



# Maine-ly Transcription

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*We are proud to support our U.S. economy by never outsourcing overseas. All work is done 100% in the U.S., guaranteed.*

## MAINE-LY TRANSCRIPTION SERVICE AGREEMENT

This Agreement is made between Maine-ly Transcription (Company), with a principal place of business at 154 Canton Road, Livermore, ME 04253, and \_\_\_\_\_ (Client), with a principal place of business at \_\_\_\_\_.

This Agreement will become effective on \_\_\_\_\_ and shall not expire until such time that it is terminated by either party.

### **SERVICES TO BE PERFORMED:**

Company will perform the follow services(s) for the Client: Transcription in accordance with Client's documentation, guidelines, and forms.

Pick-up/delivery of all audio and transcripts will be completed electronically, via Company's secure FTP server and/or secure YouSendIt transfer. Company guarantees that the final product will be completed to Client's satisfaction.

Company promises that it will at no time contract any transcription work outside the United States of America.

## OUR CUSTOMIZABLE PRICING OPTIONS:

### **Standard Turnaround (2 to 5 business days)**

\$75 per audio hour for an \*un-proofread transcript.

\$100 per audio hour for \*\*proofread transcript.

\$125 per audio hour for a \*\*\*fully edited transcript.

### **Expedited Turnaround (within 2 business days)**

\$100 per audio hour for an \*un-proofread transcript.

\$125 per audio hour for a \*\*proofread transcript.

\$150 per audio hour for a \*\*fully edited transcript.

### **Rush Turnaround (within 1 business day)**

\$125 per audio hour for an \*un-proofread transcript.

\$150 per audio hour for a \*\*proofread transcript.

\$175 per audio hour for a \*\*\*fully edited transcript.

### **Super-Rush Turnaround (within 12 hours)**

\$150 per audio hour for an \*un-proofread transcript.

\$200 per audio hour for a \*\*proofread transcript.

\$250 per audio hour for a \*\*\*fully edited transcript.

**Clean Read:** The above prices reflect our standard clean-read transcript, which involves transcribing what is spoken, but without the false starts, ums, uhs, stutters, etc., which make a document difficult to read. We may also make minor grammatical corrections (at no extra charge) to improve the clarity and flow of your document, while preserving the meaning.

**\*Un-proofread:** Transcriptionist proofs as he/she types, researching terms and using spellchecking software, but the document does not get a separate proofing against the audio. This style may be ideal for transcripts that will be edited by the client.

**\*\*Proofread:** Transcriptionist proofs as he/she types, researching terms and using spellchecking software, but the document also gets a separate proofing against the audio. This is the most popular style of transcript.

**\*\*\*Fully Edited:** Transcriptionist proofs as he/she types, researching terms and using spellchecking software, but the document also goes to an editor who re-listens to the entire audio file, while reading along with the transcript, for complete accuracy and clarity of content. This style may be ideal if the transcript will be shared with others, especially customers.

**NOTE:** The above pricing is based on good-quality recordings. Additional charges may apply for difficult-to-hear audio, as it is significantly more time consuming to create a quality product under those circumstances.



Please be assured that if we feel your project may incur an additional fee for any reason, we will always notify you and get your go-ahead first.

**Verbatim:** For transcripts that include all ums, uhs, false starts, along with non-verbal communication such as laughter, pauses, etc., please add 25% to the above pricing choice that best fits your needs. This style may be ideal for research and analysis or for legal purposes, but may be cumbersome to read. For example, for standard turnaround of a proofread, verbatim transcript, the cost would be \$125 per audio hour.

**Timecoding:** For transcripts that need to be timecoded, please add 25% to the above pricing choice that best fits your needs. For example, for standard turnaround of a proofread, timecoded transcript, the cost would be \$125 per audio hour.

#### **BILLING:**

Company will electronically bill Client on the 1<sup>st</sup> and 15<sup>th</sup> of every month, with payment received no later than 14 days after receipt of invoice. Client may pay invoice with check by mail, or with a credit card or bank account, via PayPal.

Company will provide Client with a hardcopy of any and all invoices upon request.

Company will provide Client with an invoice summary by January 31<sup>st</sup> of each year for the prior year's services.

#### **CONFIDENTIALITY:**

Company agrees to conduct all business in strict conformance with all applicable laws, including those governing confidential information, such as HIPAA. Company understands and agrees that measures must be taken so that all confidential information captured, maintained, or utilized by the Company is accessed only by users authorized by the Company. Company will grant none of its subcontractors/employees access to any of Client's materials without each subcontractor/employee first signing a confidentiality agreement.

These obligations apply to confidential information that is collected or maintained verbally, in paper, or electronic format.

Confidential Information includes any and all of the following categories:

- Patient information including demographic, health, and financial information (in paper, verbal, or electronic form regardless of how it is obtained, stored, utilized, or disclosed);
- Information pertaining to patients of Client (such as social security numbers, health insurance information, employment records, any personally identifiable information, etc.);



- Third-party information (such as insurance, business contracts, vendor proprietary information or source code, proprietary technology, etc.)

Company agrees to maintain full confidentiality, in regards to any and all audio files, transcripts, and/or documentation received from Client, particularly with regards to any personally identifiable patient information or copyrighted material.

Furthermore, Company understands that it can be held legally liable for any breach of confidentiality and for any harm incurred by individuals if disclosure is made of confidential information contained within any of the audio files and/or transcripts to which it will have access. Company understands and agrees that all patient records and patient information are strictly confidential and will not make any disclosures.

Errors and Omissions Insurance: It is Company policy that computer-authenticated or other artificial signatures generated by means other than the actual dictating practitioner's signature are not endorsed by Company. Therefore, practitioners should proofread their transcripts for content, accuracy, and quality control.

Should Company and/or Client choose to sign this document digitally, it will serve the same purpose as would a handwritten signature. By signing below, both Company and Client acknowledge that they have read and agree to the terms set forth above. As well, either party may request a signed and mailed hardcopy for their records.

\_\_\_\_\_  
Jodi Bolduc, Owner                      Date  
Maine-ly Transcription (Company)

\_\_\_\_\_  
(Client)                                      Date

