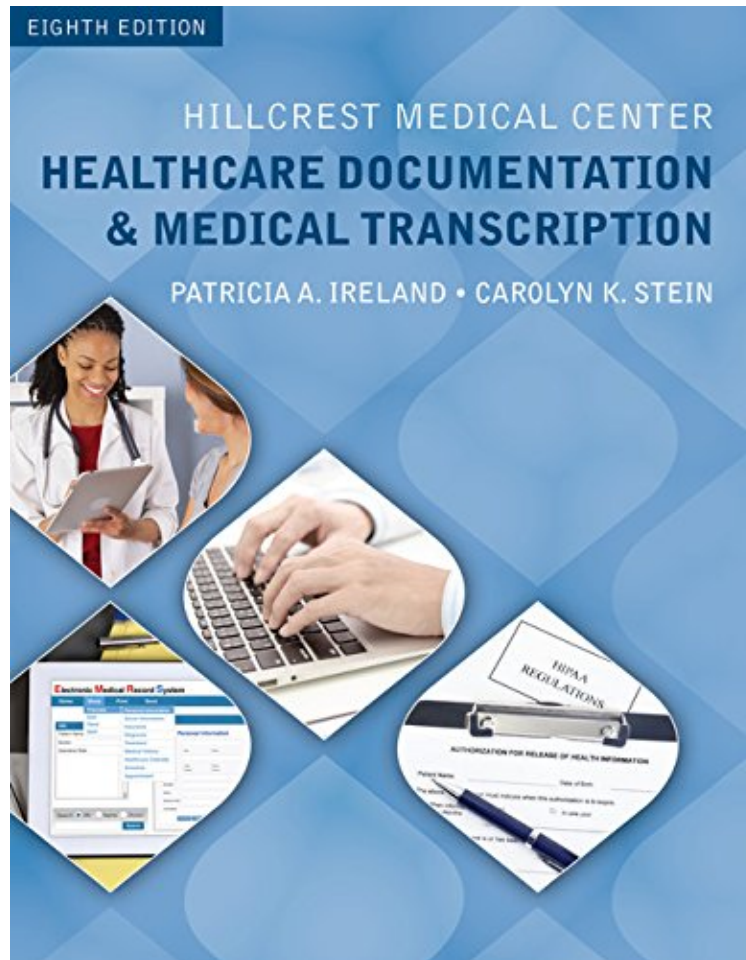


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About the Author Patricia A. Ireland, CMT, AHDI-F, has been active in the field of medical transcription since 1968, both as a multispecialty practitioner and as an instructor. A certified medical transcriptionist since 1981, Ms. Ireland lives in San Antonio, Texas, where she works as a freelance medical/technical author and editor. She has been a medical transcription instructor since the 1970s, has taught online medical transcription programs since 2000, and has co-authored four medical transcription textbooks for Cengage Learning. Ms. Ireland encourages questions and comments about this text and can be reached at pat.ireland68@yahoo.com. Ms. Ireland is an active member of the Association for Healthcare Documentation Integrity (AHDI), as well as the Capital Chapter of AHDI in Austin, Texas. Carrie Stein, CMT, had over 32 years of experience as an acute-care multispecialty medical transcriptionist when she passed away in late 2015. Her long career included positions with the University of Texas Medical Branch in Galveston, Texas, and the Methodist Healthcare System in San Antonio, Texas. She began teaching online medical transcription courses in 2003, serving as an instructor for Gatlin Education and ed2go. In addition to this title, Carrie was the co-author of THE DICTATED WORD.