

Direct Dictation

Pacific Transcription's Dictation Methods

Pacific Transcription provides safe, secure and easy-to-use direct dictation services to medical specialists and legal professionals across Australia.



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Option 1: Dial-In to Dictate

Dial our dedicated dictation phone number on any phone (landline or mobile), to record your dictations directly onto Pacific Transcription's server.

1 Initial Set Up

To access this service you must have a secure client account with Pacific and a four digit pin. Setting up a secure client account with Pacific is free. You can create your own client account via the [New Client Self Registration](#) page on our website.

When verifying your account our Office Team will provide you with a unique four digit pin (Author ID and Security Code). Read the step-by-step instructions and dictation keypad commands, below. These commands include new dictation, pause, complete, and urgent/priority.

Once you have read this information, simply dial the dictation line and start dictating. When you end the phone call the dictation file is automatically queued for typing.

2 To Begin Dictating

STEP 1: Dial **1300 856 213**.

STEP 2: Enter your Author ID (four digit number) by pressing numbers on your telephone keypad.

STEP 3: Enter your Security Code by pressing the numbers on your telephone keypad (your Security Code is the same four digit number as your Author ID).

STEP 4: Select **"1"** to begin a new job.

STEP 5: Start dictating after the tone.

- To pause, press **"4"**.
- To continue your dictation and record, press **"2"**.
- To mark a letter as a priority*, press **"0"**.

STEP 6: Once you have completed your dictation, press **"5"**.



PACIFIC Transcription

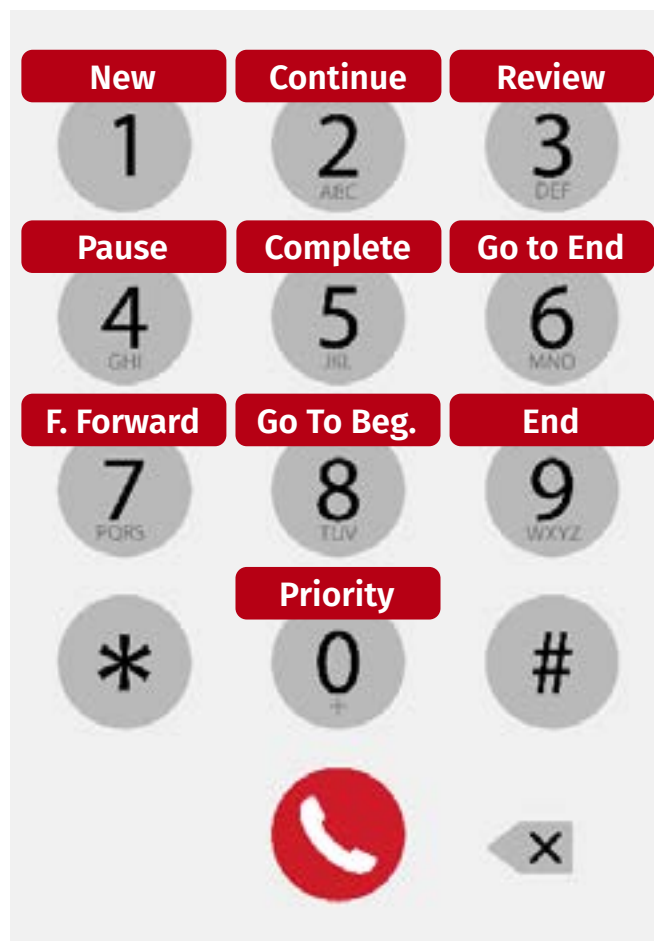
On-line, on-time and on-call

STEP 7: If you would like to dictate another letter select “1” to begin a new job.

STEP 8: To end the call, simply hang up.

**Note: Every file marked as “priority” will be charged at a higher rate.*

3 Dictation Keypad Functions



4 Cancelling a Dictation

If you dictate a letter and wish to cancel the dictation *you must contact Pacific immediately*. If notification of a dictation cancellation is not received by Pacific the full cost of the production of the transcript will apply.



Option 2: Dictate Directly with Dictate+

It's easy to get started with Dictate+. Download the paid version of the app from the [Apple iStore](#) onto your iPhone.

If you don't already have one, create a secure client account with Pacific Transcription. Setting up a secure client account with Pacific Transcription is free. You can create your own client account via the [New Client Self Registration](#) page on our website.

The Dictate+ professional dictation app can be purchased from the [Apple iStore](#) as a monthly subscription, and has all the key features of a sophisticated dictaphone, including overwrite and insert.

After verifying your Pacific account with our Operations Team, we'll send you an email with easy instructions for linking the app with your client account.

Once you've linked your Pacific client account to your Dictate+ dictation app, start dictating!

Once you've finished dictating, click the send button, and your files will be automatically uploaded directly to your secure client account with Pacific Transcription, queued for typing.

Remember, you must first have set up a client account with Pacific Transcription and confirmed your transcription requirements with our Operations Team, before sending your dictations to Pacific for transcription.

For more information read our [Dictate+](#) brochure here.



Security & Confidentiality

SSL 128-bit encryption is used for all audio files and documents.

The Pacific Transcription dictation server utilises a secure HTTPS transmission which meets the requirements for secure client data transmission.

Our high-speed, secure server is located at [NextDC](#), in Brisbane's CBD.

Pacific Transcription is compliant with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth), as well as the Guidelines on Privacy in the Private Health Sector issued by the Federal Privacy Commissioner under the National Health Act 1953 (Cth).

Our Privacy Policy is available on our [website](#) or via email, upon request.

Pacific Transcription holds ISO 9001 certification, an internationally recognised quality management system (QMS) standard.

Have a question?

Call us on
1300 662 173
or email us at
enquiries@pacifictranscription.com.au.

Need dictating tips?

Read our blog post [here](#).

