





We at Indigo

.... believe that our constant commitment to quality and keeping abreast of the changing role of partnership for health information management and can assist our clients toward the goal of connectedness of documentation of patient care and the computerized patient medical record.

.... help doctors to devote more time to people who need their services and ensure freedom from the hassles of paperwork and record keeping, leaving them confident that they are protected by clear, accurate documentation.

.... with sophisticated digital dictation equipment and flexible interface with health care providers and computer systems, we provide customized solutions that shorten our customers billing cycles and reduce overhead's and other administrative costs.

.... are proud to uphold the integrity and confidentiality demands of our industry. As a technology company, Indigo is accustomed to building integration to meet specific client needs.

.... have the resources to develop the necessary solution be it a work-flow specification, a demographics or software interface, a delivery method requirement, or any other special need.

.... constantly monitor the rapid changes affecting the health care environment in order to anticipate the complex demands of health care facilities.

.... are dedicated to providing the highest level of quality transcription service to the medical, legal, law enforcement, insurance and corporate communities.

Now, more than ever, accurate patient or client records and efficient medical Legal or corporate information, management has become vital elements in any quality and cost-efficient health care, law or corporate system. Likewise, your choice of a dictation, transcription, and information management company stands paramount.



Indigo's Mission

Our goal is to provide consistent quality, customer satisfaction and retention whereby augmenting the needs of our clients.

With us, it's never "our way or no way" but just, "the clients way".

Indigo's Facility

Equipped to deliver best-of-breed industry services of international standards, we have integrated state-of-the-art infrastructure with the perfect blend of man and technology, aimed at nurturing and sustaining overall success.

Our infrastructure include

- Comprehensively equipped virtual library stocked with up-to-date editions and references
- High-speed dedicated UUNET T1 communication links with radio link backup
- Stable and fail-safe network environment that maintains file consistency, ensuring data retention in the event of a system failure
- Firewall and VPN (Virtual Private Network) tunnel facilities for secure corporate and client communication
- A highly versatile IT team keeping the organization abreast of advancing technologies
- Experienced, knowledgeable and professional transcription team to deliver time-sensitive quality service
- Strong UPS backup and power generation facilities
- An all original copyright protected feature rich software such as DVI Digital Dictation, Voiceware Transcription Server, Voicewrite Workstation, Voiceware Distribution Server, Checkpoint Firewall, Checkpoint VPN, PC AnyWhere®, Voice Type, Microsoft Word®, and various associated software applications



Indigo's Technology

DVI

The technology being used by Indigo - is the most flexible and reliable digital dictation system in the market today and is used by 6 of the top 10 Medical Transcription Services (Leading magazine, *US News and World report*). Users can dictate and receive digital voice data from any location or device and completed transcriptions can be electronically delivered avoiding human intervention/distribution. Quality digital recorders provide loss less compression of transmitted voice files with excellent voice quality for improved transcription **accuracy** and freedom from the hassles of lost/broken tapes and costly maintenance.

Voicescribe and Voiceware Server

- Easy integration and communication with all existing digital voice systems
- Open architecture and Windows NT-based user interface
- Multilayered security and encryption based on the mode of file transfers
- Interface with any client through the use of a diversified word processing backbone
- Improved quality and **accuracy** of transcribed reports with Voicescribe's customized Medical Speller, Dictionaries, Drug Index and Lab Terminology
- Flexibility to create customized separator sheets or cover sheets

Voiceware Distribution Server

- Automated round-the-clock distribution by any means - printing, faxing or electronic
- Reports sorting by any combination of facility, doctor or report type

Indigo Dictation Tracking System

- A state-of-the art digital dictation system, accessible via a toll-free telephone number available for use by our clients, has the ability to emulate many of the popular digital systems in use today
- Supported formats include: Dictaphone, Terminal Type Dictaphone, Lanier, Sony, RTAS, Digital Express, Digital Voice, *and we can even develop customized services to suit specific needs*
- Voice files are stored for at least 3 weeks after they are transcribed, or per customer request, indefinitely
- Once the client dials into the system and correctly enters a user ID code, a work type, subject code, and any other required/desired information may be entered. Using the telephone keypad, various record and playback functions are controlled

Indigo Transcription Tracking System

- This custom-developed software package tracks jobs from when they are received by us until they are delivered back to the customer. The system keeps track of when the job was dictated, assigned to a transcriptionist, completed by the transcriptionist, printed, returned to the customer, and method of delivery
- Statistical reports allow us to track the propagation time, balance work-loads, manage delivery commitments, and provide a multitude of detailed information to the customer - in both paper and electronic form



Indigo's Services

- Service by a convenient *toll free number - accessible 24 hrs a day, 7 days a week with 24hr turnaround time with **accuracy** and **consistent quality** guaranteed*
- With the direct dictation system, you can transmit dictation into our system from anywhere in the country, while our digital hand-held system allows for transfer of digital voice files from anywhere in the world
- Customized report formatting
- Flexible, secure and scalable technology interface to tailor services to suit varied client systems, technology and format levels
- Timely, cost-effective, quality transcription
- Capacity for assuming new projects
- Staff of dedicated Management and Information Systems professionals
- Vast network of skilled medical transcriptionists
- Effective documentation, resulting in improved reimbursement
- Automatic text archival
- Multilayered security and high-level of confidentiality
- Locations and labor resources nationally
- Editing and rewriting provided at no extra charge
- Provision of up-front pricing that is specific to your needs without the hidden costs of separate billing and varying rate plans
- Direct uploading of your medical, legal or corporate records to your database automatically through various secure electronic routes
- Hosting of secure and inexpensive electronic medical record databases of your organization which can be accessed on line by your health care professionals



Indigo's Security makes the difference

- Indigo's state-of-the-art encryption software is compliant with security standards by HIPAA and the US Department of Defense
- Member - AAMT and follow AAMT based Quality Control guidelines
- Member - AHIMA and comply with AHIMA's code of ethics and standards of security and confidentiality
- Indigo's Checkpoint - Virtual Private Network (VPN) /Firewall ensures maximum security of communications with our clients and between our service centers, corporate, and liaison offices
- Indigo service centers, manned by experienced professionals, deliver you a thoroughly proofread document with a quality guarantee
- Indigo's secure quality assurance system comes with built-in features like restricted access, a time/date stamp, and a doctor, lawyer or manager, a job number log
- Indigo's state-of-the-art digital dictation system uses loss-less voice compression to transmit voice files, providing excellent sound quality and improved **accuracy** ensuring freedom from hassles associated with analog tapes
- Indigo's latest software technologies maintain secure management of records with multilayered security and encryption protocols based on the mode of file transfers

Indigo's Cost Savers

Indigo is the professional, cost effective solution to your medical, legal or corporate transcription needs. Listed below are some of the ways by which Indigo can assist in curtailing expenses:

- Save the cost of finding an office transcriptionist, the setup involved and the training time of the transcriptionist, future investment in hardware, software, and maintenance
- Save on the cost of unproductive "downtime" of hourly employees, now you only pay for production
- Save on costs of social security, payroll, unemployment taxes, and other employee benefits like vacation, health Insurance etc.
- Realize benefits from a state-of-the-art transcription system without capital
- Consolidate transcription management across multiple vendors and in-house departments
- Increase control over transcription processes, outsource easily and manage overflow
- Migrate to new transcription technology with no changes to physician work-flow
- Access to multi-speciality transcription services (Acute Care, Managed Care, Case Management/UR/IME etc.)

Make Indigo a partner in your growth...

With this array of industry benchmarks we help in letting you hone on your core expertise, while Indigo, as your ideal business partner takes care of your transcription needs. Come to the people who can change the way you document at office. Call us for further information.



Columbus (OH)

8874 Commerce Loop Drive
Columbus, OH 43240
Ph : (614) 841-7500
Fax : (614) 573-7613
Mobile : (614) 537-9797

Chicago (IL)

166 Oakton Drive
Lombard, IL 60148
Ph : (630) 660-4920
Fax : (248) 281-5217

Troy (MI)

525 E. Big Beaver, Suite 100
Troy, MI 48083
Ph : (248) 528-6500
Fax : (248) 281-5217
Mobile : (248) 219-2511