

Manipal Academy of Higher Education

**Impressions@MAHE**

---

Manipal College of Health Professions, Manipal  
Theses and Dissertations

MAHE Student Work

---

Summer 5-1-2021

**Designing customized templates for physician documentation  
with the integrated approach of medical transcription in Manipal  
hospital, Bengaluru**

Shivani .

Follow this and additional works at: <https://impressions.manipal.edu/mcph>



Part of the [Medicine and Health Sciences Commons](#)

---

**Designing templates for clinical documentation with  
the integrated approach of medical transcription  
services to support high quality documentation in a  
tertiary care hospital**



**MANIPAL**  
ACADEMY of HIGHER EDUCATION

*(Deemed to be University under Section 3 of the UGC Act, 1956)*

**A dissertation submitted on partial fulfilment for the award of  
Master of Health Information Management**

**Degree to**

**MANIPAL ACADEMY OF HIGHER EDUCATION**

**2021**

**By**

**SHIVANI**

**Under the Guidance of**

**GUIDE:**

**Mrs. Dola Saha**

**Assistant Professor**

**Dept. HIM**

**MCHP, MAHE**

## ABSTRACT

**Title:** Designing templates for clinical documentation with the integrated approach of medical transcription services to support high quality documentation in a tertiary care hospital.

**Purpose:** To design templates for clinical documentation with the integrated approach of medical transcription services to support higher quality documentation of patient information.

**Background:** HIM professionals and CIOs deal with major dispute on how to balance physician productivity, complete satisfaction and meaningful utilization of EHR. Physicians struggle with capturing patient stories in checkbox templates and go for narrative dictation. Consulting physicians spend a lot of time in editing the patient records most importantly grammatical errors and affects productivity. Healthcare sectors can make use of medical transcription services appropriately. This study led to designing of a template for discharge summary documentation to facilitate accurate and high-quality documentation.

**Methods:** Using a mixed method technique, quantitative evaluation of existing process of documentation was carried out in selected inpatient departments, using rating scales, in Manipal Hospitals, Bangalore. Further evaluation of existing clinical documentation as per JCI standards for clinical records were conducted. Qualitative interviews were used to generate major themes to understand requirements of physicians for clinical documentation. A well-structured template for the discharge summary with the integrated approach of medical transcription was developed to support accurate and high-quality documentation.

**Results:** Qualitative interviews revealed that out of the selected departments, only Radiology department of MHB makes use of speech recognition technology in combination with structured templates. The consultants in other departments write the patient vitals in initial assessment form and Patient co-ordinators would type the discharge summary looking at the initial assessment format; Operation notes alone are typed by the physicians themselves. The physician him/herself edits the discharge

summary once the patient co-ordinators type it. The quantitative study revealed basic issues such as high time consumption, inaccuracy, grammatical errors mostly in discharge summary documentation. The template was thus designed for discharge summary with the integrated approach of medical transcription services.

**Conclusion:** A template for discharge summary documentation was designed. This template can be used by the medical transcriptionists/ services and also by physician to quickly access data and record patient information. Use of checkboxes makes recording of information easy and fast.

**Key words:** Medical transcription, electronic health records, templates, documentation, integration.