

UNIVERSITY MEDICAL CENTER OF SOUTHERN NEVADA
RFP No. 2013-02
Transcription Services

March 5, 2013

ADDENDUM NO. 3

QUESTIONS / ANSWERS

- Q.1 In Exhibit A - Scope of Services, Section A, Part 9. UMC indicates an interest in dictation via mobile devices/smart phones. What is the estimated total number of dictating providers who would want access to this option/technology?**
- A.1 There are approximately 1,200 physicians on staff, 200 Residents and 50 Allied Health Professionals that would have access to dictate.
- Q.2 Page 8, Section F - Speech Recognition Functions, Sections 3.a "Front-end speech..." and 3.b "Back-end speech..." Is UMC requesting Front-end speech recognition?**
- A.2 UMC has no objection to either process. Vendor will still be responsible for the quality of the reports.
- Q.3 In Exhibit A - Scope of Services, Section A, "UMC currently supports the dictation needs of the Emergency Department (ED), Main Hospital and 10 off-site Quick Care and Primary Care facilities." Can UMC please describe in further detail the current Transcription process? Does UMC currently utilize front-end capture? Are current Medical Transcriptionists employees of UMC? If yes, is it UMC's desire to transition the existing UMC Medical Transcriptionists to a new provider?**
- A.3 Presently, providers at UMC initiate dictation of patient notes utilizing either a telephone or mobile device. The voice is transmitted to the transcriptionist for report completion. The finished document is returned to the provider for review and signature. A bi-directional HL7 interface with McKesson supports an ADT download and a results upload. Current Medical Transcriptionists are not UMC employees.
- Q.4 Page 9, Section H.5 - Reports. "Does your system allow for the end user to edit on-site rather than sending the reports back to the vendor for editing?" By "end user" does UMC mean the Front-end Dictator or the Transcription System Administrator?**
- A.4 The Dictator.
- Q.5 Could UMC provide some information regarding the volumes of documents for each work type?**
- A.5 The volumes vary. UMC admits about 60-80 patients a day, 300 or so per day in ED, 30-40 Observation patients per day, 30-50 outpatient surgeries per day, etc.
- Q.6 Exhibit A - Scope of Services, Item #10, refers to more than one source of ADT feed. We assume the main source would be the Hospital's McKesson EHR (mentioned in Addendum 2). What would be the sources of other ADT feed?**
- A.6 The ADT feed would come from the inpatient area and that there would be one through the registration information from Vital Works for the clinical areas.
- Q.7 Who is the present vendor and what is the present rate?**
- A.7 MModal is the current service provider. As for the current rates, any Proposer who is interested in this information will have to complete a Public Record Request Form. This information can be obtained from Kristine Sy (contact information is listed below). A fee will apply.
- Q.8 If the present rate is by the line, how is the line defined?**
- A.8 That's an answer the Proposer needs to define – what is their definition of a line?

Q.9 On Exhibit D, is the Proposer considered the subcontractor?

A.9 No. The subcontractor(s) are third party vendors whom Proposer utilizes to perform its service for its customers.

Q.10 For an out-of-state vendor, is a Nevada Business License required in order to submit a proposal?

A.10 Please note that there is a difference between a State of Nevada Business License from a Clark County Business License/Vendor Registration (CCBL). Conducting business with UMC, whether vendor is local or out-of-state, the Successful or Winning Proposer may have to apply for Clark County Business License or Vendor Registration. The determination will be made by the Clark County Business License Department. The facilitator of this RFP will inform the Successful Proposer if a CCBL is required or not once ready to award the RFP. However, if vendor is just submitting a proposal, a Clark County Business License or Vendor Registration is not yet necessary.

Q.11 Page 9, Item G.1, what would the end-users prefer to be included in the document management tool?

A.11 This information is not currently available.

The RFP due date of **Monday, March 18, 2013 at 2:00:00 P.M.** remains the same. Should you have any questions, please contact me at (702) 383-2423 or via email at Kristine.sy@umcsn.com.

Issued by:

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UMC