

How to Choose the Medical Transcription Provider Checklist

US-Based Service



- Is the service truly an American company with real offices in the US and not just a PO box, or a division of a foreign company operating in the US?
- Can you call them and speak to someone on the phone in the US?

Criminal Background Checks



- Do they run criminal background checks on all staff that have access to your data?
- Will they share the results with you upon request?

Insurance



- Do they have general and cyber liability insurance policies?
- Can they include you on their insurance policies?

Guaranteed Accuracy



- Does the company provide a money-back guarantee for accuracy?
- Is the guaranteed accuracy rate listed on their website?
- 99% accuracy guaranteed minimum?

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Established Business



- Do they have good online Google/Yelp/Facebook reviews and testimonials from a variety of clients?
- Do they have an updated website with a physical address listed on it?
- Can they provide you with at least three current references?

Compliance and Security



- Will they disclose who has access to your data?
- How many people have access to your data, and are they all in the US? (This includes IT, back office support, QA, and anyone else who works for the company)
- Do they use a BAA (Business Associates Agreement) with their clients to cover HIPAA and HITECH?
- Can they prove HIPAA compliance?

Free Trial Offered

FREE

- Do they want your credit card information right away?
- Do they offer a free trial so you can test them out?

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Transparency



- Does their contract list the exceptions for yourself and them and provide termination clauses for both sides for any reason or no reason?
- Is the contract easy to understand and is there transparency and honesty shown in the contract language?
- Is the procedure easy to get your money back if you're not satisfied with the work?
- Are there any hidden fees?

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