

New Opportunities & Roles

The challenges and responsibilities of employees are becoming increasingly demanding. Employees are asked to take on new roles, challenges and plans to execute and deliver.

Role of HR in the Changing Nature of Work

"People are the most important asset for knowledge companies. That potential puts HR front and center."

The role of HR is to understand the organizational requirement and create an atmosphere of understanding and cohesiveness.

Making the transition, however, is no simple process. It requires employees to act as leaders to know their business and customers. It is in this context, HR creates a work culture wherein employees will function independently, understanding the market trends & changes and deliver without any compromise on quality.

It is rightly said - "Those who succeed are those who walk through the door of opportunity when it swings open".

- Venkatesh G M

Answers for Riddles

1. Stamp.
2. One's Heart.
3. A Candle.
4. A human being does. As a baby, he crawls; in old age, uses a cane.

What? Where? How? about CMT Exam

Many Pradotians asked me about how to prepare for CMT examination. I have, herein tried to explain about it for the benefit of all.

The CMT Exam

Two years of transcription experience in the acute care (or equivalent) setting is the eligibility criteria for CMT Certification Examination.

CMT exam is conducted in TWO parts, Part I and Part II, in one sitting. Part I - Theory & Part II - Practical. There will be a 15-minute break in between. The cost of the exam is US\$ 275 for a non-member of AAMT and US\$195 for the member.

No reference material is allowed. No foot pedal (However, the dictation snippets will be short. Hence, it will not be a problem).

The results will be available immediately after completing the exam. You will have to pass both the parts in order to get the certification.

Part I

The first section tests your transcription-related

knowledge in various subject areas viz: medical language, anatomy & physiology, disease processes, English language, the healthcare record and medico-legal issues.

Part II

This Part tests your transcribing, proofreading and editing abilities in dictation snippets in the above-mentioned subject areas.

The Certification:

The certification is valid for Three years from the date of passing the examination.

How to Apply?

You can submit your application online at www.aamt.org at the certification section.

Where to take the exam?

CMT exam is conducted in Prometric Test Centers located in Bangalore, Chennai, Mumbai, etc.

- C D Padmapriya, CMT, CBE

Longest Words

PNEUMONULTRAMICROSCOPIC SILICOVOLCANOCONIOSIS = a lung disease caused by breathing in particles of siliceous volcanic dust. - This is the longest word in any English dictionary.

HEPATICOCOCHOLANGIOCHOLECYSTENTEROSTOMIES = a surgical creation of a connection between the gall bladder and a hepatic duct and between the intestine and the gall bladder. - This is the longest word in Gould's Medical Dictionary.

ANTIDISESTABLISHMENTARIANISM = the belief which opposes removing the tie between church and state - Probably the most popular of the "longest words" in recent decades.

ELECTROENCEPHALOGRAPHICALLY The longest un-hyphenated word in Merriam-Webster's Collegiate Dictionary (10th Ed.)

- Compiled by MommedArif

6th Annual Day Celebrations



Champions all the way !!!



Performers from Coimbatore

Ch. Editor :
S. Jagadeesh

Editor :
H.G. Srinidhi

Co-ordinator :
G.M. Venkatesh

Proof Reader :
Shobha Muralidharan



An ISO 9001 : 2000 Certified Company

Pradot™
Affirming Excellence

MY TEAM
Quality is the Focus and Team Work is an Attitude



Quarterly Newsletter

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From the Desk of CEO

A very Happy New Year!

Dear Colleagues,

There is a manager in every one of us. There is a management and leadership quality in many things that we do on a daily basis. For example, we manage our life, friendship, worries, finance, pleasure and various relationships. That says, we all can manage and have the capabilities to lead, also.

Currently, many of you at Pradot are at different levels but I definitely see a potential in each one of you. The potential to be a MANAGER, a CEO, a DIRECTOR etc., I would like to see all of you as future Managers, CEO's and Directors and handle large portfolios in the spectrum of healthcare, thus managing your growth vis-à-vis the Organization. This is precisely the intention of "My Business Unit (MBU)" program. That is, to identify the future managers, nurture them and pave the way for their career growth with the required hand-holding.

I request all of you to involve yourselves wholeheartedly in the MBU program and make it successful. You need to volunteer and try to understand the

program well and deliver goods with a vision, passion and discipline. Today, we are talking about transcription; but very soon all MBUs will be handling different services that are available under the healthcare sector. It's time for all of you to gear up, stay prepared and face the dynamics of change. Pradot envisions to create businessmen within Pradot who will run large individual units under the umbrella of Pradot.

Pradot will be greatly benefited by this focused approach that could create an effective service deliverable platform from being efficient now. That is, all MBUs will handle the deliverables while the management will focus on the business development activity on a wider spectrum. This strategy will help the organization to grow multifold. The above thoughts are in line with our vision 10-10-10 unveiled.

On a different note, I would like to share my concern on the quality of our deliverables. You all may be aware of certain set-backs that we suffered in recent times due to the above mentioned shortcomings. We need to be sensitive to such shortcomings in

the future and improve service quality coupled with productivity enhancements. It is easier to retain a customer than acquire a new one. Further, we also need to continually change for the betterment that could help us keep costs under control. It is high time we follow our quality procedures and deliver quality service to retain our customers. I hope and expect the MBU program will bring out the best in you and help you all to deliver better quality of our deliverables at a reasonable cost.

Pradot is looking forward to achieve multifold growth as mentioned in the 6th Annual-Day Celebrations. To achieve the vision, we all need to think different, act different and do things differently, but faster. We need your collective efforts, commitment and ideas to achieve the set target as per the vision. Let us all be competitive and provide our best to pave the way for the organizational & personal growth.

Together let us turn our Vision into a REALITY!

- TP Prabhakaran



From the Desk of General Manager — India Operations

Prosperity comes with Productivity and Productivity comes with Creativity

Dear Colleagues,

Prosperity comes with Difficulty:

All of us want to spend our effort and time to achieve prosperity in our life. You may all agree that nothing comes easy in life and we need to have real passion and determination to overcome the challenges and difficulties to achieve what we want in our life. As you are all aware of the current challenges and difficulties that enfold our industry, the key challenge here is to retain profitability by managing the reduction in selling price, change in income recognition, Dollar depreciation, etc.

Manage Difficulty with Opportunity:

I strongly believe that the challenges ahead of us are not real difficulties and we should treat them as opportunities for improvement that we all learned during our Quality Management

System implementation. At the organization level, we are already exploring various opportunities viz., to have an integrated software platform to provide one stop solution to the customers' back office requirements, a multi-skill development centre and to provide value added services to our customers. Our VISION 10-10-10 has been evolved from these opportunities.

Opportunity comes with Productivity:

We often fail to recognize the opportunities that come our way. Even if we recognize them, we hesitate to make the most of it as we are normally anxious about new things and doubt our abilities. At the individual level, the only way to overcome the current challenges is to believe in one's own self and be more productive. I am sure that we will achieve prosperity at both the individual and organizational level by being more productive.

Manage Productivity with Creativity:

Normally, we feel that being productive means working harder and for longer hours. I strongly believe that being productive means achieving more by working smarter. Smart people don't do different things but they do things differently. In the current era, to be competitive and to prosper, the organization and the individuals have to be innovative to find new ways and means to do things. To be innovative, we need to have a creative environment in the organization. We have already launched a few schemes like My Business Unit (MBU), Quality circle, etc.

I take this opportunity to urge all of you to actively participate in all the new initiatives and prove your abilities to achieve prosperity.

Wish you all a very happy and prosperous new year.

- Vishnuvardhan K.K.





!! New Pradotians !!

Rashmi S B Manoj Kumar A V Sandhya Vishwanath Tanveer Shariff Sumithra R
 Srividya G Srinidhi H G Swamy M R Padma G Josephine Rosario Nirmala
 Venugopal K Kripa Avinash Beena Balan Nair Patricia Beena Mohamad Arif



6th Annual Day Celebrations



We can build teams, as big as this !

Stage is set for unveiling Vision 10-10-10

Reflections from a Senior Citizen in Pradot!

When I joined Pradot as an MTT, I was computer illiterate. I had been a homemaker for 20 years and knew most of the details of cooking, baking, sewing, cleaning and umpteen other jobs that go with housekeeping.

Of all things, I had not bargained for this! What unfolded was a treasure-trove of knowledge! And for me at 43, it was a golden opportunity to learn, unlearn and re-learn American English words took on magnificent importance, grammar was taught to me as never before: the intricacies of the apostrophes, commas, the s's and the periods (full stops); and, of course, brain-storming sessions in Medical terminology, thousands of medical terms, diseases and their conditions were taught by a very good teacher. We all have accumulated untold wealth from him.

While I struggled with balancing home and Pradot, I managed to pull through most not all of the theory papers with immense family support. And now, after three months of training, I am still in awe of the computer. I would just like to sum up in Robert Frost's words

"The woods are lovely, dark and deep;
 And I have promises to keep
 And miles to go before I sleep,
 And miles to go before I sleep."

- Gita R. Mangalore,
 Trainee, Batch II, CBE

Think Positive

If you think you are beaten, you are !
 If you think you dare not, you don't

If you like to win, but you think you can't
 It is almost certain you won't

If you think you lose, you are already lost!
 If you think you are outclassed, you are!

Life's battle doesn't always go to the stronger
 Or faster man,
 But sooner or later the man who WINS
 Is the man "WHO THINKS HE CAN"

- Complied by G. Sundar Raj

Riddles

1. What goes around the world but stays in a corner?
2. If you break me, I do not stop working. If you touch me, I may be snared. If you lose me, nothing will matter. What am I?
3. My life can be measured in hours I serve by being devoured. Thin, I am quick; fat, I am slow. Wind is my foe. What am I?
4. What walks on four legs in the morning, two at mid-day, and three in the evening?

- Complied By Javeriya Fathima & Soumya NM
 Answers on page 4

What is Knowledge Management?

There is no agreed definition of knowledge management, even among practitioners. The term is used loosely to refer to a broad collection of organizational practices and approaches related to generating, capturing, disseminating know-how and other content relevant to the organization's business.

Some would argue that knowledge management is a contradiction in terms, being a hangover from an industrial era when controlled modes of thinking were dominant. Knowledge involves an integration of both thinking and feeling. Hence, some object to the implicit suggestion in the use of the term knowledge management.

Many practitioners increasingly see knowledge sharing as a better description than knowledge management. Others would prefer to emphasize on learning. Overall, knowledge management is seen,

not just as the latest management fashion, but as the development of a more organic and holistic way of understanding

More recently, some firms like Arthur Andersen and Ernst & Young have started offering external knowledge sharing services, on-line. The World Bank's strategy for knowledge sharing has been explicitly external from the outset. Its objective is to make know-how and experience accessible not only internally, but externally to clients, partners and stake holders also around the world. External knowledge sharing poses greater risks than internal sharing programs, raising complex issues of confidentiality, copyright, and in the case of the private sector, the protection of proprietary assets but it may also offer greater potential benefits. Some analysts believe that during the next five years, knowledge-sharing programs will broaden from their current employee focus to encompass suppliers, business partners and, in particular, clients and customers.

- H. G. Srinidhi

!! New Pradotians !!

Ponmani A Harshvardhan G S Vaishali S. Rao Neethu Das
 Sridevi H V Krishna Priya Johnny Jose Tasneem Khan
 Javeriya Fathima Venkadesh Prabhu M Surekha M Soumya N M Vivkenanda S Hemavathi V
 Karthikeyan Mohammad Safavan P V

!! New Pradotians !!

Sumitha K P Ravivarma G V Guru Prakash N Poornima N
 Sumanthy K Vijay K Pragasam Venkatesh S Shashirekha S Giya M George Siju Jacob Shiju Antony

Employees' Provident Fund is for your Providence, Don't waste it!

Background, Purpose, Meaning & Introduction of the EPF Act :

During British Rule in India, they observed 'spendthrift attitude' of the Textile Mill Workers at Mumbai. In order to inculcate the saving habit amongst them and as a social security measure, they promulgated a Savings Scheme by a Legislation which came to be known as The Employees' Provident Fund & Miscellaneous Provisions Act, 1952 w.e.f. 14th March 1952. Under this Scheme, a stipulated sum is deducted from the salary of the employee as his/her contribution. It was also promulgated that an identical contribution by the Employer has to be made to the Scheme.

These contributions are invested in Government Securities. The interest on these securities is credited to the Provident Fund account of the Members.

Applicability:

Every factory engaged in the manufacturing activity as specified in Schedule 1 of the Act, in which 20 or more persons are employed; AND any other establishment notified by the Central Government employing 20 or less than 20 persons.

Eligibility:

Every employee, including the one employed by a Contractor, who is in receipt of wages upto Rs.6,500 per month, is eligible for becoming a Member of the EPF Scheme.

Employees Pension Scheme, 1995:

The Government introduced the Employees' Pension Scheme, 1995, w.e.f. 16th November 1995. This Scheme envisages providing monthly pension to employees on superannuation, pension to widows on death of the Member after superannuation, monthly pension for children of the subscribers, members with permanent and total disability caused while in service, etc. A minimum service of 10 years is the eligibility criteria for pension.

Employer's Contribution:

The employer is required to contribute the following amount towards Employees' Provident Fund & Pension Schemes

1. 10% of Basic + DA for sick units employing less than 20 persons;
2. 12% for all other establishments' employing 20 or more persons;
3. A part of the contribution is remitted to the Family Pension Fund Scheme.
4. If the salary exceeds Rs.6,500/- an employee can opt for Voluntary Provident Fund (VPF) on wages beyond Rs.6,500

The following table shows how the contribution is distributed:

Contribution by	PF A/c (%)	Pension	Admin Chgs & EDLI	Total
Employer	3.67	8.33	1.61	13.61
Employee	12.00	-	-	12.00
Total	15.67	8.33	0.50	25.61

Nomination:

Every member has to give the details of himself & details of the nominee for EPF and details of family for FPS, 1995 in Form No. 2 and if the member has a family, he can nominate one or more persons of his choice to receive the Provident Fund on his death.

Transfer of Accounts:

When the employee leaves a company and joins another, he/she can either withdraw the accumulations or continue the account with the new employer.

Loans & Advances or Withdrawals:

Any eligible employee can avail loan from the accumulated balance in his PF account by applying in Form 31 for the following purposes

1. Purchase/Construction of House or Flat;
2. Marriage of Son/Daughter;
3. Post
4. Matriculation Education of Children;
5. Critical Illness of self/dependents;
6. Member should have to complete a minimum service of 5 years;
7. Withdrawal limit is as specified by the Act

- R.S. Joshi

Medical Billing & Coding (MB&C)

By now you are aware that Medical Billing Activity has begun at Pradot. Yes, we have already started to get more Projects and are likely to get doubled in the near future. By June next year, the strength of the team will increase by 5-10 folds to cater to the requirements of additional projects in Medical Billing & Coding.

We can expect MB & C to be operational in a big way supplementing Medical Transcription in terms of projects, volume and generation of revenue, in the years to come.

If MT is our mainstay in maintaining patient's treatment in a record format for doctors, MB & C is for providing relevant treatment information to insurance company/companies or the patient/s for reimbursement purposes.

I am sure that Medical Billing & Coding may form the backbone of the just unveiled Vision 10-10-10. With acquisitions and direct marketing to physicians and hospitals, achievement of the Vision is a dream come true!

Join hands in making the Vision a reality!

- S. Prem Kumar

Striking Balance between Work & Family Life

A tough undertaking, indeed; and, if you belong to the breed called "fair sex," a further uphill task, which I know most of you will concur with. It is a topic very often debated, written about and taken up as case studies in Western Countries as part of their educational curriculum.

So, what does it take to achieve a near perfect balance between family life and work life? If you ask me, it is the ability to -

- set your priorities right,
- have a rock-solid strong will,
- have a control over your emotions,
- employ the hear-through-one-ear and discard-through-the-other technique for snide remarks hurled at you by your near and dear ones on a late-hour working day,
- have the ability to sacrifice a great deal of your desires (on weekdays mostly),
- be selfless,
- spend quality time with your family whenever possible (long working hours can make you short-winded),
- have a good rapport with your parents, siblings, neighbours, and friends in order to develop a good support network,
- have, most importantly, the total and absolute co-operation of your spouse without which the balance is imperfect,

So, for all those who are on the throes of getting caught up in the maze of family life and work life with the real desire to excel in their career, the above cues can be the stepping stones to achieve the perfect balance.

Be strong-willed, embolden yourself, set achievable goals, overcome weaknesses and then, without doubt, you can see strife melting down before your own eyes.

- Shobha Muralidharan

!! New Pradotians !!

Billing Dept.
 Nayaz Ahmed Mirza Ameenuddin Smitha Wali Vanaraj B Asha B.R. Vinod C.H.