



Standard Guide for Requests for Proposals Regarding Medical Transcription Services for Healthcare Institutions¹

This standard is issued under the fixed designation E1959; the number immediately following the designation indicates the year of original adoption or, in the case of revision, the year of last revision. A number in parentheses indicates the year of last reapproval. A superscript epsilon (ϵ) indicates an editorial change since the last revision or reapproval.

1. Scope

1.1 This guide covers recommended guidelines to healthcare institutions for the development and issuance of requests for proposals (RFPs), as well as guidelines for medical transcription service organizations (MTSOs) responding to requests for proposals. It does not purport to address all of the legal aspects of the RFP, if any, associated with its use. It is the responsibility of the user of this guide to establish appropriate legal guidelines prior to use.

1.2 It is appropriate for healthcare institutions to issue RFPs from time to time or at regular contractual intervals for the purpose of facilitating the process of contracting for medical transcription services.

1.3 It is anticipated that both a commercial contract for services and a HIPAA Business Associate Agreement will be based upon the responding proposals submitted to the RFP.

2. Referenced Documents

2.1 ASTM Standards:²

E1384 Practice for Content and Structure of the Electronic Health Record (EHR)

E1762 Guide for Electronic Authentication of Health Care Information

E1869 Guide for Confidentiality, Privacy, Access, and Data Security Principles for Health Information Including Electronic Health Records

E1902 Specification for Management of the Confidentiality and Security of Dictation, Transcription, and Transcribed Health Records (Withdrawn 2011)³

E2117 Guide for Identification and Establishment of a Qual-

ity Assurance Program for Medical Transcription
E2184 Specification for Healthcare Document Formats
(Withdrawn 2011)³

E2344 Guide for Data Capture through the Dictation Process
2.2 Other Documents

American Association for Medical Transcription (AAMT),
Metrics for Measuring Quality in Medical Transcription,
2005⁴

AAMT Book of Style, Second Edition, 2002⁴

Medical Transcription Industry Association (MTIA), Billing
Method Principles⁵

Public Law 1004-191 Health Insurance Portability and Ac-
countability Act of 1996 (HIPAA)⁶

3. Terminology

3.1 Definitions:

3.1.1 *audit trail*—a record of users that is documentary evidence of monitoring each operation performed. Audit trails may be comprehensive or specific to the individual and event (that is, document routing, version control, access, etc.).

3.1.2 *authentication*—process of (1) verifying authorship, for example, by written signature, identifiable initials, or computer key, or (2) verifying that a document is what it is purported to be, such as comparison with other records, or both.

3.1.3 *Certified Medical Transcriptionist*—medical transcriptionist who has met the qualifications for voluntary certification set by the American Association for Medical Transcription (AAMT), by demonstrating proficiency in the field, meeting accepted standards, and maintaining the designation through continuing education activities as required by the certification process established by AAMT.

3.1.4 *compliance clause*—item in a contract that defines remedies for default of contract specifications.

3.1.5 *data destruction*—eradication of data to a useless and irretrievable state.

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² For referenced ASTM standards, visit the ASTM website, www.astm.org, or contact ASTM Customer Service at service@astm.org. For *Annual Book of ASTM Standards* volume information, refer to the standard's Document Summary page on the ASTM website.

³ The last approved version of this historical standard is referenced on www.astm.org.

⁴ Available from American Association for Medical Transcription, www.aamt.org.

⁵ Available from Medical Transcription Industry Association, www.mtia.com.

⁶ Available from U.S. Government Printing Office, Superintendent of Documents, 732 N. Capitol St., N.W., Mail Stop: SDE, Washington, DC 20401. See also <http://aspe.hhs.gov/admsimp>.