WinScribe Text
Document Processing - Production

WinScribe Text’s Production module is the core of the WinScribe Text transcription system.

WinScribe Text uses the industry standard for word processing – Microsoft Word (Word 2000, Word XP, or Word 2003) – and provides productivity tools and integration features that significantly enhance the accuracy and productivity of the transcription process.

WinScribe Text tools include:

- ShortCut® – significantly reduces keystrokes for routine phrases and “standards” by allowing the transcriptionist to enter an abbreviation which – when followed by a space, period, comma, or other “delimiter” – is instantly expanded into a full word, phrase, sentence, paragraph, document, or Word macro (also referred to as a “speed typing” or “abbreviation expander” utility)
- User-defined templates for each report type - provides more than 900 variables (e.g., Patient Name and MR #) which are automatically imported upon report creation
- Demographic (ADT) interface – provides access to patient and doctor information which originates with the hospital or clinic’s registration (or ADT) system
- Dictation Interface – provides an automatic interface that improves accuracy and productivity by utilizing Patient ID, Doctor ID, Date/Time, Work Type, Job Number, and other information entered by the author to the digital dictation system
- Automatic Document Naming, Storage, and Printing – streamlines the transcription process by completely automating document naming, storage and printing functions
- Document Management System – assist with logging, locating, and retrieving previously transcribed reports
- Medical Dictionary – improves the accuracy of the transcribed report
- Streamlined handling of carbon copies – improves carbon copy process by allowing the transcriptionist to select the recipient(s) for carbon copies from a doctor list; also allows for automatic CCs to selected doctors by report type
- Streamlined access to previous reports and doctors’ addresses – allows transcriptionists to quickly access prior reports (e.g. to gather a list of medications) and doctor names and addresses with minimal keystrokes
- Navigational tools – WinScribe Text allows a “mouseless” operation (if desired) and provides single-keystroke movements to navigate from one section of the document to another (e.g. moving from “Chief Complaint” to the start of “History of Present Illness”)

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## FEATURES

- ShortCut medical shorthand program minimizes keystrokes – can support either individualized or a shared group table. ShortCut is fully compatible with Word’s Autocorrect and Autotext and supports multiple ShortCut tables.
- Options to incorporate numerous user-defined screens and processes.
- HIPAA compliant, security can extend to limiting Print and File->SaveAs.
- Easy-to-define work type templates improve consistency and productivity – supports more than 900 variables for each template.
- All features of Word – including auto-text, auto-correct, tables, headers and footers, and macros are available; no Word features are disabled.
- Demographic interface provides improved accuracy and productivity with respect to patient and visit information.
- Dictation interface automatically populates most – if not all – of Create Document Screen – thereby increasing accuracy and minimizing keystrokes.
- WinScribe Text works with all Word-compatible medical spell-checkers – including Stedmans, Spellex, and Sylvans.
- Distribution can be automated to eliminate transcriptionist delays with the exception of “stats”.
- Printing can be handled at wrapup via one of 2 options – in most instances insulating the transcriptionist from delays associated with printing directly from the workstation.
- Option to automatically invoke spell-checking upon wrapup, if desired.
- Single keystroke to move from section to section within the report.
- Supports “mouseless” operation for ease of use and efficiency (note that WinScribe fully supports the use of the mouse, if desired).
- Easy insertion of doctor addresses utilizing existing doctor database.
- Allows for multiple doctor addresses.
- Allows for insertion of regional doctor databases for prompt access by transcriptionists.
- Easily generates production log for any date or period of time.
- Allows transcriptionist to establish individual production objectives with automatic notification when objectives are reached for the day.
- Fully supports multiple facilities and departments.
- Allows any transcriptionist to locate any document for edit or correction with only a few keystrokes.
- Fully support addendums, letters, and multi-part documents.
- Production counts can use characters, words, lines, or pages by department.
- WinScribe Text counts only the characters (or words, lines, or pages) that the transcriptionist added – this means that a transcriptionist adding two paragraphs to a document originally created by another transcriptionist will receive credit only for these two paragraphs.
- WinScribe Text utilizes Microsoft.NET to provide superior reliability, security and performance over any connection – including the Internet.
- WinScribe Text provides web-accessible Computer-Based-training to assist with training of new hires.
- The ‘Review’ feature provides a structured process for the review of documents from selected sources before these documents are “released” for subsequent processing – i.e. prior to distribution, uploading, and/or signature.
WinScribe Text
Document Processing - HL7 Interfaces

Winscribe Text’s HL7 Interface Engine easily and effectively captures patient demographic, order entry and master file information from all major HIS/CIS/RIS systems and allows for transcribed patient reports to be automatically sent via HL7 to the customer’s HIS, EMR, or RIS system. This option easily and effectively captures patient demographic information from HIS/CIS/RIS systems.

**FEATURES**

- Fully configurable engine – Allows client to fully configure the HL7 service for virtually any need.
- Translation layer – Supports extensive message definitions and mappings.
- User-defined new message types to be received and sent.
- Filtration layer – Provides for filters to be defined to determine criteria for import and export.
- Modification layer – Supports data modification prior to import or export, to or from WinScribe Text.
- Action layer – Allows for definition of message actions as well as granular support to define actions that may be taken on a per message basis, such as add/update patient, add/update doctor, etc.
- Unattended operation – The HL7 engine runs as a Windows service, starting automatically when the computer starts without the need for a user to be logged in.
- High throughput – Receive and process up to 20 ADT messages per second.
- Hot configurable – Configuration changes of message mapping, filtering, modification, and action can be made on the “fly” and applied instantly without needing to restart the service.
- Extendable – Using plug-ins, custom segments can be defined and created.

**BENEFITS**

- Speeds chart completion
- Adds service/convenience for medical staff
- Promotes JCAHO compliance

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WinScribe Text’s eSignature feature provides a streamlined process that allows physicians and clinicians to electronically view and authenticate (i.e., sign) transcribed reports.

**Features**

- Browser-based or smart client option
- Dictators can view, edit, print or return reports to transcription
- HIPAA complaint
- Physicians/clinicians can sign reports across multiple facilities
- Supports remote signature in a secure manner with optional remote module
- Supports multiple signatures for a single report
- Radiologists can batch sign “normal” reports with a single keystroke
- Clinicians can cross-sign for their colleagues
- Report distribution can be contingent on the signing of the report
- Reports requiring corrections/modifications can be printed separately
- Extensive security to maintain system integrity
- Extensive audit trails and error logging

**Benefits**

- Speeds chart completion
- Adds service/convenience for medical staff
- Promotes JCAHO compliance
WinScribe Text
Document Management - Reporting and Dashboard

WinScribe Text’s reporting module provides a powerful and flexible reporting module with the ability to easily monitor key trends and indicators. Coupled with the Dashboard, WinScribe Text provides the reporting tools to manage effectively with clear knowledge of key indicators and trends.

**FEATURES**

- Supports scheduling of reports and auto-emailing of reports to one or more email recipients.
- Allows reporting from remote locations via the Internet.
- Supports both graphical and tabular display of data.
- Supports output of report data in Excel and/or CSV format.
- More than 15 standard report formats.
- PDF ensures consistent look to reports, when accessing from remote locations.

**BENEFITS**

- Dashboard provides single screen snapshot of workload, resources, productivity and turnaround time by site.
- Ability to automatically schedule reports provides consistent generation of key reports during non-peak times with minimal clerical requirements.
- Graphical displays provide for ease of interpreting data.
- Most reports can be generated by site/department and for any timeframe specified.
- Report formats are consistent and easy-to-interpret with clear report names and date/time generated.
- Uses Microsoft SQL's Reporting Services. The use of Microsoft SQL allows customers familiar with Microsoft’s Reporting Services to generate custom reports. Other third party reporting tools - e.g. Crystal Reports – also allow customers to create their own reports.

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WinScribe Text
Document Management - QA

WinScribe Text’s QA functionality provides a flexible set of tools to administer a continuous quality assurance program for medical transcription.

The system streamlines the document selection/review process, provides objective measurements of user-defined criteria, records these measurements by transcriptionist and dates, and provides extensive reporting options by transcriptionist, department, and/or QA trends.

FEATURES

- Automatic selection of documents for QA
- Selection criteria can be varied by transcriptionist or group as appropriate
- Selection based on number of documents or on percentage of documents
- Immediate correction of any problems within Word with ability to redistribute as appropriate
- Monitoring of quality for given document type or dictator
- User–defined categories
- Fully documented evaluation procedures
- Extensive security
- Graphic reports

BENEFITS

- Provides objective measurements of individual transcriptionist’s quality
- Identifies areas most in need of quality improvement
- Streamlines process of monitoring staff quality
- Tracks continuous quality improvement

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WinScribe Text
Document Management - Billing

WinScribe Text’s billing functionality provides an automated means to bill for services to Hospitals and Clinics and/or departments based on line count and/or other parameters (e.g. faxes, “stats”, etc.). Billing is highly customizable and can be tailored to meet the needs of each client.

**FEATURES**

- Bill weekly, bi-weekly, monthly or 1st/15th monthly by site/department
- Tailor needs for each site/department as required
- Easy-to-use wizard user interface
- Flexible counting methodology allows MTSO to mirror contract terms by site/department
- Ability to automatically schedule reports and email to one or more recipients
- Strong audit trails to support billing processes

**BENEFITS**

- Improves the accuracy and consistency of invoicing
- Reduces labor costs to generate invoices
- Maximize MTSO margins by billing using separate criteria and methodology from that used for paying transcriptionists
- Strong reporting module to manage billing process
- On-Line help

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WinScribe Text
Document Management - Incentive Pay

WinScribe Text’s ‘Incentive Pay’ feature provides a powerful and flexible tool to administer an incentive-based pay system for medical transcriptionists.

The system supports up to 6 incentive "thresholds" (e.g. transcriptionists who transcribe from 175-200 lines/hr make an additional $0.06/line, while those transcribing from 200-225 lph make $0.07/line) and multiple pay methodologies, and maintains all record-keeping and reporting required to properly administer an incentive program.

FEATURES

- User-defined pay rates can be calculated by characters, words, lines, or pages
- Individually defined pay rates and incentive thresholds for each transcriptionist
- Supports up to six user-defined pay rate "thresholds"
- Maintains up to 12 user-defined hourly categories with 4 alternative pay schemes for each category
- Productivity reports readily available for any time period without affecting system performance
- Allows hourly totals to be entered by clerks, supervisors, or individual transcriptionist
- Supports extensive user security

BENEFITS

- Provides a flexible incentive pay plan to attract and retain qualified transcriptionists
- Saves clerical and administrative time to administer an incentive pay plan
- Computes the true cost per document and identifies potential opportunities for savings
- Pay scales can be varied by site or department as well as by transcriptionist

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WinScribe Text helps to address organizational compliance with consumer privacy requirements as defined in HIPAA Part 164, Subpart E. HIPAA requires specific requirements which address: Authorization, Authentication, Alteration, and Appropriate Use. HIPAA compliance requires facilities to control who has access to data, to authenticate the source of the data, to know that the data has not been altered in any way, and to know that the data has been used in appropriate and authorized ways.

WinScribe Text tracks the following events as well as reporting on this activity (i.e. who was instrumental in the performance of the events):

- CREATED
- EDITED
- SIGNED
- DISPLAYED
- PRINTED
- FAXED
- EMAILED
- TRANSFERRED
- REQUESTED FAX

Along with the "who" associated with the events tracked, WinScribe Text will store the following information about each event:

- Document ID
- Access Date
- Access Time
- MediScribe user ID
- MediScribe user type
- Destination printer or fax number if applicable
- Computer Name
- System Login
- Mac Address (a number for the network card which is unique world wide)

WinScribe Text technology enforces clear authorization by limiting secondary access outside of WinScribe Text for users who may be granted access to the network server, provides clear authentication with respect to electronic signature, tracks any alteration of reports, and tracks “appropriate use” via audit trails of any and all accesses by patient, visit, document, user, location and/or date/time.

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WinScribe Text
Document Access - Inquiry

WinScribe Text’s ‘Inquiry’ feature provides a powerful, secure document inquiry and retrieval system for accessing transcribed patient reports across multiple facilities and departments.

FEATURES

• Automatic selection of documents for review
• Documents selected for review can be varied by experience and individual staff members
• Selection based on number of documents or on percentage of documents
• Immediate correction of any problems within Word with ability to redistribute as appropriate
• Monitoring of quality for given document type or dictator
• User-defined categories
• Fully documented evaluation procedures
• Extensive security
• Graphic reports
• Links to external billing systems

BENEFITS

• Provides objective measurements of individual transcriptionist’s quality
• Identifies areas most in need of quality improvement
• Streamlines process of monitoring staff quality
• Tracks continuous quality improvement

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WinScribe Text

Document Access - Multi-Site and Multi-Department

WinScribe Text’s Multi-Site and Multi-Department capabilities provide transparent, but secure access to patient records across multiple sites and departments when patients are seen at several locations.

In addition, WinScribe Text can be configured to address the individual needs of sites and departments - particularly in terms of security, document distribution and management reporting.

**FEATURES**

- Includes extensive clinical and staff security by assigning and maintaining individual PIN numbers
- Provides comprehensive audit trails that document access to patient records
- Provides remote access for transcription, viewing, and signature

**BENEFITS**

- Improved patient care through comprehensive and secure access to patient records across multiple facilities
- Increased productivity and turnaround time by using a centralized transcription system
- Supports multiple departments within multiple facilities
- Extensive clinical and staff security through individual PIN numbers
- Integrated document management, comprehensive document distribution and enhanced productivity management are also available to tailor the system to each facility

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WinScribe Text’s ‘Print’ feature allows each client to define, administer, and customize any and all print processes – whether for the original chart or floor print, doctors’ copies, or other special requirements. Print jobs can be directed to a single printer or to multiple printers (e.g. to the floors) depending on the patient’s location or report type. Print jobs can be sorted and/or filtered to meet virtually any workflow needs.

**Features**

- Automated distribution allows printing throughout the day
- Physician profiles determine how each clinician is to receive their reports (by print, fax, and/or email)
- Extensive logging and audit trails
- Reports can be excluded by type or status (e.g. preliminary/final or signed/unsigned)
- Physician’s choice of distribution method; distribution can be restricted based on report type
- Flexibility to create customized separator sheets, cover sheets, envelopes, or labels
- Concurrent use with transcription without affecting performance
- Reports can be automatically printed to the floors or to virtually any printer visible on the network
- Reports can be sorted by any combination of facility, department, doctor, report type, transcriptionist, patient, and/or location
- A local backup printer can be defined in the event the target printer is off-line or malfunctioning
- Logs can be printed to a local (and/or remote) printer – useful for administering remote print jobs

**Benefits**

- Reduces clerical time to sort and distribute reports
- Improves patient care through timely reporting
- Speeds chart completion

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WinScribe Text’s ‘Fax’ distribution feature provides an efficient means to distribute reports by fax to clinicians and providers who would prefer fax in place of – or in addition to – the paper copies of reports. This includes options to “batch” or “stat” fax – as appropriate.

**FEATURES**

- Physician profiles determine how each clinician is to receive their reports (by print, fax, and /or secure email)
- Automated distribution allows faxing throughout the day
- Extensive logging and audit trails quickly identify failed faxes and ease troubleshooting
- Reports can be excluded by type or status (e.g. preliminary/final or signed/unsigned)
- Provides flexibility to create customized fax cover sheets and/or separator sheets
- Allows concurrent use with transcription without affecting performance
- Reports can be sorted by facility, doctor, type, patient, transcriptionist or location
- Faxed reports require only one connection and one cover sheet to transmit all reports for a single recipient
- Automatic fax redial plus user-initiated retries assures document distribution.
- Failed fax resends either complete or are printed for mailing – thus avoiding continual retries
- Does not require an expensive, proprietary fax server
- Supports up to 64 fax lines

**BENEFITS**

- Eliminates clerical time to sort and distribute reports
- Provides a paperless, unattended means of distributing reports
- Improves patient care through timely reporting
- Speeds chart completion

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WinScribe Text
Document Distribution - Email

WinScribe Text’s ‘Email’ distribution feature provides a secure alternative to printing and/or faxing reports.

Instead of emailing sensitive reports with password-protected attachments, the Email feature sends a customizable email to the doctor notifying him/her of the fact that transcribed documents are ready and providing a link back to a secure web site. When the physician clicks the link, the system will automatically start the default web browser and connect to the web site where the physician is prompted for a password. Once the user name and password is entered the physician can view and/or download copies of the report to their Practice EMR or other repository.

FEATURES

- User configuration and administration very similar to Print and Fax modules
- Extensive logging for security and to assist with troubleshooting.
- Supports SSL encryption to protect sensitive patient information -- something that standard email (over SMTP) does not provide.
- Allows separate password so the physician may allow designated staff members to download reports without access to other functions (e.g. eSignature)

BENEFITS

- Minimizes paper, toner, and other disposable costs in transcription
- HIPAA compliant
- Minimizes labor costs to sort and manually distribute paper copies
- Minimizes labor costs to troubleshoot failed faxes and refax copies.
- Improves turnaround time
- More secure than faxing to physician’s offices
- Does not tie up phone or fax lines.
- Requires only one password to access all documents
- Quality of the print of the reports at the receiving end is superior to most fax images
- Provides an electronic copy of the report to allow importing notes and reports into third party physician EMR systems.
- Avoids labor-intensive requirements with manual resends due to out-of-paper, busy signals etc.

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WinScribe Text
Document Distribution - File Transfer

WinScribe Text’s ‘File Transfer’ functionality is specifically designed to enable transcription services to securely distribute electronic copies of transcribed reports to clients via an FTP, or if the Distribution client is run at the customer site, directly to a designated folder at the customer network.

The ‘File Transfer’ functionality provides similar filtering and sorting options as the ‘Print’ and ‘Fax’ options, but allows the output to be exported to a designated folder as a separate file per report. Files exported can be named according to a user-defined naming scheme (e.g. Site, Department, Patient Name or MRN, Report Type, Date, Dictator Name or Code, and any combination thereof) to meet individual customer requirements.

**Features**

- Automatic selection of documents for distribution
- Automated distribution allows distribution throughout the day
- Extensive logging and audit trails
- Concurrent use with transcription without affecting performance
- Reports can be sorted by doctor, report type, transcriptionist or location
- Reports can be named using customized naming schemes as required by the site

**Benefits**

- Reduces clerical time sorting and distributing reports
- Provides rapid turnaround time
- Speeds chart completion
- Provides assured proof of delivery for MTSOs
- Provides significant flexibility in file naming by site to meet individual requirement
- Allows files to be written directly to the customer’s network using an unattended process

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**Database Requirements**

**Microsoft SQL 2005 Server**
Version depends on the customer requirements; smaller sites can use Workgroup while larger sites can use Standard. Enterprise should be utilized if requirements include clustering or any other advanced features not included in Standard.

**SQL Server 2005 Workgroup Edition**
Workgroup Edition is the data management solution for small organizations or workgroups within larger entities. It includes all the core database features needed for data management in an affordable and simple-to-manage package.

**SQL Server 2005 Standard Edition**
Standard Edition is an affordable option for small- and medium-sized organizations. It includes the core functionality needed for non critical e-commerce, data warehousing, and line-of-business solutions. Standard Edition is optimized to run on win32, x64, and Itanium-based servers.

**SQL Server 2005 Enterprise Edition**
Enterprise Edition includes the complete set of enterprise data management and business intelligence features. SQL Server Enterprise offers the highest levels of scalability and availability of all the SQL Server 2005 editions. Additionally, it is optimized to run on x64- and Itanium-based servers, helping you achieve higher levels of database scalability and availability.

**Server Requirements**

**SQL SERVER**

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Minimum Requirements</th>
<th>Recommended Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Dual processor 1.5 GHz Dual Core</td>
<td>Dual + processor 1.8+ GHz Dual+ Core x64</td>
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<tr>
<td>RAM</td>
<td>4GB</td>
<td>6+GB</td>
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<tr>
<td>Free Space</td>
<td>50GB</td>
<td>100+GB</td>
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<tr>
<td>Redundancy</td>
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<tr>
<th>Software</th>
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<td>Microsoft SQL 2005 x64 Standard (2 processor license)</td>
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<td>.NET Framework</td>
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<tr>
<td>MDAC</td>
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</table>

**NOTE:** A backup solution capable of backing up the entire SQL database is required.
### WEB SERVER, DISTRIBUTION SERVER, INTERFACE SERVER

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</table>

**SQL SERVER**

**Processing Power:** Determines how long the end user will have to wait for query results.

**Memory:** SQL Server is a memory intensive application so the more RAM, the faster it will run.

**Hard Disk Space:** Storage of all databases that contain document text, patient demographics, billing and pay data, etc.

**Redundancy:** The most mission critical server since it is the repository for all of the data and most of the configuration.

**Backup:** In the event of a catastrophic hardware or datacenter failure, a backup would be required to recover the system.

**WEB SERVER**

**Communication:** Used to proxy communications from the clients to the datacenter to initiate actions in the datacenter.

**Processing Power:** Renders transcribed documents in RTF into RDF format for use by web based clients. The processing power is important to reduce the response time to the end user if they are requesting a document that is not cached or has been updated since the last time the document was cached.

**Memory:** Rendering the documents is memory intensive as it loads the entire document into memory as it is rendering (the system checks for updated documents every 15 minutes to detect changed documents and update the cache).

**Hard Disk Space:** Used to store the cached documents. Can be many GB depending on the number of transcribed documents, the length of time to keep documents cached, and how long the cache is kept current.

**DISTRIBUTION SERVER**

**Processing Power:** Schedules, executes and manages all batches. Gathers all data from the database and routes actual distribution (print, fax, email, transfer) to the appropriate client.

**Memory:** Updates the documents and prepares them for distribution on the client machines. It is memory intensive as it loads the entire document into memory as it is preparing.

**Hard Disk Space:** Caching of documents sent to client used to resend in the event of a failure. Relatively minimal usage as it is cleaned up at the conclusion of the batch. 500MB per batch is a good estimate to allocate.

**INTERFACE SERVER**

**Processing Power:** Determines how fast a message can be processed. All messages are processed as they are received. Generating and parsing messages is processor intensive.

**Memory:** For uploads, the document preparation and conversion is done in memory before the document is uploaded.

**Hard Disk Space:** Disk space usage is minimal, unless the system is configured for file based transactions.