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## New transcribers at N. Shore health system

February 13, 2012 by DELTHIA RICKS / [delthia.ricks@newsday.com](mailto:delthia.ricks@newsday.com)

The North Shore-Long Island Jewish Health System plans to change its medical transcription service -- but it will not be shipping its business overseas.

Medical transcription is the practice of writing doctors' dictated notes after a patient has been evaluated. The notes become a permanent part of the patient's medical record.

Word had spread among the health system's doctors that their dictated notes would be shipped to India as a cost-saving move, but North Shore executives say that won't be the case.

"We did change our transcription service provider," said North Shore vice president Terry Lynam. "We had been using a company called Silent Type. We are now going to use a company called Perry Johnson & Associates."

Silent Type is in Englewood, N.J., and Perry Johnson & Associates is based in Henderson, Nev.

While Perry Johnson has employees in India, Lynam said, the health system's contract stipulates all North Shore-LIJ dictation must be transcribed in the United States. Lynam cited cost as the reason for switching companies.

He said the health system wanted a service provider with quick turnaround and a minimum of 98 percent accuracy.

Lynam said he was aware of doctors' concerns about language differences.

Joseph Barbuto, chief executive of MedPro, a medical transcription service in Massapequa, said transcription companies charge higher rates for U.S.-produced work. Large transcription companies, he added, are outsourcing work to India because of lower labor costs.

Barbuto's rates for U.S.-produced transcription are higher than those he charges for work performed in India. His physician-clients have a choice -- some opt for Indian transcription because of the price. Outsourced medical transcription, nevertheless, is sparking debate, Barbuto said.

"I think a big part of this is that everybody's so concerned that this is another aspect of health care going offshore. They don't want their medical information in another country," Barbuto said.

[< back to article](#)