

## Dictate directly with the M\*Modal Fluency Mobile App

### A Direct Dictation Solution for Medical, Legal, & Business Professionals

Sterling Transcription has partnered with M\*Modal to offer an enhanced dictation experience. The cornerstone of this option is a dictation app called the Fluency Mobile app.



### M\*Modal Fluency Mobile App

The Fluency Mobile app is simple and straightforward to use. This is a FREE app - there is no cost to you.

Install the Fluency Mobile app on your smartphone and start dictating. Your dictations are sent directly to the M\*Modal portal, for transcribing. You can track the progress of your dictations at <https://amb.mmodal.com.au>.

This direct dictation solution is the most efficient method of dictating and does not require you to purchase any new equipment or software.

# STERLING Transcription

On-line, on-time and on-call

## How Do I Get Started?

**It's easy!** Contact our **Operations Team** to get started.

We'll set up an account for you, provide you with Fluency Mobile app installation instructions, and instructions on how to access your completed letters.

## Transcribing Your Dictations

As soon as you send your dictations via the Fluency Mobile app your dictations move into production.

Our experienced transcription team type your letters and return the completed letters to your account. You can track the progress of your dictations at <https://amb.mmodal.com.au>.

Let us know which template/s you wish us to use.

Fluency Mobile app users are charged at the *Standard Plus Service* or the *Express Plus Service*, depending on how quickly you require your transcripts returned. Refer to the rates sheet for details.

## Benefits Of Using The Fluency Mobile App

### **Freedom.**

Providers already carry a smartphone with them all the time. Sit quietly whenever you want, collect your thoughts, and dictate away. Interrupted? Pause your dictation, and resume at a later time.

### **Functionality.**

The Fluency Mobile app is a robust, safe, and secure mobile dictation app that is easy to install and easy to use.

### **Anywhere. Anytime. Any workflow.**

With Fluency Mobile, you can edit and sign reports directly in the mobile app - no more signing on paper! You can choose to be notified on your smartphone when transcriptions are ready for review. Features like patient search and appointments view help speed up and simplify your documentation workflow.



# STERLING

## Transcription

On-line, on-time and on-call

### Three Top Dictating Tips (and one extra for Medical Dictators)

#### 1 You don't need to spell medical, legal, or business terminology, sector-specific, or technical words.

Sterling Transcription employs transcriptionists who are highly experienced in all areas of medical, legal, and business dictation, so there is no need to spell out medical terminology, sector-specific, or technical words.

However, there are some types of words which do benefit from being spelled out, letter-by-letter. These include spelling out the names of unfamiliar landmarks, small townships, or remote areas, particularly those which are referred to by their local dialect name/s.

#### 2 Know when to spell patient names

If you have provided us with a copy of your patient database, there is no need to spell out patient names. The transcriptionist can cross-reference the patient name with their file in your database.

If you have not provided us access to your patient database, it is sometimes beneficial to spell out patient names which may have an unusual or uncommon spelling. To the transcriber Rose Ann, Rosanne, and Roseanne, will all sound the same.

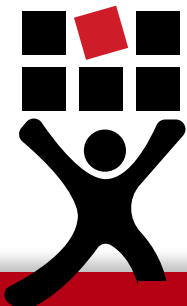
#### 3 Speak more slowly.

Pause before and after dictating, to avoid clipping information. A well-ordered thought most often translates into a well-ordered, concise, and considered dictation.

Take regular moments to compose your thoughts, and slow down your dictations.

#### 4 Medical dictators only - remember to dictate the HRN for each patient.

**This is critical.** The HRN is the unique identifier for each patient. If the HRN is missing, there is much greater risk that the incorrect HRN is found and assigned to that letter.



## Security, Privacy & Confidentiality

### Secure Systems

All files at rest in our environment are encrypted with a high-level AE256 encryption algorithm. Our systems utilise secure HTTPS transmission to meet the requirements for secure client data transfer.

### Privacy & Confidentiality

Sterling Transcription adheres to the UK General Data Protection Regulation, the EU General Data Protection Regulation, the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003. We are also compliant with guidelines issued by the UK Information Commissioner's Office, particularly in determining our obligations as both a data controller and data processor.

Our Privacy and Terms and Conditions policies are available on our [website](#), or via email, upon request.

### AS/NZS ISO 9001 - Quality Management Systems and AS/NZS ISO 27001 - Information Security Management Systems Certifications

Sterling Transcription provides all customers with quality services and products and strict information security management processes, as evidenced by our ISO 9001 and ISO 27001 certifications. Both of these standards are internationally recognised and are a true testament to Sterling Transcription's customer-focused business.

## Contact Us

For more information on Sterling Transcription & our services, contact our team today.

Phone us at FREEPHONE 0800 910 1410 or  
email [enquiries@sterlingtranscription.co.uk](mailto:enquiries@sterlingtranscription.co.uk)

PTBS 037 Last Updated:14/03/24

