



Client Print Template Build-Change Policy

Purpose

We build "Print Templates" to define the layout of a particular style of transcription. An example would be a Progress Note. A print template for a progress note would include patient demographics, title, body, carbon copies, and signature layout of the transcription in the format the client requests.

The procedure section defines the steps that are necessary to submit a request and also defines the usual time frames. The purpose of the procedure is to facilitate a smooth and expected outcome.

Procedure

We receive requests for Print Template builds/changes from the Deliver Health ticketing system (esone.support@deliverhealth.com). Upon receipt, the request is automatically time stamped by the Print Templates Department. All necessary information to build the print template is required for a successful build/change. The Requester should submit a Word version of the Print Template specifying the font size, font, spacing and any other custom specification necessary to build the template to the client's needs. If a Word version is not available, a PDF file with the specific information can also be used.

Time Frame

Print Templates will respond to the request within the following timelines:

1. Any request regarding new templates or new clients may take up to 7 days to complete (5 business days).
2. Fixes to existing client print templates will take priority over any new print template requests and are usually completed within 2 business days.

Fixes are defined as issues whereby a print template does not work properly for a live client.

All new requests will be processed and prioritized based upon the date and time received. Changes to existing templates are considered as new requests.

Image Files

Any images associated with the print template to be built (logos and the like) must be submitted as an image file of 150 dots per inch (dpi) minimum resolution. The image file types acceptable are GIF, JPEG and TIFF.