

FocusMT India Pvt. Ltd.
Netcare/S2S Home Transcription documentation

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. Send your resume to home@focusmt.com or click on "apply" on our website www.focusmt.com
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 Bangalore, 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.

HT rates are as given below:

Transcription rates		
Nature of lines executed	Monthly line count < 10000	Monthly line count > 10000
Lines transcribed and sent for proofing	90 paise	100 paise
Lines transcribed and submitted directly to the client	140 paise	150 paise
Proofing rates (Non VRE)		
Nature of lines executed	Monthly line count < 20000	Monthly line count > 20000

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Lines proofread and sent for another level of editing	40 paise	50 paise
Lines proofread and submitted directly to the client	60 paise	70 paise
Proofing rates (VRE)		
Nature of lines executed	Monthly line count < 20000	Monthly line count > 20000
Lines proofread and sent for another level of editing	45 paise	55 paise
Lines proofread and submitted directly to the client	65 paise	75 paise

Penalty Clause: No payment will be made for reports which have gone to the client directly from your desk with category A errors. This will be highlighted in the post audit QA.

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: 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. Netcare does not support Windows Vista operating system

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

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

A: You can go offline after you download your job and would have to come online to submit the job and pick the next one.

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: You are expected to deliver 99% accuracy; however, we look at the kind of errors you are making. Given below is how we categorize errors components. We expect you to completely produce Category A error free documents.

GME: 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. Grave Medical Errors also include gross medical term errors and incorrect English language errors (i.e., omission of "no history of", transcribed as "history of").

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 affecting the patient safety, capitalization errors, and formatting errors.

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QA Error Values:

Sl. No.	Nature of error	Value of error	Error Category
1	Medical word error	1.25	A
2	Drug error	1.25	A
3	Comprehension error	1	A
4	Lab / number value error	0.5	A
5	Gender error	0.5	A
6	Formatting / style error	0.5	A
7	English / grammar major error	0.5	B
8	Non-referral error	0.5	B
9	Repetitive	0.5	B
10	Name error	0.25	B
11	English / grammar minor error	0.25	C
12	Punctuation error	0.25	C
13	Typographical error	0.1	C
14	Doubt/blank clarification	0.1	C
15	Comments	0	

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

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.

Q: Do we get feedback on our work?

A: Yes, you will get on-line feedback of the corrections made to your reports through our reporting website which will be provided to you at the time of induction.

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?

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A minimum of 2000 lines will be evaluated, and these 2000 lines should NOT have any GMEs. 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 2000 lines for consideration of granting DSP. If you have a primary account DSP, then subsequent account DSP can be achieved with only 1500 lines of evaluation.

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

A: We highly encouraged all to get DSP in 30-45 days' 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: Will I get support from Focus if I encounter any problem while working:

A: Yes, we have 24/7 telephone help lines as well as IM helpline. You can also talk to your Team Manager assigned to you for any help, especially MT-related queries.

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: 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 and clinics. Hence, you will be exposed to almost all general worktypes and specialties.

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

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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 to you via email for ready reference along with samples.

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

A: No. You have to undergo the DSP evaluation process for 1500 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?

A: Your team manager will guide you on the account workflow pattern so that you can adjust your work schedule accordingly. This would help you gain maximum work.

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 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: 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?

A: No.

Q: What is the payment cycle going to be?

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A: You are going to be paid once a month, and the payment shall reach you within 15th of each month via courier. However, if you have a Citibank account, electronic transfer is a possibility; then, the payment can be made within the 10th of every month.

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 foot pedal, which costs INR Fifteen Hundred and Twenty Five only (Rs.1575) payable through DD (only) drawn in the name of "Focus Infosys India Private Limited" payable at Bangalore.

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 +
• 256 MB RAM+
• Minimum 10 GB Hard Disk.
• 9-PIN COM port or 16-PIN GAME port Foot Pedal.
Operating System:
• Windows 2000 or above – NO Windows Vista
Packages: MS Office 2000 + service pack 3 or above
Browser: IE 6.0 and Service Packs
• Internet Connection: Any broadband or ISDN
Chat Software: Yahoo Messenger.

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
Bangalore 560 034

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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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