

ZYDOC MEDICAL TRANSCRIPTION PROPOSAL TO



West Virginia
Department of Administration

RFQ Response

DRS120032

Telephone Dictation and Transcription Services
for
Division of Rehabilitation Services
Charleston Federal Center
and
Clarksburg Federal Center

Prepared by
Sharon Dietz, National Sales Director
ZyDoc Medical Transcription

DUE 8/31/2011 at 1:30 PM

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DIVISION
STATE OF WV



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFO NUMBER
DRS120032

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
SHELLY MURRAY
304-558-8801

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Attn: Sharon Dietz, National Sales Director
 ZyDoc Medical Transcription, LLC
 1455 Veterans Memorial Highway
 Hauppauge, NY11749

SHIP TO

DIV OF REHABILITATION SERVICES
 DISABILITY DETERMINATION SECT.
 500 QUARRIER ST
 SUITE 500
 CHARLESTON, WV
 25301 304-558-5340

DATE PRINTED 07/26/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **08/31/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEMNUMBER	UNITPRICE	AMOUNT
0001	1	EA		961-72	\$0.1398	\$321,540
<p>OPEN END CONTRACT</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF REHABILITATION SERVICES, DISABILITY DETERMINATION SECTION, IS SOLICITING BIDS FOR TELE-TRANSCRIPTION SERVICES PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 08/15/2011 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>TRANSCRIPTION SERVICES, LEGAL AND MEDICAL</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Sharon Dietz</i>	TELEPHONE 800-546-5633 ext. 708	DATE 8/30/2011
TITLE Sharon Dietz National Sales Director	FAX 13-4303910	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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<p>ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Sharon Dietz</i>	800-546-5633 ext. 708	8/30/2011
TITLE	ADDRESS CHANGES TO BE NOTED ABOVE	
Sharon Dietz National Sales Director		

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<p>THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>EXHIBIT 6</p> <p>PRICE ADJUSTMENT PROVISION: THE STATE OF WEST VIRGINIA WILL CONSIDER BIDS THAT CONTAIN PROVISIONS FOR PRICE ADJUSTMENTS PRIOR TO THE ORIGINAL EXPIRATION OF THE CONTRACT, PROVIDED THAT SUCH PRICE ADJUSTMENT COVERS BOTH UPWARD AND DOWNWARD MOVEMENT OF THE COMMODITY PRICE, AND THAT ADJUSTMENT IS BASED ON THE "PASS THROUGH" INCREASE OR DECREASE OF RAW MATERIALS AND/OR LABOR, WHICH MAKE UP ALL OR A</p>						

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TITLE Sharon Dietz National Sales Director	PHONE 13-4303910	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>SUBSTANTIAL PART OF A PRODUCT. ADJUSTMENTS ARE TO BE BASED UPON AN ACTUAL DOLLAR FIGURE, NOT A PERCENTAGE. ALL PRICE ADJUSTMENT REQUESTS MUST BE SUBSTANTIATED IN A MANNER ACCEPTABLE TO THE DIRECTOR PURCHASING, E.G. GOVERNMENTAL BENCH MARKS, GENERAL MARKET INCREASE, PUBLISHED PRICE LISTS. SUCH REQUESTS FOR AND INCREASE SHOULD BE RECEIVED IN WRITING BY THE DIRECTOR OF PURCHASING AT LEAST 30 DAYS IN ADVANCE OF THE EFFECTIVE DATE OF THE INCREASE. ANY TIME THE VENDOR REQUESTS A PRICE ADJUSTMENT, THE PURCHASING DIVISION MAY EITHER ACCEPT THE PRICE ADJUSTMENT AND AMEND THE CONTRACT ACCORDINGLY OR REJECT THE ADJUSTMENT IN ITS ENTIRETY AND CANCEL THE CONTRACT.</p> <p>PREFERRED TERMS: IT IS PREFERRED THAT THE PRICES ON THIS CONTRACT ARE FIRM FOR LIFE OF THE CONTRACT, AS INDICATED IN THE LIFE OF CONTRACT CLAUSE CONTAINED HEREIN, NOT TO EXCEED ONE (1) YEAR.</p> <p>PASS THROUGH PRICE INCREASES WILL BE CONSIDERED AT TIME OF CONTRACT RENEWAL ONLY.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO: DEPARTMENT OF ADMINISTRATION</p>						

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PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID						
BUYER:				SHELLY MURRAY		
RFQ. NO.:				DRS120032		
BID OPENING DATE:				08/31/2011		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 646-349-1404						
CONTACT PERSON (PLEASE PRINT CLEARLY): Sharon Dietz at 800-546-5633 ext 708 or sdietz@zydoc.com						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Sharon Dietz</i>	TELEPHONE 800-546-5633 ext. 708	DATE 8/30/2011	
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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS SUBMITTED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 08/15/2011.						
0001	1	EA		061-72		
TRANSCRIPTION SERVICES, LEGAL AND MEDICAL						
EXHIBIT 10						
REQUISITION NO.: DRS120032						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. S:						
NO. 1 XX						
NO. 2						
NO. 3						

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 4					
NO. 5					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;"><i>Sharon Dietz</i> SIGNATURE</p> <p style="text-align: center;">ZyDoc Medical Transcription, LLC COMPANY</p> <p style="text-align: center;">8/30/2011 DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p style="text-align: center;">----- END OF ADDENDUM NO. 1 -----</p>						

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State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code, §5A-3-37*. (Does not apply to construction contracts). *West Virginia Code, §5A-3-37*, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked:
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code, §61-5-3*), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: ZyDoc Medical Transcription, LLC

Signed: Sharon Dietz

Date: 8/30/2011

Title: Sharon Dietz, National Sales Director

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: ZyDoc Medical Transcription, LLC

Authorized Signature: *Sharon Dietz* Date: 8/30/2011
Sharon Dietz, National Sales Director

State of FLORIDA

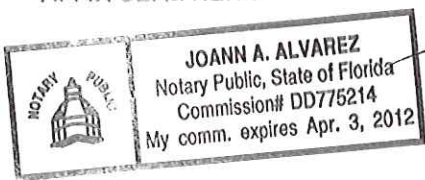
County of Flagler, to-wit:

Taken, subscribed, and sworn to before me this 30th day of August, 2011.

My Commission expires 4-3, 2012.

AFFIX SEAL HERE

NOTARY PUBLIC *Joann A. Alvarez*



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Department of Administration

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TABLE OF CONTENTS

3.1	General Requirements	4
3.1.a	Equipment Availability.....	4
3.1.b	Accurate and Timely.....	4
3.1.c	Bimonthly Invoices	4
3.1.d	Secured Site	5
3.1.d	Transcriptionist Location	5
3.2	Scope of Work	5
3.2.1	Telephone Dictation System, TeleSapient™	5
3.2.1	Availability	6
3.2.1	Multiple Callers (Simultaneous Call Volume).....	6
3.2.1	Unique Dictation Confirmation and TrackDoc™ Job ID Numbers	6
3.2.1	System Specifications	6
3.2.1.A	Brochures and Instructions.....	7
3.2.1 B	Hours of Operation.....	8
3.2.1 B	Customer Service	8
3.2.2	State of the Art Dictation System.....	11
3.2.2 A	STAT Processing	11
3.2.2 B	Unexpected Work Volume Increases	11
3.2.2 B	Turnaround Time Based on Report Type	12
3.2.2 B	Turnaround Time Analysis and Reports.....	12
3.2.2 C	Additional Documents with Primary Report	13
3.2.3	Recorded Voice Message.....	14
3.2.4	Security Certificate	15
3.2.4	Authorized Personnel Access	16
3.2.4	Dictator (“Author”) Access.....	16
3.2.4	Viewing and Index	17
3.2.4	Updating and Correcting.....	18
3.2.4	Downloading and Printing.....	19
3.2.4	Electronic Signature.....	20
3.2.4	Communicating Securely with ZyDoc About Job Specifics	22
3.2.4	Document Storage.....	22
3.2.5	No Charge Dictation System	23
3.2.5	Backup System	23
3.2.5	ZyDoc Data Center Security Features and Equipment Availability.....	23
3.2.5	ZyDoc Data Centers – SAS 70 Type II Compliance.....	23
3.2.5	Redundant Power	24
3.2.5	Redundancy.....	24
3.2.5	Storage.....	24
3.2.5	Ability of the Data Center to Withstand Earthquakes and Floods	24
3.2.6	SSA’s ERE Website	25
3.2.6	Health Reform Technology Solutions and “Meaningful Use” Solutions	25
3.2.7	Experience and Letters of Recommendation	26
3.2.7 b	Transcriptionist Qualifications	26
3.2.8	Unsatisfactory Quality Penalty.....	26
3.2.8 A	Quality Assurance Program.....	27
3.2.8 A	Quality Feedback System.....	27
3.2.8 B	Dictation Management.....	29
3.2.8 C	Performance	30

3.2.8 C	Quality Assurance Reports.....	30
3.2.8 C	Turnaround Time Reports.....	31
3.2.9	Report Format: Paper and Margins	31
3.2.9	Report Format: Line Definition and Billable Line Calculation.....	31
3.2.10	Report Format: Initial Page	32
3.2.11	Report Format: Patient Data and Page Numbering.....	32
3.2.12	Report Format: Signature Line	32
3.2.13	Daily Log.....	32
3.2.14	Confidentiality: Federal Privacy Act and Freedom of Information Act	32
3.2.14	Employee Education and Training	32
3.2.14	Legal Compliance	33
3.2.14	HIPAA	33
3.2.14	Updated Enforcement Rules.....	33
3.2.14	Updated HIPAA Penalties	34
3.2.14	Confidentiality Policy	34
3.2.14	Joint Commission, AHDI, AHIMA and other accreditation and industry expert assoc	34
3.2.15	Technical Support.....	35
3.2.20	Availability of Signed Confidentiality Statements.....	35
3.3	General Terms and Conditions.....	36
3.3.1	Record Disclosure.....	36
3.3.2	Facility Security	36
3.3.3	Special Terms & Conditions	37
3.3.4	Loss Reporting – PII	37
3.3.5	Enforcement & Recommendations	37
3.3.6	Conflict of Interest.....	38
3.3.7	Prohibition Against Gratuities.....	38
3.3.8	Certifications Related to Lobbying	38
3.3.9	Vendor Relationship	39
3.3.10	Indemnification	40
3.3.11	Governing Law	40
3.3.12	Compliance with Laws and Regulations.....	40
3.3.13	Term of Contract & Renewals.....	40
3.3.14	Non-Appropriation of Funds.....	41
3.3.15	Contract Termination	41
3.3.16	Changes	41
3.3.17	Invoices, Progress Payments, & Retainage	42
3.3.18	Record Retention (Access & Confidentiality)	42
3.3.19	Quantities	43

EXHIBITS

- A. TrackDoc Instruction Manual
- B. MediSapien Technologies
- C. Letters of Recommendation
- D. Sample Transcription

Part 3 Specifications

RESPONSE

3.1 General Requirements

a. Provide sufficient telephone lines to enable CE sources toll-free access to dictating equipment. The DDS will refer any medical providers that perform consultative exams who wish to utilize the transcription service.

3.1.a Equipment Availability

ZyDoc shall provide, maintain, and monitor on an ongoing basis a state-of-the-art fault tolerant digital dictation system that provides 24-hour access, 7 days a week, 365 days a year. The system will be for the use of the physicians who perform examinations for DDS and will have sufficient capacity so dictators will not receive busy signals, even during peak calling times.

b. Provide accurate typed reports within 48 hours of dictation to consultative exam source.

3.1.b Accurate and Timely

Operations Manager, Lisa Robbins is assigned to your account. Her primary responsibility shall be to manage turnaround time (TAT) for West Virginia DDS. While the required TAT is within 48 hours, ZyDoc's standard and goal for DDS will be to return jobs within 24 hours. Any job can easily be reassigned for STAT transcription.

Quality Assurance Manager, Vicki Day, is also assigned to your account. Her primary responsibility shall be to assign, train, and manage the transcriptionists. She monitors their quality and facilitates all account specifications regarding the report format and content.

Vicki and Lisa have been working together for many years and coordinate transcriptionist overall performance with turnaround time and quality combined.

c. Provide invoices at least bimonthly.

3.1.c Bimonthly Invoices

The vendor shall submit bimonthly invoices, in arrears, to the office identified for all services provided pursuant to the term of the contract. Each invoice will contain sufficient documentation to meet the specifications described in 3.2.13.

d. All transcription is to be performed in a safe secured site. All transcription is to be performed within the United States, District of Columbia, U.S. Virgin Island, Guam, or Puerto Rico.

3.1.d Secured Site

[All transcription is to be performed in a safe secured site.]

Transcription shall be performed in a secure facility, either at the corporate office or a satellite office that is deemed safe and secure.

3.1.d Transcriptionist Location

[All transcription is to be performed within the United States, District of Columbia, U.S. Virgin Island, Guam, or Puerto Rico.]

The vendor agrees to perform all transcription within the United States, District of Columbia, U.S. Virgin Island, Guam, or Puerto Rico. Our transcriptionists have years of experience and are familiar with all medical specialties. This includes expertise in disability determination reporting. All documents are subject to medical spellchecking, editing and quality assurance. Transcriptionists utilize the award-winning ZyDoc technology platform that supports flagging of documents needing additional work. In addition, any problematic dictations can be circulated throughout the specialized transcription team assigned and specializing in your account.

ZyDoc utilizes in excess of seventy five transcriptionists and ten editors that perform thousands of jobs each month and millions of lines each year.

We are a corporate member of AHDI (Association for Healthcare Documentation Integrity). Our organization has embraced the guidelines provided and has participated in development of industry standards.

Our Quality Assurance Manager ensures all our transcriptionists and editors are updated with new guidelines and remain involved with any new developments in the industry.

3.2 Scope of Work

- 3.2.1 Provide a toll-free telephone number with sufficient telephone lines to enable physicians from any location in the United States to telephone and dictate reports by the vendor's personnel without busy signals. These lines must be available twenty-four hours a day, seven days a week, for exclusive use of physicians, psychologist, and others that perform examinations for the DDS under this agreement. The DDS is not responsible for any charges on these lines. The system must permit multiple callers to access and dictate at the same time.

3.2.1 Telephone Dictation System, TeleSapien™

DDS shall not be charged for the calls made to the TeleSapien system. Multiple callers can access and dictate at the same time well in excess of any anticipated needs in this enterprise system. ZyDoc shall provide toll-free phone numbers for dictation. Each dictator shall be provided with a personalized user ID to access the system for dial-in dictation.

3.2.1 Availability

ZyDoc shall provide, maintain, and monitor on an ongoing basis a state-of-the-art fault tolerant digital dictation and transcription system that provides access 24-hours a day, 7 days a week, 365 days a year.

3.2.1 Multiple Callers (Simultaneous Call Volume)

Our telephone system handles many simultaneous dictations without a busy signal. ZyDoc has three separate toll-free phone numbers with rollover from 3 different carriers at 3 physically different secure hosting facilities. We have state-of-the-art T1 interface and legacy analog capabilities. The T1 dictation system has a capacity of up to 192 lines on each server. The dictation system has sufficient capacity so dictators will not receive busy signals, even during peak calling times. As needed, ports shall be expanded at no cost.

3.2.1 Unique Dictation Confirmation and TrackDoc™ Job ID Numbers

When an author ends their dictation, the dictation system announces a unique audio confirmation number that may be used for tracking in TrackDoc™. In addition, each job processed within TrackDoc™ is assigned a unique ID.

3.2.1 System Specifications

Our server provides both a dictation machine and a transcription server in one system. It is the central hub linking all your dictation and transcription components together. Several built-in secure communications options come with the server, including 1024-bit encryption over the Internet, direct modem-to-modem communications, and LAN and WAN connectivity.

Dell Poweredge 2950 III

- Operating System: Microsoft(R) Windows(R) Server 2003, Standard Edition
- Processor: 2 Ghz Intel Xeon Quad Core Processor
- System Memory: 4 GB RAM
- Network: Dual Gigabit Ethernet Adapters
- SQL Server 2005
- DVD-RW Drive
- GotoAssist Remote Assistance Software
- 12 Intel HMP Ports (Expandable to 192)

The server accommodates more digital sound file types than any other system on the market including Sony, Olympus, Dictaphone, DVI, Philips and many others. The powerful ODBC demographics system makes it easy and quick to link to external databases (such as ADT systems) without the use of programmers. An optional document distribution system for fax, secure email, remote print, and exporting to FTP, websites, HIS and EMR systems are also available.

The server's "never-lose-a-job" architecture performs job tracking from beginning of recording to return of finished transcription in one easy-to-manage screen. Dictation recordings, transcriptions, demographics, and quality assurance edits are all inseparably linked in a single database in a single server.

- Dictate over the telephone
- Dictate into handheld digital recorders
- Dictate into PC microphones (Philips, Sony and others)
- 0 to 192 phone-in ports per server
- Supports up to 1000 transcriptionists on a single server
- Transcription server built into the dictation system
- Transcription provided securely over the Internet
- Secure database-driven repository of transcribed documents
- Optional document distribution system for fax, secure email, remote print, etc.
- Job tracking from beginning of recording to return of finished document to the client site in one easy-to-manage screen
- Bi-directional HL-7 interface to most major brands
- RIS and PACS integration to most major brands
- Electronic signature
- 1024-bit encryption for HIPAA compliance
- Creates its own VPN or works within your VPN
- Nationwide service, support and training
- Feature-rich yet easy to manage

A. The vendor is required to develop a brochure that completely explains the instructions of computer (including software) necessary to make full use of the dictation system. The vendor is responsible for printing adequate amount of brochures to distribute to providers currently using DDS transcription service and any additional brochures for solicitation of services at no cost to the DDS. A list of names and addresses of consultative examination vendors will be provided by the DDS. The vendor will mail paper copies or email (whatever preferred vendor method) these brochures out to the listed CE sources prior to commencement of services. The remainder of the brochures are to be delivered to the DDS upon full implementation of services, which would be two weeks following the start date of the award at the beginning of the contract. The vendor transcription company will send these to new vendors acquired after the beginning of the contract period. If additional brochures are required the DDS will notify the vendor and the vendor will provide the additional brochures to the DDS at no cost. Before printing, the composition and contents must be approved by the DDS.

3.2.1.A Brochures and Instructions

ZyDoc agrees to the above requirements. It is customary to prepare a training manual which contains any of the following, plus any information West Virginia DDS deems important to the transcription operation:

- customer service toll-free phone number;
- "core team" member directory with team member's direct contact information (office phone, cell, fax, and email);
- instructions for using the dictation system;

- personal identification number for telephone dictation system access plus login and passwords for online access; and
- reference copies of templates and special instructions/procedures we understand to be followed.

At your request, we can also provide business card size instructions to your vendors (participating clinicians) for convenient reminders on how to use the dictation system.

B. Of primary importance is that the vendor must maintain an additional toll free number and email address to handle questions from dictating sources, provide excellent customer service and availability. This number is to be included in the instructions. The system must provide a verbal message that gives dictating instruction to the caller. The system is to include control features such as, but not limited to pause, listen, operator call feature available to dictator, and a twenty-four hour toll-free, non-automated customer service representative to be available for medical sources that dictate after working hours and weekends.

3.2.1 B Hours of Operation

ZyDoc operates twenty-four hours a day, 7 days a week, 365 days a year offering live U.S.-based support. At anytime, a qualified team member will answer questions and address concerns. As described in the section above, specific contact information shall be provided in the brochure and instructions.

3.2.1 B Customer Service

ZyDoc delivers outstanding customer service with implementing state of the art customer relationship management (CRM) tools. The CRM tool is utilized for processing requests that enables the team to easily and efficiently manage every request made by our customers. The customer service process involves triage customer service representatives who have been trained to gather pertinent information regarding each request, then assign a case number, which is immediately transferred to the appropriate technician, operation specialist, or quality assurance manager in your team. Typically, once the case is reassigned, you hear back from us within one business day, often with the request fulfilled. This internal organization and procedure ensures customer satisfaction. No call goes unanswered. By providing the technology and tools needed to service your entire account properly, the CRM ensures that we easily manage increased requests related to increased volume.

Case Detail		Case Owner: Sharon Dietz (Sharon)					
Case Number	11005	Created By	Sharon Dietz 12/17/2009 10:08 PM				
Status	Waiting for Customer	Last Modified By	Sharon Dietz 12/18/2009 12:28 PM				
Case Origin	Phone	Account Name	Washington University in St. Louis				
Type	Operations	Contact Name					
Case Reason	Template New	Contact Phone					
Billable		Contact Email					
Priority	High - #1	Deadline	12/21/2009 12:00 PM				
Time	5:00 p.m.						
Date/Time Opened	12/17/2009 10:08 PM	Date/Time Closed					
Subject	New Letterhead submitted by Customer						
Description	<p>15dec2009 - Sent integrated letterhead to customer for approval. Scheduled follow up call if no word back within a couple of days. (LR)</p> <p>15dec2009 - cc Jim, Hl, Matt, Lisa. attached is the converted letterhead, named: 'WUinStLouis_Letterhead_15dec2009.rtf'. Thank you. (LR)</p> <p>15dec2009- Yan. please review the attached new letterhead submitted by the customer and convert to Q&E (online editing). (LR)</p>						
Open Activities							
Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
Edit Close	Call/contact & inquire about approval of new letterhead	Sharon Dietz	✓	12/21/2009	Not Started	High	Sharon Dietz

[The system is to include control features such as, but not limited to pause, listen, operator call feature available to dictator]

Control features for dictation are illustrated in the diagram on the following page, which include all of the keypad functions required, including:

- Play
- Rewind
- Pause/Resume
- Fast Forward
- Record Append
- Record Insert
- End of Dictation
- Priority (STAT)
- Record Overwrite

TELESAPIEN DICTATION SYSTEM

ACCESS PHONE NUMBERS: 888-469-9362 or 877-999-7828 or 888-838-0640

KEYPAD COMMANDS



1.	Play	Play from beginning
4.	Rewind	Rewind 5 seconds
5.	Pause/Resume **	Pause or resume your playback or recording
6.	Fast Forward	Fast forward 5 seconds
7.	Record Append	Appends to the end of the dictation
8.	Record Insert	Records in Insert mode
9 or #	End of Dictation	Complete your dictation
*2	Priority Set	At any point during your dictation, enter * followed by 2 to make the dictation STAT
*7	Record Overwrite	Enter * followed by 7 to record in Overwrite mode

** Pause duration is 10 minutes. If the pause button is not selected and there is only silence on the line, the call will be disconnected within 2 minutes.

INSTRUCTIONS

1. Dial any of the numbers listed above.

2. "Welcome to ZyDoc Transcription. Please enter your User ID followed by the # key." Key in your login ID and select #.
Please enter digits slow enough to make distinct tone for each digit.

3. "If this is _____ (system reads back name), press 1 to continue or press 2 and re-enter your User ID."

4. "Please enter medical record number, followed by the # key or press # key to continue." Enter information and select #, or bypass the prompt by selecting #.

5. "Please enter the Work Type, followed by the # key." Enter information and select #, or bypass the prompt by selecting #.

6. "Please enter the date of service followed by the # key." Enter information and select #, Enter two digits for the month, two digits for the day, and two digits for the year (e.g., 03 22 10)

7. "Begin dictating after the tone. When done, please press 'pound' [# key]." Begin by identifying yourself, what template or report type you are going to dictate, spell the patient's name, and begin to dictate. Press # to complete the dictation.

8. "Your Audio ID number is _____ (system reads back the audio number)" YOU MAY SKIP TO NEW DICTATION BY ENTERING # SIGN DURING AUDIO NUMBER READ BACK

9. Audio ID number is repeated.

NOTE: You may disconnect to end the call, or you may remain on the line and begin a new dictation. If you continue Your next dictation will begin at #4 medical record.

*Call ZyDoc at 631-273-1963 or 800-546-5633 for your login ID if your office administrator is unavailable.

3.2.2 Provide state-of-the-art dictation system with a sufficient capacity to handle all incoming work from the CE sources. This equipment must be available twenty-four hours a day, seven days a week, for the exclusive use of CE sources who work for the department. The system must have voice activated stop/start and playback capability, audible end-of-tape warning, and automatic "hunt system". The vendor is required to contact, when necessary, the dictation source to inform them of lost dictation, and/or to clarify missing or incomplete information. Vendor must have facsimile machine, not to transcribe reports, but to send and receive communications from the DDS.

3.2.2 State of the Art Dictation System

The system has keypad activated stop/start and playback capability. The "end-of-tape" warning is a few beeps after dictation has stopped (no audio recording), which begins after any time period of silence selected by DDS. The system will then disconnect and processes the file for transcription. The automatic "hunt system" allows for rollover of calls to avoid busy signals. We agree to contact, when necessary, the dictation source to inform them of lost dictation, and/or to clarify missing or incomplete information. ZyDoc utilizes redundant systems to assure that dictation is not lost for technical reasons. User errors are eliminated by a feedback system verifying the dictating author after entering a personal ID. ZyDoc also employees an advanced reconciliation tool to help resolve any user errors when entering patient ID information or demographic errors. We have multiple-fax machines dedicated for demographics, general communication, and quality feedback.

A. The vendor must have the capability to retrieve, type, and transmit reports on a stat basis.

3.2.2 A STAT Processing

Jobs may be identified as a STAT at the time of dictation and expedited by the ZyDoc Operations Center to ensure the job is returned and the facility is also notified the job is complete. Another method is to contact our customer service toll-free line and they will change the status to STAT.

B. The vendor must be able to handle sudden work volume increases and still maintain turnaround time requirements.

3.2.2 B Unexpected Work Volume Increases

The Operation's Center continuously monitors the turnaround time (TAT) within TrackDoc, ZyDoc's secure web-based transcription platform. We routinely process thousands of jobs daily for a variety of accounts and accommodate fluctuation in volume without special notice. We will meet TAT consistently whether the volume is 2000 or 4000 jobs for the day. For the West Virginia DDS account, ZyDoc will have a specified number of dedicated transcriptionists to support the base volume, in addition to having redundant typists on reserve.

In terms of handling the volume spikes from a technical perspective, ZyDoc operates in a scalable environment. Our data center currently has extra capacity of 13 Terabytes in a RAID 5 SAN, which is an impressive amount of space to accommodate the volume for our entire organization and future business, including West Virginia DDS. Our system can be expanded to up to 60 Terabytes. Paragraph 3.2.5 discusses data center technology and capabilities in detail, which supports our ability to handle volume.

3.2.2 B Turnaround Time Based on Report Type

We understand that every account requires varying turnaround times based on the report type (sometimes referred to as "job type") and STAT requests. Illustrated below is an example of the various turnaround times typical of a hospital.

Turnaround Time	Report Type Description	Dictation / Job ID
STAT "Immediately"	Transfer Summary (nursing home, hospital transfers)	9
4	H&P	1
4	Short Stay and Progress Notes	2
4	EEG	7
12	Consultations	3
24	Operative Reports	5
24	ER	6
24	Discharge Summary	8
24	Medical Clearance	4

In the next section, we discuss how we evaluate our performance of meeting TAT at the report type and STAT level.

3.2.2 B Turnaround Time Analysis and Reports

To evaluate TAT performance in a report format, refer to the following screen shot. This report is utilized for analytical purposes and/or to discuss TAT with an account. This is an internal tool that can be queried to narrow performance by transcriptionist, and grouped by facility, author, specific date range, etc. This is infrequently needed due to our abundant resources and approach to effective assignments and our ability to maintain compliant TAT.

[Employee: Admin]

[Download Excel Report](#)

Job ID	STAT	WordType	TAT	Status	Facility	Typist	Typist TAT	Editor	Editor TAT	ZyDoc TAT
4950766	N	DDS	24	Signed			15 6/10/2011 1:08:38 PM 6/20/2011 2:52:21 AM		5 6/20/2011 2:52:21 AM 6/20/2011 7:55:45 AM	15 6/10/2011 1:08:38 PM 6/20/2011 7:55:45 AM
4950784	N	Phys Eval	24	Signed			15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM
4950785	N	Progress Note	24	Signed			15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM
4950786	N	H&P	24	Signed			15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM
4950787	N	PreOp Recon	24	Signed			15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:34 PM 6/11/2011 8:09:27 AM
4950788	N	Phys Eval	24	Signed			15 6/10/2011 5:08:35 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:35 PM 6/11/2011 8:09:27 AM
4950789	N	DDS	24	Signed			15 6/10/2011 5:08:36 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:36 PM 6/11/2011 8:09:27 AM
4950790	N	DDS	24	Signed			15 6/10/2011 5:08:36 PM 6/11/2011 8:09:27 AM		- 6/11/2011 8:09:27 AM 6/11/2011 8:09:27 AM	15 6/10/2011 5:08:36 PM 6/11/2011 8:09:27 AM

C. The vendor must be able to provide additional documents that may need to be transcribed and dictated in conjunction with the primary report (medical/vocational questionnaires, range of motion forms, etc.) that the DDS will provide a template for.

3.2.2 C Additional Documents with Primary Report

We are capable and experienced with managing dictation and related templates as those requests arise. Templates may be created for each report type, questionnaire, form, etc., according to your required format and specifications. The report type may be identified verbally in the beginning of the dictation or by keypad entry when prompted by the dictation system.

Using the keypad, the transcriptionist receives the dictation and a corresponding file, indicating the keypad entries given. Template names are coordinated with the hospital and the keypad entries to ensure expedient access to the correct template.

Verbal instructions involve a similar process, where the transcriptionist will simply access the appropriate template and additional related questionnaire, forms, etc. and transcribe accordingly.

3.2.3 Provide a system that will have a recorded voice message to answer the toll free number that will assure the dictator that they have reached your system. This message will also request specific information from the dictator to accurately complete a CE report, which can promptly be made available via a secure, encrypted method, via fax or from website account to the dictator and distributed to the correct examiner after transmission to the DDS.

3.2.3 Recorded Voice Message

The system has a recorded voice message that ensures the dictator they have reached our system (see #2 below). The system will first confirm the dictator by repeating their name back. This is an additional precaution to ensure the correct PIN was entered by the doctor. The system continues to prompt the dictator through the standard prompts requesting critical information (medical record number, work type, and date of service). Additional and customized prompts are available, such as date of birth, date of examination, etc. When the dictator selects the # sign to indicate the dictation is complete, a confirmation number is provided (see #8 below).

INSTRUCTIONS

1.	Dial any of the numbers listed above.	
2.	"Welcome to ZyDoc Transcription. Please enter your User ID followed by the # key."	Key in your login ID and select #. Please enter digits slow enough to make distinct tone for each digit.
3.	"If this is _____ (system reads back name), press 1 to continue or press 2 and re-enter your User ID."	
4.	"Please enter medical record number, followed by the # key or press # key to continue."	Enter information and select #, or bypass the prompt by selecting #.
5.	"Please enter the Work Type, followed by the # key."	Enter information and select #, or bypass the prompt by selecting #.
6.	"Please enter the date of service followed by the # key."	Enter information and select #. Enter two digits for the month, two digits for the day, and two digits for the year (e.g., 03 22 10)
7.	"Begin dictating after the tone. When done, please press 'pound' [# key]."	Begin by identifying yourself, what template or report type you are going to dictate, spell the patient's name, and begin to dictate. Press # to complete the dictation.
8.	"Your Audio ID number is _____ (system reads back the audio number)" YOU MAY SKIP TO NEW DICTATION BY ENTERING # SIGN DURING AUDIO NUMBER READ BACK	
9.	Audio ID number is repeated.	
NOTE: You may disconnect to end the call, or you may remain on the line and begin a new dictation. If you continue Your next dictation will begin at #4 medical record.		

[...which can promptly be made available via a secure, encrypted method, via fax or from website account to the dictator and distributed to the correct examiner after transmission to the DDS.]

The dictator and authorized West Virginia DDS personnel will have secure, encrypted web access to audio dictations within minutes of dictation completion. Details about this system are discussed in the next section.

3.2.4 The vendor must have a security certificate deeming their website has a minimum of a SSL, 128-bit encryption, SHA-1 with RSA encryption. This website will be the main mode by which reports are made available for provider to access, download, save and edit. In some rare circumstances we will have providers that may prefer to receive reports via fax and this must be an option available to them as well. Reports must be made available the day the report is transcribed. A copy of each transcribed report must be made available to the DDS by the vendor within twenty-four hours from the date the dictation was available to the vendor, if necessary.

These documents must be stored for at least 12 months. An index is to be provided. This index or log should include and be sortable by claimant's name, last 4 digits of SSN (if provided or case number), date of service, date of dictation and dictator, and some form of identification of the transcriptionist.

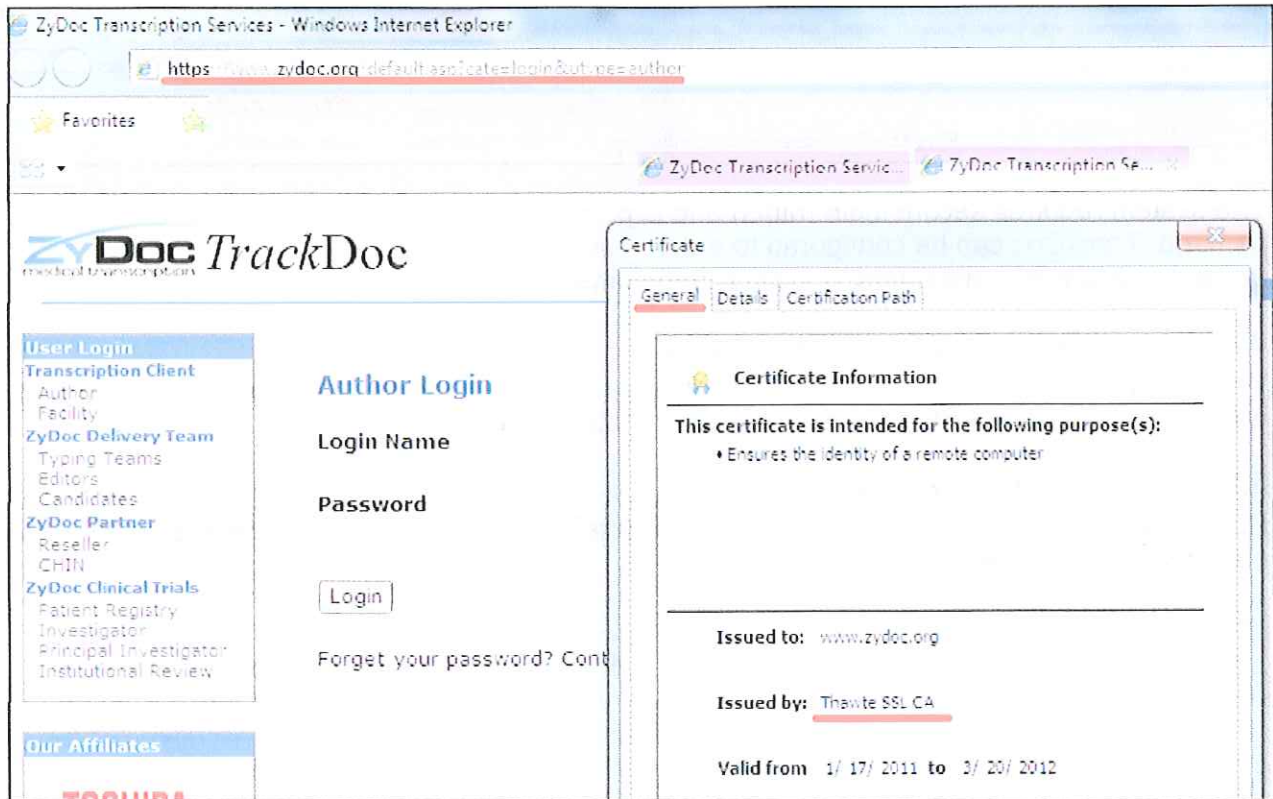
3.2.4 Security Certificate

[The vendor must have a security certificate deeming their website has a minimum of a SSL, 128-bit encryption, SHA-1 with RSA encryption.]

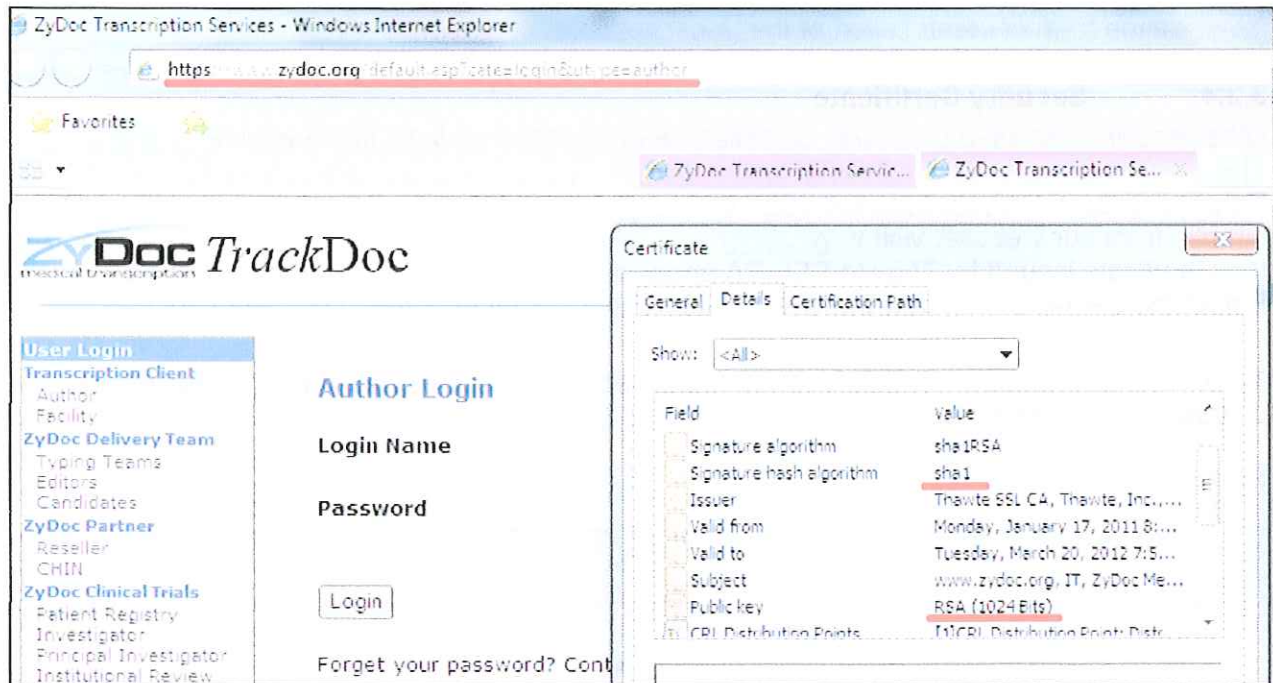
Below, two screen shots illustrate 1024-bit encryption, SHA-1 with RSA encryption. To verify directly from our website, visit www.zydoc.org, select the lock near the browser address and the Certificate issued by Thawte SSL CA appears in a pop up window (Screen shot #1). Select the Details tab to view the SHA-1 with RSA 1024 bit encryption (Screen shot #2).

Note: The www.ZyDoc.org site is home to the secure, TrackDoc web-based transcription platform. Our business website is www.ZyDoc.com.

Screen shot #1



Screen shot #2



The system requires secure login (https) and is password protected, which can be changed on demand. TrackDoc can be configured to enforce strict password guidelines as requested, using alphanumeric characters, numbers, and some punctuation.

3.2.4 Authorized Personnel Access

West Virginia DDS authorized personnel will have access to review the progress of all the jobs, with the ability to query specific jobs by author, patient, date, status, etc.

3.2.4 Dictator ("Author") Access

Clinicians will have access to their jobs only, with the ability to conduct searches, plus edit and electronically sign their jobs.

[This website will be the main mode by which reports are made available for provider to access, download, save and edit. In some rare circumstances we will have providers that may prefer to receive reports via fax and this must be an option available to them as well. Reports must be made available the day the report is transcribed. A copy of each transcribed report must be made available to the DDS by the vendor within twenty-four hours from the date the dictation was available to the vendor, if necessary.]

The TrackDoc™ transcription platform is a proprietary, web-based solution. This system is utilized to manage the entire transcription workflow from the point of dictation through to measuring quality assurance and running line count for billing purposes. Many of the platform's components have been described throughout the bid; for reference, the full TrackDoc user manual is included as **Exhibit A**.

3.2.4 Viewing and Index

[An index is to be provided. This index or log should include and be sortable by claimant's name, last 4 digits of SSN (if provided or case number), date of service, date of dictation and dictator, and some form of identification of the transcriptionist.]

Authorized personnel shall have 24-hour access to the web-based transcription system platform, TrackDoc, to monitor job status and view jobs. The screen shot below illustrates the Administrator's home page listing "All Jobs." The system is built with a check and balance to quickly identify outstanding documents that show a "transcribing" or "editing" status. Those indicated as "completed" have been returned. The column **Job Status** indicates in real time the status of the job.

All columns in the below screen shot may be sorted.

Job ID	Author Name	Job Type	Patient ID	Patient Name	Date of Dictation	Job Status	ZyFax Status	ZyMail Status	Detailed Info
4958420	H				5/9/2011	Transcribing	Unsent	Unsent	GO
4956659	B	PA	98	B	5/6/2011	Completed	Unsent	Unsent	GO
4956632	B	PA	98	H	5/6/2011	Completed	Unsent	Unsent	GO
4956524	B	PA	98	R	5/6/2011	Completed	Unsent	Unsent	GO
4954067	P	PA	97	J	5/5/2011	Signed	Unsent	Unsent	GO
4953693	C	PA	98	N	5/5/2011	Completed	Unsent	Unsent	GO
4953636	P	PA	98	S	5/5/2011	Completed	Unsent	Unsent	GO

Under the "Tracking" menu, the results may be filtered by work type, dictator, and patient identifier.

[Author : Sharon] Document Tracking

Job ID:

Audio ID: --- Any ---

Job Type: Progress Note ▾

Job Status: Completed ▾

Fax Status: Unsent ▾

Date of Dictation From: 05 ▾ 01 ▾ 2011 ▾
(mm/dd/yy)

Date of Dictation To: 05 ▾ 09 ▾ 2011 ▾
(mm/dd/yy)

Patient ID: 1234

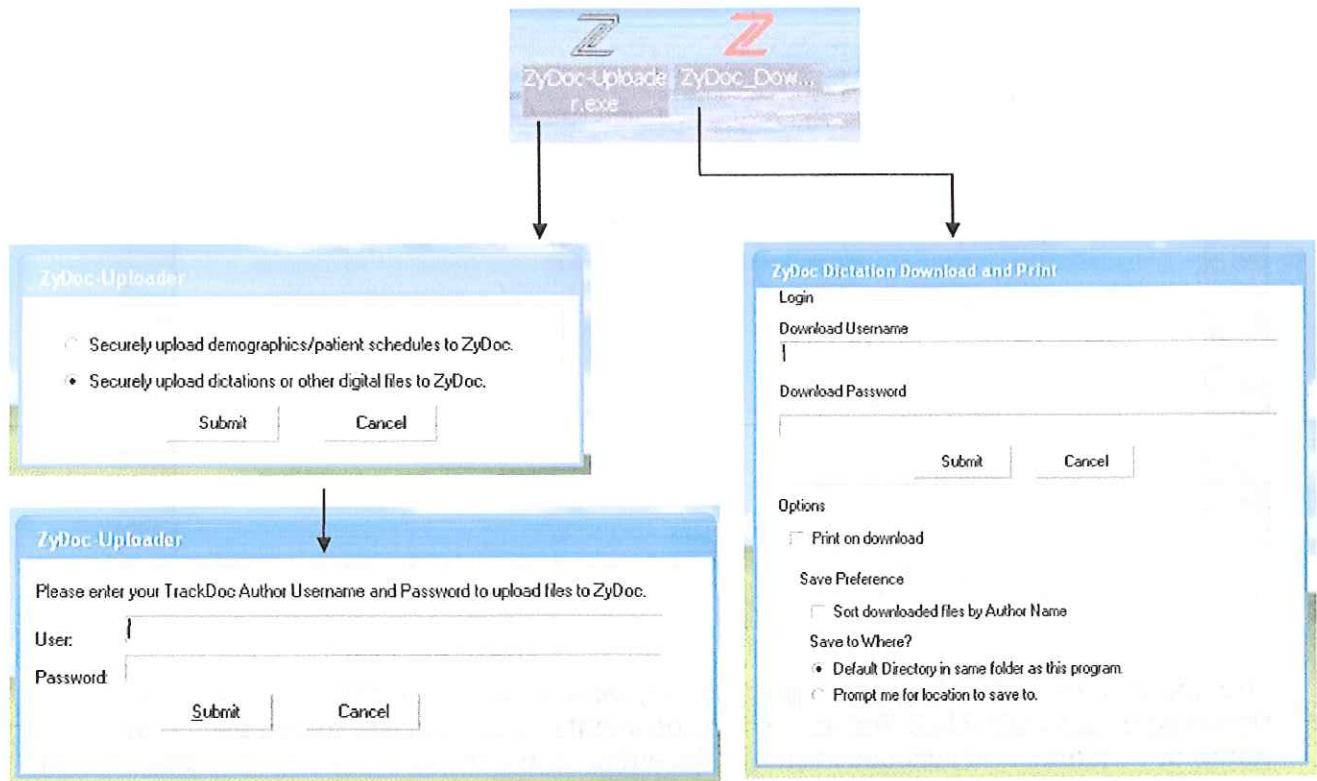
Patient SSN: --- Any ---

Patient Last: Jones

Patient First: Tom

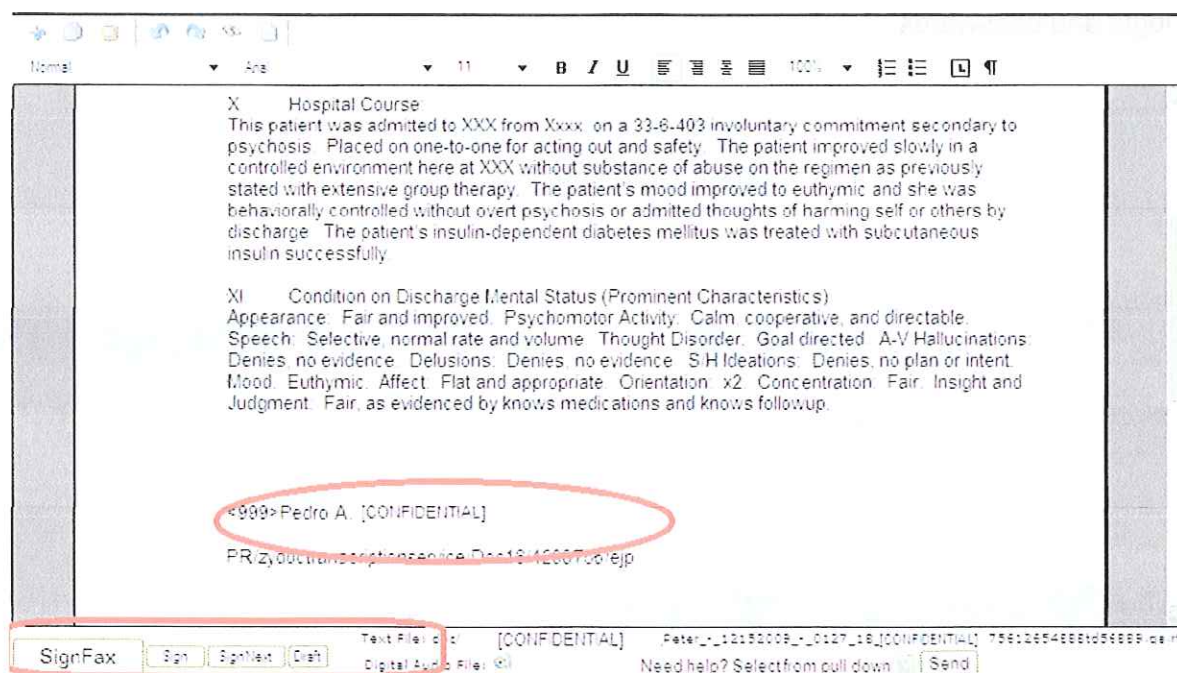
3.2.4 Downloading and Printing

Below are two “Z” applications that our technical team installs on designated workstations to perform uploading and downloading functions. The gray “ZyDoc-Uploader” icon is an app that sends files from the facility to ZyDoc (i.e., handheld audio dictation files or demographics). The red “ZyDoc-Download and Print” app automatically sends from ZyDoc to the facility completed or e-signed documents for viewing and/or printing on demand. Both actions require secure login and passwords.



3.2.4 Electronic Signature

Once an author has reviewed a document and made any changes desired, the document may be electronically signed online and faxed, followed by going to the next document, or signing and returning to the author's home screen. There is also an option to save changes as a draft version prior to signing (see below illustration and sections identified in red).



The appearance of the electronic signature may be a digital image of the author's actual signature or automated text that states the document is electronically signed by ___ at ___ (date) at ___ (time), and includes initials of the author and transcriptionist, date of dictation, and date of transcription. Examples of each are illustrated below.



ASSESSMENT:

- 1) Acute back pain, recurrent.
- 2) Constipation due to opiate medication.

PLAN:

- 1) Dilaudid 2 mg with Zofran 4 mg was given intramuscularly with excellent analgesic relief.
- 2) Rest at home and use heating pad with precautions to avoid burn.
- 3) Dilaudid 2 mg every 4 hours as needed for severe pain #10 tablets prescribed.
- 4) Gentle stretching exercises to the back beginning in 2 days as tolerated.
- 5) Follow up with Nan in the clinic in 2 days.
- 6) Sennosides 3 times every day and also use milk of magnesia and/or magnesium citrate as needed for constipation.



Thomas [confidential], MD

Electronically Signed By: Thomas [confidential] | 12/17/2009 12:21:26 PM

cc: Nan [confidential], P.A.

ZyDoc.com job#: 421294393035578
Date of Dictation: 12/16/09
Date of Transcription: 12/17/09

TD/mw

3.2.4 Communicating Securely with ZyDoc About Job Specifics

If any difficulties are experienced by the dictating author, or to notify ZyDoc of any detail about a job, feedback is easily provided via automated messaging to customer service. Simply click on NEED HELP, select from a number of common requests, add any comments, and SUBMIT. The message is immediately received by the Operations team, who will respond to the request.

Feedback Capability

- Tracking capabilities (TrackDoc™), which posts the audio online to track the status of the job, and posts completed information available to doctors, regardless of their location.
- Online editing and e-signature capabilities.

Need help? Select from pull down

Call Me

Delete Job From TrackDoc

Errors

Help With This Job

Miscellaneous

New Referral Doctor/Address

Note My Dictation

OK But Note Changes

Wrong Patient

Wrong Template

Send

Send an email to Zydoc technical support:

Job ID: 1250037

Type: OK But Note Changes

Message: I dictated an incorrect patient name. Please correct to read N. Jones instead of M. Smith. Thank you!

Submit Reset

Above: Select the type of comment to send to ZyDoc.

Left: Window popup appears allowing the author to write free text if desired. Choose Submit and our Operation Team will receive and handle. No need to call, email, or look up job detail to inform us of which job needs attention. The pertinent information is completed automatically.

3.2.4 Document Storage

[These documents must be stored for at least 12 months.]

Standard document storage and archiving duration is for one year. All reports and other dictation materials shall be destroyed in a manner compliant with West Virginia DDS. ZyDoc shall retain a database of all transcriptions for recall for one year before deletion. This timeframe is configurable to save for shorter or longer periods. Data destruction protocol is according to DOD policy. Deleted files are not available for anyone including transcriptionist, editor, QA, billing, ZyDoc Operations Center, user, or facility administrators.

3.2.5 The vendor is responsible for all telephone charges connected to transmission of consultative examinations to the DDS. The vendor will be responsible for all charges for overnight mail in the event that the equipment malfunctions and a backup system is not available.

3.2.5 No Charge Dictation System

There shall be no charge for the telephone dictation system. ZyDoc accepts responsibility for all charges for overnight mail in the event of equipment malfunctions and back up system failure.

3.2.5 Backup System

State-of-the-art security protocols, including multiple redundancies, at the ZyDoc Data Center ensure that client data cannot be lost. Documents are available for retrieval, even in the event of a large-scale disaster. ZyDoc runs a backup to our data center on a nightly basis. During the day, redundancy is in place to ensure that if any downtime or system problems are experienced, no dictations or transcribed documents are lost.

3.2.5 ZyDoc Data Center Security Features and Equipment Availability

Access to the ZyDoc Data Center is restricted to authorized ZyDoc personnel by two-factor authentication including biometric scanners. All entrances and common areas are monitored 24x7 via closed-circuit cameras.

- Center is manned by on-site security on a 24x365 basis.
- All doors, including cages, are secured with biometric hand geometry readers.
- Building exterior is fully anonymous and has no windows.
- CCTV digital camera coverage of entire center, including cages, with archival system.
- All exterior walls are bullet resistant.
- Entire perimeter is bounded by concrete bollards/planters.
- A silent alarm and automatic notification of appropriate law enforcement officials protect all exterior entrances.
- CCTV integrated with access control and alarm system.
- Motion-detection for lighting and CCTV coverage.
- All equipment checked upon arrival.
- Shipping and receiving area walled off from co-location areas.

3.2.5 ZyDoc Data Centers – SAS 70 Type II Compliance

Our data center combines a robust, scalable architecture with an expansive portfolio of hosting options. Our data centers are designed for security, reliability and uptime. The following are the specifications of our SAS 70 Type II security systems to ensure continued service in the event of an emergency:

- SAS 70 is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). SAS 70 is an acronym for "Statement of Auditing Standards."

- SAS 70 demonstrates that service providers have adequate controls and safeguards when they host or process data related to their customer base.
- SAS 70 Type II compliance signifies that a service organization has had its control objectives and control activities examined by an independent accounting and auditing firm.
- A formal report including the auditor's opinion is issued at the conclusion of an SAS 70 examination. The report enables our organization to demonstrate that we have adequate controls and safeguards when processing data belonging to West Virginia DDS. While SAS 70 is not a certificate, it is an industry-recognized opinion on the nature of these controls.

3.2.5 Redundant Power

ZyDoc's Data Center is SAS 70 Type II certified and is fully N+1 redundant. This data center has on-site redundant power sources and redundant backup generators, including a multiple-day fuel supply on-site. Staying lit throughout the Northeast power outage of August 2003 was a testament to our reliability. Our generators and failover systems are regularly tested to ensure a seamless transition in the event of an emergency.

The primary UPS's are redundant 225kva Liebert 600t Series featuring redundant battery cabinets and a full maintenance bypass allowing for service and upgrades without interruption. Generator backup services are provided by tandem Detroit Diesel 500KW diesel generators. Generator power is activated automatically in the event of a grid failure by the transfer switch. The interim load has capacity for over 90 minutes by the UPS, however this is not necessary as the generator is active and up to speed within just 16 seconds of a power failure.

3.2.5 Redundancy

Redundancy is built into our heating and cooling systems to maintain a consistent and optimal environment in the data center. An FM200 fire suppression system is in place to minimize risk in the unlikely event of fire. Cabinets are individually monitored to manage heat, humidity and power consumption.

3.2.5 Storage

Our system currently has extra capacity of 13 Terabytes in a RAID 5 SAN, which is an impressive amount of space to accommodate the volume for our entire organization and future business. Our system can also be expanded to up to 60 Terabytes.

3.2.5 Ability of the Data Center to Withstand Earthquakes and Floods

The data center is location-specific seismic compliant. Structural systems meet or exceed seismic design requirements of local building codes for lateral seismic design forces. Equipment and nonstructural components, including cabinets, are anchored and braced in accordance with the requirements of the 1997 Uniform Building Code. Flood control features

include above sea-level construction with no basements, tightly sealed conduits, moisture barriers on exterior walls, dedicated pump rooms, drainage/evacuation systems, and moisture detection sensors.

3.2.6 In conjunction with the DDS the Social Security Administration has in the process of establishing an electronic disability folder. There is a process in place that enables the vendor to transmit transcribed reports directly to SSA's ERE (Electronic Record Express) website for the medical provider to "pick-up", review and upload. In the event that WV has this capability over the course of the contract, the vendor must have the resources to meet these requirements to access the ERE Web Site.

- Need access to an Internet Browser that supports 128 bit encryption.
- In order to access the ERE web site an individual or an organization must Register for a PIN and password. To register for a password you must provide:
 1. Name, address, phone number, and name of a contact person and an email address for an organization.
 2. Name, email address, phone number, and SSN for individuals within an organization that will have access to the PIN and password.
 3. Name, address, telephone number, email address and SSN if you will access the web site as an individual.
- You must be able to provide an electronic record of a transcription in one of the following electronic file formats: .doc, .docx, .jpg, .bmp, .txt, .xls, .html, .htm, .xft, .pdf, .tiff, .tif, .zip.
- If registration requirements change, you may have to provide additional services to maintain compliancy for the duration of the contract, at no additional cost to the DDS.
- If you register for a PIN and password as an organization, we have a right to audit access for individuals using your PIN and password.
- All access to the ERE web site must be limited to SSA/DDS approved business.

3.2.6 SSA's ERE Website

ZyDoc does not anticipate any difficulty in meeting all above requirements.

3.2.6 Health Reform Technology Solutions and "Meaningful Use" Solutions

Because the founder of ZyDoc is a physician and a recognized thought leader in the medical informatics industry, the company has developed a strong expertise in HIS and EHR-ready solutions to facilitate integration and utilization of rapidly changing technologies. ZyDoc offers a value-added solution, MediSapien™, that utilizes natural language processing (NLP) to structure narrative text from dictation or legacy documents, and facilitate computer-assisted coding.

This product streamlines the clinical workflow without impeding doctor efficiency. Doctors dictate normally, using a handheld recorder or telephone. The dictations are transcribed and automatically converted to structured reports. All transmissions are encrypted for HIPAA

compliance, and quality assurance controls serve to monitor accuracy and consistency at each stage. Electronic signature is an option for final review. Documents are automatically reformatted into an XML report (compatible for interoperability) containing SNOMED-CT, ICD-9, ICD-10, and CPT-4 codes. The structured and coded report and its unstructured free-text source document are then interfaced with an EMR/EHR and data repository, where they are available for future searching, reporting, and other uses. Below is a diagram demonstrating the workflow. Refer to **Exhibit B** for more information.

3.2.7 a. Vendor must have a minimum of 5 years experience providing medical transcription services to providers of similar nature and volume. Vendor should provide three references with their bid submission for which the vendor has provided medical transcription service within the past (10) years. The references should be submitted with the vendor bid and must be provided within 24 hours of request. The letters should be in the form of recommendation. The evaluators may contact the references as needed to confirm the required experience.

3.2.7 a Experience and Letters of Recommendation

Relevant experience and letters are provided in **Exhibit C**. Samples documents are provided in **Exhibit D**.

3.2.7 b. All transcriptionists must have a minimum of 2 years experience in transcribing medical related reports. Advise as to whether the individuals are full time or part time.

3.2.7 b Transcriptionist Qualifications

Qualifications for transcription positions with ZyDoc require either certified medical transcriptionist credentials issued by AHDI or a minimum of three years full-time acute care/radiology medical transcription experience. The existing team has been working together for many years, with little turnover. To ensure compliance with the U.S.-based transcriptionists, level of experience required, secure facility mandate, volume, and overall sensitivity and nature of transcription to be performed, ZyDoc shall utilize its experienced and fully trained transcriptinists to perform the services in this contract.

3.2.8 Work deemed unsatisfactory by the DDS, and proven to the vendor, will be done at one-half price. This includes unsatisfactory transcriptions that are retyped by the DDS and work that is not accomplished in a timely manner according to the terms of paragraph C below.

3.2.8 Unsatisfactory Quality Penalty

ZyDoc assigns transcription and editing teams to individual doctors at the specialty and account level. This assures that the work is always routed to the most qualified and experienced staff. They become familiar with the doctor's style, formatting and idiosyncrasies rapidly and this results in higher accuracy and faster turnaround for clients and higher productivity for them. Most companies take a FIFO (first in, first out) approach that means that they are always working on unique jobs and authors. We have typists and editors that are proven specialists in all medical specialties.

Our transcriptionists have been credited with alerting doctors as to dictation mistakes in medications, terminology, sides, wrong sex and other concerns although this is not a traditional responsibility. ZyDoc has provided alerts to physicians about FDA alerts such as Black Box warnings with reports of patients that are on those medications. When Avandia warnings were announced, ZyDoc posted alerts to physicians so that when they signed on, they had a list of their patients that were on those medications.

A. Vendor must have in place a quality assurance program to assure accuracy of daily-transcribed reports.

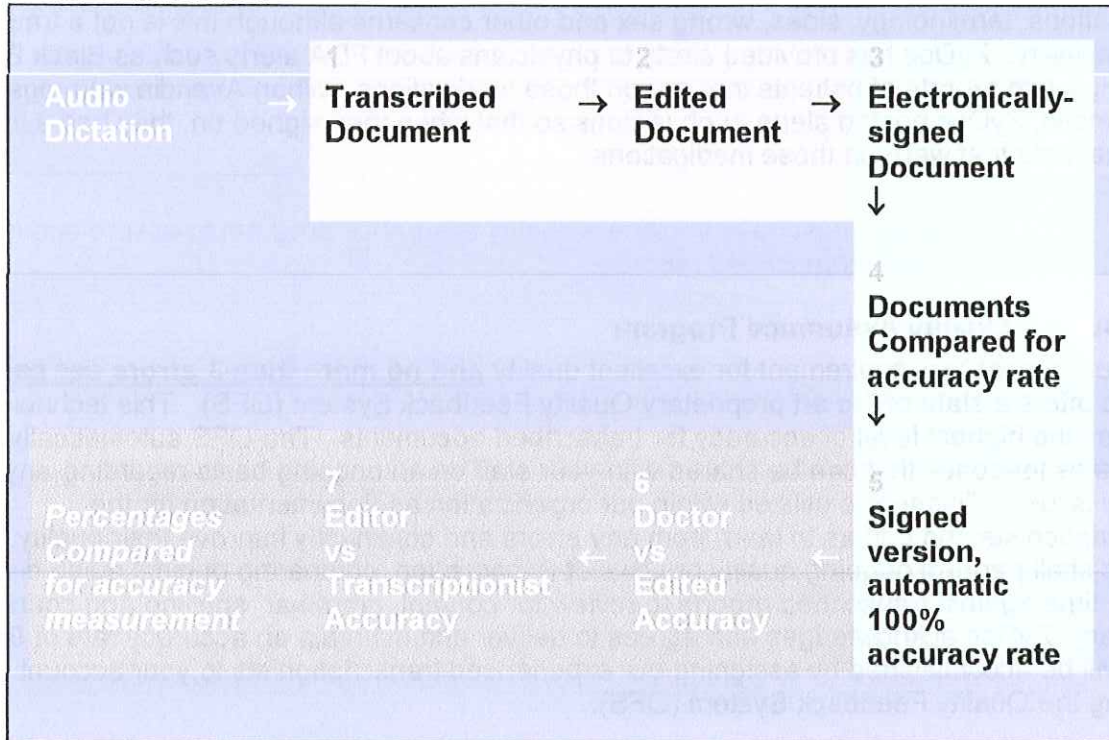
3.2.8 A Quality Assurance Program

In order to meet the requirement for excellent quality and no more than 3 errors per page, ZyDoc offers a state of the art proprietary Quality Feedback System (QFS). This technology ensures the highest level of accuracy for transcribed documents. The QFS automatically generates feedback that can be shared with your staff on an ongoing basis regarding any quality issues. This tool is utilized within our organization as documentation for the transcriptionists and editors to learn from any errors and continually improve their quality. ZyDoc shall perform ongoing quality reviews of transcription, comparing original audio dictation in real time against transcribed reports to review for content, grammar, spelling and contextual accuracy. ZyDoc acknowledges and agrees to deliver and maintain an accuracy rate of 98.0%. This will be accomplished by assigning our experienced transcriptionists to your account and utilizing the Quality Feedback System (QFS).

3.2.8 A Quality Feedback System

Our quality assurance process utilizes back-end document comparison technology which is monitored regularly to ensure ongoing quality reviews. In terms of routine quality checks, the QFS delivers consistent and exceptionally high accuracy for our clients (see below, QFS Workflow). Because the QFS provides detailed and immediate feedback, our QA Team is proactive in identifying potential problematic transcriptions before the doctor or the account has an opportunity to contact us with concerns. On a daily basis, ZyDoc monitors reports of all edits and changes made by doctors. The changes are calculated, in order to measure the percentage of accuracy. These documents are automatically shared with the transcriptionist and the editor to immediately inform them of changes and/or corrections made to their work.

QFS Workflow Illustration



This is accomplished by saving, in our secure TrackDoc system, all versions of the transcribed document, i.e., the typist document is version 1, the editor is version 2, the quality assurance editor is version 3, and the online edited and signed document is version 4.

Each version is compared with the final signed document so that all changes are reflected and compared to the actual version submitted. This feedback system is automated to include from minor to major changes. If a comma, extra space, or medical term had to be changed, it is noted and measured with equal weight. ZyDoc reports measure the progress of specific transcriptionists and editors to the level of individual doctors. Sometimes, "errors" are made due to the doctor inserting paragraphs or making **changes** (rather than corrections), etc. When the QA Manager investigates whether there may be a problem with transcriptionist quality, one-on-one attention is given to further evaluate and assign categories and weight to type of errors, based on the categories of minor, major, and critical, as defined by the Association of Healthcare Document Integrity (AHD). This process either quickly resolves the source of the errors or transcriptionist reassignment is made promptly.

A copy of ZyDoc's internal Quality Assurance Policy is available upon request. In addition, ZyDoc extends to an opportunity for an online demonstration of this process as well as a trial phase. We are available at your convenience.

- B. Vendor shall maintain procedures so dictation is not lost or overlooked. Vendor shall manage problem dictation such as those with incomplete dictation of doctor's name, address, or claimant name, dictations with incomprehensible words, phrases, etc., so that problems are resolved as much as possible before transmission of completed report. Vendor shall have procedures for handling partial dictations so that reports dictated in two or more sessions are connected and transmitted to DDS as a single report. Vendor shall have procedures to handle the following problems: dictator's speech is too fast, too soft, or is garbled or muffled; dictator has foreign accent; dictator plays tape into telephone. Some CE sources may prefer to dictate into a tape and forward these to your office for completion. Also, refer back to required features of program.

3.2.8 B Dictation Management

[Vendor shall maintain procedures so dictation is not lost or overlooked.]

As discussed in section 3.2.1, the server's "never-lose-a-job" architecture performs job tracking from beginning of recording to return of finished transcription in one easy-to-manage screen. Dictation recordings, transcriptions, demographics, and quality assurance edits are all inseparably linked in a single database in a single server.

[Vendor shall manage problem dictation such as those with incomplete dictation of doctor's name, address, or claimant name, dictations with incomprehensible words, phrases, etc., so that problems are resolved as much as possible before transmission of completed report. Vendor shall have procedures for handling partial dictations so that reports dictated in two or more sessions are connected and transmitted to DDS as a single report. Vendor shall have procedures to handle the following problems: dictator's speech is too fast, too soft, or is garbled or muffled; dictator has foreign accent; dictator plays tape into telephone.]

ZyDoc understands how to achieve good results from the situations described above. All documents are subject to medical spell checking, editing, and quality assurance. Transcriptionists utilize the award-winning ZyDoc technology platform that supports flagging of documents that need additional work. In addition, any problematic dictations can be circulated throughout the specialized transcription team assigned to your account.

ZyDoc has extensive experience with obtaining good results from fast, garbled, or muffled, as well as incomplete, inaudible, partial, and split dictations. We transcribe for many ESL dictators and those who frequently exhibit challenging dictation habits. Our transcriptionists utilize tools such as advanced audio purification technology to improve the quality of the recording, and utilize macros, numbered paragraphs and standard protocols whenever possible.

[Some CE sources may prefer to dictate into a tape and forward these to your office for completion.]

CE sources may send tapes to our office for conversion to digital recordings and blended into the same processing as all other jobs. ZyDoc is flexible and will accommodate these sources for return of documents, providing the DDS approves of requested procedures.

C. Vendor's timeliness performance will be considered satisfactory when at least 95% of dictated reports are transcribed and transmitted to DDS within two (2) working days of dictation. Assessment will be done as the DDS monitors the saved indexes and logs (as necessary) as well as receives medical providers feedback and inquiries. These reports and inquiries will concern but not be limited to: date of dictation, date typed, and transmission date. Vendor shall maintain a high level of quality. There shall be no more than three (3) typographical errors or misspelled words per report. Correction by erasure is not acceptable. The DDS reserves the right to require, at no extra charge, the retyping or correction and transmission of reports with more than three (3) typographical errors or misspelled words, or with incorrect format or complaints about quality from the dictator. Quality performance will be assessed by the DDS based on any complaints and staff review of typed reports. The quality performance is satisfactory when at least 98% of the reports have no complaints from dictators or DDS staff that there were more than three (3) typing errors or misspelled words or that incorrect format was used. In the event that the performance standards for timeliness and quality are not met for a calendar month, that month's performance shall be considered unsatisfactory. The DDS will notify the vendor of unsatisfactory performance, which will be followed up by a written notification summarizing the unsatisfactory performance. If performance is still unsatisfactory thirty (30) days following written notice to the vendor, a contract line rate reduction of 10% will be implemented.

3.2.8 C Performance

In addition to the DDS performing their assessments, ZyDoc conducts regular scheduled internal meetings to evaluate our performance. This is accomplished by reviewing the following analysis reports which are focused on the turnaround time and quality delivered.

3.2.8 C Quality Assurance Reports

The following is an image of a report that provides the Quality Assurance Manager with the tools needed to monitor quality during any timeframe and query by author, location, or transcriptionist.

Accuracy Report: 1 to 100 of 6949

Job ID	Status	Specialty	Job Type	Facility	Author	Typeist	Typeist Rate	Typeist Diff	Editor	Editor Rate	Editor Diff	Full Edit	QA	ToZydoc	Audic File
4183567	Signed	Orthopedics	-				98.10	-		98.70	-	Yes	Y	12/1/2009 11:37 AM	el
CONFIDENTIAL															
4183568	Signed	Surgical	PreOp				98.40	-		100.00	-	Yes	Y	12/1/2009 11:38 AM	el
4183569	Signed	Orthopedics	-				98.90	-		100.00	-	Yes	Y	12/1/2009 11:38 AM	el
4183570	Signed	Oncology	Consult				98.70	-		98.80	-	Yes	Y	12/1/2009 11:38 AM	el

3.2.8 C Turnaround Time Reports

Turnaround time is monitored by the ZyDoc Operations Center around the clock, 7 days a week, to ensure contract compliance. Monitoring turnaround time is accomplished by utilizing the real-time reporting capabilities within TrackDoc. The screen shot below is an illustration of the TAT report. This allows the Operations Manager to always remain alert to potential delays and make reassignments as needed. ZyDoc has a specified number of dedicated transcriptionists and editors to support each account's base volume, in addition to having redundant typists on reserve, which results in our long-term success in meeting turnaround time.

[Employee: Admin]										Download Excel Report
Overdue Jobs: 1 to 100 of 287										
Job ID	STAT	WorkType	TAT	Status	Facility	Typist	Typist TAT	Editor	Editor TAT	ZyDoc TAT
4960765	N	standard	24	Signed			5/10/2011 8:08:39 PM 5/10/2011 8:00:21 AM		5/10/2011 8:00:21 AM 5/10/2011 8:00:48 AM	5/10/2011 1:08:39 PM 5/10/2011 7:00:48 AM
4960784	N	Default	24	Signed			5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM
4960785	N	Default	24	Signed			5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM
4960786	N	Default	24	Signed			5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM
4960787	N	Default	24	Signed			5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:34 PM 5/11/2011 8:09:27 AM
4960788	N	Default	24	Signed			5/10/2011 8:08:39 PM 5/11/2011 8:09:25 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:39 PM 5/11/2011 8:09:27 AM
4960789	N	Default	24	Signed			5/10/2011 8:08:39 PM 5/11/2011 8:09:25 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:39 PM 5/11/2011 8:09:27 AM
4960790	N	Default	24	Signed			5/10/2011 8:08:39 PM 5/11/2011 8:09:25 AM		5/11/2011 8:09:27 AM 5/11/2011 8:09:27 AM	5/10/2011 8:08:39 PM 5/11/2011 8:09:27 AM

3.2.9 Type CE reports using standard type on 8 ½ x 11 bond paper. The top, bottom, and side margins shall be no more than 1 ¼" on all transcribed reports. A line is defined as follows: the Microsoft Word total character count with spaces per document divided by 75 will equal the billable lines for the document. Should the resulting billable lines not be an even number, that number will be rounded up. For instance a document with 5882 characters with spaces as determined by Microsoft Word software divided by 75 equals 78.42 lines which rounded up equals 79 billable lines for that document. The DDS will count the lines and pay according to the DDS's count not the vendor's line count.

3.2.9 Report Format: Paper and Margins

Formatting requirements are standard and shall be in full compliance.

3.2.9 Report Format: Line Definition and Billable Line Calculation

Acknowledged.

3.2.10 Include the dictator's name and address and examiner's name on the initial page of each report. The name and address will be spaced and typed to permit the use of a window envelope for mailing.

3.2.10 Report Format: Initial Page

Acknowledged.

3.2.11 Include the claimant's name, Social Security number, and appropriate page number of the top of all pages.

3.2.11 Report Format: Patient Data and Page Numbering

Acknowledged.

3.2.12 Include on the final page of each report a "signature line". The "signature line" will consist of the dictator's name and title (as provided by the dictator).

3.2.12 Report Format: Signature Line

Acknowledged.

3.2.13 Provide daily to the DDS a detailed log showing the work transcribed to include the doctor's name, claimant's name, examiner's name, total number of lines in the report, and number of reports, which will be billed to the DDS. Have the capability, when requested, to provide reports to the DDS indicating the pending dictation received in the past 24 hours.

3.2.13 Daily Log

The line count may be provided on a daily basis for those transcribed documents completed within the previous 24 hours. This information is also provided along with billing in a detailed report to include the above fields.

3.2.14 Observe the confidentiality of transcribed reports as required by the Federal Privacy Act and the Freedom of Information Act. Vendor employees who will perform this contractual work shall be required to sign statements of confidentiality. The original copy of each signed statement must be submitted to the DDS two (2) weeks prior to full implementation of service. Any new or additional employees are required to sign a statement of confidentiality and the original copy sent to the DDS.

3.2.14 Confidentiality: Federal Privacy Act and Freedom of Information Act

3.2.14 Employee Education and Training

Employee education is provided along with the HIPAA Penalty Awareness Statement. We provide a training manual to the staff, which covers various subjects of day-to-day operational procedures and HIPAA regulations. In addition, ZyDoc subscribes to a national HIPAA awareness newsletter, which is distributed to all the staff.

3.2.14 *Legal Compliance*

ZyDoc, a New York State LLC, abides by all State and Federal Laws. Our office is OSHA compliant. Our Secretary, Laura Maisel, ESQ received her J.D. from St. John's University School of Law and is a member of the NY Bar. She serves as the company's HIPAA compliance officer. ZyDoc has never had any legal actions since inception in 1993. Our Corporate Attorney is Bruce Rich at Carter Ledyard & Milburn LLP, Corporate Department.

3.2.14 *HIPAA*

ZyDoc shall adhere to all requirements of the Social Security Act, the Privacy Act, the Freedom of Information Act, and HIPAA Privacy and Security Rules and Regulations. The security regulations apply to all Covered Entities. The security rule focuses on requirements for covered entities to protect and safeguard the confidentiality of PHI created, maintained, and transmitted in electronic form (referred to as ePHI). The proposed regulations were published August 12, 1998. Final regulations were published February 20, 2003. ZyDoc and our business associates are required to:

- Ensure the confidentiality, integrity, and availability of all electronic PHI that they create, receive, maintain, or transmit
- Protect against any reasonably anticipated threats or hazards to the security or integrity of the information
- Ensure their workforces comply with the regulations, and
- Protect against reasonably anticipated uses or disclosures of information that are not permitted or required by the regulations

Important changes to HIPAA were enacted as part of the "Economic Stimulus Act" (the ARRA). Most of the actual changes to HIPAA are contained in the "HITECH Act." which is Title XIII of the ARRA, the "American Recovery and Reinvestment Act." Both became law on February 17, 2009. Many of the major changes became effective in February 2010 and are reflected in our policy manual. A copy of ZyDoc's HIPAA Policy Manual is available upon request. Below are the significant changes to HIPAA contained in the HITECH Act. ZyDoc policies are in accordance.

3.2.14 *Updated Enforcement Rules*

Effective: Applies to penalties issued 24 months after enactment.

Effective: Implemented regulations within 18 months after enactment.

- Mandatory investigations for "willful neglect" cases.
- Mandatory civil penalties for "willful neglect" violations.
- Periodic compliance audits for CE's and BA's.
- Fines & penalties paid will go to OCR for increased investigations and enforcement.
- Harmed individuals will get a percent (t.b.d.) of CMP or settlement.
- Recommendations report in 18 months.
- System in place within 3 years.
- In addition to CE's, individuals now made subject to HIPAA criminal provisions.
- State AG's can bring civil suits in federal courts on behalf of state residents.

3.2.14 Updated HIPAA Penalties

- Increased penalties for violations.
- Penalties calculated on variety of factors.
- Four tiers of penalties, depending on nature of offense...
 - Tier A - Offender didn't know, and by reasonable diligence would not have known, that he or she violated the law.
 - \$100 per violation
 - \$25,000 annual maximum total per violator
 - Tier B - Violation due to reasonable cause and not willful neglect.
 - \$1,000 per violation
 - \$100,000 annual maximum total per violator
 - Tier C - Violation due to willful neglect but was corrected.
 - \$10,000 per violation
 - \$250,000 annual maximum total per violator
 - Tier D - Violation due to willful neglect and was not corrected.
 - \$50,000 per violation
 - \$1,500,000 annual maximum total per violator

3.2.14 Confidentiality Policy

When a particular account has specific confidentiality procedures, these measures are communicated organization-wide via the ZyDoc Account Protocol. If customization by our developers is required in this area, ZyDoc will determine how best to accommodate the customer so that HIPAA compliance is supported at all stages. A copy of ZyDoc's Confidentiality Agreement is available upon request.

In addition to our secure Data Center, described elsewhere, ZyDoc has safety and alarm systems in the physical office, to ensure that nothing is at risk within the office. ZyDoc also maintains a large liability insurance policy.

3.2.14 Joint Commission, AHDI, AHIMA and other accreditation and industry expert associations

The Joint Commission (formerly JCAHO), offers standards and specific guidelines for accreditation that are broken down into various programs (hospitals, behavioral health, ambulatory, etc.). Our experienced transcriptionists report to the ZyDoc Quality Assurance Manager, who is a medical transcriptionist certified by AHDI. The transcriptionists are instructed to report anything that may appear to be a violation of patient safety and confidentiality. It is our policy to report to you as our client. ZyDoc is owned by a practicing physician and surgeon, who himself is responsible for adhering to and enforcing the same policies for patient safety and care. You can be confident that ZyDoc is HIPAA-compliant, and sensitive to Joint Commission regulations and other standards adopted by industry expert associations.

If your facility is required to perform above and beyond standard policies and procedures set forth by HIPAA and the Joint Commission, we will work with you to ensure continued compliance on all levels, as it pertains to providing you with outstanding transcription services.

[The original copy of each signed statement must be submitted to the DDS two (2) weeks prior to full implementation of service. Any new or additional employees are required to sign a statement of confidentiality and the original copy sent to the DDS.]

If the DDS has a statement they would like our employees to sign, we are open to reviewing and obtaining all the employee's signatures and returning to your facility within the two weeks.

3.2.15 Microsoft Word and Internet Explorer will be the standard software by which the vendor uses; simply because this is more often the preference most providers will have as office equipment. However, the vendor will have in place necessary concessions and tech support to assist providers where compatibility is an issue (Macintosh, alternative word processing software or internet browsers).

3.2.15 Technical Support

Currently, ZyDoc provides technical support in all of the above situations for our existing customer base, including supporting Macintosh-based accounts. We do not anticipate any difficulty in supporting the dynamic group of DDS physicians.

NOTE: Paragraphs 3.2.16 through 3.2.19 are duplicate requirements from 3.2.10 through 3.2.13 respectively

3.2.20 Observe the confidentiality of transcribed reports as required by the Federal Privacy Act and the Freedom of Information Act. Vendor employees who will perform this contractual work shall be required to sign statements of confidentiality. **The Vendor must have a process in place in which signed statements can be readily available if request by DDS or SSA.**

3.2.20 Availability of Signed Confidentiality Statements

In addition to the response discussed in 3.2.14 above, all employees at ZyDoc are required to sign HIPAA Penalty Awareness Statements, Confidentiality Agreements, while business partners are required to sign a Business Associate Agreement. These originals are on file and copies available upon request.

3.3 General Terms and Conditions

3.3.1 Record Disclosure

During the term of this contract and thereafter, the Contractor shall respect the confidentiality of confidential data, information, and other such matters disclosed and entrusted to him/her in the contract, or upon termination thereof, the Contractor shall return to the State agency (DDS), all such confidential matters in their possession belonging to the other party, and further, agrees not to use such information without the expressed written permission of the State agency (DDS).

Neither the contractor nor any of the Contractor's employees involved in processing reports shall disclose any information that identifies the claimant, physician, or facility without documented permission of the DDS. Such disclosures will subject the Contractor to the penalties of the Federal Privacy Act. The Contractor must also certify compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sensitive records ready for disposal must be destroyed by burning, pulping, shredding, macerating, or other suitable similar means that ensures the information in the record is definitively destroyed. Definitively destroying the records means the material cannot be reassembled and used in an inappropriate manner in violation of law and regulation. Sensitive records are records that are national security classified or exempted from disclosure by statute, including the Privacy Act, or regulation. Electronic records must be definitively destroyed in a similar manner that prevents reconstruction as well.

Acknowledged and agreed.

3.3.2 Facility Security

The contractor must perform all work in a secure facility (facilities) which ensures the confidentiality of all reports. This requires all work pertaining to this contract to be performed in the Contractor's facility under the direct supervision of the designated contractor at all times. Social Security Administration's regulations prohibit the subcontracting of the functions in this contract due to confidentiality of materials, information, and data... without prior written consent of the State Agency (DDS). The Contractor must have a plan in place to safeguard confidentiality. All work connected with this contract will be performed in a secure facility, one which can be monitored and/or "audited" by the contractor and/or the DDS. No information obtained in connection with this contract will be transmitted electronically or by any other means, unless it is encrypted using the most secure systems "environment/software" available.

Acknowledged and agreed.

3.3.3 Special Terms & Conditions

No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency with the names, qualifications, and experience of their proposed subcontractors. The Contractor, shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of this contract. The subcontractor must adhere to the same facility requirements as the Contractor. The State will consider the Vendor to be the sole point of contact with regards to contractual matters and is solely responsible for payment of all subcontractors. Additionally, any subcontracts formed must also contain the information specified herein.

Acknowledged and agreed.

3.3.4 Loss Reporting – PII

The contractor is responsible for safeguarding personally identifiable information (PII) and immediately reporting any loss to the appropriate State Agency (DSS) official. The contractor shall ensure that all employees report lost or possibly lost PII immediately. The contractor should gather the following information to report the loss of PII: Contact information, description of loss (including time and location), what safeguards were used, which components (divisions or areas) were involved, whether external organizations were contacted, and whether other reports have been filed (e.g., law enforcement).

Acknowledged and agreed.

3.3.5 Enforcement & Recommendations

The DDS maintains the right to conduct periodic onsite visits/reviews to ensure compliance with contract specifications and procedures. Furthermore, the DDS recommends that the contractor have appropriate forms of suitability and systems monitoring safeguards in place. Contractor positions should be assigned at the proper risk/sensitivity levels commensurate with the public trust or national security responsibilities and attributes of the position as they relate to the efficiency of the service. They should be ranked in accordance with the degree of potential adverse impact on the efficiency of service that an unsuitable person could cause. Suitability refers to whether the conduct of an individual may reasonably be expected to interfere with or prevent effective performance in his/her position or prevents effective performance of the duties and responsibilities of the employing agency. Contractors must ensure that employment of individuals in a sensitive or public trust position is appropriate. Documentation of rationale underlying risk designation decisions should be retained for potential audit purposes.

Acknowledged and agreed. ZyDoc has been in business since 1993 and has been exclusively concentrating on medical transcription since 2000. We employ only experienced transcriptionists and editors who have an average of over 10 years of transcription experience. In those years of experience, ZyDoc has not experienced any degree of potential adverse

impact on the efficiency of the service to the point of being unsuitable to perform their responsibilities. We monitor their work performance from a quality and turnaround time perspective, as well as their requirement to sign a patient confidentiality and HIPAA statement acknowledging their understanding of their responsibilities. If stringent requirements of the industry standards and government requirements are not met, the transcriptionist is dismissed.

3.3.6 Conflict of Interest

Vendor affirms that it, its officers or members or employees presently have no interest and shall not acquire any interest, direct or indirect which would conflict or compromise in any manner or degree with the performance or its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor shall periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered shall be promptly presented in detail to the Agency.

Acknowledged and agreed.

3.3.7 Prohibition Against Gratuities

Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract.

For breach or violation of this warranty, the State shall have the right to annul this contract without liability at its discretion, and/or to pursue any other remedies available under this contract or by law.

Acknowledged and agreed.

3.3.8 Certifications Related to Lobbying

Vendor certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

Acknowledged and agreed.

3.3.9 Vendor Relationship

The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor nor any employees or contractors of the vendor shall be deemed to be employees of the State for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns.

The Vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

Acknowledged and agreed.

3.3.10 Indemnification

The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; (3) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

Acknowledged and agreed.

3.3.11 Governing Law

This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (Federal, State or Local Government) regulations.

Acknowledged and agreed.

3.3.12 Compliance with Laws and Regulations

The Vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

Acknowledged and agreed.

3.3.13 Term of Contract & Renewals

This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by the Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

Acknowledged and agreed.

3.3.14 Non-Appropriation of Funds

If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency shall give the Vendor written notice of such non-allocation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

Acknowledged and agreed.

3.3.15 Contract Termination

The State may terminate any contract resulting from this RFQ immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

Acknowledged and agreed.

3.3.16 Changes

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision and/or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements.

An soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event the price will be impacted by the change, the Vendor shall, provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

Acknowledged and agreed.

3.3.17 Invoices, Progress Payments, & Retainage

The Vendor shall submit invoices, in arrears, to the following address:

Administrative Office
Disability Determination Section
500 Quarrier St., Suite 500
Charleston, WV 25304

The invoice is to be sent at least 2 times a months and show by each day the number of reports with the total lines for that day with each office separate.

The DDS is under no obligation to pay for transcribed reports which do not belong to the department or are otherwise unusable.

Acknowledged and agreed. The vendor shall submit bimonthly invoices, in arrears, to the office identified for all services provided pursuant to the term of the contract. Each invoice will contain sufficient documentation to determine the actual lines. The required supporting documentation for each job processed will also be provided.

3.3.18 Record Retention (Access & Confidentiality)

Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by Vendor.

According to Paragraph 3.2.4, "documents must be stored for at least 12 months." Standard document storage and archiving duration is for one year, unless documents need to be stored for 5 years to comply with the above paragraph. All reports and other dictation materials shall be destroyed in a manner compliant with West Virginia DDS. Data destruction protocol is according to DOD policy.

3.3.19 Quantities

Quantities listed in the requisition are approximations only, based on estimates supplied by the end users. It is understood and agreed that the contract shall cover the quantities actually ordered for delivery during the term of the contract, whether more or less than the quantities shown.

Acknowledged.

DRS080666
BID SHEET

All inclusive per line cost.....\$0.1398 per line including spaces

SUMMARY OF SERVICES:

The above per line rate includes

- Toll-free telephone dictation
- 24 (to 48) hour turnaround time for transcription services
- Online access to documents
- HIPAA-compliant technology and service environment with 1024-bit encryption, SHA-1 with RSA encryption
- Online editing and e-signature capabilities (optional)
- Online access for job monitoring and tracking
- Online access for search and query capabilities
- Automated document delivery to each location
- Online automated faxing
- 7 x 24 x 365 toll free customer support line
- U.S.-based transcriptionists securely located
- Document retention and storage
- SAS 70 Certified Data Center with multiple backup servers and redundancy

Exhibit A

TrackDoc Instruction Manual

TrackDoc

Instruction Manual

The screenshot shows the ZyDoc TrackDoc web application interface. At the top left is the ZyDoc logo and 'TrackDoc' text. At the top right are navigation links for 'Homepage', 'TrackDoc', and 'Employees'. On the left side, there is a 'User Login' menu with categories: 'Transcription Client' (Author, Facility), 'ZyDoc Delivery Team' (Typing Teams, Editors, Candidates), 'ZyDoc Partner' (Reseller, CHIN), and 'ZyDoc Clinical Trials' (Patient Registry, Investigator, Principal Investigator, Institutional Review). The main content area contains a welcome message and a list of features and benefits.

ZyDoc TrackDoc

Homepage | TrackDoc | Employees

User Login

- Transcription Client**
 - Author
 - Facility
- ZyDoc Delivery Team**
 - Typing Teams
 - Editors
 - Candidates
- ZyDoc Partner**
 - Reseller
 - CHIN
- ZyDoc Clinical Trials**
 - Patient Registry
 - Investigator
 - Principal Investigator
 - Institutional Review

Welcome to TrackDoc, ZyDoc's web-based solution for access to audio and transcribed documents, determine job status, and document tracking. Features and benefits include:

- Listen to audio files while waiting for transcription to be completed
- Secure access through browser (look for the VeriSign symbol)
- View completed documents
- Track the status of the jobs
 - Transcribing
 - Editing
 - Completed
 - e-Signed
 - Fax Pending
 - Fax Sent
- Online edit and e-signature
- Batch download of latest completed or signed jobs
- Automatic print upon receipt
- Premium automated distribution services
- Search capabilities
 - Find a specific patient name or medical record number
 - Review all dictations by doctor, date of service
 - Search by document type
 - Quickly locate what is needed

Customer Service

800.546.5633

or

631.273.1963

TABLE OF CONTENTS

WELCOME!	3
TRAINING	3
LOGIN & ACCESS	5
TrackDoc Authorized Users	6
WORKFLOW	6
Step One: Open/Review	7
Step Two: Making Changes and Sign	7
Step Three: Feedback and Messages to ZyDoc	9
Step Four: e-Faxing	10
JOB TRACKING AND SEARCHES	11
Job Monitoring	11
Ad Hoc Reports	13
Fax Log	13
UPLOADING, DOWNLOADING, AND PRINTING	15
Download without installing software (alternative)	16

WELCOME!

Our award winning web-based solution, TrackDoc, offers an efficient online workflow for healthcare facilities. Authorized staff will have access to audio dictations within minutes of the author completing the dictation. The dictations are accessible on the TrackDoc site by logging in securely.

Once the report is complete, the same authorized staff has access to the corresponding report within the required TAT. Options for accessing the documents include automated delivery to the designated computer workstations (via Internet connection and our Ziplt software) or downloading from the TrackDoc system into a designated folder on the network. These can be printed automatically or on demand. Prior jobs are available from the download folder or with secure login from the TrackDoc application and can be printed or faxed on demand to physicians outside of the system.

The details on how to use the TrackDoc system are provided in this user manual. In addition, our customer service will provide personal training when your account is ready to begin.

TRAINING

Training is provided after your account is established. ZyDoc provides remote technical assistance for convenient ongoing support to address any questions, concerns, or in the event that supplemental training is needed. ZyDoc is available 7x24x365 with U.S.-based training and support. A qualified team member is available at 800.546.5633 to answer any questions and address any concerns.

Below is a screenshot of the HELP MENU, which stores user manuals, compatible digital devices information, web-demos, physician search link, and fax volume report. If your facility requires specific reports or would like additional links, these may be stored within the Help Menu. Speak with your representative for more information.

<p>[User Manual] TrackDoc User Manual Instructions for Dictating and Using ZipIt Good Dictation Habits TelDoc User Guide Streamlined Download and bulk easy-print funct ZyDoc Security Policy Customer Printable ZyDoc Wallet Card DS-2 Instruction Manual DS-330 Instruction Manual DS-2300 Instruction Manual DS-4000 Instruction Manual WS-400 S Instruction Manual FaxDoc FAQ</p> <p>[Robodemo] TrackDoc Quick Overview</p> <p>[Physician Search] AMA Physician Search</p> <p>[Address Book] Referring Doctor List</p> <p>[ZyFax] ZyFax Report</p> <p>[Referring Physician Volume Report]</p> <p>From Month 4 Day 1 Year 2005 To Month 5 Day 1 Year 2011 <input type="button" value="Submit"/></p>
--

LOGIN & ACCESS

Each dictator will have their own login and password. Facility Administrators will also have their own login and password. The following illustrates the login and security of the system.

The TrackDoc System

ZyDoc TrackDoc

Homepage TrackDoc Employees

User Login
Transcription Client
Author
Facility
ZyDoc Delivery Team
Training Team
Editors
Candidates
ZyDoc Partner
Reseller
Client
ZyDoc Clinical Trials
Patient Registry
Investigator
Principal Investigator
Institutional Review

Our Affiliates

TOSHIBA
ScanSoft
IBM
SONY
OLYMPUS

Author Login

Login Name

Password

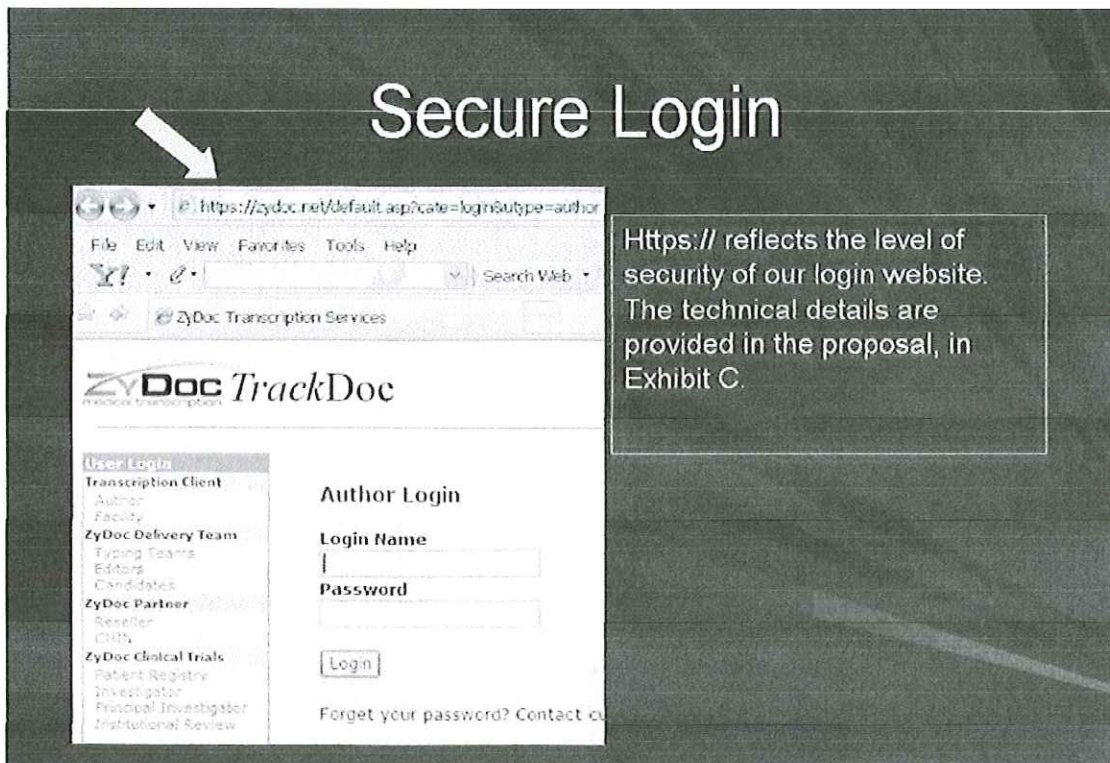
Login

Forgot your password? Contact customer care at (800)346-5633, please.

Author Login is for the dictator.

In the left panel, there is a "Facility" login, which is for the Office Administrator or other authorized staff who need access to the reports.

Secure Login



TrackDoc Authorized Users

During the implementation process, we will request a list of all authorized authors (dictating physicians) and administrators (Medical Record Technicians). The Medical Record Technician will have all the same capabilities of an author, plus access to all the other account's doctors, however there is no ability to make changes to the document. It is a read- and search-only type of access.

WORKFLOW

Changes may be made to individual jobs or templates quickly and customization implemented system wide as needed. After document changes are made, the document may be electronically signed, faxed, and printed to a networked printer. All of these capabilities are optional.

There are a number of ways to change reports. The option selected depends upon where in the cycle of the dictation to transcribed report a change is realized. A dictating author has the following options for making changes:

- Dictate addendums on patients prior to transcription being completed;
- Dictate changes in a separate dictation, referencing the previous dictation and/or transcribed document;
- Make changes in TrackDoc. Prior to signature, authors can log on from any Internet-based computer to access TrackDoc system to make changes;
- Submit feedback from the dropdown screen to change template, for example;
- Dictate addendums to the transcribed document; and
- Utilize the Addendum feature in TrackDoc to type changes.

Step One: Open/Review

The following screenshots illustrate the sequence of commands for making changes to reports. Once you login as an Author (dictator), the HOME (unsigned) screen lists all completed jobs. From this point, you will want to select OPEN (far right column).

ZyDoc TrackDoc											
[Author: Sharon] Unsigned Jobs: 1 to 49 of 49				Home(unsigned) Non-Dictations Signed Jobs All Jobs Tracking Profile Help				Need Assistance? Call Technical Support at 1(800)546-5633			Download New Job
Job ID	Type	Patient #	Patient Last	Patient First	Dictation Date	Job Status	ZyFax Status	ZyMail Status	Detailed Info	Open/Rev	
4042790	Ortho	ADM-10-4598-	Jones	Joan	May 17, 2011	Completed	Unsent	Unsent			
4042789	Billing pending	0	Bush	Laura	May 17, 2011	Completed	Unsent	Unsent			
4042788	Ortho FreOp	ICU-10-JMR-2	Mathers	Jerry	May 17, 2011	Completed	Unsent	Unsent			

Step Two: Make Changes and Sign

After the job opens, you should see the document open in a familiar word format, allowing changes to be made. As shown in the illustration below, make changes and select from the following electronic signature options:

- "Sign Fax" to e-sign and distribute via fax
- "Sign" to e-sign the specific document,
- "Sign Next" to e-sign and bring up the next document, or
- "Draft" to save changes

Normal Arial 9.5 B I U 100%

TYPE CHANGES..... We appreciate the opportunity to introduce you to ZyDoc Medical Transcription services. Our solutions are 100% Internet based. You may dictate using the telephone or a handheld digital device. We return documents within 24 hours (or less, depending upon your requirements). We have a sophisticated quality assurance program that ensures consistent quality is delivered.

Pricing varies, depending upon the level of service required. Factors that affect cost are turnaround time, volume, dictation method, specific services (e-signature), etc. When comparing one service with another, it is important to understand the definition of a line. Our definition is 65 characters. We basically calculate lines by total characters (with spacing between words, no more than one space is counted), and divide by 65. We will make appropriate deductions for templates. Other factors that affect the price are turnaround time and volume.

1. We deliver documents to a local workstation in your office (via Internet), or
2. You log in to our web-based system to review, make changes, electronically

Text File: doc/ZyDoc Medical Associates/ED_148 ZDRv2.rtf
Digital Audio File: Need help? Select from pull down Send

SignFax Sign SignNext Draft

When selecting "Sign Fax," the following popup window appears, listing all your pre-populated referring physicians and their fax numbers. Select all referring physicians by clicking on the appropriate boxes. Select "Send Fax" when ready. Any changes to the fax list may be done on this screen at this time. Refer to the [Add New Contact] and Delete links to make changes. Any changes made are immediately entered and active.

[Author: Sharon]					[Add New Contacts]	
Fax Contacts:						
Check	Referring Doctors	Fax	Phone	Address	Edt	Delete
<input type="checkbox"/>	Aleva,	530-244-4568	000-000-0000		Edt	Delete
<input type="checkbox"/>	Bouchard, Matt	631-273-1988	000-000-0000		Edt	Delete
<input type="checkbox"/>	Demro,	631-208-9800	000-000-0000		Edt	Delete

To update your fax list, either a master list is submitted with the assistance of IT or individual changes may be made. The standard fields accepted are illustrated below.

Create Contacts

First Name
 MI
 Title

Fax Number -1 () - - (e.g. 123-456-7890)
 Do Not Fax

Phone Number -1 () - - (e.g. 123-456-7890)

Address Line1

Address Line2

City
 State
 Zip

Specialty

E-mail

[AMA Physician Search](#)

Step Three: Feedback and Messages to ZyDoc

Providing feedback to ZyDoc is made easy with the following automated messaging to customer service. Simply click on the NEED HELP, add your comments about that specific job, and click send.

Feedback Capability

- Tracking capabilities (TrackDoc™), which posts the audio online to track the status of the job, and posts completed
- Online editing and e-signature capabilities

Send an email to Zydoc technical support:

Job ID: 1250087

Type: OKBut Note Changes

Message: I dictated an incorrect patient name. Please correct to read M. Jones instead of M. Smith. Thank you.

Submit Reset

Need help? Select from pull down

- Call Me
- Delete Job From TrackDoc
- Errors
- Help With This Job
- Miscellaneous
- New Referral Doctor/Address
- Note My Dictation
- OKBut Note Changes
- Wrong Patient
- Wrong Template

Send

Above: Select the type of comment to send to ZyDoc.

Left: Window popup appears allowing the author to write free text if desired. Choose Submit and our Operation Team will receive and handle. No need to call, email, or look up job detail to inform us of which job needs attention. The pertinent information is completed automatically.

Step Four: e-Faxing

Faxing may be accomplished when the document is e-signed, or after the fact. If this is done at two separate times (for example: the doctor edits and e-signs and the Administrator faxes the documents), go to the Job Detail screen and click on "Fax List" which will bring up the screen to fax the document.

TrackDoc Home(unsigned) | Signed Jobs | All Jobs | Tracking | Profile | Help

Job Detail

Job ID	1214346
Job Type	demoType
Expected TAT	24
Privacy Level	High
Job Status	Signed
Audio File	demo_audio.wav
Audio Length	1
Text File	zydocRTF_149.rtf AMEND
Text Length	20
Patient SSN	123-45-6789
Patient Last	LastName
Patient First	FirstName
Date of Dictation	Thursday, January 20, 2005
Due In	Saturday, January 22, 2005 12:00:00 AM
To ZyDoc	Friday, January 21, 2005 12:00:00 AM
Signed At	Monday, March 07, 2005 7:22:46 PM
To Author	
Comments	Zydoc Test File

Fax Log:

Fax ID	Contact	Fax #	Requested At	Faxed At	Fax Status	Log
--------	---------	-------	--------------	----------	------------	-----

The following screen will appear. Selecting the boxes next to the doctor names of who should receive the fax. On this screen you can Add New Contacts or delete specific ones. The specific fax number is shown to help determine if the most current number is provided.

[Author: Sharon]					[Add New Contacts]	
Fax Contacts:						
Check	Referring Doctors	Fax	Phone	Address	Edit	Delete
<input type="checkbox"/>	Aleva,	530-244-4568	000-000-0000		Edit	Delete
<input type="checkbox"/>	Bouchard, Matt	631-273-1988	000-000-0000		Edit	Delete
<input type="checkbox"/>	Demro,	631-208-9800	000-000-0000		Edit	Delete
<input type="button" value="Send Fax"/>						

JOB TRACKING AND SEARCHES

Job Monitoring

The system is built with a check and balance to quickly identify outstanding documents that show a status of transcribing, editing, signed, or pending. Those that are completed have been returned. Below is an image of what a Facility Administrator can view when logging in, showing multiple authors for a specific location. The column Job Status indicates in *real time* the status of the job. This column can be sorted in order of "completed" "transcribing" "editing" or "signed" or you can query to view only the jobs still being transcribed.

Need Assistance?
Call Technical Support at 1(800)546-5633

[Download New Jobs] [Download Signed Jobs]

Job ID	Author Name	Job Type	Patient ID	Patient Name	Date of Dictation	Job Status	ZyFax Status	ZyMail Status	Details Info
4970355	P	PA	98321	R	5/17/2011	Completed	Unsent	Unsent	GO
4969612	C	PA	0	R	5/17/2011	Completed	Unsent	Unsent	GO
4969273	P	PA	53296	W	5/16/2011	Signed	Unsent	Unsent	GO
4969193	P	PA	98450	P	5/16/2011	Completed	Unsent	Unsent	GO
4966078	C	PA	98097	G	5/13/2011	Completed	Unsent	Unsent	GO

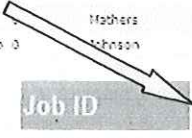
To view the details of any Job, simply click "GO" and you will see the following screen. Click on the icon next to the Audio Type to hear the dictation. Click on the icon next to Text File to open the document.

Job Detail

Job ID 4970355 [Details]	Text Length 50
Job Type PA	Patient SSN 98321
Expected TAT 24	Patient Last R
Privacy Level High	Patient First W
Rerouted Status	Date of Service
Job Status Completed	Date of Dictation 5/17/2011
Legacy ID	Due In 5/18/2011 5:24:09 PM
Audio File c :5-17-2011	To ZyDoc 5/17/2011 5:24:09 PM
Audio Type .wav	Signed At
Audio Length 923	To Author 5/18/2011 8:31:04 AM
Text File R _98321_051720	Comments c

NOTE: Authorized users may update the job type column to include a comment. Select TYPE to sort alphabetically. Below, we have done this and shown you the entire screen shot, then a close up of the actual follow up comment added.

Job ID	Type	Patient #	Patient Last	Patient First	Dictation Date	Job Status	ZyFax Status	ZyMail Status	Original Date	Open/Revised
1250087	Check Lab 0		Clampett	Jed	Mar 5, 2008	Completed	Unsent	Unsent		
1250082	Legal Concern 0		Cunningham	Richie	Mar 5, 2008	Completed	Unsent	Unsent		
1250077	Billing pending 0		Bush	Laura	Mar 5, 2008	Completed	Unsent	Unsent		
1250072	Workers Comp 0		Mathers	Jerry	Mar 5, 2008	Completed	Unsent	Unsent		
1250067	Follow Up 0		Johnson	Earvin	Mar 5, 2008	Completed	Unsent	Unsent		



Job ID	Type	Patient #	Patient Last	Patient First
1250087	Check Lab 0		Clampett	Jed
1250082	Legal Concern 0		Cunningham	Richie
1250077	Billing pending 0		Bush	Laura
1250072	Workers Comp 0		Mathers	Jerry
1250067	Follow Up 0		Johnson	Earvin

Ad Hoc Reports

All jobs are accessible and searchable, from the point of receiving the dictation to storage. The authorized user may search by physician, patient, date of dictation, job status (transcribed, completed, signed, etc.).

Department Name	--- Any ---
Author Last	Doe
Author First	Jane
Job Type	PA
Job Status	Transcribing
Fax Status	--- Any ---
Date of Dictation From	05 17 2011 (mm/dd/yy)
Date of Dictation To	05 18 2011 (mm/dd/yy)
Audio Number	--- Any ---
Patient ID	--- Any ---
Patient SSN	--- Any ---
Patient First	--- Any ---
Patient Last	--- Any ---
<input type="button" value="Search"/> <input type="button" value="Clear"/>	

Fax Log

The following is an image of the fax log report, which includes all jobs that were faxed from the account. When the link is selected, additional data is available, including the doctor's ID.

Fax Log:

Fax ID	Contact	Fax #	Requested At	Faxed At	Fax Status	Log
652016	ZyDoc Sales Fax,	848-349-1404	3/19/2010 11:48:34 PM	3/19/2010 11:52:45 PM	Fax Sent	OK
607044	Demo,	631-208-9800	1/11/2011 11:07:52 AM	1/11/2011 11:28:14 AM	Fax Sent	OK

Fax Log:

Fax ID	607044
Author ID	432
Job ID	4042775
File Name	ZyFax_4042775.rtf
Contact	Demo,
Fax #	631-208-9800
Status	Fax Sent
Confirmation**	Fax Success
Request Time	1/11/2011 11:07:52 AM
Transaction ID	
Page	2

For marketing purposes, you may be interested to know how many times you sent a report back to a referring physician. The following report lists ALL REFERRING PHYSICIANS faxed in a given period of time. Perhaps a new referring physician sent you a patient. This report will list the name, and you may want to do a follow up letter to ensure more referrals in the future. Begin using the Faxing Feature TODAY!!! Report is available to you NOW under the HELP menu.

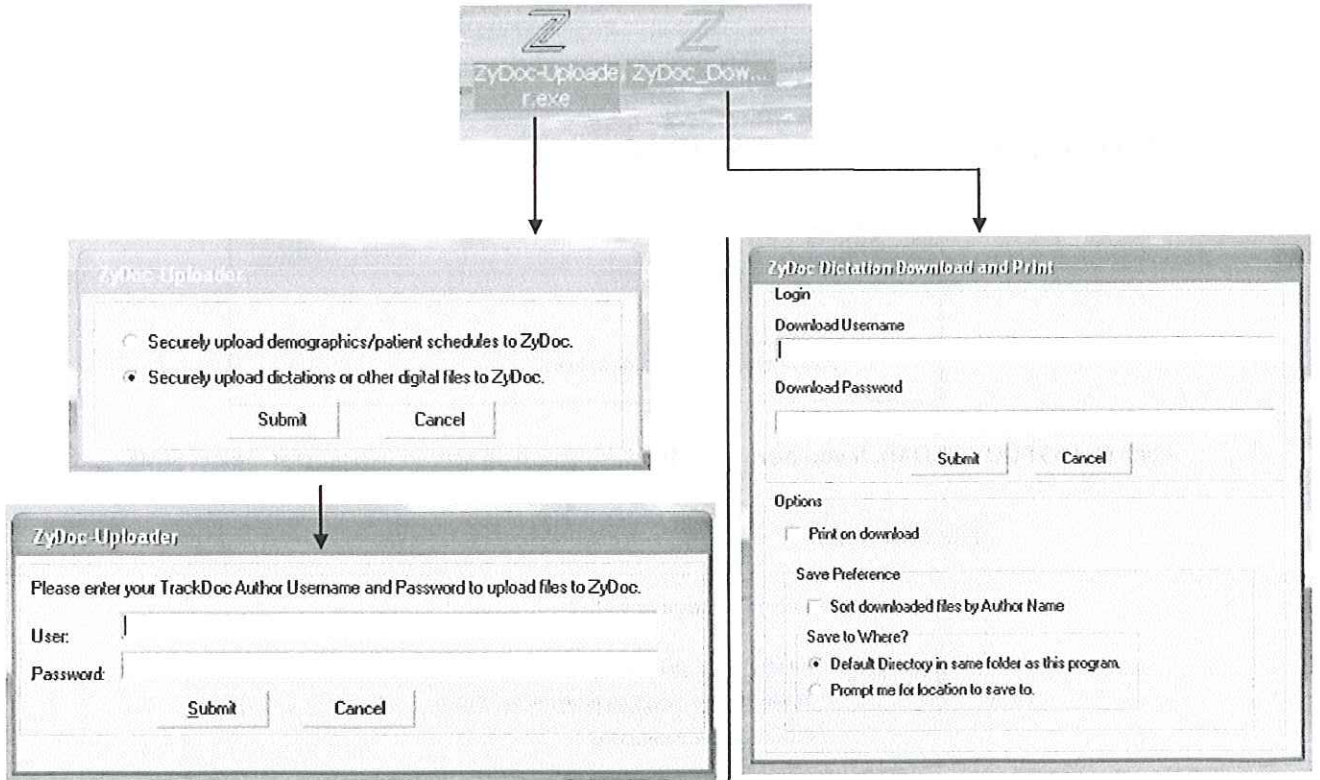
[Author: Sharon]		Referring Physician Volume Report		2011/5/1	
Contact	Faxed Pages				
Aleva,	1				
Demo,	7				
DONOTUSE, DiagTest	1				
Sharon, Dietz	1				
testfaxrecipient, the mr	20				
ZyDoc Sales Fax,	1				
		Total Faxes: 31			

[Author: Sharon]		Referring Physician - [ZyDoc Sales Fax,]		2011-5-1		
Fax ID	Job ID	Patient	Fax	Status	FaxedTime	Pages
607072	1042769	Addams, Wednesday	646-349-1404	Fax Sent	5/ 1/2011 2:45:28 PM	2
						Faxes: 1

click on link to open specific job sent to referring doctor

UPLOADING, DOWNLOADING, AND PRINTING

Below are two “Z” applications that our technical team installs on designated workstations to perform uploading and downloading functions. The gray “ZyDoc-Uploader” icon is an app that sends files from the facility to ZyDoc (i.e., handheld audio dictation files or demographics). The red “ZyDoc-Download and Print” app automatically sends from ZyDoc to the Facility completed or e-signed documents for viewing and/or printing on demand. Both actions require secure login and passwords.



Uploader Options:

- Send demographics in a variety of file formats.
- Send digital dictation files from your handheld device.
- Software installs directly onto professional digital dictation devices for uploading from any Internet connected workstation.
- No system software installation required!

Downloader Options:

- Downloads to a file directory of choice.
- Downloads completed and/or e-signed documents.
- Options to print on download.
- Option to download by Author name for convenient file management.
- Option to require software prompts user to identify a specific file, extending additional file management conveniences.

Download without installing software (alternative)

If you prefer to save the jobs to your workstation, you may download your COMPLETED documents. By going to your HOME (all) page, and click on DOWNLOAD NEW JOBS.

Job ID	Type	Patient #	Patient Last	Patient First	Dictation Date	Job Status	ZyFax Status	ZyMail Status	Detailed Info	Open/Rev
4042790	Ortho	ADM-10-4598-	Jones	Joan	May 17, 2011	Completed	Unsent	Unsent		
4042769	Billing pending	0	Bush	Laura	May 17, 2011	Completed	Unsent	Unsent		
4042788	Ortho PreOp	ICU-10-JHR-2	Mathers	Jerry	May 17, 2011	Completed	Unsent	Unsent		

After clicking DOWNLOAD NEW JOBS, the following screen will appear.

Make ZIP File: Ok
Please click [HERE](#) to download.

Click on LAST DOWNLOAD. If you have jobs, the below pop up screen will appear. Select SAVE.

File Download

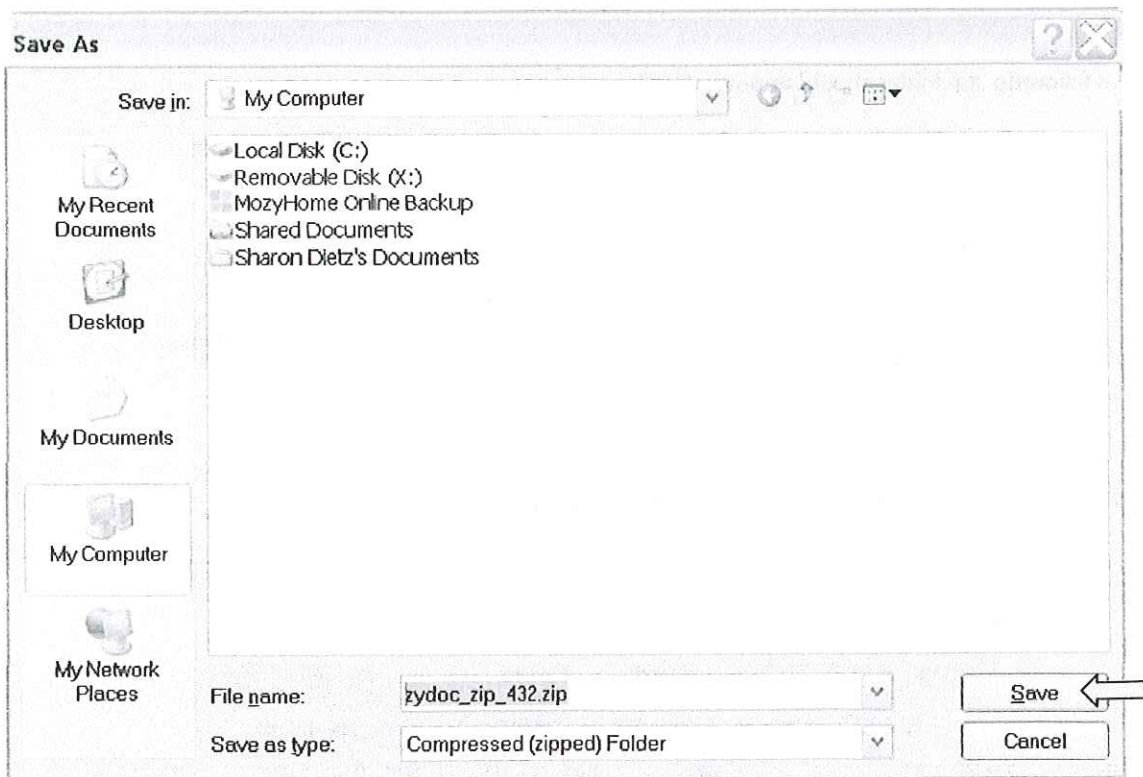
Do you want to open or save this file?

Name: zydoc_zip_432.zip
Type: Compressed (zipped) Folder, 419KB
From: www.zydoc.org

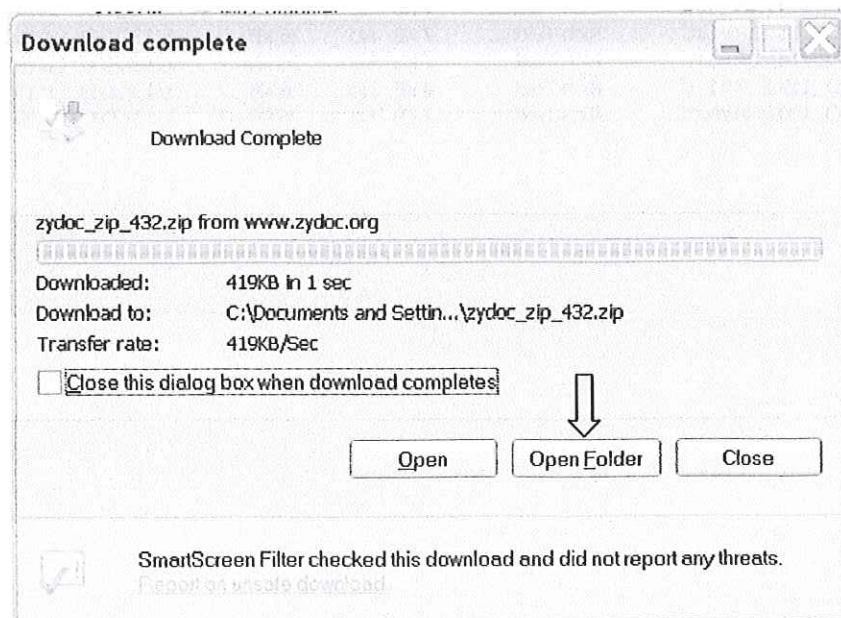
Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file.

After selecting SAVE, the following screen will appear. Save to the directory of your choice.

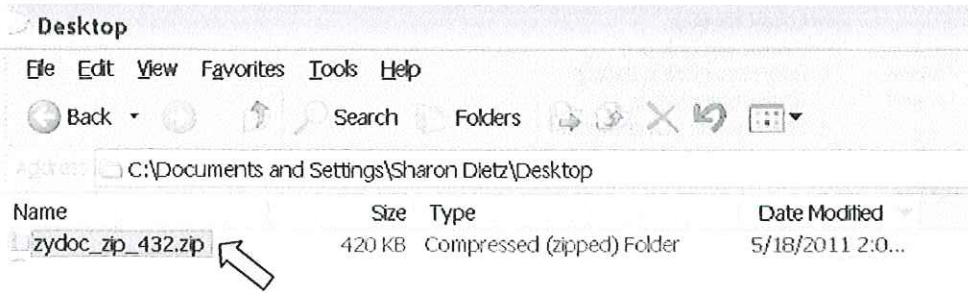


After selecting SAVE, the files will download and the following screen will appear.

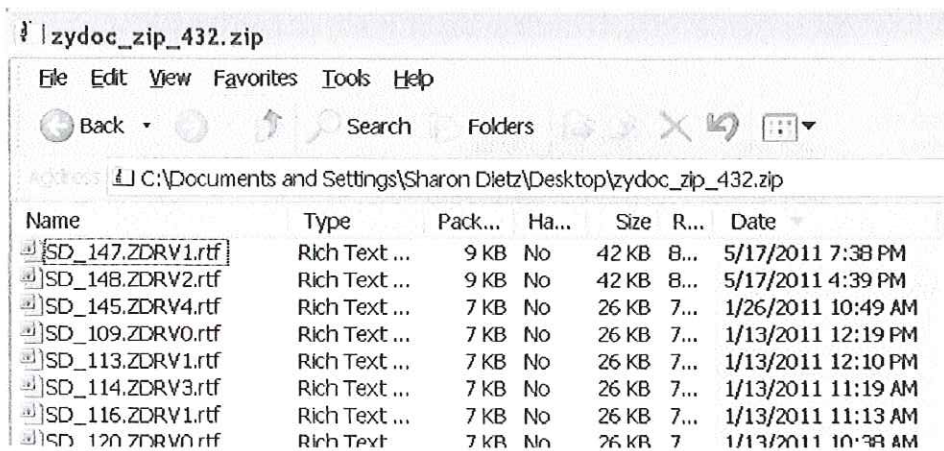


Select OPEN FOLDER to view your documents.

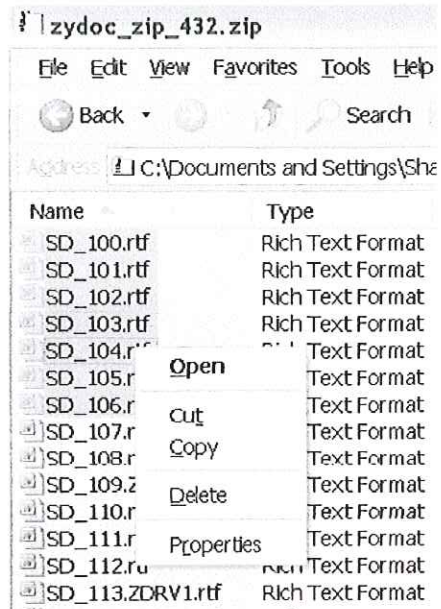
The following .zip folder should appear. Double click to open.



When you OPEN the .zip folder, your latest files will be listed.



You can open one file at a time, or multiple files, review, edit, then print. To open multiple files, highlighted by pressing Ctrl + Left click mouse over each file name you want to open. Then while your mouse hovers over the highlighted area, RIGHT CLICK your mouse to see the menu below appear. Select "Open" to open all the highlighted files.



If you experience any difficulties with this process, contact our office and technical support will be happy to assist you.

Exhibit B

MediSapien



Based in New York and founded in 1993, ZyDoc (www.zydoc.com) is a profitable medical knowledge management company. It has a fast-growing base of 4,000 physicians. ZyDoc offers a range of services, with its new MediSapien® product tailored specifically to assist ZyDoc clients and partners to meet the new standards and requirements that are transforming the health care industry.

ZyDoc has developed MediSapien to assist hospitals and other providers of medical care, and the technology vendors that support them, in the transition to EHR meaningful use. MediSapien enables the performance of various data conversion and storage functions that help satisfy current and projected transition needs.

The multifaceted health care industry is going through a highly complex transition. Fundamental economic forces and far-reaching governmental requirements are accelerating the move toward electronic medical records. With the recent emergence of new standards, the use of unstructured data will give way to an absolute need for structured data for interoperability. Standalone silos containing proprietary data types will be transformed by the interoperability requirement to share data across multiple different constituencies using common vocabularies and transfer protocols. Standardized terminology will power health care analytics and result in better outcomes at lower costs.

Through the use of natural language processing and various supplemental patent-pending technical steps, MediSapien converts unstructured text from a variety of sources to SNOMED-CT and the other structured medical terminologies listed below. MediSapien can be delivered either by a software-as-a-service (SaaS) model or on-site installation. The associated services can be applied to unstructured text produced from new patient encounters or to previously stored legacy documentation. Documents submitted for MediSapien coding are processed immediately, which results in "Live" turnaround time.

Data Sources. Sources from which MediSapien can accept unstructured text include the following:

- Electronic Records: HIS, EHR, PACS¹, RIS²
- DICOM reports
- CDA Documents
- Paper documents
- Electronic text documents
- Dictation

¹ Picture Archiving and Communication System

² Radiology Information System

Structured Data Usage. MediSapien processes unstructured data to generate structured data that is available for:

- inserting into an electronic record EMR, RIS, or PACS system;
- transmitting through an HIE³;
- accessing on-line via MediSapien's web interface for coding, billing and/or review purposes; or
- delivering to a data repository housed by the client, the client's technology provider, or MediSapien

Terminologies. MediSapien converts unstructured text to these medical terminologies (See Figures 1-5):


- SNOMED-CT
- ICD-9-CM
- ICD-10-CM (coming soon)
- CPT-4
- RxNorm
- LOINC

Clients. Prospective clients for the MediSapien services include the following organizations:

- Large hospital systems
- Academic teaching hospitals
- Acute-care hospitals and surgical centers
- HIEs
- Health care providers in tandem with their technology partners and integrators
- Clinicians
- EMR vendors
- RIS/ PACS (vendors)
- Medical transcription service providers
- Medical billing providers
- Health analytics companies

³ Health Information Exchange

Figure 3. CPT-4®
CPT4®, copyright American Medical Association



ZyDoc
Medical Transcription
Medical Accuracy. Maximum Efficiency.

MediSapient™ is a web-based platform developed by ZyDoc that utilizes NLP technology to convert unstructured text into structured, coded data for EMRs and data repositories.

© 2019 All Rights Reserved

Welcome Zymed1 | Logout

CPT-4 Coding

Job ID: **129096**

August 23, 2016

Subjective:

Type: **ON**

Date of Service: **4/25/2016**

Patient Last: **Cardiology**

Patient First: **Teri**

Patient MRN:

Patient DOB:

SNOED ICD-9

RXNORM

LOINC

History of present illness:

The patient presents today for follow-up. He was recently discharged from Hospital. He has returned to his baseline with no symptoms of breath and generalized fatigue. A stress test was negative for **ischemic changes** revealed mild ST-segment depression. The patient was found to be significantly hypotensive and medications were adjusted. Unfortunately, Cerebral was unable to be accessed due to his low heart rate. He was alert to the 20s at times at night. The patient has been seen by visiting nurse, who states his blood pressures run from 164/98 to 140/80 at home.

Current medications:

Coreg, 7.125 mg bid. Metformin 1020 mg every other day. Glimepiride 60 mg daily. Simvastatin 125 mg daily. Lisinopril 100 mg daily. Plavix 75 mg daily. Percocet 70 mg daily. insulin, Lantus 25 units daily. Norvasc 10 mg daily. Lasix 40 mg daily. **gabapentin** 30 mg qd daily.

Physical examination:

General appearance: The patient is alert and oriented to time, acute distress. Blood pressure: 170/70. Pulse: 70. Respiratory: Rate: 18. Neck: No carotid JVD. Lungs: Clear to auscultation bilaterally. Heart: S1 and S2 soft in position, no split murmur. Abdomen: Soft, nontender, nondistended. Extremities: No JVD or edema, cool.

Assessment:

1. Hypertension. 2. Coronary artery disease. 3. Aortic stenosis. 4. Dyslipidemia. 5. Diabetes.

Plan:

The patient will be started on amlodipine 10 mg bid. He will follow up in 1 week for a repeat blood pressure check. Results of the stress test and **echocardiogram** and laboratory data were reviewed with patient at length. Repeat **blood count** was 100 with an LDL of 60. **Hb**, **2S**, and triglycerides of 77.

History of present illness:

770091, Unlabeled ultrasound procedure
692 diagnostic, interventional

Current medications:

784112, Potassium, serum, plasma of whole blood

Plan:

770091, Unlabeled ultrasound procedure
692 diagnostic, interventional
782615, Cholesterol, serum or whole blood total
787211, Lipoprotein direct measurement, LDL, cholesterol

Approved Email: [Queries](#) [Help](#) [Sign Out](#) [About](#) [Feedback](#) [Share](#) [Cancel](#)

Items: 208 (Outcomes: 203)

CPT-4 Code Database Search

Copyright © 2019 ZyDoc.com - All rights reserved.

Figure 5. LOINC®
 Copyright, 1995-2010, Regenstrief Institute, Inc. and the Logical Observation Identifiers Names and Codes (LOINC) Committee. LOINC is a registered U.S. trademark of Regenstrief Institute, Inc.

The screenshot displays the LOINC Coding interface. At the top, there is a navigation bar with 'About ZyDoc', 'Contact Us', and 'Logout'. Below this is a header for 'MediSapient' with a logo and a description: 'MediSapient™ is a web-based platform developed by ZyDoc that utilizes NLP technology to convert unstructured text into structured, coded data for EMRs and data repositories.' The user is logged in as 'User: admin@regis.com' with a session expiration of '10:00 AM on 08/23/2010'.

The main content area is divided into several sections:

- LOINC Coding:** Shows 'Job ID: 129096' and 'August 23, 2010'. It includes fields for 'Patient Last: Cardiology', 'Patient First: Test', 'Patient MRN: A', and 'Patient DOB:'. The 'Type: ON' and 'Date of Service: 8/23/2010' are also displayed.
- SNOMED, ICD-9, CPT-4, RANORM:** A list of coding systems with checkboxes for selection.
- History of present illness:** A section with a dropdown menu and a list of checkboxes for 'Exercise stress test', 'Cardiac echo', and 'Physical examination:'. Below this is a list of checkboxes for 'Anxiety', 'Blood chemistry', 'plant:', 'Exercise stress test', 'Cardiac echo', and 'Laboratory studies'.
- Objective:** A section containing clinical notes. The notes describe a patient's history of present illness, physical examination, current medications, and assessment. The text is partially obscured by a watermark.
- Plan:** A section containing a plan of care, which includes a referral to a cardiologist and a recommendation for a stress test.

At the bottom of the page, there is a 'LOINC Code Database Search' section with a search bar and a 'Search' button. The footer contains the copyright information: 'Copyright © 2010 ZyDoc.com. All rights reserved.'



EHR / RIS / PACS STRUCTURED REPORTING MODULE

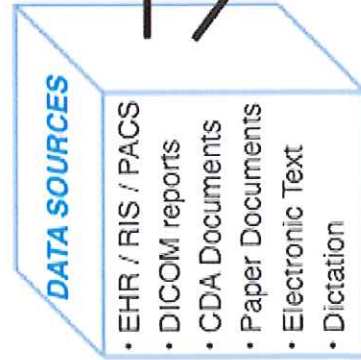
*Facilitates Meaningful Use Objectives
for Structured Reporting & Interoperability*

PROBLEM

Physicians want to work efficiently with dictation and generate rich clinical notes that are readable and not waste time with cumbersome structured data entry methods that are difficult to read and contain less information than text. The health care community lacks the ability to fully use, analyze, and exchange health information in a meaningful way. Unstructured data not conforming to established standards is a barrier to patient treatment, safety, and outcomes.

SOLUTION

MediSapient™ allows doctors to dictate reports efficiently and automatically extracts structured terminology. Through the use of NLP and other technologies, MediSapient converts unstructured text (such as reports) from new patient encounters or previously stored legacy documentation to ICD-9 / ICD-10, SNOMED CT, LOINC, RxNorm and other required medical terminologies.



STRUCTURED DATA USAGE FOR:

- Insertion into an EHR, RIS, or PACS
- Transmission through an HIE
- Online access via MediSapient web interface for coding, billing and/or review purposes
- Delivery to a data repository housed by the client, the client's technology provider, or MediSapient

MEDICAL TERMINOLOGIES:

- SNOMED CT® • ICD-9 / ICD-10 • LOINC® • RxNorm • others

“ In order to address the current and future needs of the U.S. health care system, we must be able to fully use, analyze, and exchange health information in a meaningful manner, with the appropriate use of computerized data — structured data that conforms to well-defined standards. **MediSapien** enables the next generation of health care informatics to realize acceptable patient treatment, safety, and outcomes. ”

– Glenn S Fields, ZyDoc Radiology & Cardiology Solutions Specialist



EHR/RIS/PACS STRUCTURED REPORTING MODULE

Addressing the Needs of Health Care Providers and Technology Partners:

- Medical transcription providers
- EHR companies and resellers
- RIS / PACS companies
- HIES
- Billing companies
- Health analytics companies
- Technology integrators
- Medical data exchanges
- Scanning companies

Established in 1993, ZyDoc is an award-winning leader in the medical informatics industry with core competencies in medical knowledge management solutions including data conversion, document management, medical transcription, speech recognition technology, and medical practice management. To learn more about MediSapien Structured Reporting and other MediSapien service modules, please contact a ZyDoc representative at 800-546-5633 or sales@zydoc.com.

The screenshot displays two side-by-side panels. The left panel, titled 'UNSTRUCTURED TEXT', shows a document with highlighted text and a list of terms on the right. The right panel, titled 'STRUCTURED TERMINOLOGIES', shows a list of terms with corresponding checkboxes and a search bar.

MediSapien screen shot image © 2010 ZyDoc. All rights reserved.

Exhibit C

References and Letters of Recommendation

The following reference accounts below a variety of medical providers, including state contracts, hospitals, and large specialty groups. Each account represented below produces a million lines annually and greater, requiring a host of solutions from multi-location support, independent contracted physicians, dictation methods, integration requirements, privacy regulations, customized delivery solutions, etc. We are confident this demonstrates our ability to provide the services required for the Division of Rehabilitation Services, Disability Determination Section.

Letters of Recommendation are also enclosed with this exhibit.

COLORADO MENTAL HEALTH INSTITUTE AT PUEBLO (CMHIP)

Contact Name Carmen DeBiaso
Contact Number Medical Records Director
 (719) 546-4243

Contact Name Gloria Herrera
Contact Number Transcription Manager
 (719) 546-4610

Contract Start Jul-08

Contract End 6/30/2013 (Active Account)

Similar in size and scope / How this contract relates to this RFQ

CMHIP is a mental health account that operates multiple locations, departments, offering a range of services including psychiatric care for adults, adolescents, and children. They provide social services, occupational therapy, vocational rehabilitation, ambulatory care services, and surgery.

We provide 100% of their transcription services, plus converted their medical surgical unit to begin utilizing our services by surpassing their level of satisfaction shortly after implementation. We support a large number of clinicians and physicians, who dictate with our telephone dictation system and handheld devices. They receive electronically signed jobs with our software downloader. On a daily basis, the account utilizes high complex templates that we integrated with our TrackDoc platform to ensure they would be able to electronically sign and automatically print on demand. Our downloader software was tested and passed strict security clearance from the IT Department based in Denver for use as needed throughout the CMHIP facility. As part of the implementation, we provided multiple onsite training sessions for 2 days. Turnaround time requirement is within 12 hours for H&Ps, 24 hours for all other jobs, and we provide frequent STAT services to be delivered within 2-4 hours. We have been granted well in advance, all contract extensions.

SOUTH SHORE NEUROLOGIC ASSOCIATION (SSNA) and sister account: BROOKHAVEN MRI

Contact Name Charles Burke
Contact Number CEO
 (631) 758-1910 ext 2116

Contact Name Troy Norr
Contact Number IT Manager
 (631) 457-2455

Contract Start Sep-09

Contract End Active Account

Similar in size and scope / How this contract relates to this RFQ

Account produces **3.6 million lines annually** from more than one location. Highly specialized transcription demanding high quality medical terminology, fast turnaround time (24 hour and frequent STAT requests), and demand for reliable technology for returning quality transcribed documents.

The two accounts relate to one another in terms of size, multiple locations, volume, turnaround time requirements, and quality of transcription required. This account also utilizes electronic signature. Turnaround time requirement is within 24 hours, and we provide STATs within 2-4 hours.

CONSOLIDATED SERVICES GROUP (CSG)

Contact Name John Miller
Sr. VP of Utilization Review
Contact Number (856) 910-2500 ext. 1060

Contact Name Michele Reagan
Medical Directors' Manager
Contact Number (856) 910-2500 ext. 1322

Contract Start Jan-09

Contract End Active Account

Similar in size and scope / How this contract relates to this RFQ

Account produces approximately 1.1 million lines annually from contracted physicians representing a variety of medical specialties. We currently support their Utilization Review department, which responds to insurance companies seeking medical reviews due to claims.

The two accounts relate from the perspective of size, number of physicians dictating from a variety of locations, all authors utilize the telephone dictation system, fast turnaround time is required, and insurance companies demand high level of quality transcription. Although it is a future interest, this account participates in electronic signature. Turnaround time requirement is within 24 hours.

COVENTRY WORKERS' COMPENSATION

Contact Name Tara Cox
Transcription Manger, IMEs
Contact Number (800) 257-1463

Contact Name Pam Thomas
Case Management Supervisor
Contact Number (800) 277-5545 x2665

Contract Start Aug-10

Contract End Active Account

Similar in size and scope / How this contract relates to this RFQ

Coventry Workers' Comp Services, a division of Coventry Health Care, Inc., is the leading provider of cost and care management solutions for property and casualty insurance carriers, (workers' compensation and auto insurers), third-party administrators and self-insured employers. They design best-in-class products and services to help their partners restore the health and productivity of injured workers and insured's as quickly and as cost effectively as possible.

ZyDoc provides a wide range of transcription services to Coventry, covering a variety of medical specialties. Report types include IMEs and Case Management. We work with more than one department, and each is handled from standard solution (much like your hospital is initially seeking), to highly customized solution that is tailored to their needs and technology. Turnaround time requirement is within 24 hours, and we provide STATs within 2-4 hours.

UNIVERSITY ORTHOPAEDICS

Contact Name Bill McGee
CEO
Contact Number (914) 789-2706

Contact Name June Bauer
Physician Admin Asst
Contact Number (914) 789-2733

Contract Start Apr-06

Contract End Active Account

Similar in size and scope / How this contract relates to this RFQ

Although a different specialty, this account is similar in size from a volume perspective, and scope in terms of the services once utilized. The University Orthopaedics physicians specialize both in orthopaedic surgery and in subspecialty areas. The physicians are supported by a professional staff of physician assistants, registered nurses, athletic, and physical and occupational therapists.

This is a very large and busy practice that utilizes both the telephone dictation system and handheld digital dictation devices. They began services with downloading the completed jobs, printed, obtained paper signature, faxed to the referring physician, processed the chart for billing, then scanned into their EMR. Later, we enhanced the service with online editing, electronic signature, and automatically returned the signed letter to their EMR. We also receive their patient demographic data by ADT feed. Turnaround time requirement is within 24 hours, and we provide STATs within 2-4 hours.

MANHASSET ORTHOPAEDIC ASSOC.

Starr Pratt

Contact Name Transcription Coordinator
Contact Number (516) 627-8717 x123

Melissa George

Contact Name Transcription Coordinator
Contact Number (516) 627-8717 x 123

Contract Start May-05

Contract End Active Account

**Similar in size
and scope / How
this contract
relates to this
RFQ**

This account is similar in size and scope, in spite of a different specialty. This account has multiple doctors dictating a high volume of detailed reports. Services include surgery, physical therapy, and occupational therapy.

Services provided include telephone dictation system, although dictating physicians and clinicians mostly utilize the digital handheld recorders. They utilize the downloader software to return electronically signed jobs. Turnaround time requirement is within 24 hours, and we provide STATs within 2-4 hours.

STATE OF COLORADO



Colorado Department of Human Services

people who help people

OFFICE OF BEHAVIORAL HEALTH AND HOUSING

Joscelyn L. Gay, Director

MENTAL HEALTH INSTITUTES

Ken Cole, Director

COLORADO MENTAL HEALTH INSTITUTE AT PUEBLO

John R. DeQuardo, M.D., Superintendent

1600 West 24th Street

Pueblo, Colorado 81003

Phone 719-546-4000

TDD 719-546-4012

FAX 719-546-4484

www.cdhs.state.co.us



Bill Ritter, Jr.
Governor

Karen L. Boye
Executive Director

October 27, 2008

To Whom It May Concern:

We recently awarded a state contract to ZyDoc Medical Transcription Services to provide a web-based electronic signature transcription solution for our mental health facilities. The Colorado Mental Health Institute of Pueblo is an agency of the Colorado Department of Human Services; the mission of CMHIP is to provide quality psychiatric care to the people of Colorado. The CMHIP facility provides mental health care, dental and medical care and surgical services to clients of several different State agencies.

I can with confidence recommend ZyDoc to other medical facilities seeking similar services. They are organized, professional, responsive, and offer a quality service. Zydoc's "core team" approach extended a well-planned implementation and seamless transition. They have knowledgeable and expedient technical support, and well-supported and documented account management. ZyDoc provided on-site training, which included a professional training manual for all of our providers. The quality of the transcription has also been outstanding. To our satisfaction, ZyDoc managed a smooth-transition that involved substantial volume, a mix of in-house and outsourced solutions, implemented complex templates, and faced technical challenges imposed by our state IT department and HIPAA guidelines.

This organization raised my level of confidence which opened a door of opportunity to implement a major internal reorganization to outsource the internal transcription staff from the medical/surgical units and clinics. This volume was in addition to what was originally awarded and ZyDoc has met the turnaround time regardless of this unexpected additional volume. This shift has been of interest for a long time, but the previous outsource organization was not suitable for this solution.

-2

We are pleased with the decision to award the contract to ZyDoc and have plans for a long-term relationship. Feel free to contact me if you would like to speak to me personally about this organization.

Sincerely,

Carmen De Biaso

Carmen De Biaso, BA, RHIT
Director, Medical Records Department
Colorado Mental Health Institute of Pueblo
719-546-4243



**SOUTH SHORE NEUROLOGIC
ASSOCIATES, P.C.**

HENRY MORETA, MD
MARK GUESBLATT, MD
STEVEN A. KOSEN, MD, MBA
DAVID L. BESSER, MD
SAMSON MEBRAHTU, MD
NORMAN PFLASTER, MD
HUGH XIAN, MD, PhD
EDWARD FROUZTALE, DO, DSc
MYASSAR ZARIF, MD
MICHAEL Z. GUO, MD, PhD
PHILIPPE VAILLANCOURT, MD
BHUPINDER SINGH ANAND, MD

BARBARA BUMSTEAD, MS, NP-C, MSCN
PATRICIA GRANT, MS, NP-C
CLIFFORD MILLER, FNP-BC
LOURDES CRUZ, RN, MSCN
LORI FAFARD, BSN, RN
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325 MEETING HOUSE LANE
BUILDING 2, SUITE G
SOUTHAMPTON
NEW YORK 11968
(631) 287-2500
FAX (631) 287-2195

To Whom It May Concern:

We began working with ZyDoc Medical Transcription in September of 2009 and recommend them to other medical facilities requiring similar services.

South Shore Neurologic Associates (SSNA) is a comprehensive neurologic care facility dedicated to diminishing suffering from neurological illness, neurological injury and chronic pain through excellence in patient care, advocacy, service, education and research. We have been providing neurologic care since 1980 and provide over 50,000 office and hospital visits annually from our four offices and four area hospitals. In addition to SSNA, we operate Brookhaven MRI, a state-of-the-art imaging facility.

ZyDoc Medical Transcription has worked with us through a major transition from an in-house transcription solution to 100% outsourcing with ZyDoc. This was accomplished in stages and began with implementing a customized technology infrastructure, followed by administrative changes to optimize the workflow. The solution now in place allows doctors to call into ZyDoc's toll free dictation system, key in identifying patient information, then begin dictating an encounter. Patient demographics identify the template for the typist and populate fields from an ADT/SIU feed which are required for HL7 insertion into MISYS upon return of the document. The transcribed documents are auto-formatted for a professional appearance on SSNA letterhead, edited, and electronically signed by the doctor. After auto-conversion from .rtf to Microsoft Word, the documents are sorted by facility and securely downloaded for the HL7 insertion into MISYS. All radiology jobs are automatically printed at the proper facility.

ZyDoc has successfully completed this transition. The technology solution is extremely sound, resulting in a streamlined, efficient workflow. It is rare when an IT service call to ZyDoc is necessary. We are pleased with our decision to contract with ZyDoc for a long-term relationship. Feel free to contact me if you have any questions.

Sincerely,

Troy Norr, Director of Informatics
South Shore Neurologic Associates

*A Comprehensive
Neurologic
Care Facility*

MHM Solutions, Inc.

The Correctional Mental Health Solution
3148 Broadway Suite, 300
Grove City, Ohio 43219



October 27, 2008

To Whom It May Concern:

We are writing to you today in recommendation of ZyDoc Medical Transcription Services, who has successfully provided services for our organization for the past 5 years. MHM Solutions, Inc. is the leading national specialist in providing mental health programs and services to correctional systems, including state and local prisons and jails. We serve over 100 correctional facilities nationwide with a total population of over 140,000 inmates. We are currently the statewide provider of mental health services in Tennessee, Georgia, Alabama, and Pennsylvania. We also provide mental health services to the DeKalb County Jail in Atlanta and Salt Lake County Jail in Salt Lake City, Utah, and we provide staffing services to correctional facilities in Florida through a contract with the Florida Department of Corrections. In addition, Ohio MHM Solutions, Inc. has contracted 22 institutions within the Ohio Department of Rehabilitation and Correction for specialized mental health staff.

ZyDoc has been providing medical transcription services for us since 2003 and we have steadily increased our volume over those years. ZyDoc has provided our clinicians with outstanding service and improved our workflow through the utilization of their technology. This year, we upgraded services to include their web-based solution. This has proven to streamline our workflow and freed staff for other responsibilities. Administration is able to monitor this automated process by logging into the system as needed to ensure a continued smooth operation of services. We can state without reserve that ZyDoc has been responsive, reliable, and they provide quality work in the turnaround time we require. MHM Corrections is quite satisfied with ZyDoc's service and highly recommend their services, particularly in the mental health specialty area.

If you would like further information, please contact me at (614) 871-4968 or jglandon@mhm-services.com or Jeff Wells, Ohio Program Manager, at (614) 871-4968 or jwells@mhm-services.com.

Sincerely,

Jaime Glandon, MSCJ
Assistant Program Manager

Update (8/2010): This account is no longer with us due to a contract expiration with the State of Ohio. To validate the relationship with this former customer, please contact the following:

Dr. Robert Hammond
Ohio Department of Rehabilitation and Correction
614-402-7009
robert.hammond@odrc.state.oh.us



David E Asprinio, MD
Orthopaedic Trauma
Spine Surgery

July 23, 2007

Howard J. Luks, MD
Sports Medicine
Arthroscopy

To Whom It May Concern:

Richard M. Magill, MD
Hand and Upper Extremity
Microvascular Surgery

Last year, we began utilizing ZyDoc Medical Transcription Services. They have provided our group with an electronic transcription service in preparation for our transition to EMR. This has increased our productivity and has improved our workflow for patient documentation. The customer service with ZyDoc has been professional, documents are turned around in a timely manner, and the quality of the documentation is exceptional.

Andrew W. Moulton, MD
Spine Surgery

Iris E. Schlesinger, MD
Pediatric Orthopaedics

Our group needed several customized solutions, which thankfully ZyDoc has knowledgeable technical support to deliver. This was precisely what we needed. These solutions were doctor specific to meet a variety of preferences. Some doctors prefer the online editing and signature process, while others prefer the pen-and-ink method of noting their changes. In addition, each physician's secretary needed a customized technical solution that complimented the doctor's preferences. They went to great lengths to ensure integration, working closely with our IT department, which is mindful of security to the greatest degree. ZyDoc helped us through all of our multi-layer requirements, and delivered maintaining a smooth, consistently performing, and reliable technical solution.

William J. Walsh, MD
General Orthopaedics

Daniel Zelazny, MD
Orthopaedic Trauma
Sports Medicine

Scott Russinoff, MD
Joint Replacement Surgery

We can, with the greatest confidence, recommend ZyDoc Medical Transcription to other physician groups. If you would like additional information, please feel free to ask ZyDoc to contact me, and I will be in contact with you.

Respectfully,

Judie Kaplan
Judie Kaplan
Clinical Operations Supervisor

Current Contact:
Bill McGee, CEO
(914) 789-2706
mcgeew@wcmc.com



August 19, 2009

To Whom It May Concern:

It is my pleasure to write a letter of reference for ZyDoc Medical Transcription. Our practice has been using ZyDoc for over three years and our physicians have been very happy with the system.

ZyDoc has consistently exceeded our expectations in the following areas: customer service, turn around time, quality, and ease of the system for both our physicians and administrative staff. As we have continued to grow from four to eight physicians, ZyDoc has been able to handle the increased volume without decreasing the quality of their work.

Specifically, I know that if I call ZyDoc, I will be able to reach a live person right away and not be placed in voicemail. ZyDoc has also provided us other business solutions that have helped us identify areas where we excel in and where we need improvement. This has been a benefit that works in conjunction with the transcribing services provided to our physicians.

In closing, I would highly recommend any medical specialty to use ZyDoc for their transcription needs since they do more than just transcribe letters for us, but also work as an extension of our organization.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Ian D. Maltzman

Ian D. Maltzman
Administrator

www.fromereye.com

550 Park Avenue, New York, NY 10021 • Tel: 212.832.9228

109-33 71st Road, Suite 2B, Forest Hills, NY 11375 • Tel: 718.261.3366

3130 Grand Concourse, Suite 1J, Bronx, NY 10458 • Tel: 718.741.3290

Retina Consultants

690 Eddy Street, Providence RI 02903 401-274-5844 Fax 401-274-9462
1130 Ten Rod Road, D-301, North Kingstown RI 02852 401-294-9429 Fax 401-294-5860
175 Nate Whipple Highway, Cumberland RI 02864 401-658-0047 Fax 401-658-4872

Diseases and Surgery of the Retina and Vitreous

Harold A. Woodcome, Jr, MD
Caldwell W. Smith, MD
Robert H. Janigian, Jr, MD

July 26, 2007

To Whom It May Concern:

We have been utilizing ZyDoc Medical Transcription services for the past year and the quality of the transcriptionist's work is superb. In fact, I tell all my doctor friends about the ZyDoc system and how impressed I am with this organization.

ZyDoc's customer service and technical support staff are knowledgeable, professional, expedient, and responsive. The fax system is great. Using the online review and electronic signature capabilities, followed by electronically faxing to the referring physician, results in letters sent within a matter of hours. This is what a growing practice like Retina Consultants of Rhode Island relies on to function without fail, day-in and day-out. Our transcription operation consistently functions smoothly in the background and all our doctors are focused on patient care, rather than paper care. Last year, ZyDoc became a partner of International Vision Network, which extended us previously negotiated contract rates, which extended our group significant savings in time and money.

I can without hesitation highly recommend ZyDoc to meet your transcription operational needs.

Sincerely,



Rob Janigian, MD

Exhibit D

Sample Transcription

Note:

This report is a sample from a former disability determination account that was active with ZyDoc in 2002. They are no longer an active due to nonpayment and loss of state funding at that time. When they were active, they were sending approximately 300 reports/day from multiple locations.

Axx, Cxxx
SS #:
Mod: G/111
Pin: 2034
Order: A020DCV
Exam Date: 07/23/02
E.B. B, MD.
Internal Medicine

This is a 58-year-old woman. She was never employed. She has a depressed mood. She is treated by a psychiatrist. She takes hydroxy HCL 50 mg at bedtime, buspirone 50 mg twice a day. She has a "nervous condition" for "many years." "She has asthma for a long time." She describes her asthma all year around, but "worse when I climb stairs and in wintertime." She has been hospitalized for "3 days when I had my first attack of asthma." She states, "when I was in Puerto Rico, the asthma was worse." No alcohol abuse. No use of illicit drugs. She describes the rest of her problem, "I hear voices. I do not sleep at night. I take the train and I do not know where I am going." Today she has appointment with her psychiatrist.

SURGICAL HISTORY: Thirty five years ago, tubal ligation.

DAILY LIVING ACTIVITIES: "I stay home and I rest." Her daughter does the shopping and household chores. She lives in the neighborhood. She walked here today.

PHYSICAL EXAMINATION:

Ht: 57". Wt: 195 lbs. Blood pressure in the right upper extremity, in the sitting position, 110/70; in the left upper extremity, in the sitting position, 110/70; in an upright position, blood pressure 105/70. Pulse 74/min. Respiration rate at rest, 14/min. She was in no respiratory distress. Walking a few steps into the room, undressing, dressing and talking. Normal level of communication. The history is reliable.

SHEENT: Normal texture and turgor. Conjunctivae pink, anicteric.

PEERL: Funduscopic examination: Incipient A-V nicking. There are no exudates. There are no hemorrhages and no papilledema. Visual acuity in the right 20/30 and in the left 20/30, uncorrected. Neck supple and trachea midline. No JVD. No HJR. No thyromegaly. Carotids are without bruits. No evidence of opportunistic infection.

CHEST: Chest is symmetrical. There is no history of paroxysmal nocturnal dyspnea or orthopnea.

LUNGS: Clear to P&A. No wheezes, rhonchi, or rales. **HEART:** PMI is at fifth intercostal space midclavicular line. Regular rhythm. S1 and S2 normal. No gallop or murmur.

ABDOMEN: The liver and spleen are within normal limits. She has normal bowel sounds. No bruits in the abdomen or over the costovertebral angles. She has no external hernia.

EXTREMITIES: The claimant has normal peripheral pulses. No clubbing, cyanosis or edema. No difference in temperature between feet. No venous abnormalities.

MUSCULOSKELETAL SYSTEM: Station and gait normal. No difficulty transferring from a seated position on and off the examining table. Full use of both hands and arms in dressing and undressing. Finger/hand dexterity intact. All joints with full range of motion without deformities except she has pain on pressure over the plantar aspect of the right heel, possible a calcaneal spur. No atrophy or spasm.

NEUROLOGICAL EXAMINATION: Alert and oriented x 3. Cranial nerves intact. Straight leg raising is negative. Motor, sensory and DTRs are all normal. Cerebellar functions are intact.

LYMPH NODES: Not enlarged.

PULMONARY FUNCTION TEST: Within normal limits. Fair correlation with physical examination.

DIAGNOSES:

1. History of bronchial asthma.
2. Possible calcaneal spur.

RECOMMENDED TREATMENT: Advised to be followed up by her treating source.

PROGNOSIS: Chronic stable condition.

FUNCTIONAL CAPACITY TO DO WORK-RELATED ACTIVITIES: Please see the report of the psychiatrist about her ability to function in a work setting. Based on abnormal findings mentioned above, I estimate that she has trouble with respiratory irritants and some restrictions in her ability to walk long distance when it is cold weather. There is correlation between history, symptoms and physical findings.

CHEST, PA VIEW: negative.

E.B. B, MD., F.A.C.P.

MENTAL HEALTH EVALUATION

Inmate Name:		Inmate Number:	
Date of Birth:	Institution: NCCI	Dictation Date: 05/05/xx	
Date of Referral: 05/05/xx	Time of Referral: 3:00 p.m.	Date of Evaluation: 05/05/xx	Time of Evaluation: 3:30 p.m.

Referral Source:

<input checked="" type="checkbox"/> Self	<input type="checkbox"/> Medical	<input type="checkbox"/> Recovery Services
<input type="checkbox"/> Segregation	<input type="checkbox"/> MH Initial Screening	<input type="checkbox"/> Education
<input type="checkbox"/> Housing Unit	<input type="checkbox"/> MH Detailed Screening	<input type="checkbox"/> Job Assignment
<input type="checkbox"/> Parole Board	<input type="checkbox"/> Religious Services	<input type="checkbox"/> Other
<input type="checkbox"/> Administration	<input type="checkbox"/> Rules Infraction Board	

Inmate Housing at Time of Referral:

<input checked="" type="checkbox"/> General Population	<input type="checkbox"/> Infirmary (not crisis bed)	<input type="checkbox"/> Crisis Bed
<input type="checkbox"/> Segregation	<input type="checkbox"/> Other:	

- | | |
|---|---|
| I. Reason for Referral
(Presenting problem) | This xx-year-old white male is very tearful because some recent letters from his wife have upset him. |
| II. History of Present Illness | The patient was on the caseload in the past, took Elavil briefly for difficulty sleeping, and then was off the caseload. He has been in prison now since xxxx and had been getting regular letters and visits from his wife and children, but has now not had a visit since before Thanksgiving and letters had been becoming sparse. He then got 3 letters in 1 day a week or so ago and his wife apparently laid out a number of issues she has with him. He became very upset about that and he is quite convinced that she is having an affair mostly because she has not been in to see him for so long. He is very tearful talking about the abandonment (my word). |
| III. Psychiatric History (In-patient/Out-patient Treatment) include current medications if any | He has an extensive alcohol history but has not had any alcohol now in about xx years. |
| IV. Medical History – include current medications if any | He sustained a head injury when a cart fell on his head. He is alleged to have some organic brain syndrome but certainly in the interview that was not apparent. |
| V. Alcohol & Substance Use History | He identifies himself as an alcoholic and on 1 occasion about xx years ago he had a blackout, which included urinating on the basement carpet. He has not had a drink since because "when you start having blackouts that's the time to quit." |
| VI. Personal History – include Hx of physical and/or sexual victimization/abuse | He was raised in Xxxx till the age of xx and then came to Xxx to be with his natural father. In Xxx he had been with mother and stepfather. His stepfather had beaten him fairly regularly and an uncle had molested him. His grandfather had physically abused him. He came to live with his father and then his father beat him rather severely claiming that he had been going into the "girls' bedroom." The inmate states it was his father who was actually going in to the girls' bedroom. |
| VII. Social History | He states his parents divorced because his mother got tired of his father having sex with a cow after having sex with her. |
| VIII. Occupational History | He has been married for xx years and has x children. His wife and x daughter used to visit regularly but over the last 2 months had been making promises that they have not kept. His mother died in xxxx and no one visited him at that time either. While talking about all of these he was particularly tearful. |
| IX. Family History | He dropped out of school in the x grade and is proud of his work as a xxx. He states he had a very good reputation for xxx. |
| | One sister who tried to protect him from the physical abuse went on to become an Aryan but then she |

Inmate Name:	Inmate Number:	Date of Birth:
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did the family tree and found out that her husband was her double first cousin. He mentioned this double first cousin's business a number of times during the interview. It turns out 2 brothers married 2 sisters and then 1 child from each of those unions married each other and 1 of these was his sister. She "lost her mind over that" and has been unable to work and on social security disability ever since. (My hunch is that there is a whole lot more upsetting this lady than the fact that she is closely related to her husband.)

X. Criminal Justice History
(Current conviction & sentence; prior arrests & convictions)

He has priors for B&E, theft, fraud, and drug trafficking. He is now doing time for rape. He states he and his brother were having sex all their lives "That's the way it was in our family" and his female cousin wanted him to come over and have sex with her. At that time, his wife was in the hospital undergoing chemotherapy for bone cancer and he did not think it was the right thing to do to go have sex with his cousin, so he did not. She apparently retaliated for the rejection by reporting him for raping his brother. I suspect there is more to this story too. Sex with your brother is not illegal but there is suggestion that the brother is mentally retarded.

XI. Institutional Adjustment
XII. Mental Status Examination

A. Appearance & Behavior

He is appropriately dressed in prison issue clothing with his shirt pressed. I have seen him around the Inmate Health Service where he worked as a porter and he was always polite and his affect was bright.

B. Mood & Affect

Today, he is very tearful particularly when talking about being abandoned by his wife and children.

C. Speech & Language

Clear and coherent but his answers are very expansive. When asked if his wife had gone through menopause yet he gave me a long story about how she had back pain and she would not go to the doctor and then she did go to the doctor and it turned out she had bone cancer and she went through chemotherapy and he can even quote "the date" on which she first have back pain. Another example was he gave details of what was in a meal that he ate 20 years ago.

D. Thought Process

In exploring whether his detailed answers might be a part of OCD, he did state his clothes have to be folded a certain way but when asked why, he stated, "so they fit in the box!" His wife has OCD and he was able to describe lots of symptoms and denied that he suffers from anything like that.

E. Thought Content & Perceptions

There are lots of details but does nothing to suggest delusions or any psychosis.

F. Cognitive Assessment

He comes across as low average but is tested at 65 and I think he does better than that.

G. Suicide/Violence Risk Assessment

Past Suicidal Ideation/Attempts (date & method)

He did attempt suicide 25 years ago by putting a rope around his neck but he states when he stepped off the bucket it hurt and he quit. I am not clear how he managed to quit.

Current Suicidal Ideation/Behavior

Denied.

Past Violent/Assaultive Behavior, including sexual assault

Denied.

Present Ideas/Behavior

Denied.

H. Insight/Judgment

He has the "typical" logic of someone growing up in a household as dysfunctional as described above.

GAMA is 83.

XIII. Psychological Testing Results

XIV. Diagnostic Impression

Code	Narrative Description (identify DSM-IV indicators for each diagnosis)
Axis I:	Mood disorder, not otherwise specified.

Inmate Name:	Inmate Number:	Date of Birth:
--------------	----------------	----------------

Axis II:	Deferred.
Axis III:	Status post head injury.
Axis IV:	Lengthy incarceration.
Axis V:	Global Assessment of Functioning – 85.

XV. Treatment Recommendations (including medications, labs ordered)

He was treated with Elavil in the past, which caused all the anticholinergic side effects. So, I will start with trazodone and go from there. He may or may not need medications for depression. Routine labs have been ordered per protocol. He will be seen again in 2 weeks.

XVI. Disposition (check one)

<input type="checkbox"/> General Out-Patient Caseload	<input type="checkbox"/> Probate
<input type="checkbox"/> Psychiatric Out-Patient Caseload	<input type="checkbox"/> Sex Offender Caseload
<input type="checkbox"/> Residential Treatment Unit	<input type="checkbox"/> No Further Services Required
<input type="checkbox"/> Crisis Bed	<input type="checkbox"/> Other:

Next Appointment: Two weeks.

(VII. Name, Title and Signature of Evaluator:

Name:	Title: Psychiatric Consultant
Signature:	

www.zydoc.com/SRE

George Bzzz, M.D.
Yonkers, NY

July 1, 20xx
RE: Virginia Azzz

Exam Type: COMPENSATION
Vendor: Confidential Health Care
Carrier: Chartis
Carrier File #: 7xxxx
Appointment #:
SR File #: 6xxx
WCB File: G00xxx
Date of Accident: March 14, 20xx
Employer: Xxxx
Attorney: Xxxx
Treating HCP: Xxxx
Date of Exam: July 1, 20xx
DOB: September 23, 19xx

Prior to evaluation, it was explained to the examinee that this appointment was for purposes of evaluation only – not for care, treatment, or consultation – and therefore, no doctor-patient relationship would result. The examinee has also been advised that I am an independent doctor and have been requested to conduct this evaluation by the individual noted above.

Gentleman:

As per your request, I had an opportunity of performing an independent medical examination on Virginia Azzz in my Yonkers office on July 1, 2011. Virginia Azzz is a xx-year-old Hispanic female who is seen in the presence of her granddaughter, who acted and helped in interpreting and obtaining the history from the claimant.

HISTORY AS STATED BY CLAIMANT

The claimant states that on March 14, 20xx, while working for Tempco Cleaning, she was lifting some heavy objects when she developed severe low back pain as well as left knee pain. She came under the care of Dr. Kxx, as well as Dr. Azzz. The claimant was treated with a prolonged course of physical therapy as well as multiple epidural steroid injections; in addition, had nerve blocks performed. She was involved in a motor vehicle accident in 20xx, at which time she sustained an injury to her low back region as well as an injury to her left shoulder. She stated that the accident caused an intensification of the shoulder pain that she was experiencing.

Page 2

Claimant: Zzzz, Virginia

Carrier #: 7xxx

Date: July 1, 20xx

She had undergone a prolonged course of physical therapy without any improvements. Ultimately she had an MRI performed of her lumbar spine. The MRI report dated March 24, 20xx, interpreted by Dr. Wzzz. Final impression: The lumbosacral spinal canal is congenitally small. There is multiple level of degenerative disc disease. This is generally mild. At L5-S1 there is a disc bulge, which is asymmetric towards the left contacting the ventral aspect of the left S1 nerve root.

In addition, she underwent x-ray examination of her left knee. The x-ray report dated May 6, 20xx, interpreted by Dr. Gzzz. There is evidence of patellofemoral joint narrowing. No evidence of fracture or dislocation was noted.

In addition, the claimant underwent nerve conduction studies and EMGs performed by Dr. Azzz of the lower extremities on May 6, 20xx. Interpretation was no evidence of lumbar radiculopathy was noted. Diabetic peripheral neuropathy was noted in both lower extremities.

In reviewing Dr. Azzz' records, it is noted a previous MRI demonstrated degenerative disc disease with L5-S1 stenosis. It is noted that the claimant has undergone a whole series of epidural injections as well as facet blocks.

CURRENT COMPLAINTS

The claimant continues to complain of low back pain. Today she was not alluding to radicular pain in her lower extremities. She states that any type of bending or lifting reproduces back pain. She has had no problems with bowel or bladder dysfunction. She continues to complain of stiffness in the left knee with some discomfort with ascending and descending stairs. She has difficulty squatting, however, the right knee she has similar complaints. In reference to her left shoulder, she states that overhead activity or heavy lifting reproduces left shoulder pain.

WORK HISTORY

The claimant states that she stopped working as of May 10, 20xx.

PAST MEDICAL HISTORY

In addition, past medical history, of note, is that the claimant had undergone three operative procedures on her right knee, the first one being in 20xx followed by 20xx and 20xx. She is a known diabetic, on metformin. She has a history of hypercholesterolemia, treated with Lipitor. She is hypertensive, does not recall the name of the medication she is on. She denies using any analgesics at the present time.

REVIEW OF MEDICAL RECORDS

- Multiple notes from Dr. Kzzz's office were reviewed.
- Multiple notes from Dr. Azzz' office were reviewed.
- Multiple physical therapy notes were reviewed.
- The MRI report, which was discussed in the body of my report, was reviewed.
- Dr. Kzzz's operative report of November 12, 2010 of the left knee, at which time he performed left knee arthroscopy, partial medial and lateral meniscectomies, chondroplasty and abrasion plasty, and synovectomy was reviewed.
- An operative report concerning the claimant's left shoulder performed by Dr. Kzzz. Date of surgery July 17, 20xx. The surgery consisted of left shoulder arthroscopy, subacromial decompression, and resection of the distal end of the left clavicle.

PHYSICAL EXAMINATION/OBSERVATION

Examination demonstrates a xx-year-old female, 5 feet 4 inches tall, weighing 200 pounds, predominantly right-handed. She ambulates with a slight limp referable to her left lower extremity.

All ranges of motion were obtained using a goniometer.

On examination of her left shoulder, several healed arthroscopic portals were identified. The portals have healed uneventfully. Range of motion of the left shoulder was as follows. Abduction was possible to 160 degrees, normal is 180 degrees. Forward flexion was possible to 160 degrees, normal is 180 degrees. External rotation was possible to 60 degrees with the contralateral shoulder being possible to 75 degrees. Internal rotation was possible to L3 with the contralateral shoulder being possible to L1. There was mild weakness of abduction and adduction and internal and external rotation comparing her left shoulder to her right shoulder. No evidence of atrophy was noted in comparing circumferential measurements of her left upper arm to her right upper arm and left forearm to right forearm.

On examination of the claimant's left knee, range of motion was 0 to 130 degrees with a similar range being noted in the contralateral knee; normal range should be 0 to 140 degrees. Several healed arthroscopic portals were noted about the left knee. There was no evidence of intraarticular effusion of the left knee. With stressing of her left knee into varus and valgus at 0 and 30 degrees of flexion, no instability was noted.

On examination of the claimant's right knee, crepitus was noted on flexion and extension localized to patellofemoral articulation with similar findings being noted in her left knee. Range of motion of her right knee was 0 to 130 degrees. No evidence of instability was noted with stressing her right knee into varus and valgus at 0 and 30 degrees of flexion. On examination of both knees,

Page 4

Claimant: Zzzz, Virginia

Carrier #: 7xxx

Date: July 1, 20xx

she had a negative anterior drawer sign, negative Lachman test, and negative pivot-shift test. No evidence of atrophy was noted when comparing circumferential measurements of her right thigh to her left thigh and right calf to left calf.

The claimant could toe walk and heel walk with complaints of mild low back pain. On examination of the lumbar spine, a mild degree of paravertebral muscle spasm was noted. Range of motion was as follows. She had 10 degrees of extension, 30 degrees is normal. She had 80 degrees of flexion, 90 degrees is normal. She had 30 degrees of rotational inclination right and left with 45 degrees being normal. Straight leg raising was possible to 70 degrees bilaterally without reproduction of back pain, both in the sitting and supine position. Heel-to-knee testing was within normal limits. There was no evidence of dysesthesia in the lower extremities and there was no evidence of reflex changes in her lower extremities. No evidence of atrophy was noted comparing circumferential measurements of her left thigh to her right thigh and the right calf to the left calf.

IMPRESSION

Based on today's orthopedic exam and review of records, as well as the history that was obtained from the claimant, it appears the claimant sustained a low back injury as well as an injury to her left knee as a result of the accident of March 14, 20xx. In addition, she sustained an injury to her left shoulder, which is causally-related to the accident of March 14, 20xx. She was involved in a motor vehicle accident in 20xx, which resulted in a low back injury as well as an injury to her shoulder.

The accident of 20xx caused an aggravation of a pre-existing low back injury as well as a left shoulder injury.

Based on today's examination, it is my opinion the claimant has a moderate partial disability overall as a result of the injuries that she sustained from the accident of March 14, 20xx. The above shoulder and back injury, as previously noted, is significantly worsened by the fact that she was involved in a motor vehicle accident in 20xx. She has undergone left shoulder surgery as well as left knee surgery. In addition, she had degenerative osteoarthritic changes involving the right knee. She had undergone three arthroscopic procedures that predated the accident of March 14, 20xx.

In my opinion the claimant can return to light duty work with the following restrictions. Avoiding any type of repetitive bending, avoiding lifting above 10 pounds, avoiding kneeling and squatting, and avoiding lifting using her left upper extremity above 5 pounds above the shoulder level. In my opinion, further physical therapy is of no benefit. She should be taught back strengthening and mobilizing exercises as well as exercises to her left knee and left shoulder that she can do on her own at home.

Page 5

Claimant: Zzzz, Virginia

Carrier #: 7xxx

Date: July 1, 20xx

Respectfully yours,

Treatment

Please note: All treatment recommendations pertaining to the neck, back, shoulders and knees are made utilizing the new December 2010 New York Workers Compensation Treatment Guidelines.

I hereby certify that this report is a full and truthful representation of my professional opinion with respect to the claimant's condition.

Dated: _____

Signed: _____
George Bzzz, M.D.

WCB Rating Code: COS

WCB Auth # xxx

ZyDoc.com job#tm: 503137325221701td0

Date of Dictation: 07/01/20xx

Date of Transcription: 07/03/20xx

**DISCHARGE SUMMARY
MENTAL HEALTH INSTITUTE**

Patient Name: _____
Hospital #: _____
Social Security #: _____

Admission Date: _____
Discharge Date: _____

Attending Physician:

I. Admitting Diagnoses:

- Axis I: Paranoid schizophrenia.
- Axis II: Deferred.
- Axis III: Diabetes and hypertension.
- Axis IV: Housing, primary support group, social environment, educational, access to health services.
- Axis V: Current GAF: 30. Past 12 Months: Unknown.

II. Discharge Diagnoses:

- Axis I: Paranoid schizophrenia.
- Axis II: Deferred, rule out borderline IQ.
- Axis III: Insulin-dependent diabetes mellitus.
- Axis IV: Poor family social support.
- Axis V: GAF: 50. Past Year: Unknown.

III. Discharge Medications:

Trazodone 150 mg q.h.s., Prozac 20 mg q.a.m., Depakote 500 mg b.i.d., Risperdal 3 mg b.i.d., Cogentin 1 mg b.i.d., Glucophage 500 mg b.i.d., and Humulin 70/30, 14 units a.m. and 10 units at p.m.

IV. Justification for Admission:

From admitting H&P, psychosis.

V. History of Present Illness:

A xx-year-old black female with long history of psychiatric illness, noncompliance with medications, now selectively here and agitated requiring p.r.n., mumbling, unable to answer questions, mother called police, poor insight and judgment.

VI. Past Psychiatric History:

Discharged on December 2007 from Bolivar.

VII. Admission Mental Status (Prominent Characteristics):

Appearance: Fair hygiene. Psychomotor Activity: Constricted. Thought Process/Content: Speech: Decreased rate and volume. Thought Disorder: Unable to answer, limited. A-V Hallucinations: Respond to internal stimuli. Delusions: Unable to assess. Mood: Dysphoric.

Patient Name

Discharge Summary
Page 1 of 3

**DISCHARGE SUMMARY
MENTAL HEALTH INSTITUTE**

Affect: Flat. Sensorium: Clear. Orientation: x1 or x2. Concentration: Poor. Memory: Poor. Estimated Intelligence: Average, borderline. Abstractive Ability: Poor. Insight and Judgment: Poor.

VIII. Physical Examination (Include Vital Signs):

Vitals normal and stable. Normal physical exam with the exception of dark discoloration in face, post inflammatory changes.

IX. Significant Labs:

Hemoglobin 10.9, hematocrit 33.2, and beta HCG negative.

X. Hospital Course:

This patient was admitted to MMHI from Xxxx on a 33-6-403 involuntary commitment secondary to psychosis. Placed on one-to-one for acting out and safety. The patient improved slowly in a controlled environment here at MMHI without substance of abuse on the regimen as previously stated with extensive group therapy. The patient's mood improved to euthymic and she was behaviorally controlled without overt psychosis or admitted thoughts of harming self or others by discharge. The patient's insulin-dependent diabetes mellitus was treated with subcutaneous insulin successfully.

XI. Condition on Discharge Mental Status (Prominent Characteristics):

Appearance: Fair and improved. Psychomotor Activity: Calm, cooperative, and directable. Speech: Selective, normal rate and volume. Thought Disorder: Goal directed. A-V Hallucinations: Denies, no evidence. Delusions: Denies, no evidence. S/H Ideations: Denies, no plan or intent. Mood: Euthymic. Affect: Flat and appropriate. Orientation: x2. Concentration: Fair. Insight and Judgment: Fair, as evidenced by knows medications and knows followup.

XII. Aftercare Recommendations (Appointments, MHCs, etc.):

Inpatient objectives met after long hospitalization. The patient ready for discharge with outpatient followup at Xxx Mental Health on May X, 20xx at 0:00 p.m., 555-1212. Discharged to XXXX. The patient was educated on the importance of compliance and the potential side effects of her medication. No side effects noticed or reported by the patient at the time of discharge.

XIII. Activity & Diet Recommendations:

Diet: Low-salt, 2000-kcal ADA. Activity: Limits on activity, ad-lib.

XIV. Prognosis:

Guarded due to chronic illness, questionable compliance.

Patient Name

Discharge Summary
Page 2 of 3

**DISCHARGE SUMMARY
MENTAL HEALTH INSTITUTE**

Dictated By: _____
 Xxxx Xxxx

Staff Psychiatrist: _____

D: 05/23/xx
T: 2:42:20 PM

XX/zydoctranscriptionsservice/xxxxxxx/wal

Patient Name

Discharge Summary
Page 3 of 3