

COMPANY PROFILE



**GlobalQuest
BPO
Specialists Inc.**

Unit 501, 5th Floor, Agustin-I Building,
F. Ortigas Jr. Road, Ortigas Center,
Pasig City, Philippines

Tel. Nos. (632) 633-00-44
 (632) 635-54-21
 (632) 635-66-27

Fax No. (632) 635-53-72

<http://www.globalquestbpo.com>

HEALTHCARE
DOCUMENTATION



PATIENT RECORD
AVAILABILITY



GlobalQuest BPO
medical transcription
solutions



GlobalQuest BPO Specialists Inc., a recently established business process outsource company registered with the Philippines Securities and Exchange Commission (SEC), highlights as its main focus the delivery of tailor-fit medical transcription solutions to its global clients utilizing HIPAA compliant technology. The production system is coupled with a work process atmosphere that meets and eventually surpasses standards for reliability, security and efficiency with strict adherence to our confidentiality/non-disclosure agreement.

Our facility is designed to provide high quality, high accuracy transcription focusing on US-based healthcare facilities, hospitals, clinics, individual medical practitioners and/or groups. Our in-place methods and administrative measures assure our clients precision transcriptions while technology policies are used to guard data integrity and high-availability. We adhere to strict privacy and security standards to ensure HIPAA implementation rules.

The center is physically secured with a server-based biometric fingerprint scanner system where entry/exit access is logged thus limiting authenticated users to allowable access locations. Digital surveillance cameras monitor all entrance and exit activity points including data centers and support offices. Our file-routing, queuing and transcription system is provided by Scribe Healthcare Technologies, the same system that powers the biggest names in the healthcare industry.

All servers and databases are located in a state-of-the-art, climate controlled facility equipped with fire detection and suppression system and uninterruptible power supplies. The secured internal network is protected by a combination of hardware and software firewalls. Access to these servers is limited to registered users. An audit trail of all transactions including user sessions is maintained.

Internet connectivity is provided by Asia Netcom, the first Pan-Asian fiber-optic telecommunications network, providing GlobalQuest BPO with connectivity, data transmission, and Internet protocol (IP)-based services. A second, multi-tiered connection to PLDT, the country's largest telecommunications network, is maintained for backup. This assures clients of zero system downtime, and a faster user experience.

As we believe that success of this venture depends upon its human resources, we have carefully selected trained, goal oriented and highly motivated individuals who can handle our job requirements, balanced with a highly reliable management team. Our workforce is ready to provide a turn around time (TAT) specific to our client needs, and prepared to service client requirements any time of the day.

Employee Profile

All our personnel have been carefully selected from a team of practitioners in the field of medical transcription and information technology.

Our current medical transcription team is composed of nine (9) medical transcription experts, one (1) medical transcription methods trainor/mentor and two (2) IT specialists handling the technology requirements of the operation.

We have outlined our MT complement in terms of experience, expertise and accuracy levels as follows:

POSITION	EXPERIENCE	TYPES OF REPORTS	ACCURACY
(1) Quality Assurance Supervisor	3 years	all cases	98-100%
(1) MT Editor	2 years	all cases	98-100%
(4) Sr. MTs	1-2 years	Difficult-Moderate Files	96%
(3) Jr. MTs	1 year	Easy-Moderate files	95%

Our facility and infrastructure is designed to accommodate a team of seventy two (72) medical transcriptionists to provide 24 x 7 operations.

Production Capacity

With our current employee complement, we are capable of producing 5,000-7,000 lines per day with an accuracy level of 95%-98%, depending on the level of report difficulty, with a guaranteed turn around period of 8 to 12 hours for easy to moderate cases, and 12 to 24 hours for difficult cases.

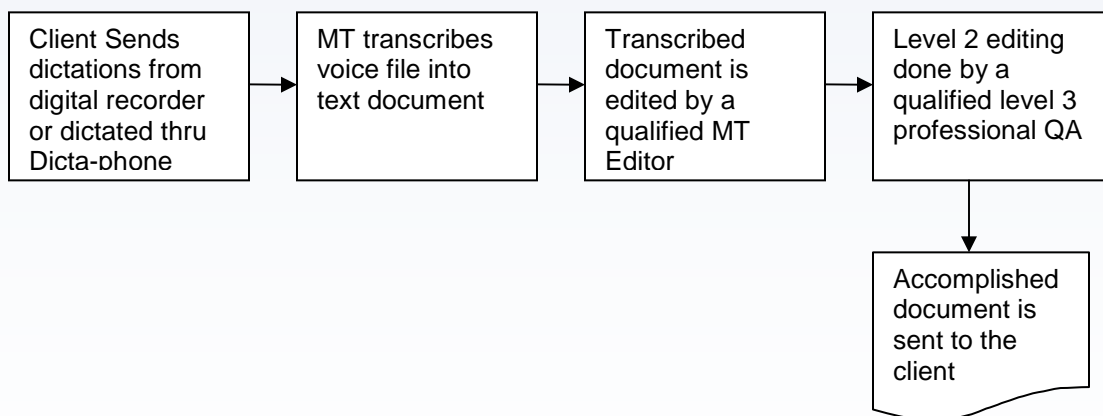
As part of our growth program, we project the completion of our manpower complement; a total of 72 well trained MTs producing over 50,000 lines per day, within the next three (3) to six (6) months, for a full service 24 x 7 operational capacity.

Workflow Management

PROCESS FLOW

We follow the standard production/process flow as outlined below:

- Step 1 Client sends files/medical records for transcription to MTSO.
- If file is downloaded via digital recorder, file is sent automatically to Scribe system.
- If dictation is done through a 1-800 Dictaphone system, it is automatically routed to MT via Scribe.
- Step 2 MT transcribes/accomplishes files to comply with client requirement vis-à-vis MT expertise;
- Step 3 the transcribed/accomplished file is forwarded to MT Editor for level 1 editing, then forwarded to QA for the standard level 2 editing and quality assurance;
- Step 4 accomplished files pass through a second level quality assurance to validate the accuracy and correctness of the accomplished file;
- Step 5 the final document/finished file is now ready to be transmitted to client.



Patient Record Confidentiality

Our company adheres to the required confidentiality standards by implementing guidelines that conform to HIPAA requirements under the following categories:

Administrative Procedures

1. We created a HIPAA Compliance Management Committee consisting of the President, the COO and director-level managers tasked with the following:
 - a. Performs internal assessment and audit;
 - b. Conducts training on HIPAA compliance policies relating to confidentiality and non-disclosure agreements
 - c. Sets policies for security and access to components;
 - d. Monitors the HIPAA implementation rules on an ongoing basis and assigns activities and responsibilities to ensure compliance.
2. All personnel with access to customer data or customer records are required to sign a confidentiality agreement. All business partners with access to protected information must enter into a business associate agreement that requires full compliance with all HIPAA requirements and safeguards.

Physical Safeguards

1. The data center is physically secured and requires the use of a biometric fingerprint scanner to enter the premises. Keys are only issued to individuals as authorized by the HIPAA compliance officer.
2. Reception area is manned at all times by authorized personnel.
3. The data center facilities are equipped with fire detection, fire extinguishers, and backup UPS.

Technical Data Security

1. Data security is achieved thru the implementation of an Intrusion Prevention and Detection System, a Multi-Tiered Firewall System, and advanced data security analysis during the operation of the data center.
2. Continuous inspection on implemented data security policies ensure that data integrity is kept.
3. All electronically stored data is limited by access control policies and is strictly maintained on a high-security server.
4. Server backups are done on secure media, implemented with a multiple password and encryption controls, utilizing triple-DES, AES and Blowfish 4096-bit high encryption algorithms.

Management Team

Company Officers

Chairman of Board/President

Emil C. Reyes

ecreyes@globalquestbpo.com

Chief Operating Officer

Marietta S. Reyes

msreyes@globalquestbpo.com

Chief Finance Officer

Jacqueline M. Lee

jmlee@globalquestbpo.com

Sr. Technology Manager

Benedict Ma. S. Tayamen

bstayamen@globalquestbpo.com

Manager

Dax S. Reyes

daxsreyes@globalquestbpo.com

Quality Assurance Supervisor

Roy Paolo Abalos

pdabalos@globalquestbpo.com

About Scribe

Scribe, Inc. is a privately-held healthcare technology company based in the Chicago area. The company has developed a proprietary web-based platform that complements and extends the value for patient registration, Practice/Hospital Management and EMR Solutions. Scribe's platform includes complete solutions for dictation, transcription, document management, EMR-Lite, Web portal, online prescriptions and reporting with data analytics. Additional information is available at www.scribe.com.

About Asia Netcom

Asia Netcom's state-of-the-art platform includes a 19,500km submarine cable system; extensive terrestrial fiber backhaul links; and city-center telehouses in all key Asian markets. Asia Netcom delivers a full portfolio of connectivity, data communications and IP-based services to global and regional enterprises, ISPs and telecommunications operators in the region. The company's products and services range from basic connectivity through International Private Lines, to fully-managed network solutions such as MPLS (multi-protocol label switching)-based IP VPNs. All our services are backed by two fully-integrated in-region Network Operations Centers (ANOCs) and our in-region customer service facility, Asia Service Center (ASC) in Singapore. Additional information is available at www.asianetcom.com