



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

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**File #:** A 23-095, **Version:** 1

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- a. Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute a retroactive agreement with DeliverHealth Solutions, LLC for electronic transcription services and approve NMC request to pay FY 2022-23 outstanding invoices in the amount of and approve NMC request to pay FY 2022-23 outstanding invoices in the amount of \$32,321 for a total agreement amount not to exceed \$135,000 with an agreement term of February 1, 2021 through January 31, 2024.
- b. Authorize the Chief Executive Officer for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$13,500) of the agreement's maximum compensation per each amendment.
- c. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance, limitations on liability, and limitations on damages provisions within the agreement.

### **RECOMMENDATION:**

**It is recommended that the Board of Supervisors:**

- a. Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute a retroactive agreement with DeliverHealth Solutions, LLC for electronic transcription services and approve NMC request to pay FY 2022-23 outstanding invoices in the amount of and approve NMC request to pay FY 2022-23 outstanding invoices in the amount of \$32,321 for a total agreement amount not to exceed \$135,000 with an agreement term of February 1, 2021 through January 31, 2024.
- b. Authorize the Chief Executive Officer for NMC or his designee to execute up to three (3) future amendments to the agreement which do not significantly alter the scope of work and do not cause an increase of more than ten percent (10%) (\$13,500) of the agreement's maximum compensation per each amendment.
- c. Approve the NMC Chief Executive Officer's recommendation to accept non-standard indemnification, insurance, limitations on liability, and limitations on damages provisions within the agreement.

### **SUMMARY/DISCUSSION:**

This new DeliverHealth agreement provides remote medical transcription services and documentation associated with patient care at Natividad. Transcription services are required and mandated by Federal and State regulatory entities. Documentation must reflect the care given to the patient; the health record is considered a legal document and a business record as it records events at the time it occurs. Insurance companies require copies of such documentation when approving and processing payment for the patient's stay. Additionally, the health record is utilized for the continuum of care for the patient and it is critical that the documentation is legible and timely, all of which DeliverHealth contributes to since NMC does not have sufficient personnel to meet its medical transcription needs.

NMC previously contracted with Nuance Communications to provide these transcription services however, in November of 2019, DeliverHealth Solutions assumed providing the eTranscription services previously provided by Nuance.

The DeliverHealth agreement is retroactive to February 1, 2021 because DeliverHealth purchased the service

from Nuance Communications, an existing Monterey County vendor, and have continued to provide services while negotiations on a new agreement took place. Natividad started negotiating the new agreement in 2021. Negotiations were delayed due to loss of staff on both sides. Throughout negotiations, DeliverHealth provided services to Natividad in good faith so the hospital wouldn't be without these important services .

**OTHER AGENCY INVOLVEMENT:**

The Office of County Counsel has reviewed and approved this agreement as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The agreement has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on September 9, 2022.

**FINANCING:**

The cost for this agreement is \$135,000 of which \$90,000 is included in the Fiscal Year 2022-23 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

Supporting the selection and renewal of these services ensures the accurate documentation of patient health information. This ensures that federal and state regulatory requirements are met and enhances patient care by providing physicians with accurate patient data.

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

Prepared by: Raquel Mojica, IT Operations Manager, 783-2812  
Approved by: Charles R. Harris, Chief Executive Officer, 783-2504

Attachments:  
DeliverHealth Solutions LLC. Healthcare Agreement

Attachments on file with the Clerk of the Board