



## DICT8 & Home Workers

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DICT8 utilises the skills of experienced UK-based medical secretaries who work from home. This model presents a number of advantages over the offshore 'call-centre' type structure favored by those that transcribe predominately in Asia in terms of both the quality and accuracy of typing as well as scalability and the security issues inherent in off-shoring work.

However we are aware that the home worker model does cause concern for some in terms of security. DICT8 has taken the following steps to ensure that it is secure and does not in any way compromise data confidentiality:

### Secure through technology

- ✓ The dictations are securely streamed to the transcribers- **they are not stored on the transcriber's computer.**
- ✓ For the actual typing of the transcription the transcriber uses an online virtual wordprocessor in a session state (they type into a secure page form similar to that used when entering credit card details on the web)- they **do not store the transcript on their computer** and do not use any of their own applications other than their web-browser.
- ✓ All data is sent to and from the transcribers using 256-bit SSL encrypted transmission.
- ✓ Transcribers are required to log in to an HTTPS secure session using a unique username and password.
- ✓ If their computer is left without activity for more than 15 minutes they will be timed out and will have to log in again.

### Contractually secure

- ✓ All transcribers sign a confidentiality agreement with DICT8. This agreement, and the other steps that we have taken in order to ensure security and confidentiality have been audited as part of our ISO 27001 accreditation.
- ✓ The application process that all transcribers must go through in order to join DICT8 ensures that they are, or have recently been, experienced band 4 audio typists within either Acute Trusts or PCTs and are therefore used to handling confidential patient data. They therefore have not only signed a confidentiality agreement that is covered by UK law and is enforceable in the UK courts, but they also understand, from their training within the NHS how to behave around confidential data and their responsibilities around it.
- ✓ References from a line manager or consultant level clinician are taken for all transcribers.

### People are the key

- ✓ Most importantly, all of the DICT8 transcribers are experienced medical secretaries (average of 11 years full time Trust or PCT) and are used to handling sensitive confidential medical data.