privilege granted by Focus to HTs to send work directly to the hospital after evaluation of their work.

***Grades: DSPs are further classified into 3 grades (A, B, C) based on one's qualitative performance. A - Excellent. B - Good. C - Needs constant monitoring and would always be on the verge of suspension of DSP. The grades of the people get changed automatically every day based on their performance in terms of error rate on the daily audits undertaken by the QA Department. Please refer to QA standards documentation available on-line to learn more once you are on-board...*

Created/updated by Basant
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