

Transcription Guidelines

Part of an administrative medical assistant's role may be to transcribe physicians' chart notes and other medical documents. Using dictation equipment, physicians may dictate notes for a medical record and then give or transmit the recording to an assistant for transcription during a stated time period, such as 48 hours.

Using an outside transcription service is common practice for medical providers. This allows a skilled medical transcriptionist to be employed through an outsourced transcription service. Also, transcription may be completed through a home office. Self-discipline and productive time management skills are crucial for the success of an at-home transcriptionist.

LISTENING TECHNIQUES

Dictation equipment comes in various formats. Either digital media, such as a CD, or analog media, such as a cassette tape, store the recording. The principles of transcription are the same regardless of the equipment. Tone, volume, and rate of speed can be regulated for the assistant's comfort and rate of transcription. A foot pedal is used for starting the machine and for reversing it. Foot pedals for digital media are called wave pedals. Headphones are provided to keep the recorded information confidential and to avoid disturbing other people in the office. Another helpful item is a counter, which makes it possible to locate a specific reference speedily and to judge the length of a document.

Since using a transcribing machine is something of a balancing act for the ear, foot, and keyboard, a good technique is to listen to three or four words at a time, key those words, and then listen to the next three or four words. Generally, headings and subheadings are easy to determine from the dictation, especially once you become familiar with a standard format.

OFFICE POLICY

Because every office or transcription service uses its own format for transcribing chart notes, assistants need to become familiar with the policy of the office where they work. In transcribing material, you should listen carefully to what the dictator says, including any instructions or corrections he or she has included. Above all, you should not add anything that is not there, such as headings or changes to the sentence structure. If there is anything in the dictation that is not clear, it is important to flag the problem. Then, at a time that is convenient for the physician, you should ask for clarification.

BASIC MEDICAL TRANSCRIPTION GUIDELINES

Skill in spelling, knowledge of punctuation and capitalization, and familiarity with medical terminology help make the assistant efficient in transcribing a physician's dictation. Also important is knowing the basic guidelines for capitalization and the use of standard medical abbreviations, numbers, and symbols. Study and refer to the following list of guidelines for transcribing medical documents. Further information on transcription and transcription guidelines can be accessed at the Web site for the Association for Healthcare Documentation Integrity (www.ahdionline.org). AHDI publishes *The Book of Style for Medical Transcription* which contains up-to-date medical transcription guidelines.

1. Use commas in the following situations:

a. Set off nonessential words and phrases.

Dr. Jones, a first-year resident, is on call.

Janice, who was hired last month, will attend next week's conference.

b. Set off introductory clauses or phrases.

After the cast was applied, the x-ray showed the fracture to be in good alignment.

If so, the physician will have to leave an hour before closing.

c. Separate the year in a complete date. Do not use commas when only the month and year are presented. (Note: Do not use numerals for dates in text material—for example, "The surgery is scheduled for 11/01/03.")

The surgery is scheduled for Wednesday, May 1, 2002.

The patient was last seen in May 2000 for an ultrasound.

d. Separate degrees, titles, and so on after names.

The patient was referred to Phil Stevens, PhD, for psychological testing.

e. Separate items in a series.

The sponge, needle, and instrument counts were correct.

f. Separate independent sentences connected with a conjunction.

Mrs. Tina Roe called in the last hour, and she still insists on seeing the physician today.

g. Set off direct address in a sentence.

Set the chart on the desk, Janis, and take the new dictation tape with you.

h. Separate equal adjectives (modifiers).

The patient is a well-nourished, well-developed female.

The 15-year-old Caucasian male has brain cancer. (The adjective 15-year-old" modifies both Caucasian and male; therefore, no comma separates them.)

i. Place commas and periods inside quotation marks.

The patient states he feels "fuzzy in the head," and he needs medication for this symptom.

j. Use a comma to indicate missing words.

Chest x-ray, normal. (Note: Chest x-ray was normal.)

k. Use a comma to separate parts of an inverted diagnosis.

Ankle sprain, left.

2. Use semicolons in the following situations:

a. Separate related independent clauses (sentences) without a conjunction.

The surgery was scheduled for 4 P.M.; it lasted 4 hours.

b. Set off independent clauses that already contain one or more commas and have a conjunction, if a misreading might result.

If, following the call, the appointment has been made, Janet can leave at 9:30 P.M.; but, if the appointment has not been made, she needs to leave right away.

- c. Separate a transitional word or phrase that begins an independent sentence, such as *therefore*, *however*, *in fact*, *namely*, and *thus* from another independent sentence.

The physician will be 2 hours late; however, there are no patients scheduled until this afternoon.

- d. Separate items in a series when the items have commas.

The physician has lectures scheduled in St. Paul, Minnesota; Fargo, North Dakota; and Des Moines, Iowa.

- e. Place semicolons outside quotation marks.

The patient said, "I will obtain my medical records"; she did not bring them to the office.

- 3. Use a colon in the following situations:

- a. Introduce a list, a series, or an enumeration.

The patient complains of the following symptoms: dizziness, lightheadedness, and palpitations.

The patient was instructed to do the following:

1. *Follow a low-fat, low-cholesterol diet.*
2. *Exercise 3 times a week.*
3. *Retest cholesterol in 3 months.*

- b. Separate hours and minutes.

The surgery is scheduled to begin at 12:30 P.M.

- c. Introduce an example, a rule, or a principle.

We have only one choice: immediate surgery.

- 4. Use capital letters in the following situations:

- a. Emphasize allergies in full capital letters. (Note: An alternative method is to use boldface.)

The patient was ALLERGIC TO PENICILLIN. ALLERGIES: Penicillin.

- b. Do not capitalize common nouns designating rooms, such as *operating room* or *emergency room*. Capitalize the official names of designated rooms.

The patient was seen in the intensive care unit. (Note: The patient was seen in the ICU.)

The patient is scheduled for the operating room in an hour.

The patient was sent to Recovery Room C at 9 A.M.

The meeting will take place in the Viking Room.

- c. Do not capitalize medical specialties or variations of specialties.

The patient was referred to cardiology.

The cardiologist sent the patient back to the family practice physician.

- d. Capitalize trade and brand names but do not capitalize generic names—for example, Tylenol #3, pHisoHex, and Cardizem, but alcohol, catgut, and aspirin.

- e. Capitalize races, peoples, religions, and languages but generally not color designations, such as *black* or *white*, when they refer to race (*Caucasian*, *African American*, *Jewish*, *Hispanic*, *Mexican American*, *English*, and so on).

The patient is a well-developed, well-nourished Puerto Rican male.

The patient is a well-developed, well-nourished white female.

The 31-year-old black patient was discharged yesterday.

- f. Use all-capital letters for headings and subheadings in the medical document.

GENITOURINARY: Exam will be completed next month.

5. Use a hyphen in the following situations:
 - a. Connect the elements of compound adjectives that appear before nouns.
She had a low-grade temperature. (Note: Her temperature was low grade.)
This was a well-developed Asian American male.
There was a 5-cm lesion on the left side.
 - b. Form *self-* compounds.
The patient was self-employed.
 - c. Look up compound nouns in a current dictionary to determine if they are hyphenated or closed-up. Use two separate, nonhyphenated words for two-word verbs.
The patient is scheduled for a follow-up visit.
The patient's checkup was delayed.
The patient will follow up with hematology.
 - d. Join a single letter to a word to form a coined compound word.
The patient had a T-cell abnormality. (Note: We will measure the patient's T cells.)
The x-ray results will be sent to the office.
 - e. Insert a hyphen between a prefix and a capitalized word, as in *non-Hodgkin* or *mid-March*.
6. Use abbreviations as follows:
 - a. Use published abbreviations.
The mole is 1.25 cm in circumference with irregular borders.
 - b. Use proper abbreviations for transcribing medication administration times.
The patient was placed on Augmentin 125 mg t.i.d. x 5 days.
A prescription for tetracycline 500 mg q.i.d. was given to the patient.
(Note: Always keep units of measurement on the same line.)
 - c. Do not abbreviate the diagnosis, conclusion, or procedural/operative title in medical documents. Nondisease-related words in the diagnostic or procedural titles may be abbreviated.
DIAGNOSIS: End stage renal disease. (Note: not ESRD)
OPERATION: Excise 0.5-cm polyp from right naris.
 - d. Spell out a word if the abbreviation could be misunderstood.
The patient has no history of a cancer problem. (Note: The abbreviation CA could mean calcium, cancer, or coronary artery.)
 - e. Do not abbreviate beats per minute.
Pulse was 72 beats per minute.
 - f. Use lowercase letters with periods for *A.M.* and *P.M.* (preferred style). Spell out even times when *A.M.*, *P.M.*, or *o'clock* is not used. For hours without minutes, *o'clock* may be used to express emphasis and words to express formality. Do not use a colon and two zeros.
The next available appointment is for 10 A.M.
The patient will be seen at three.
The patient arrived at 3 o'clock OR
The patient arrived at three o'clock.
7. Use numbers as follows:
 - a. Spell out numbers at the beginning of a sentence, or recast the sentence.
Ten milligrams was given to the patient.
Then 10 mg was given to the patient.

- b. Use Arabic numbers with technical measurements.
A #14 Foley catheter was inserted.
A No. 4 Foley catheter was inserted.
The surgeon suggested 5- to 6-inch elastic stays.
The patient was given 10 tablets.
The patient was prescribed Paxil 20 mg q.d., #60.
- c. Express ages in figures.
This 5-year-old boy has had cold symptoms for the past 2 weeks.
The 5½-month-old child was not left unattended.
- d. Spell out ordinal numbers and simple fractions (preferred style).
The patient was discharged on the fifth postoperative day.
Next, one-third of the abdomen was prepped.
- e. Use roman numerals for cranial nerves, ECG leads, EEG leads, clotting factors, and noncounting listings (preferred style).
The exam found the cranial nerves II-XII were intact.
The patient had stage II carcinoma.
The patient had type II diabetes mellitus.
- f. Use Arabic numbers with grades.
The patient had a grade 2 systolic ejection murmur.
- g. Insert a zero in front of the decimal point when a decimal is less than a whole number.
The patient's prescription was changed to 0.125 mg.
- h. Enumerate listings as much as possible.
 DIAGNOSES: 1. Right otitis media.
 2. Laryngitis.
 3. Pharyngitis.
The diagnoses were (1) right otitis media, (2) laryngitis, and (3) pharyngitis.
- i. Do not repeat units of measure in a series.
The patient was given 5, 10, and 20 cc.
8. Use symbols when transcribing numbers or abbreviations. The following are some common examples:

Heard	Keyboarded
<i>used two oh chromic catgut</i>	<i>used 2-0 chromic catgut</i>
<i>two by point five millimeter</i>	<i>2.0 x 0.5 mm</i>
<i>number two oh silk</i>	<i>#2-0 silk or 2-0 silk</i>
<i>one point two percent</i>	<i>1.2%</i>
<i>pulses are two plus</i>	<i>pulses are 2+</i>
<i>blood pressure one hundred twenty over eighty</i>	<i>Blood pressure: 120/80</i>
<i>fifty-five milligrams percent</i>	<i>55 mg%</i>
<i>diluted one to one hundred</i>	<i>diluted 1:100</i>
<i>ninety-nine degrees Fahrenheit</i>	<i>99°F</i>
<i>the plane was raised ten degrees</i>	<i>The plane was raised 10 degrees.</i> <i>(Note: Spell out degrees in expressing angles.)</i>

Heard

at a minus two station

medication times three days

one hundred milligrams per hour

normal es one and es two

one hundred milligrams per teaspoon

ten to fifteen wbc's

two to four plus

Keyboarded

at a -2 station

medication × 3 days

100 mg/h

normal S₁ and S₂ or normal

S1 and S2 or normal S-1 and S-2

100 mg/teaspoon

10-15 wbc's or 10-15 WBCs

2 to 4+

9. Follow proper guidelines for letters and memorandums. Use a reference manual.
10. Consult a reference manual about questionable punctuation, capitalization, or grammar.
11. Use an acceptable or approved format for each medical document.