

FocusMT Escription Home Transcription Documentation

Brief Introduction:

- Certified as #1 MT company in the world by KLAS in 2006
- Executing more than 10.65 lakh lines/day (more than 1 million lines/day)
- 73% of the work is executed through speech-recognition technology
- Presence in the MT industry since 1999
- Presence in Bengalooru, Coimbatore, Hyderabad, and Chennai
- Second Bengalooru office at RT Nagar to save traveling time for all MT professionals residing in that part of the town
- Third Bengalooru office in Basavanagudi (Bull Temple Road) to save traveling time for all MT professionals residing in that part of the town as well as to start our third speech recognition software/platform.
- Upgradation of Chennai office from 100-seater to 250-seater facility and upgradation of Coimbatore from 100-seater to 220-seater facility soon.
- 950+ full-time employees
- 500+ India home-based MTs and proofers, including part-timers
- 500+ US home-based editors, including part-timers
- Head office in Boston, USA
- Outsourcing business to 19 companies across India
- Outsourcing business to 9 companies in US
- Highest home-based work rates

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.

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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:

<http://netemr.net/Register/>

2. 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 Bengaluru, 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.

Editing Rate @ Paisa Per Line						
			Day Shift (7:30 am - 10:30 pm)		Night Shift (10:30 pm – 7:30 am)	
Slab	Editing Lines		External HT Rates	In-house HT	External HT Rates	In-house HT
Slab A	0	9999	55	65	63	65
Slab B	10000	19999	60	65	69	65
Slab C	20000	29999	70	75	81	75
Slab D	30000	Infinity	75	75	86	75
		Timing-IST	Logic = 15% extra for night shift			

Payment Rate for Transcribed Line is x2 of the above, i.e. one transcribed line equal to two Edited lines.

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Q: Do I need to come down to Bengalooru 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 Bengalooru. You can also visit any of our branch offices to learn more about the software.

Q: I have received online test instructions from you, but I have problem taking the test. Do you have any helpline number to help me out?

A: Yes, you can contact our chat helpdesk onlinetest_focus@yahoo.co.in or alternatively call 0-98459-49938 for any problems that you might face while taking online test.

Q: I had applied with you long back but I have not heard from you. Should I submit my resume once again?

A: If you have already submitted your resume either online or as an attachment to us, then please DO NOT apply once again. We apologize for not processing your application. Please write to home@focusmt.com giving details of your name, date of birth, and HR ID assigned to you (if available). We have huge # of MT professionals who are wanting to take work from Focus, and we need more time to process all the applications.

Q: I took the test assigned to me long back but I have not got any results from Focus. What is going on?

A: There are several instances where we would NOT have received transcripts. Hence, please send an e-mail to home@focusmt.com with your HR ID asking for status of your results.

Q: Can I take up test for home-based job at your branch office?

A: We would be more than happy to test your skills for home-based job at any of our branch offices. Please visit our contact us page to know the postal address of our branch offices.

Q: I received your test files but I cannot play the files. What do I do?

A: Unfortunately, some individuals cannot play the voice files. In such cases, please ask for a retest. If you still have problem, then you will have to compulsorily come to one of our offices to take test.

Q: What is the unit of measurement of payment?

A: Converted line is what the above slab applies for. $\text{Converted line} = \text{Transcribed line} \times 2 + \text{edited line}$. For example, if you transcribe 100 lines and proofread 100 lines, then converted lines = $100 \times 2 + 100 = 300$ converted lines.

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Q: How is night shift lines accounted?

A: Any job submitted between 10:30 p.m. and 7:30 a.m. IST is eligible for night shift production incentives.

Q: What will the online test consist of?

A: The online test will consist of audio files of about 10 minutes' duration for transcription along with 25 objective type questions based on anatomy, physiology, English, etc.. The inhouse test will be similar too

Q: Do I need to have a computer to take online 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.

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

A: Yes, we can assist you in purchase of a footpedal, which costs Rupees Fifteen Hundred and Twenty Five only (Rs.1525) payable through DD (only) drawn in the name of "FocusMT India Private Limited" payable at Bengalooru. If you are not from Bengalooru, then you will be charged Rs. 150 extra towards freight charges, which amount could be included in the DD.

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 penalized at the following rates. Penalization percentage is for the whole payment payable to the candidate for that month's work.

DEDUCTION 'A'		
% of work sent to proofing		
From	To	Penalization
0	5	- Nil -
5	10	5 %
10	15	10 %
15	20	15 %
20	25	20 %
25	Greater	Contract Cancelled

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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: What is the accuracy expected from me?

A: Since your work would be directly uploaded to the client, you are expected to deliver a minimum of 99% accuracy. See below to understand how we calculate accuracy.

ERROR CATEGORIES

ACCURACY CALCULATION METHODOLOGY			
Sl No	Error type	Weight	Error Category
1	Account Specifics	1.25	A
2	Lab number/value	1.25	A
3	Medical word Major	1.25	A
4	Drug error	1.25	A
5	Comprehension	1.25	A
6	English/Grammar Minor	0.25	B
7	English/Grammar Major	0.5	B
8	Doubt/Blank Clarification	0.1	B
9	Omitted Words	0.5	B
10	Non-referral error	0.5	B
11	Comments	0	B
12	Punctuation	0.25	B
13	Repetitive	0.5	B
14	Gender	0.5	B
15	Typographical error	0.1	B

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

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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:

PERMISSIBLE CATEGORY A ERRORS

Permissible category A errors		
Converted lines		Category A permissible
From	To	
0	10000	1
10001	20000	2
20001	30000	3
30001	40000	4
40001	50000	5
50001	60000	6
60001	70000	7
70001	80000	8
80001	90000	9
90001	100000	10

Deduction B

1 Category A error is permissible for every multiple of 10,000 converted lines

If more than permissible Category A errors are found, there will be a deduction against earnings as follows:

Formula for deduction = Percentage of # of excessive than permissible category A errors x total gross earnings.

Deduction C

A flat 10% of deduction against the earnings if the average accuracy for the month falls below 98%.

Deduction D

An additional 5% would be penalized from gross earnings for failure to adhere to client protocols such as uploading deficient work directly to the client as well as client complaints.

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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 online 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: Do I need to have any special device for home editing work apart from my computer, foot pedal, and internet connection?

A: Yes, you need to have a COM port foot pedal (NOT the regular game port). If need be, the company can help in procuring the converter, which approximately costs Rupees One Hundred and Fifteen only (Rs.115).

Q: How can I procure DSP?

During the review period, all files processed by the home transcriptionist will be reviewed and regular feedback sent to them. During the review period if one achieves 99% accuracy without major errors that alter patient care (including minor errors) within the time specified, he/she will be granted the direct submission privilege status. This status enables the transcriptionist to send work directly to the client. Once the transcriptionist obtains the DSP status, he/she will not be required to pend files to Focus for review. They will only be required to pend files to Focus if there are doubts, blanks, or any other discrepancies and if there are doubts in the header and footer section.

Initially, the transcriptionist will be required to process a maximum of only 300 lines a day until further notification from the respective team managers. During this period, a home transcriptionist's work will be closely monitored with regular post-delivery audit done to ensure quality and also to ensure regular feedback. During this period if noted to consistently fall below the required quality standard, then the DSP status will be withdrawn from the concerned transcriptionist, and he/she will be back on the review period.

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

A: No. You need undergo the DSP evaluation process for this account too. This will be of a lesser duration since you already hold DSP on your primary account.

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

A: Yes, 10.30% 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.

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Q: Do we get feedback on our work?

A: Yes, you will get online feedback of the corrections made to your reports

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.

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: 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: Who do I contact @ Focus if I encounter problems while working:

A: You can always call our helpline number which will be mailed to you along with your contract papers. You will also be able to take the help of our 24/7 helpdesk whose contact number and IM ID also will be mailed along with your contract papers.

For any query related to transcription/account specifics you may contact your TM/QA through e-mail/IM. You may also contact your TM on his hand phone if assistance is required to complete a STAT request/report.

For any doubts which are not of a STAT nature, kindly pend the report to Focus

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.

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Q: Should I execute a minimum line count everyday?

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?

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 procure the same at your own cost.

Q: What is the mode of payment from you?

A: You will be paid on 10th of every month for the previous month's work. You will be paid only via direct transfer to your account of Citibank or ICICI.

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

A: You can open an account in any of the below banks.

1. UTI
2. HDFC

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

A: No

Q: What is the payment cycle going to be?

A: You will be paid once a month, and the payment shall reach you within the 15th of every month via courier. However, if you have a Citibank account or an ICICI Bank account, electronic transfer is a possibility and the payment will be made within the 10th of every month.

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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 III / IV > 1 GHz	
512 MB RAM	
10 GB Hard Disk.	
9-PIN COM port Foot Pedal	
Operating System:	
Windows 2000 / XP	(Windows XP is preferred)
Packages: MS Office 2000 / 2003	(Office 2003 is preferred)
Browser: IE 6.0 and Service Packs	
Internet Connection: 128 KBPS Broadband connection (256 Kbps is preferred)	
Winzip utility software is required as we send attachments in zip format. Click on the below link. http://www.download.com/3001-2250_4-10454671.html	
Chat Software: Yahoo Messenger. Yahoo messenger version 8.0 Click on the below link. http://messenger.yahoo.com/download.php;_ylt=AiPNrTK5KV.YdIsshfIoNYlwMMIF	

Q: Can I use Windows Vista Operating system?

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

Postal address from where HT operations are monitored:

FocusMT India Private Limited
Home Editing Division
#72/32, Greenleaf Layout
80 Feet Peripheral Road
Koramanagala 4th Block
Bengalooru 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.

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