

## Transcrip of the CFDS with Bijal Patel

Bijal Patel, CTO of Crossover Software Technology elaborates on their CFDS software which is now in beta phase of testing and ready for launch in mid year 2009.

**Dhananjay:** What is CFDS?

**Bijal Patel:** CFDS is an advanced Work Flow with file management & intensive reporting capabilities. The system provides an easy-to-use interface that enables recording, playback, re-recording, automated uploading of audio files and completed transcribed documents, transcription work flow, feedback mechanism, file and line count mechanisms, invoicing, user management, customer information dissemination, among others.

**D:** What kind of research has gone in to CFDS? Can we quantify the research in man hours? and what who all have participated in this research?

**BP:** An exhaustive brainstorming activity spanning over 60 days with customers, Crossover Transcription Staff & Vendors.

**D:** Can you elaborate on some main points of this activity and the focus areas?

**BP:** We short listed over 75 different pain points for the group as a whole which were categorized as:

- a) Automated File Transfers
- b) Patient, Doctor and Dictation Information
- c) Document Structures,

For Formats and Templates the following issues were discussed

- d) Security
- e) TAT
- f) Quality
- g) User Management &

On the MIS reporting we list 2 areas which needed to be focussed on File Management & Reporting

- i) Automated Line Counts,

Transparency and accuracy in invoicing for another extremely important issue which is tackled by the automated application update.

**D:** What problem, in just a few words, does CFDS solve?

**BP:** Precise definition of the  
problem: Problem = Customer  
Requirement + Staff/Vendor  
Requirement + Current High

Cost of Doing Business + Over-dependence on unnecessary manpower

**D:** What problems does CFDS solve for the customer, vendor and the business matrix?

**BP:** Customer Requirement – Automated File Transfer, Dependable Technology solution, ease of administration.

Staff / Vendor Requirements – Easy access to client information, speed of turnaround, accurate line counts and incentive calculation, timely and accurate information and file distribution.

Cost of Doing Business – The manual process was obviously stretching the time required and this was reducing productivity of the production staff and vendors. All delays add to the cost of doing business.

**D:** On the tech front, what does CFDS encompass?

**BP:** Crossover planned the blueprint for this integrated solution which would connect every person on the work flow which hitherto was impossible scenario.

First, The Technology. A Microsoft Windows based, 3-tier, web-based application, deployed on .NET Framework 3.5, SQL Server 2008 and C#, VB.NET and ASP.NET –

The components being the Server (database and file repository), Web Service (logic & application layer) and Client Interface (what any user of the system sees).

**D:** How user friendly would you think CFDS is?

**BP:** The interface provided is simple and clean and provides all required information as a dashboard from the user can dig further for more detailed information simply by clicking.

**D:** Are there any security issues with CFDS?

**BP:** Given that the information in question is highly sensitive, all data transfer protocols are completely secured using 128-bit encryption. The entire application is completely HIPAA compliant.

**D:** Can you enumerate the benefits of CFDS?

**BP:** Benefit 1 - Reduce dependence on manpower

Benefit 2 - Reduce Cost overheads

Benefit 3 - Immediate dissemination of information to all concerned users of the system based on roles.

Benefit 4 - Elimination of human error based downtime

Benefit 5 - Improved turnaround for customer, Crossover and its vendors.

Benefit 6 - Ownership and Accountability of tasks assigned and audit trails created for proper feedback.

**D:** Thanks Bijal. Wish you all the very best with CFDS.