

# ***How My Two-Week Medical Transcription Trial Changed My Practice***



# *How DataMatrix Medical's Two-Week Trial Transformed My Business*

## An In-Depth Case Study of HCC Evaluations

Here at DataMatrix Medical, we pride ourselves on [offering solutions](#) that truly make a difference. We understand the day-to-day issues your practice faces, which is why we continue to be passionate about doing everything we can to help you succeed.

While we know the value of our solutions, sometimes it's easier to show it—which is why we reached out to one of our clients, HCC Evaluations to detail their experiences before, during and after their free two-week medical transcription trial.

- We know that the decision to switch to a new medical transcription company, or upgrade your current system can be overwhelming. However, when it comes to **quick** and **accurate** medical documentation, the benefits consistently outweigh the risks.

**Throughout this case study, we will take you through the day-to-day life of HCC Evaluations, covering:**

- What their business was like before using DataMatrix
- The difficulties they experienced on their quest for a solution
- The process of starting their two-week free trial
- And finally, what their business is like now thanks to our medical transcription solutions

## **A Day In The Life Before Using A Transcription Service**

HCC Evaluations is an Independent Medical Evaluation (IME) company located in Southville, Michigan. HCC Evaluations is the largest IME provider in the state, as well as one of the top providers in the country for state and federal claims such as disability and social security.

### **BACKGROUND**

Over the last 20 years, Jared Allen, the owner of HCC Evaluations, has seen a significant decrease in business. At one point, his company had the capacity to operate with a team of 78 doctors, who were able to collectively schedule upwards of 2,000 appointments a week.

Due to extenuating circumstances and decreased governmental funding, Jared now runs a team of 22 physicians, who collectively schedule 200 appointments a week—still considerably more than most IME companies in the industry.

### **REALIZING THE NEED FOR A SOLUTION**

This high volume of appointments created friction for the team at HCC Evaluations due in part to the number of transcriptions and quick turn around required. At the time, Jared had a full-time, in-house transcriptionist who transcribed each patient's information. However, when it came time for his transcriptionist to retire, Jared wasn't exactly sure what his next options would consist of.

Overwhelmed by the volume of transcriptions, Jared asked his former transcriptionist to come out of retirement and work again for him part-time. This worked for a while, until it became apparent that a different solution was necessary.



## **The Search For The Perfect Solution**

Knowing that he needed to find a way to manage his transcriptions more efficiently, Jared started trying out other solutions from “mom and pop companies” as he refers to them as, to larger companies.

At the time, Jared and his team were still using cassette tapes to record and transcribe patient information. Jared would give tapes to these companies in hopes they could transcribe the information quickly and accurately. Unfortunately for him, it didn't work out that way.

### **STRUGGLING TO FIND THE RIGHT FIT**

None of these companies were able to give HCC Evaluations the results they needed. For years, Jared and his team continued to search for a medical transcription company they could trust to give timely and accurate reports.

Before coming across DataMatrix Medical, Jared had been working with the same transcription company for two years. Time and time again, reports were late and consistently inaccurate.

### **DESPERATE FOR A SOLUTION**

While this lack of reliability caused unfathomable stress on the team at HCC Evaluations, it resulted in an even larger threat from the state government. Due to consistently late evaluation reports, the state of Michigan threatened to target HCC Evaluations for volume reduction.

*“We were exhausted.”* Between the *“terrible turnaround time and reduction in volume”*, Jared had enough.

*“I knew I could never run a business that way,”* he said.

*“It was almost to the point where I would need to let go of five or six of my physicians just to make things manageable.”*

Desperate for a solution to this on-going problem, Jared made a few calls and eventually discovered DataMatrix Medical.





## **Starting The DataMatrix Medical Two-Week Free Trial**

After his initial call with our team, Jared was ready to get started with his two-week free trial. The only problem? Having to say goodbye to his traditional cassettes and upgrading to a fully digital system.

### **MAKING THE DECISION TO GO DIGITAL**

At first, Jared was worried about the cost involved with implementing another new system, but our team was able to ease his mind.

*“They told us what icon to look for, what to do and how to grant them access. It was so easy!”*

For Jared, this two-week trial was crucial. *“The trial gave us time to smooth out the kinks and get used to the new system, without having to pay for transcriptions. For me, that’s the best part.”*

### **NOTICING ALL-AROUND IMPROVEMENTS**

The team at HCC Evaluations knew that the transition process would be difficult. After all, they had only ever used recordings on cassette tapes! However, the ability to have a full two weeks to adjust to a new system, while not having to worry about transcription fees was just what Jared needed to make the switch.

**During the two weeks, Jared and his team got faster and better at their new, digital system.**

Thanks to our two-week free trial, they were able to take the time to acclimate and trust our process—something that’s not always possible with other companies.

At the end of the two weeks, Jared was hooked. Why?

***“They did what they said they would do.”***

Unlike the others, our team was able to deliver what Jared and his team really needed—a solution. Now HCC Evaluations can proudly say they’ve experienced the DataMatrix Difference.

## **A True Transformation— Realizing The DataMatrix Difference**

Now, Jared has been able to see the benefits of using our solutions. He doesn't have to struggle with old, out-dated cassette tapes, or worry about not getting evaluation reports in on time.

He doesn't have to worry about hiring a transcriptionist and paying a salary, tracking down missing files or picking up the slack from an unreliable partner.

Instead, he gets to run and grow his business and trusts us to take care of the transcriptions.

***“The more you get rid of the variables, the more efficient you are.”***

With the help of our transcription solutions, HCC Evaluations was able to mitigate what was holding them back from success.

His reports are submitted on the same day as the evaluation, so no one is having to go home and continue working. Plus, if Jared decides to add a few more physicians to his staff, it will be much easier to manage—and it's all possible because of our hard-working team.

***“DataMatrix Medical’s medical transcription solutions gave me a competitive advantage in my field. Anyone in the healthcare industry would be crazy not to use this!”***



## **You Can Know The DataMatrix Difference, Too!**

If you're struggling with medical transcription, you're definitely not alone. Just like so many others in the healthcare industry, HCC Evaluations simply couldn't afford to compromise volume and productivity due to transcriptions. After all, these are what allow your practice to grow.

We understand your concerns, and we're here to help. We truly want what's best for your practice, which is why we want to give you two free weeks of medical transcriptions so that you can see what it's like to experience the DataMatrix Difference.

Take it from the team at HCC Evaluations, our solutions can and will change your practice—all you have to do is let us!

If you're ready to start your free trial, click the button below. When you're ready, we're prepared to start a conversation and begin transforming your practice.

*Start Your  
Two-Week  
Free Trial*

***DataMatrix***  
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[datamatrixmedical.com](http://datamatrixmedical.com)

866-219-2620

[info@datamatrixmedical.com](mailto:info@datamatrixmedical.com)