



# DeliverHealth

## eSOne InCommand Rate Configuration Updates

### Release Notes

# What's New?

DeliverHealth is pleased to announce updates to rate configurations in InCommand. Minor modifications were made to some existing rate fields and groupings and new InstaNote rate fields have been added.

## Existing Rate Configuration Changes

1 The existing "Transcription Rate Information" sections for default client rates (Maintenance > Defaults) and relationship rates (Maintenance > Clients > Edit Relationship with [client name]) has been relabeled **Rate Information**.

2 "Base Rate" and "Stat Rate" were relabeled **Transcribed Note Rate** and **Transcribed Note Stat Rate**, respectively.

3 The "Scribe Rate Information" section was removed from Client Relationship rates, and its related rate field was moved under "Per Minute Settings" in "Rate Information", labeled as **Scribe Rate**.

The new InstaNote rate fields are only available when InstaNote has been enabled for the transcription company.

All existing rate settings values were not changed during this update.

The screenshot shows the 'Edit Relationship With ESO DEMO Client' interface. It features several sections: 'Relationship Setup', 'QA Program', and 'Rate Information'. The 'Rate Information' section is highlighted with a callout '1'. Below it, the 'Client Billing Method' is set to 'Per Minute'. A 'Per Line Settings' table lists various rate fields, with 'Transcribed Note Rate' and 'Transcribed Note Stat Rate' highlighted by callout '2'. Below that, a 'Per Minute Settings' table lists more rate fields, with 'Scribe Rate' highlighted by callout '3'. A decorative zigzag line separates the 'Per Line Settings' and 'Per Minute Settings' sections.

Per Line Settings	
InstaNote Direct Rate	\$ [ ]
InstaNote Edit Rate	\$ [ ]
Enable Qualified Text	<input checked="" type="checkbox"/>
Qualified Text Rate	\$ [ ]
Transcribed Note Rate	\$ [ ]
Transcribed Note Stat Rate	\$ [ ]
Attestation Rate	\$ [ ]
ShadowScribe Rate (M*Modal)	\$ [ ]
ShadowScribe Edit Rate (M*Modal)	\$ [ ]
ShadowScribe Rate (Nuance)	\$ [ ]
ShadowScribe Edit Rate (Nuance)	\$ [ ]

  

Per Minute Settings	
InstaNote Direct Rate	\$ [ ]
InstaNote Edit Rate	\$ [ ]
Transcribed Note Rate	\$ [ ]
Transcribed Note Stat Rate	\$ [ ]
Scribe Rate	\$ [ ]
ShadowScribe Rate (Nuance)	\$ [ ]
ShadowScribe Edit Rate (Nuance)	\$ [ ]
eSOne Direct Rate	\$ [ ]

## New InstaNote Rate Fields

New InstaNote rate fields were added to Default Rate Information (MISO Defaults), Client Relationships, and Outsource Relationships.

### 4 Per Line Settings

- **InstaNote Direct Rate** – The rate charged per line of text generated by InstaNote and delivered to the client without MLS editing.
- **InstaNote Edit Rate** – The rate charged per line of text generated by InstaNote and edited prior to being delivered to the client.

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### Per Minute Settings

- **InstaNote Direct Rate** – The rate charged per minute of dictation processed by InstaNote and delivered to the client without MLS editing.
- **InstaNote Edit Rate** – The rate charged per minute of dictation processed by InstaNote and edited prior to being delivered to the client.

Client Billing Method
Per Minute

#### Per Line Settings

InstaNote Direct Rate	\$ 0.085
InstaNote Edit Rate	\$ 0.095
Enable Qualified Text	<input checked="" type="checkbox"/>
Qualified Text Rate	\$ 0.11
Transcribed Note Rate	\$ 0.161
Transcribed Note Stat Rate	\$ 0.181
Attestation Rate	\$ 0.03
ShadowScribe Rate (M*Modal)	\$ 0.02
ShadowScribe Edit Rate (M*Modal)	\$ 0.02
ShadowScribe Rate (Nuance)	\$ 0.5
ShadowScribe Edit Rate (Nuance)	\$ 0.03

#### Per Minute Settings

InstaNote Direct Rate	\$ 0.85
InstaNote Edit Rate	\$ 0.95
Transcribed Note Rate	\$ 3
Transcribed Note Stat Rate	\$ 3.75
ShadowScribe Rate	\$ 5

## Ambient Document Type Modifier

A new "Ambient" price modifier has been introduced in the "Pricing and Priority" section of the Document Type configuration (Client Maintenance > Document Types > Edit [Document Type]).

This modifier applies an additional per line or per minute charge to the rates for Transcribed Notes, Transcribed Stat Notes, or InstaNotes when activated.

The Ambient modifier is designed for dictations involving multiple speakers but will be applied to all dictations of the specified document type once the rate is set.

Edit AMBIENT Document Type

- + Document Type Information
- + Prompt and Display Options
- + Workflow Options
- + Watermark Options
- Pricing and Priority

InstaNote Ambient Modifier (per line)	\$ 0.005
InstaNote Ambient Modifier (per minute)	\$ 0.05
Transcribed Note Modifier (per line)	\$ 0
Transcribed Note Modifier (per minute)	\$ 0
Qualified Text Rate Modifier	\$ 0
Additional Characters	0
Line Divisor	
Stat	<input type="checkbox"/>
Document Priority	4

## InstaNote Billing

InstaNote rates appear on most billing reports and additional implementation is in progress.

New InstaNote identifiers will appear in the reports as follows:

- INote-D: InstaNote Direct
- INote-E: InstaNote Edited
- AMBIENT: Ambient Document Type

The billing key will be updated across all applicable reports to include these new identifiers.

## Minimum Application Requirements

- Operating system: Windows 10
- Web Browser: Chrome, Edge, Firefox
- RAM: 1 GB or higher
- Processor: 1 GHz or faster (32 or 64-bit Architecture)
- Hard Drive Free Space: 1 GB or higher