

About the Fluency for Transcription Dictation Platform

A Direct Dictation Solution for Medical, Legal & Business Professionals

Pacific Transcription has partnered with M*Modal to offer an enhanced direct dictation solution.

The Fluency for Transcription Dictation Platform combined with the Fluency Mobile app provides clients with a seamless, secure, end-to-end dictation experience.



Fluency Mobile App

The cornerstone of this option is a dictation app called the 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 Fluency for Transcription Dictation Platform, 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.

How Do I Get Started?

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

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

** Please allow two business days for us to set you up in the system.*

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 files, and return the completed files 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. We will use your letterhead/report template/s to create a similar version in Fluency. Your completed files will be available to download in RTF or PDF format.

Rich Text Format (RTF) files are widely supported by several software applications and text editors, making them compatible with different platforms and operating systems.

Word processors are the most common applications used to open RTF files, as they allow users to create, edit and format documents while preserving the intended appearance.

Offering excellent compatibility, RTF files can be opened by most word processing programs including Microsoft Office (where you have the option to 'save as' .doc, .docx), Google Docs and Apple Pages.

*** Important note for Apple Pages users: Apple Pages does not support .rtf images, so if your clinical letterhead includes images, you may need to open these files in another platform such as Microsoft Word.*

**** Fluency Mobile app users are charged at the Standard Plus Service, Express Plus Service, or Platinum Plus Service rate, 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. Why hunt for a free phone at the nurse's station? Sit quietly whenever you want, collect your thoughts, and dictate away. Interrupted? Pause your dictation, and resume at a later time.

If you are dictating in an area with poor mobile phone coverage, you can still dictate at any time. Your completed dictations will be stored in your outbox until you move into an area with better mobile coverage.

Once you're in an area with improved coverage, the files will automatically leave your outbox and be uploaded.

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.

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.

Three Top Dictating Tips

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

Pacific Transcription engages 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.

It is beneficial to spell out patient names which may have an unusual or uncommon spelling, or multiple ways of spelling. To the transcriber Catherine, Kathryn, Katherine, Cathryn, Katharine, Katheryn, Kathrine, and Catharine 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 dictation speed.

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

Pacific Transcription is compliant with the New Zealand Information Privacy Principles contained within the Privacy Act 1993, the Australian Privacy Principles contained in the Privacy Act 1988 (Cth), as well as the Guidelines on Privacy in the Private Health Sector issued by the Federal Privacy Commissioner under the National Health Act 1953 (Cth).

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

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

Pacific 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 Pacific Transcription's customer-focused business.

Contact Us

Further questions?
Contact our enquiries team today:

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