

Points to Remember When Outsourcing Your Transcription Services

Planning to outsource your transcription needs? Whether you run a law firm or you are a doctor, transcription outsourcing has various benefits to offer.

Here are few points that you must remember when choosing a [transcription company](#):

Turnaround time

What is the turnaround time being offered by the firm? A reputed service provider delivers fast and accurate results within 24 to 48 hours. Some even offer same day turnaround time, a convenience for businesses including hospitals, law firms that are trying to meet a deadline or treat a patient.

Expert Transcriptionists

Does the company work with a team of certified and well-trained transcriptionists? Reputed firms only hire staffs who are expert at transcribing medical, legal or business documents without grammar or punctuation errors. This helps in delivering error-free documents at a short turnaround time.

Confidentiality Agreement

When outsourcing, it is very important to check the service provider's confidentiality agreement. Secret to success lies in choosing a firm that guarantees confidentiality of documents. Reputed organizations get their employees to sign a confidentiality agreement so that they don't misuse the data coming in for transcription. They are hired after identity verification and undergo thorough background checks.

Is The Company Established?

Choose an established firm for [transcription services](#) because a transcription agency into business for 10 or more years would be more trustworthy. It also shows that it has been trusted by many clients for years. Years in business are also a proof of their quality work.

Client Testimonials

Look for client testimonials on the transcription provider's official website. These testimonials are a good indicator of the quality of service offered by the company. It also helps you assess whether the company will be able to meet your transcription requirements.

The organization should be easy to contact so ensure that it offers customer support through phone and email 24/7. This will help your business get support and answer to queries whenever required. Payments, delivery and following-up also become hassle-free when the provider is easy to contact.

Ensure that the firm will be delivering you the transcribed documents through a secure system that can be only accessed by you for downloading. Some transcription agencies have their own delivery and uploading system whereas some can work with your company's system to upload the transcribed documents.

Flexibility in delivering transcription work is also an important point that you need to consider when choosing a service provider. For instance, if your company has a template for transcription, the agency should have the flexibility of working with it.