



Type-Thing Services

Fact Sheet

March 2003

What we do:

Type-thing Services provides office and executive support needs by providing flexible, timely, and quality solutions. Our goal is customer satisfaction; therefore, we customize our work to meet the particular needs of your business. We have a commitment to provide cost-effective solutions and quality in the products we deliver.

Our primary competencies are in medical transcription, business transcription, office management, secretarial skills, office database creation and maintenance, layout & design, computer systems and communication technologies. We act as a virtual assistant and are experienced with many types of office equipment and software packages.

Who we are:

Michele Duran Skroch started Type-thing Services (under another name) in 1994 as a home-based business while an office manager for a Director at a research facility in Albuquerque, New Mexico. Her desire was to stay at home, yet maintain income for their family, as well as stay involved with challenging work. She met her goal in early 1998 by resigning her office manager position to devote full time to the home-based business. In 1999, Michele and her family temporarily moved to Northern Virginia, where she recreated her business under the name Type-thing Services. In mid 2001, they moved back to Albuquerque. Michele has assembled a team of other independent contractors, many of whom also work at home, to help support activities at Type-thing Services.

Type-thing Services is a female-owned, minority-owned business and a member of the Albuquerque Hispano Chamber of Commerce.

Who we serve:

Type-thing Services provides support to a wide range of customers across the United States. A variety of medical, psychiatric, and social services practices rely upon us to provide quality solutions for dictation and transcription. Individuals, executives, and small businesses rely upon us for virtual office support. Large corporations, universities, magazines, and research facilities have relied upon us for their transcription needs.

How we operate:

We tailor our operations to meet our customer's needs. Much of our work is transacted across the Internet through email, our web site, and FTP sites. We also operate through U.S. mail and priority delivery services. Locally, we can arrange pick-up and delivery service for our customers.

Type-thing Services has a call-in dictation system that provides 24/7 call in dictation from our customers. All work is performed within the United States by Michele and her personally picked team.

Commitment to confidentiality:

Michele and her team are committed to confidentiality for our customer's information. We have procedures in place for operational security and computer security that ensure your information is not disclosed. All of Michele's team members have signed confidentiality and non-disclosure agreements. Type-thing Services' computing equipment is protected by firewalls and anti-viral software. We only transfer data over the Internet that has been encrypted. All internal draft hard copies we may produce are cross-cut shredded. All interim magnetic media are bulk erased or destroyed. We have security policies and procedures related to our infrastructure and personnel.

These procedures comply with HIPAA regulations and suggestions for procedural and technical handling of patient information on information systems. We do not work with code set standards under this regulation that apply to claims and insurance.

Additional information:

Type-thing Services' web site contains additional information about our services and capabilities, as well as hints on producing quality dictation. Visit our web site at <http://type-thing.com>. Michele can be reached at (505) 922-1000 or toll free at 877-217-0005. Her email is michele@type-thing.com. Our fax number is (505) 899-5875.