



Engagement of Medical Transcription Services Policy

1. Purpose

This policy establishes a standardised framework through which Health Service Providers are required to evaluate and make determinations regarding potential engagement of contractors for the provision of medical transcription services.

The engagement of medical transcription services typically involves the following process:

- dictation by clinicians using a digital voice recorder, telephone, computer microphone or mobile phone
- secure uploading of recordings through the internet by an automated system
- transcription of audio files by a contractor
- retrieval, review and saving or printing of documents by hospital employees.

Pursuant to the procurement principles of accountability, probity and value for money, this Policy builds on WA health system policy requirements that mandate adequate business consideration and approval of proposed procurements through procurement business cases and initiation documents.

This Policy is a mandatory requirement under the Procurement Policy Framework pursuant to section 26(2)(a) of the *Health Services Act 2016*.

2. Applicability

This Policy is applicable to all Health Service Providers.

3. Policy requirements

In the event that a Health Service Provider identifies a potential need to engage a contractor to provide medical transcription services, the Health Service Provider must complete adequate due diligence and planning prior to proceeding with the procurement of any services.

Regardless of the estimated contract value, the following is to be completed for any proposed procurement of medical transcription services. The extent and depth of investigation is to be commensurate with the estimated value and scale of the proposed services.

The following areas must be addressed, including documenting and recording of all relevant information:

1. A cost/benefit analysis which must, at minimum, consider a financial analysis comparing the cost of service delivery in-house with the anticipated cost of the proposed services to be procured.
2. Identification of key stakeholders consulted and accompanying documentation.
3. Consideration of patient data confidentiality, including Contractor staff access to data.
4. Consideration of sourcing timeframes.
5. Compliance with the relevant provisions of any industrial instrument.

4. Compliance monitoring

Health Service Providers are required to monitor their compliance with this policy.

All procurements valued at \$50,000 and above are required to be entered into the Procurement Development and Management System (PDMS). The Office of the Chief Procurement Officer may at any time review the register of contracts on PDMS to identify relevant procurements, and may undertake an audit of compliance with procurement policy requirements.

As deemed necessary the System Manager may request that Health Service Providers submit compliance evidence in relation to the requirements of this Policy. In these cases the Department of Health will work with Health Service Providers to agree on the information to be provided and timeframes this is required within.

5. Related documents

The following documents are mandatory pursuant to this Policy:

- Nil.

6. Supporting information

The following information is not mandatory but informs and/or supports the implementation of this Policy:

- Nil.

7. Definitions

The following definition(s) are relevant to this Policy.

Term	Definition
Medical Transcription Services	Refers to the process whereby a verbal recording of patient medical records is transcribed into the written form.

8. Policy contact

Enquiries relating to this Policy may be directed to:

Director, System Governance and Assurance

PolicyFrameworkSupport@health.wa.gov.au

9. Document control

This mandatory policy will be reviewed as required to ensure relevancy and currency. At a minimum it will be reviewed every three years.

Version	Published date	Effective from	Effective to	Amendment(s)
MP 0119/19	13 August 2019	13 August 2019	Current	Original version

10. Approval

Approval by	Dr D. J. Russell-Weisz, Director General, Department of Health
Approval date	7 August 2019

No longer applicable. Rescinded 20 March 2023.

**No longer applicable.
Rescinded 20 March 2023.**

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