

Transcription Services Job Aid



BEFORE

1. Find a quiet area with low background noise and minimal interruptions.
2. Use the handset or headset. Avoid the speaker phone feature.
3. Gather case name, and spellings of names or places in your notes.
3. Highlight or mark your notes to organize them in the order you want to document them.
4. Consider GIRPP method.

Dictation ID: _____

Dictation PIN: _____



DURING

1. Keep phone prompt instructions handy for use if needed.
2. Dial **877-254-5576**
3. Speak slowly and enunciate your words.
4. Provide typist with needed information like spelling of names and any other additional instructions before starting dictation.
5. Use the voice prompts "*Time Out*" and "*Time In*" if you need to give the typist more information or to make any corrections or changes during the dictation process.
6. End call by pressing #1 and write down the confirmation number.



AFTER

1. Enter the confirmation number into the client contact screen as a place holder showing the notes are pending transcription.
2. Once the transcription email is received, read the entire document and make edits as needed.
3. Copy the edited documentation into OASIS.

For more information and tips, visit the
FUSION Transcription Page:
<https://fusion.dss.virginia.gov/dfs/DFS-Home/COMPASS/Transcription>

Customer Support
800-333-1042

GIRPP

Goals: What is the goal for today's visit (meeting or call).

Interventions: What is being asked of the client or worker to address the issue?

Response: How are the clients or other involved parties responding to the intervention? Are they actively engaged?

Progress: What tells/shows you there has been improvement? What data can you document? (pictures/ visuals, appointments completed, records, behavioral examples, etc.)

Plan: What are the next steps? (for the worker and the family)

Phone Prompts:

1. Enter your Dictation ID, followed by #
2. Enter your Dictation PIN, followed by #
3. Speak/Say Case Name, followed by 0 (zero)
4. Press 2 to Begin Dictation
5. When finished, press #1 to Submit Dictation
6. You will receive a Confirmation Number

Phone Options (while dictating):

Press #8 - Help Menu

8 - Pause Recording

1 - Playback recording (from beginning)

5 - Go to beginning of recording and stop (no playback)

6 - Go to end of recording and stop (no playback)

2 - Start recording and overwrite at current position

3 - Start recording and insert at current position

4 - Go to the end of the recording and start recording

7 - Rewind

9 - Fast Forward