

QA Style Guide

****Please Note**:** The RIT Style Guide rules are superseded (overridden) by the client's request, meaning if this says do not start a sentence with a # but the client says please do, the client wins.

At RIT, we follow the guidelines set forth in the AAMT Book of Style. The following information is provided for clarification of RIT's position for specific style issues. The items listed below are examples of commonly seen errors and include the incorrect as well as the correct version. **As always, some clients have their own style preferences. Please refer to the General Information File for account-specific instructions.**

The transcriptionist's responsibilities:

- You are required to have a sufficient reference library and knowledge of how to properly research on the Internet.
- You are required to proofread your work for typos, expansion errors, left-out words, extra words, proper punctuation and spacing.
- You are required to spell check all documents.
- You are required to note any discrepancies/blanks using the Bayscribe audio mark (Alt Q). Comments can also be sent to QA. Please note that a comment alone will not send a job to QA – if you have a comment but no blanks you must check the send to QA box.
- You are required to turn all work around in a timely manner. Do not take down a report and then walk away from your computer. This can make reports late. Also, the system will take back a job that has been out for more than 2 hours without notice.

The editor's responsibilities:

- To provide concise, correct feedback to the transcriptionists in a timely manner.
- To ensure and be able to provide documentation of all such feedback.
- To encourage our transcriptionists to perform their transcription responsibilities in an accurate and quality-oriented atmosphere.

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JHACO Disallowed Acronyms

JCAHO has put out a list of abbreviations that are no longer considered acceptable. Listed below are each abbreviation, what it stands for and the reason why it is being removed from the acceptable list. These acronyms are not to be used on any RIT account (unless specifically stated differently in the Account Info file). Please check your expander for these abbreviations and make whatever changes are necessary to ensure none of these abbreviations are used in any of your reports on any account.

- U (unit). This is many times mistaken for a 0, 4 or cc. Instead, use "unit."
- IU (international unit). This is many times mistaken for IV (intravenous) or IO (ion). Instead, use "international unit."
- QD and QOD (daily or every other day). These are often mistaken for each other. Instead, use "daily" and "every other day."
- Trailing zero (i.e., 5.0 mg). Many times the decimal point is missed. Instead, use "5 mg" - no decimal.
- Lack of lead zero (i.e., 0.5 mg). Always use a lead 0 to ensure value is not mistaken for a whole number.
- MS, MSO₄, MgSO₄ (morphine sulfate, magnesium sulfate). Can be confused with each other. Always spell out full name.
- D/C (discharge). This is some times mistaken for discontinue. Instead, spell out proper term, "discharge" or "discontinue."
- cc (cubic centimeter). This is often mistaken for units. Instead, transcribe "ml" or "mL" (milliliter).
- AS, AD, AU (left, right and both ears). This is often mistaken for OS, OD, OU (eyes). Always spell out.
- OS, OD, OU (left, right and both eyes). Same as above, often mistaken for AS, AD, AU (ears). Always spell out.
- ug (for microgram). Mistaken for mg. Instead, use "mcg."
- H.S. (half-strength or Latin bedtime). Mistaken for either half-strength or hours of sleep. Instead, spell out "half-strength" or "at bedtime."
- T.I.W. (three times a week). Mistaken for three times a day or twice weekly. Instead, spell out "3 times weekly" or "three times weekly."

- S.C. or S.Q. (subcutaneous). Mistaken for SL (sublingual) or "5 every." Instead, write "subq" or "subcutaneous."

Abbreviations

Lower lowercase Latin abbreviations with periods are preferred over uppercase Latin.

Correct: t.i.d., p.o., q.a.m., p.r.n., n.p.o.

Lower case metric abbreviations without periods are preferred.

Correct: mg, ml, mEq, mmHg

Exception: Short forms of "intravenous" and "intramuscular" are not actually abbreviations, but slang and are written in uppercase (IV and IM) with no periods. Lower case metric abbreviations without periods are preferred.

Abbreviations should NOT be used in the diagnosis/impression area of a report. The only exception to this is if you cannot determine what the abbreviation means or if it has more than one meaning. When expanding an abbreviation dictated in a diagnosis you should then put the abbreviation in parentheses so it is known that an abbreviation was dictated.

Acronyms

While expanding dictated acronyms is allowed in some circumstances, there are times when it is not allowed. Those dictated acronyms that should NOT be expanded mostly fall under the laboratory data category, i.e., EKG, CBC, BUN, MRI, CT, PT, PTT, INR, DLCO, RDW, BUN, PSA, just to name a few.

Another time when it would not be appropriate is when a physician dictates the same acronym multiple times in the report. It is acceptable to expand the acronym in this case the first time it is dictated, but you should transcribe the acronym as dictated thereafter. Please note this is generally only done for unusual or less common acronyms.

Apostrophe Usage

When the word is single and is possessive, the correct use of the apostrophe is "patient's chart" (there is only one patient). Another example, "The doctor will see the patient in one week's time."

When the word is plural and is possessive, the correct use of the apostrophe is "patients' charts" (there is more than one patient). Another example, "The doctor will see the patient in two weeks' time."

The plural of any noun, in and of itself, does not require the use of an apostrophe. Example: "The doctor will see the patient in two weeks." (the word "weeks" is not possessive of anything in this sentence).

Apostrophes are not used on uppercase acronyms, i.e., TMs, WBCs, EKGs. However, apostrophes are used on lower case acronyms, i.e., wbc's, rbc's. (also used for single letters, i.e. I's and O's or "gets A's and B's in school")

Apostrophes are used in eponyms, i.e., Alzheimer's disease, Graves' disease.

Diagnoses

All diagnoses are ALWAYS typed out fully unless you do not know/cannot find the meaning of an abbreviation/acronym. Final diagnoses, postoperative diagnoses, etc., are NEVER typed as "Same."

One diagnosis (singular) is NEVER numbered. Two or more diagnoses (plural) are ALWAYS numbered and listed appropriately unless dictated in narrative format.

Both of the above situations would be a client specific instruction if different than listed here and would be found in the general account information file for that specific client.

Dictated vs the Transcribed Report

Please see the individual account info file as to whether an account is to be typed verbatim or not. If the info file does not specifically say then it is not a strictly verbatim account. While it is our policy to keep to what is dictated as much as possible, most accounts allow some leeway on this rule, i.e. changing grammar, sentence structure, etc. Please be careful on usage or over-usage of filler words when not necessary.

Drug Names

Please do not capitalize generic drug names, unless used as the first word in a sentence. Do capitalize brand or trade names. Billups Drug Index and Quick Look Drug Book both show correct capitalization.

Correct:

- nitroglycerin (no 'e' at the end)
- DuraPrep
- digoxin
- Lasix
- BuSpar
- Tylenol No. 3

Exceptions: Some clients prefer all drugs be capitalized. The Account Info file for the account will address this.

Feedback

The editors at R1T will review reports sent in for quality, to include terminology, client-specific formatting and style. You may from time to time receive feedback regarding style issues. While editing style issues may not necessarily change the meaning of the transcribed report, it is our goal to provide quality, consistent documentation to our clients.

You must review your transcribed reports under the Review tab in Bayscribe. When email feedback is not provided you are expected to learn from the corrections that you see in your reports under the Review tab.

Corrected reports can be used as samples.

Get The Doctor's Name Right

Use the provided lists to verify all doctor names. Be sure to use the full doctor's name as it appears on the doctor list including any initials and designations. Many of our clients complain about this. Physician names should never be abbreviated. Names should be transcribed as they appear on the physician lists. If a physician is not on the list then you should make a reasonable attempt to look it up on the Internet. If you cannot find it in most cases it is okay to spell the name phonetically. See the individual account info file for more information on this.

In the text of a report:

Correct: Dr. James Smrecek

Incorrect: Dr. Jim Smrecek

Incorrect: Jim (or James) Smrecek, M.D.

In physician fields, cc's and signature lines:

Correct: James Smrecek, M.D.

Incorrect: Dr. James Smrecek (unless we don't know credentials)

Hyphenating - Prefixes

Per the AAMT Book of Style, words beginning with the following prefixes should not be hyphenated (unless linked to a proper name): ante, anti, bi, counter, de, extra, infra, inter, intra, micro, mid, non, over, pre, post, pro, pseudo, semi, sub, super, supra, trans, tri, ultra, un, under
Re- words are generally not hyphenated unless when doing so creates a new meaning.

I redressed the wound means to pay compensation to or redress.

I re-dressed the wound means to put a new dressing on it.

I replaced the patient on the list means to take one patient off the list and replace them with another.

I re-placed the patient on the list means to take the patient off the list and then put the name back on the list.

I re-x-rayed the leg.

It is preferred this be changed to read "I x-rayed the leg again."

Self- words are always hyphenated:

self-breast exam, self-pity

Well- words are always hyphenated when used as compound adjectives. When a compound adjective follows a noun, the hyphens are not necessary. For example "The patient had a well-regulated pulse." "The pulse was well regulated."

well-child check, well-developed, well-guarded

Hyphenating - Suffixes

Words ending in wise are always one word - not hyphenated.

diseasewise, treatmentwise, likewise

Words ending in like are hyphenated unless it is a commonly used word.

frond-like, childlike, bumpy-like

Exception: If there are three consonants together, hyphenate.

bell-like, shell-like

Words ending in type are always hyphenated.

frog-type voice, pendulum-type movement

Hyphenations - Other

Remember when using a hyphen, you are linking two words that describe the subject.

A small-bowel obstruction is an obstruction of the small bowel.

A small bowel obstruction is a small obstruction of the bowel.

Correct: 2-cm lesion, 4-mm incision, 27-gauge needle, #7-French catheter

Sutures are written in numerals.

2-0 : pronounced two oh. Recent trend to see 2.0, pronounced two point oh, and this is fine also if dictated that way.

00 : pronounced oh oh or double oh

#1 Prolene

Followup is the preferred noun and adjective form, but the hyphenated form, follow-up, remains acceptable. The verb form must be two words, follow up.

Correct:

The patient did not return for followup.
In followup visits, she appeared to improve.
We will follow up with regular return visits.

Hanging hyphens: "The patient had a 2- to 3-week history of..."

Latin and English Abbreviations

It is advised never to combine English with Latin in the same abbreviations, nor to combine abbreviations with spelled out terms and phrases. Therefore the following are preferred:

Correct: q.4h. or every 4 hours

Incorrect: q. four hours or q.4 hours or q4h

Lists

Unless otherwise specified by the client, any lists dictated in other than paragraph form, should be on the left-hand margin and numbered vertically. Items should NEVER be numbered unless there is more than one (unless specifically addressed in the Account Info file). Numbered lists should be transcribed as follows:

1.<space><space>Text here.

Medications

There is no punctuation between parts of a single medicine unless required to avoid confusion. The number of pills, capsules, drops, etc. should be transcribed in numeric format, i.e., 3 tablets, 2 drops. Use the # symbol to indicate the number of items in a prescription, i.e., Motrin 400 mg 2 tablets p.o. q.4-6h. #24.

Correct: Ibuprofen 600 mg p.o. t.i.d.

Incorrect: Ibuprofen 600 mg. p.o., t.i.d.

Mixed Uppercase and Lowercase Abbreviations

Do not use periods or spaces in abbreviations which include both upper and lowercase letters. O₂ is an element name, chemistry, for oxygen. The "2" is usually given as a subscript, but we do not use superscript or subscript. However, this is not O₂ (a zero). The same is, of course, true for PCO₂, CO₂, etc., rather than PC0₂, C0₂. The O is the letter, not the number zero.

Numerals

Do not use periods with numerals in a horizontal list of enumerated items; such numerals should be enclosed in parentheses.

Correct: The past medical history includes (1) upper respiratory infection; (2) chronic obstructive pulmonary disease; (3) diabetes mellitus.

However, when transcribing in columnar format, use the period.

Correct:

1. Upper respiratory infection.
2. Chronic obstructive pulmonary disease.
3. Diabetes mellitus.

Do use a period as a decimal indicator. Place a zero before the decimal when the quantity is less than one.

Correct: 0.5 mg, 0.5% Marcaine, 0.125 mg

Do not use a trailing 0, per JCAHO (except in urine specific gravity)

Incorrect: BUN was 5.0.

Correct: BUN was 5.

Do not spell out any numbers when part of an age, lab number or medication dosage. Do not start a sentence with a number - see individual account info file regarding this as some clients allow this. Numbers 1-10 (if not part of a lab/age/dosage) are acceptable as a number or spelled out, 11 and up are generally numbers as the accepted rule of thumb.

How to do an Outline Format in Bayscribe

Due to numerous requests, we are sending out this information, although we realize that it is not needed for every account. Some dictators dictate in outline format which should end up looking as follows:

1. Text here, blah, blah, blah, more text, more text more text more text more text more text more text and more and more and more and more.
 - A. And then they give you an A or a 1 beneath item number 1 and it should look like this blah blah blah blah blah blah blah blah blah blah.
 - B. And then they give item B under number 1.
 2. Text here for item number 2.
-

To get this to all line up properly you need to follow the regular rules for a numbered list (2 spaces after each numbered item) and then 1 space before and 2 spaces after the A, B, C, etc. So, it would look like this:

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1.<space><space>Text here and it will wrap properly on preview.<enter>
<1 space>A.<space><space>Text and it will wrap properly for the A.<enter>
<1 space>B.<space><space>Text here.<enter>
2.<space><space>Text here.
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If you are going to use this feature please be sure to preview your report before sending to make sure that it looks right. Feel free to contact us if you have questions.

Sociocultural Designations

Capitalize the names of languages, peoples, races, religions, political parties. Color designations of race are not capitalized.

Correct: African-American, Caucasian, Hispanic, Methodist, Catholic, black, white.

Stage, Grade, Class, Type

Do not capitalize any of these.

grade - use Arabic numbers - 1, 2, 3, etc. (i.e., murmurs)

stage - Use Roman numerals - I, II, III, etc. (i.e., carcinoma)

type - Use Roman numerals - I, II, III, etc. (exception - type 2/type 1 diabetes)

class - Use Roman numerals - I, II, III, etc.

Times

The use of periods is required - a.m. and p.m. - in the transcribed body of the report. (except as noted in individual account info files - if not noted then you use the periods.)

Correct: 8:30 a.m., 6:33 p.m., 4 p.m., 7 o'clock (primarily used in surgical reports for locations)

Incorrect: 7:00 p.m., four o'clock, 7:00 o'clock

Correct: 1405, 0900

Incorrect: 1405 p.m., 0900 a.m.

Units of Measure

Metric measurements are transcribed in decimal format, while Old English measurements (inches, pounds, etc.) are transcribed in fraction format. Fractions which include whole numbers and fractions should always be hyphenated.

Correct: 0.5 cm in length.

Correct: 1-1/2 inches in length – NOT 1-1/2”

Correct: Weight 7 pounds 3-1/2 ounces.

Correct: 2.5 mg - NOT 2-1/2 mg

Most metric units of measurement are lowercase; consult reference for guidance. Never use periods. Never add "s" to plural form.

Correct: 5 mg, 3 mL or ml, 1 M, 2 g

It is preferred that non-metric units of measurement not be abbreviated.

Correct: pounds, ounces, feet, inches

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