

What's it like to work as a Medical Language Specialist with Amphion?

(a.k.a. The down and dirty Amphion tells you BEFORE they hire you!)

How will I be compensated?

You will be guaranteed an hourly rate for your first 30 days of employment. After that time, you are paid based on your production of lines.

A line, by the way, consists of 65 visible black characters, including word expansions. Spaces are not included. Headers and footers are not included. This is our industry standard line counting methodology. If you are not familiar with your national professional organization, you will want to be. Check out www.ahdi-online.com. We take our profession seriously and keeping current with the latest industry trends, legislation, resources, hot topics, is what we all do. Please join us if you, too, feel the same way.

How often will I get paid?

You will be paid on the 10th and 25th of each month. If those dates fall on a Saturday, you will be paid on Friday. If those dates fall on a Sunday, you wait with the rest of us until Monday to have access to our pay. Amphion has direct deposit of pay for our convenience. Amphion has never missed a payday.

Do you deduct pay for errors?

No, unless of course, you would continue to ask the same question, fail to use the many electronic references available to you, or receive returned reports with major medical errors from the clients you serve. In those cases, your monthly QA review score will be affected, which in turn affects your pay per line rate. We hope you agree that is only fair.

You will find that your peers at Amphion approach quality like no others in this industry. Our QA staff will provide you with valuable feedback, allowing you to continue to grow in your career. A day doesn't go by in which we don't learn something new in this field. After all, that's what attracted us to this career!

What equipment is necessary and where will I obtain it? What software do I need?

We allow you to use your own PC (provided it meets minimum specifications). Your recruiter will share with you the current PC requirements. You would assume responsibility for maintenance and upgrading of your PC.

Just how "techie" do I need to be?

We want our relationship together to be a perfect match! If you currently work at a job where your PC is always turned on and you just click an icon on your desktop to get started transcribing, you will most likely struggle to succeed along side us. If in the past you have relied on someone else to assist you in installing software or setting up a new PC, you will find your first day with us, your e-training day, frustrating to the point of tears. Yes, you train in the comfort of your own home with us during your first day. Yes, our trainers are THE BEST, but they can only assist you so much remotely that day.

If on the other hand, you quickly answer your recruiter's technical questions during the interview, if you look at the PC spec sheet and personally verify your PC has each and every item, and if you don't get nervous when we ask you perform a speed check on your current system, then we're headed for a great 2nd date!

What happens if I have technical problems?

Amphion's transcription platforms are designed to provide you with a stable, reliable environment so you can be as productive as possible. However, if you experience technical difficulties with Amphion's software, our warm, fuzzy help desk provides trained technical support to make sure you are back up and running as quickly as possible.

We must mention here, however, that any problems with your internet service provider, weather conditions in your area, etc. require you to make up any time missed. We need you at work! You are important!

What experience is required?

We require a minimum of two years' recent full-time multi-specialty experience transcribing acute-care hospital medical records reports, multispecialty clinic reports, or radiology reports.

We would love to hire all of the recent grads from AHDI's recognized training organizations; however, we have found in our 25+ years in this industry, that it benefits no one to bring in a new grad still honing his/her transcription skills and expose them immediately to the expectations a reputable national transcription service like ours must uphold: High quality, committed focus and high production. Quite honestly, we have bent the rules in the past and brought in RNs, residents, MDs, and others who are adamant they can do this, only to find they can't make minimum wage still after three months.

What experience is required? (continued)

This is a work environment for experienced-only medical language specialists. They zone-in when they transcribe, their foot doesn't leave the foot pedal, they are a walking Stedman's word book, and they are THE BEST! Most all of them began their careers in their local hospitals, clinics or MD offices.

How flexible can I be with scheduling my work time?

We hire you to fulfill client needs. You commit to a work schedule upon hire. You maintain that work schedule for at least your first year with us.

You will find us to be a reasonable employer. We absolutely understand your need to tweak your schedule on occasion to attend a child's recital, to take kitty to the vet, to have a special long lunch with an old friend, to go to the dentist and doctor, etc., but it involves advance communication with your Account Manager. We all try our best to schedule routine appointments when we are not scheduled to work.

Bottom line: What does not work is when one of our own disappears from the system or doesn't put in their daily scheduled hours. Guess that's why we all still call this a "job."

We follow the Golden Rule here. You are important to us. We need you at work. Our most successful employees take great care to eliminate any and all outside distractions in their home office environment.

I currently work in a hospital/clinic setting as an hourly employee. I heard you sometimes have work slowdowns. Do you pay me then?

Well the nature of the beast working for any national transcription service is that we have feasts and famines in our workload. Your workload is contingent on our clients' workload. January can be a slow month for us, some years. Summers can be extremely busy for us, some years. We try to keep these fluctuations in mind, when hiring.

Our employees are used to this and are willing to adjust accordingly. Most work any extra hours we offer with a vengeance and save the dollars for a possible famine down the road. We wish we could predict the volume trends but for the most part there is no pattern.

What you will find is that we have multiple clients throughout the country. We insist that you be cross-trained on at least 2 different accounts, sometimes up to 5. Our reason for doing that is to avoid as best we can your stumbling into a no work situation.

Getting back to your question: Yes, we have periods of low work volumes and you will be asked to take PTO, unpaid leave, flex your schedule that week, etc. We do not pay for lack of work availability.

I currently work in a hospital/clinic setting as an hourly employee. I heard you sometimes have work slowdowns. Do you pay me then?
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Yes, we have periods of work feasts and you will be asked to work extra hours that week. You will find your Account Managers at the keyboard and even the VP and President during those weeks!!! We all pitch in here. We are all important here.

So who is the ideal new Amphion Medical Language Specialist? Someone who:

- Has worked in a production environment previously and was successful
- Has successfully worked out of their home previously
- Willingly cross-trains on multiple accounts and seeks out new challenges
- Likes "employee status," understanding the need for schedules, commitment, and accountability to their team leader
- Is career-minded
- Is quality-oriented and thrives on continuous learning
- Is not afraid of technology but jumps right in with both feet and hands
- Has a household, neighbors, and family who understand they hold a career and consistent office hours
- Is ready to utilize speech understanding technology up to 90% of the day

Let me in! How do I get started?

Set aside 2 hours and enter our on-line application and skills assessment:

<http://amphionms.mttest.com>. We look forward to meeting you after. After all, all that's left to share is the "good stuff!"