Report on
Extensive Training Program in the BPO Industry of Bangladesh

By
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An internship report submitted to Brac Business School in partial fulfillment of the
requirements for the degree of
Bachelor of Business Administration

Brac Business School
Brac University
Fall'2018

<u>Declaration</u>

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at Brac University.

2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.

3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.

4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

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Supervisor's Full Name & Signature:

Saif Hossain
Assistant Professor
Brac Business School
Brac University

Letter of Transmittal

4th May, 2019
Saif Hossain
Assistant Professor.
Brac Business School,
Brac University.

Subject: Submission of Internship Report on "Extensive Training Program in the BPO Industry".

Dear Sir,

It is to inform you that I have completed my Internship Report which was assigned to me with the topic: *"Extensive Training Program in the BPO Industry"*. I have been working in Augmedix Bangladesh for the last five months now.

In this five months, the knowledge and experience I have gained is really priceless. Just as I have kept up the order and demonstrated the best disposition. Likewise, I tried to connect my exercises with the reasonable field. In addition, I assume that this is an incredible open door for me in learning the valid preparing system and devices worried about the association viewpoint. I also tried my best exertion in assessing and understanding the training program in the BPO Industry of Bangladesh.

I believe that your honor would review this report considering the requirements of the examination and your minding urging will help me to do better in the coming future.

Sincerely yours,
Solaiman Bin Samad
12204030
Brac Business School.
BracUniversity.

Acknowledgement

At the most punctual reference point I should need to thank supreme Allah who has given me the physical limit and mental solidarity to complete the task inside arranged time. The path toward culmination of a report is hard and irregularly it can have all the earmarks of being extremely problematic.

Firstly, my sincere gratitude to my internship supervisor: Assistant Professor Mr. Saif Hossain. His significant recommendations and bearing helped me a lot to set up it in an effective way. Without his assistance it would be astoundingly hard to finish it.

Moreover, I would also like to thank Md. Rabiul Islam Bari (Training Manager, BD Scribe OPS) my respected organizer in Augmedix Bangladesh for the incredible help in preparing it as well as his genuine exertion that causes me to enrich myself in numerous issues with respect to language of medicine through scribe training. Along with him, I would like to thank Ms. Tanzila Rahman (Human Resource Manager, Augmedix BD) for her excellent cooperation and incredible support in every aspect of my five months job experience in Augmedix Bangladesh.

Lastly, I would like to thank my esteemed colleagues since they are my workmates and contributed greatly to complete this meaningful report.

<u>Executive Summary</u>

In Augmedix Bangladesh, I have found a few solutions concerning the efficient condition and circumstance of an overall establishment and also make up a system between the hypothetical and normal bits of scribe training and contraptions. The area level position report is set up concerning five months of information in the attainable and practical workplace.

This report is made out of three sections. The key part is Definitive Diagram which contains the progressive history, profile, vision, mission, various leveled structure and organizations of the affiliation. Second segment is concerning my expert preparing which complement on diagram of my action commitments, nature of the job, different aspects of job performance, critical observations and recommendations. And in the last chapter, I described the report showing the findings, analysis and results with end and a couple of wellsprings of sources at the end. It is the major and progressively realistic bit of the literature where I endeavored to underscore on scribe training in Augmedix Bangladesh.

I endeavored to expansion up all of the disclosures subject to examination and talks. While setting up the report I always endeavored my best measurement to put it real and meanwhile adequately sensible. In spite of my focal center effort there may be a couple of oversights and startling slip-ups, which may rise in view of my guilelessness condition.

Table of Contents

Chapter 1:

Overview of the Organization

1.1 – Introduction:

Augmedix is a technology-enabled service for health systems and providers (Augmedix, 2019). We are on a mission to re-humanize the doctor-patient relationship and address many of the largest pain points in the US healthcare system (Augmedix, 2019). The Augmedix service saves doctors more than 10 hours per week, enabling them to focus more time on care with more patients (Augmedix, 2019).

Augmedix simplifies how physicians use EHRs by providing a technology-enabled documentation service for health systems and doctors (Augmedix, 2019). We are on a mission to re-humanize the clinician-patient relationship, and address the largest pain-point in the US healthcare system – the burden of documentation (Augmedix, 2019). The Augmedix service saves clinicians an average of 15 hours per week, enabling them to see more patients and spend more time with their existing patients (Augmedix, 2019). What we see as a result is increased provider satisfaction, improved patient experience, higher quality patient notes, and timely note completion (Augmedix, 2019). We are partnered with several national health systems, with happy users from Alaska to Florida, serving tens of thousands of patients per month (Augmedix, 2019).

1.2 – History:

Augmedix is a privately held company founded in the year 2012 and is headquartered in San Francisco, California, USA (Augmedix, 2019). Currently it has 501-1000 employees with specialties in healthcare, medicine, doctors, Glass, Google Glass, Vuzix M100 and smart glass (Augmedix, 2019). The Founder and CEO of Augmedix is Ian Shakil (Augmedix, 2019).

1.3 – Service Offerings:

At Augmedix, we are endeavoring to re-refine human services by empowering specialists to convey the most ideal consideration for patients. What's more, the fundamental main impetus of our entire task is the copyists. Recorders go about as expert aides to specialists and help them to convey superb patient consideration. Augmedix sponsored by front line innovation empowers the way toward scribing to happen anyplace whenever everywhere throughout the world. This industry has become quickly in the course of recent years and is anticipated to keep on doing as such pushing ahead. We are on track to contract and create a large number of recorders comprehensively and everybody have a chance to go along with us and develop with us.

Moreover, it is a telemedicine graphing administration for social insurance suppliers that wipes out the 17 hours every week suppliers spend on EHR documentation. Utilizing wearable innovation to interface their center with the Augmedix graphing administration, suppliers can concentrate on what they specialize in: dealing with patients.

1.4 – Operational Organogram:
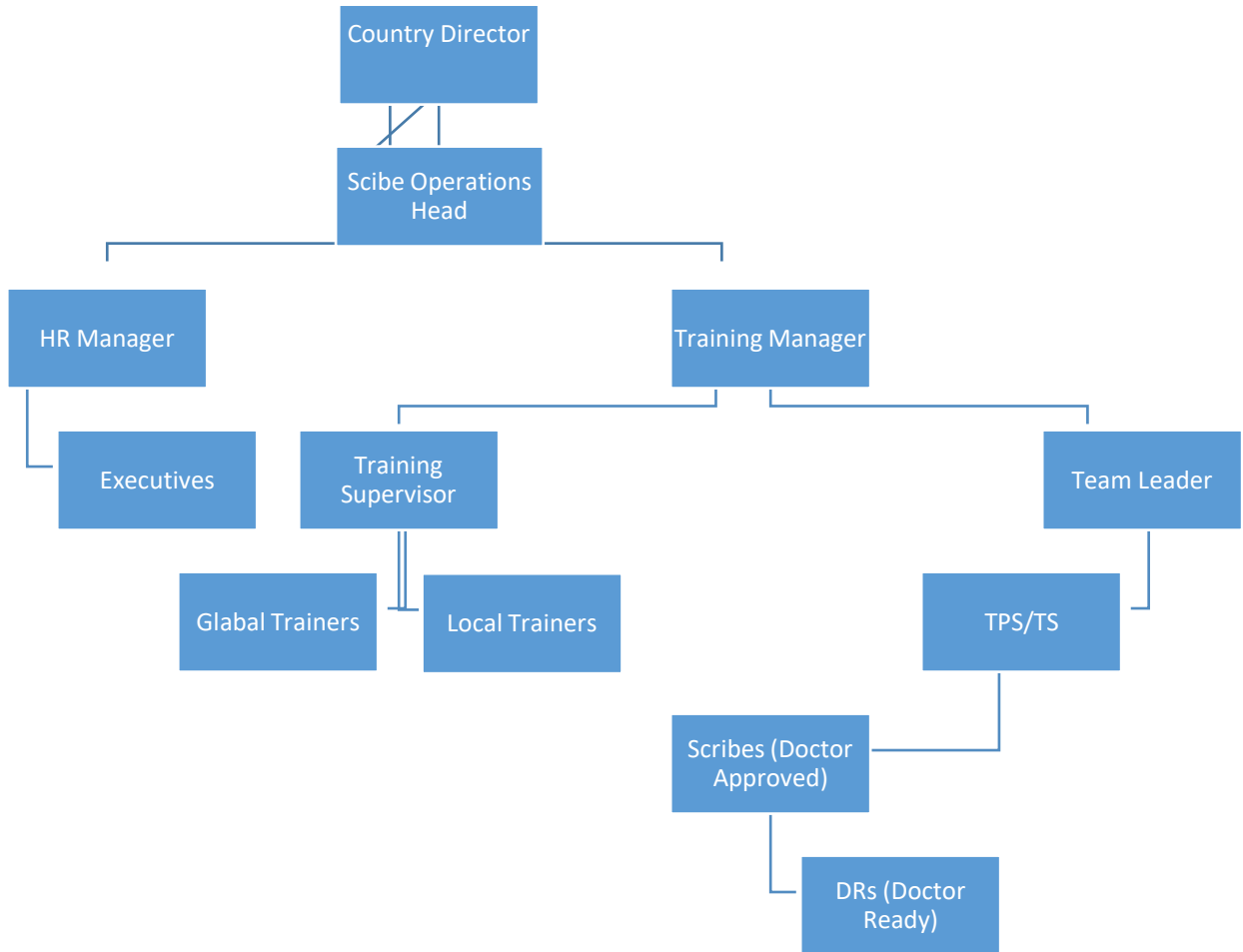
The organogram of Augmedix is very simple and straight forward that has the Country Director at the top since this is a multinational organization, then followed by Scribe Operations Head under whom the local operations is conducted and monitored. He has two wings as Managers, HR Manager and Training Manager. HR Manager has executives in the HR department and Training Manger in Training department also has two wings. Firstly, Training Supervisor, under whom there is both Local and Global Trainers and also under whom I was trained and advised.

Secondly there is Team Leader whose subordinates are TPS/TS (Training Performance Specialist/ Training Specialist), Scribes (Doctors Approved) and DRs (Doctors Ready) respectively. Such a fine and less complicated chain of command is a perfect fit for an organization like Augmedix creating skilled and efficient Scribes through intensive training program in Bangladesh.

Chapter 2:

Training experience as a Scribe Trainee

2.1 - Nature of the Training:

BPO is Business Process Outsourcing. It is an agreement between two parties for specific business task (Jaipur National University, 2013). The BPO industry is growing at an annual growth rate of 14% and is expected to cross $710 billion by 2012 (Jaipur National University, 2013). Job seekers prefer BPO's over other sectors because it is providing high paying jobs to graduates/undergraduates (Jaipur National University, 2013). To deliver desired services to customer, who is 10,000 miles away, it is important to have good amount of business knowledge and required expertise (Jaipur National University, 2013). Training has become a major tool to retain employees (Jaipur National University, 2013). People working in BPO sector face the problem of night shift, job stress that results in demotivation (Jaipur National University, 2013). Well-designed training program with clear career path increases the job satisfaction among the young professionals and help them in becoming efficient and effective at the work place (Jaipur National University, 2013).

The main aim of any training program is to increase organizational program and organizational effectiveness (Jaipur National University, 2013). Some key points are:

• To impart to new entrants the basic knowledge and skill they need for an intelligent performance of definite tasks (Jaipur National University, 2013).

• To ensure that each employee is equipped with capabilities to perform various tasks associated with his role (Jaipur National University, 2013).

• To assist employees to function more effectively in their present positions by exposing them to the latest concepts, information and techniques and developing the skills they will need in their particular fields (Jaipur National University, 2013).

• To help the employee develop as an individual so that the organization can recognize and use the maximum possible potential of its employees (Jaipur National University, 2013).

• To help employees work as team members since no individual can accomplish the goals of the organization single handed (Jaipur National University, 2013).

2.2 – Different Aspects of the Training:

The different aspects or competencies in companies like Augmedix in the BPO industry are established and regulated by Bangladesh Association of Call Center and Outsourcing (BACCO). The following competencies are developed by BACCO for Augmedix Bangladesh for an extensive training program that I took part in:

Generic (Basic) Competencies –

- Carry out workplace interaction in English
- Operate in a team environment
- Make a presentation
- Apply basic IT skills

Sector Specific (Basic) Competencies –

- Apply Occupational Health and Safety (OHS) practice in the workplace
- Type documents in Bengali and in English
- Use internet and social network
- Comply with Ethical Standards in IT workplace
- Apply soft skills in Customer Service

Occupation Specific (Core) Competencies –

- Interpret medical scribe
- Apply North American English grammar rules
- Practice writing skill
- Develop reading and listening comprehension skill

- Practice nuances of medical scribe
- Perform error free fast typing

2.3 - Critical Observations and Recommendations:

This training method enables to arrange with an industrial enterprise or an organization to use its knowledge to offer its employees practical knowledge. Training for internships is typically intended for vocations where advanced theoretical knowledge must be supported by practical work experience (Jaipur National University, 2013). For example, engineering students are forwarded to major industrial enterprises for practical work and medical students are sent to large hospitals for practical knowledge. The training period is between 6 months and 2 years.

Trainees are not enterprises, but are from a professional institution. They are trainees. It is rather common for companies providing training to absorb them by offering appropriate jobs after their training is complete (Jaipur National University, 2013).

Importance of Training

As stated below, the significance of training is:

- Training costs are investment and not waste.
- It has to do with a particular task.
- Both for the company and its employees is beneficial. Training is an ongoing process.
- New and old employees alike need it.
- All management levels need training.
- To develop advanced knowledge in the preparation of employees for higher positions.
- Improving the organization's overall performance.
- Reducing accident numbers by providing employee safety training.
- To provide employees and motivators in the organization with a proper training schedule.

<u>Benefits of Training</u>

Improved Productivity: Training enhances the new employer's ability to perform a given job. An increased level of skills usually helps to improve the volume and quality of production. Even existing employees can be helpful with training; it helps them to improve their level of performance in their job licenses and prepares them for future work (Jaipur National University, 2013).

Greater Confidence: Training gives people a feeling of trust in their minds who are comfortable while dealing with new challenges; it gives them a feeling of security and security at work (Jaipur National University, 2013).

Quicker Learning of New Skills: Training will help employees to reduce their learning time and achieve higher performance standards. Employees don't have to waste time learning by looking at others, if the organization has a formal training program.

Standardization of Methods: Training can help standardize operational methods that employees can learn. Standardization of the working process (SOP), instead of exceptional, makes high standards of performance.

Management Development: The Top Management can identify the talent that can be handled in organizations (Jaipur National University, 2013).

Career Development: The manager can develop his skills to meet greater challenges and work in new dimensions such as workouts leads to an employee's career development, who can increase the company's hierarchy faster (Jaipur National University, 2013).

High Morality: Morality increases when proper training is given. Good organizational attitude generates better cooperation and loyalty through training. Complaints against employees from clients have been reduced.

Improved Safety: Trained personnel manage the security of the machine. They are also aware of the use of different safety devices in the plant and are less susceptible to accidents (Jaipur National University, 2013).

Less Supervision Need: It can be stated as a generalization that trained staff require less supervision (Jaipur National University, 2013). Training does not eliminate monitoring, but reduces the need for detailed and consistent monitoring (Jaipur National University, 2013).

Resilience to Change: Training develops adaptability among employees in times of rapid change; employees feel motivated to work in new circumstances and are not at risk of changing anything (Jaipur National University, 2013).

Operating Economy: Trained staff will be able to use materials and equipment better and cost-effectively, reducing waste. Trained staff also reduce machinery and machinery damage and the rate of accidents.

Recommendations

The Worldwide Call Center Report arranged by Cornell College scientists shows that recently contracted call focus officers are normally prepared for 15 days. It may be high time to take a gander at your preparation program and whether your officers are satisfactorily prepared to meet your clients' necessities on the off chance that you hit the telephones, if your preparation convention is ageless for the 15-day mark.

Introduce the Call Center Administration Executive: Office Heads and Operator Managers to start their preparation with a presentation (live or video). Urge you to display your job in the group and how the specialists can get in touch with you. This enables operators to make a name their face and, when important, give them a life saver.

Training of your new specialists: Your new enrollments ought to have an exhaustive comprehension of the tasks of your business, item and call focus. So as to achieve business goals, they ought to likewise be furnished with data on organization culture, mission, fundamental beliefs and vision. Along these lines, your specialists will be increasingly arranged to connect with clients in a manner that mirrors your business esteems.

Clarify the significance of timetable consistence: Most newcomers don't have a clue how timetable consistence influences the call focus. Ensure your specialists know about the impact of timetable consistence on key execution markers, for example, administration levels by disclosing to somebody from Workforce The board. It would likewise be useful to give new enlistment data about which KPI chiefs will assess, how execution evaluations and down to earth exhortation are associated with how their KPI benchmarks can be accomplished.

Urge your top operators to go to preparing, and give viable tips on the most proficient method to be a top entertainer. This sets the bar high for new workers and expands their comprehension of how to play out their activity productively.

Clarify its job in structure connections: A great method to expand specialist inspiration is to enable them to comprehend the job they play in structure associations with clients. Elicit them on the estimation of client life and the expense of wrong collaboration. Illuminate them how client transformation, maintenance and dedication sway on the nature of the administration they offer. When they know this, they are progressively roused to offer top-quality administration.

Chapter 3:

Extensive Training Program as a Scribe Trainee

3.1 – Description of the Report: Objectives & Methodology, Limitations:

<u>**Objectives & Methodology**</u>

1. **Objective** - To study the overview of the BPO Industry.

    Methodology - Will undergo SEIP-BACCO skills development program, Finance Division, Ministry of Finance, Bangladesh.

WHAT SEIP IS

The Bangladesh Skills for Employment Investment Program (SEIP) http://seip-fd.gov.bd has been drawn up by the Government of Bangladesh toward aptitude improvement among the specialized workforce of different occupations (Bangladesh Association of Call Center & Outsourcing, 2019). SEIP conceives improvement of occupation centered abilities and up-skilling of the current workforce toward guaranteeing accessibility of 'expected aptitudes to industry norms' (Bangladesh Association of Call Center & Outsourcing, 2019). The Program has been intended to accommodate showcase responsive comprehensive aptitudes preparing exercises among the chose preparing suppliers in the nation (Bangladesh Association of Call Center & Outsourcing, 2019). These preparation suppliers will in this manner have the option to work with industry and help encourage industry development and expanded work of talented workforce (Bangladesh Association of Call Center & Outsourcing, 2019). While seeking after its relegated expertise improvement exercises, SEIP additionally visualizes taking part all the while, through the zenith arrangement making body, the National Skills Development Council (NSDC), different neighborhood industry affiliations and globally perceived manager relationship with considerable participation inclusion of need monetary areas and formally perceived by the legislature (Bangladesh Association of Call Center & Outsourcing, 2019).

OBJECTIVES OF SEIP

SEIP, over a time of 10 years, is to cover in any event 15 need divisions out of which 6 (six) segments have been chosen for preparing program under Tranche 1 (Bangladesh Association of Call Center & Outsourcing, 2019). SEIP has likewise emBraced an interest driven methodology with successful contributions from Industry Skills Councils (ISCs), Business Affiliations and Managers (Bangladesh Association of Call Center & Outsourcing, 2019).

WHAT BANGLADESH ASSOCIATION FOR CALL CENTER AND OUTSOURCING (BACCO) OFFERS:

BACCO has taken a dynamic activity among others to prepare a huge number of jobless alumni/recognition holders of the nation of ages 18 to 40 in Business Procedure Outsourcing (BPO), for example, Call Focuses; Information Passage; Bookkeeping, HR, Social insurance, Lawful Procedure, and so on and place them on occupations under Employment Investment Program (SEIP) (Bangladesh Association of Call Center & Outsourcing, 2019). This extraordinary undertaking is run together by Aptitudes Improvement Coordination and Observing Unit (SDCMU) of Finance Division under Ministry of Finance, Government of the People's Republic of Bangladesh and BACCO (Bangladesh Association of Call Center & Outsourcing, 2019). SDCMU is giving vital money related help to BACCO which is fundamentally given by the Asian Improvement Bank (ADB) as advance to the Legislature of Bangladesh to give help to 1.25 million youth by 2024 in the center parts (Bangladesh Association of Call Center & Outsourcing, 2019).

A graduate/ diploma qualified jobless person who is interested to participate in SEIP training can receive details information regarding the project, benefits of training under this project, admission procedure in details and employment related information by calling the nearest

BACCO Institute (Bangladesh Association of Call Center & Outsourcing, 2019). After that interested person can decide and get admission for training in SEIP-BACCO project, receive training for 2 to 3 months depending on type of course on BPO, work in BPO sector in home and abroad and develop his/her career in this challenging but promising sector (Bangladesh Association of Call Center & Outsourcing, 2019). It may be noted here that a trainee will not have to pay any charge for training under SEIP (Bangladesh Association of Call Center & Outsourcing, 2019). Instead, the trainee will receive training contents and daily snacks free of cost and taka 100 per day as conveyance allowance (Bangladesh Association of Call Center & Outsourcing, 2019). Finally, most of the trainees will be placed in suitable gainful jobs to build up their career in BPO sector (Bangladesh Association of Call Center & Outsourcing, 2019).

2. **Objective** - To find out their strategy in terms of Training Program.

   Methodology - Will undergo a training program and interview with training manager.

According to the Training Manager the following strategy is followed in Augmedix Bangladesh. Their strategy is basically divided into two shifts – Day Shift and Night Shift.

Day shift consists of the training period of 1.5 Months where the very basics of scribe is taught through Language of Medicine and the grammar of North American English Language

And the Night Shift consists the training period of 2.5 Months where the basic of Language of Medicine and the grammar of North American English Language is more emphasized and along with those there are other important trainings like Advanced Excel training and Very Fast Typing.

Moreover, the complete training in Augmedix BD is of Six Months and designed with five major categories, they are as follows:

1. **SEIP-BACCO Skills Development Program –** This program is created and worked by Finance Division, Ministry of Finance, Bangladesh to create representatives through productive and broad preparing program in the BPO business (Bangladesh Association of Call Center & Outsourcing, 2019). SEIP conceives improvement of occupation centered aptitudes and up-skilling of the current workforce toward guaranteeing accessibility of 'expected abilities to industry benchmarks' (Bangladesh Association of Call Center & Outsourcing, 2019). The Program has been intended to accommodate advertise responsive comprehensive aptitudes preparing exercises among the chose preparing suppliers in the nation (Bangladesh Association of Call Center & Outsourcing, 2019).

2. **Language of Medicine –** This is the very basic and most important aspect of Augmedix operation for Scribes. Since Augmedix works with medicine and medical terms and it directly serves the Doctors, learning medicinal language is the top most priority and the beginning of everything. At this point, medical terms are being accustomed to the trainees. For example, the trainees must know the medical terms – Cardiac (Heart), Ophthalmo (Eye), Renal/Nephron (Kidney) and names of various diseases like Graves disease, etc.

3. **Northern American English –** Here, the grammatical rules of North American English is taught with highest accuracy as well as writing ability in North American English.

4. **Advanced Excel Training –** At this stage, advanced training on Microsoft Excel is conducted through widely used Excel formulas and other necessary tools – HLOOK UP, VLOOK UP, What if Analysis, Data Analysis, Data Validation, Pivot Table, Macros, etc.

5. **Very Fast Typing Speed –** In terms of Augmedix Bangladesh policy a Scribe must learn to type 60 words per minute. When I started here my typing speed was 15 words per minute and today after 6 months of training, finally my highest speed was 80 words per

minute and average is 70 words per minute which is really a great achievement for myself as a Scribe as well as a professional.

3. **Objective** - To understand the importance and implications of 'Language of Medicine' in Augmedix BD.

Methodology - Practical Extensive Training Programs of 6 months as a medical scribe.

As I described earlier that this is the very basic and most important aspect of Augmedix operation for Scribes. Since Augmedix works with medicine and medical terms and it directly serves the Doctors, learning medicinal language is the top most priority and the beginning of everything. Therefore to understand the importance and implications of 'Language of Medicine' in

Augmedix BD is very significant and crucial. And hence, in order to do that we must look at the complete training program in details.

The total training program is designed like IELTS program with passages and pictures and to narrate them, explain them, find grammatical errors and fill in the blanks, etc.

As already mentioned that the total program is classified into two shifts, now let us look in details what happens in those slots or shifts hour wise:

1. Day Shift – The day shift training is of one and a half months with 7 hours of extensive training and which is known as Pre-AST (Augmedix Scribe Training) program.

7 hours of training is divided into three different periods for an efficient and effective training for trainees, they are as follows:

- 2 Hours – Fast Typing Training
- 2 Hours - Northern American English Grammar

- 3 Hours – Language of Medicine

From the above three time periods, it can be easily deduced that out of total 7 hours most of the hours are assigned for the training of language of medicine and which explains a lot about the significance of language of medicine and its implications as a Scribe in Augmedix.

2. Night Shift – The night shift training is of two and a half months with similar 7 hours of extensive training and which is known as AST (Augmedix Scribe Training) program.

These 7 hours of training is divided into four different periods for a more efficient and effective training to become a Scribe Trainee, they are as follows:

- 1 Hour – Fast Typing Training
- 2 Hours – Advanced Training on Microsoft Excel
- 2 Hours – "Know My Med"
- 2 Hours - Language of Medicine with mock tests and practice with real time patients for practical experience about the real scenario of Scribe operations.

On the above four different periods of training, we can see that the third period of 2 hours is called "Know My Med" which is an introduction and implication of Augmedix's own interface or software to understand and apply the knowledge of language of medicine in the most accurate and efficient manner. This software is basically for the in-depth understanding of the language of medicine and its usage in a software or interface.

Moreover, we also see that, in the night shift of the two and a half months training, last 2 hours of the 7 hours is largely used for language of medicine where profound mock tests are held on language of medicine to see clearly how much the trainees understood and mastered the confines of language of medicine in order to sit for the final Scribe test. Also trainees are able to deal with

real time patients in this AST program. In the last 2 hours, sufficient amount of time is given for the practical knowledge on the scribe operations by practicing the knowledge and skills to serve the patients that have been taught and acquired by the trainees in the complete extensive training of 6 months.

Therefore, even at this stage of extensive training program, the emphasis on language of medicine with top most priority tells us about its value and usefulness needed to be a Scribe Trainee and move up in the operational organogram to build a prominent career in Augmedix BD.

Finally, after these three steps of training (SEIP-BACCO, Pre-AST and AST), a Scribe test is held at the end of 6 months extensive training program to become a DR (Doctor Ready) which means the doctor or the Scribe trainee is ready now to face, deal and serve with real time patients and be a part of the great worldwide Augmedix operations and its exclusive services.

Then again after one month through regular and consistent performance, the DR will earn a certificate of a DA (Doctor Approved) that tells and approves that the patients or clients of Augmedix are satisfied with his/her service and can become a trainer in the future.

<u>Limitations</u>

In completing this report on extensive training program, it is true that I dealt with various disputes and obstacles that are considered as the limitations of the project and which really had a vital impact on preparing this internship report. The major limitations which were confronted are as follows:

• **Lack of Knowledge –** As a BBA graduate I did not have any kind of past experience regarding such operations of Augmedix, its scope and nature. No idea at all about language of medicine, North American English language, Scribe or even about the SEIP-BACCO program. And hence it worked as a limiting factor in preparing this report in terms of knowledge and experience.

• **Information Leakage –** Another most important limitations I faced to get exact responses and information from the employees was due to fear of the information leakage.

• **Busy Schedule –** Moreover, due to the tight schedule of the managers and employees, in most cases the they were not able to give enough time for sessions in order to get as much as information needed to make the report meaningful and useful.

• **Time Constraint –** Also time was a big limiting factor for this project. It could have been more organized, informative and better as well as the outcome might have been exact.

• **Resources –** Though Augmedix is not a huge multinational organization, its branches and subsidiaries are also smaller in size and therefore data and information on the internet and other sources about Augmedix and its operations or training programs is not that much available or accessible which was an enormous obligation to make the report more authentic and convincing.

3.2 - Results and Discussions:

In this section, I will discuss the various results that were found after the 6 months of extensive training program in Augmedix BD. Definitely the results are satisfactory and worthwhile in terms of knowledge, skills and applications. Following are some of the results discussed with examples:

- **Mastery on Language of Medicine** – Since this is the most important aspect of Scribe training in Augmedix, after 6 months of training it can be said that I gained complete

knowledge and understanding on language of medicine, its application on Know My Med interface and also in serving real patients. For example, now I am completely accustomed with various important medical terms, such as Cardiac (Heart), Ophthalmo (Eye), Renal/Nephron (Kidney) and names of various diseases like Graves disease, etc.

- **Eligibility in Northern American English –** This was also something very different and new for me and now after the training program I am able to comprehend the grammatical rules as well the required writing skills in Northern American English. This specific English language training gave me a new and wider knowledge of using English in accordance with the services of Augmedix BD.

- **Skilled in SEIP-BACCO Development Program –** As it was mentioned earlier that this program is developed and operated by Finance Division, Ministry of Finance, Bangladesh to develop employees through efficient and extensive training program in the BPO industry. SEIP envisaged improvement of job focused skills and up-skilling of the existing workforce and ensured the availability of 'required skills to industry standards' (Bangladesh Association of Call Center & Outsourcing, 2019). It also provided me the market responsive inclusive skills training activities among the selected training providers in the country (Bangladesh Association of Call Center & Outsourcing, 2019).

- **Efficient Use of Advanced Excel –** Advanced training on Microsoft Excel gave me a clear idea of using Excel for any kind of data analysis, data forecasting and how to use numbers for any sort of study or test for crucial interpretations and deductions through widely used Excel formulas and other necessary tools efficiently – HLOOK UP, VLOOK UP, What if Analysis, Data Analysis, Data Validation, Pivot Table, Macros, etc.

- **Fast Typing Speed –** Here in Augmedix, a Scribe must learn to type 60 words per minute. When I began my training here, my typing speed was 15 words per minute and today after 6 months of training, finally my highest speed was 80 words per minute and average is 70 words per minute which is really a great achievement for myself as a Scribe as well as a professional.

- **Absolute Insight on Scribe and Augmedix Operations Worldwide –** Today I have comprehensive proficiency in Scribe services to patients and an evident insight on the entire operations of the multinational organization Augmedix worldwide. The influence and impact of its services to clients, how they are reaching patients and helping them for a better health and life.

- **Certified Medical Scribe –** Finally, the "Certificate on Medical Scribe" was awarded to me from BACCO for which this extensive training program was held. The certificate ensures my achievement on the units of competency at Augmedix BD and gives me the official license to work as a Medical Scribe here in Bangladesh and anywhere else in the world.

3.3 – Conclusion:

Augmedix is a technology-enabled service for health systems and providers, a privately held company founded in the year 2012 and is headquartered in San Francisco, California, USA (Augmedix, 2019). Currently it has 501-1000 employees with specialties in healthcare, medicine, doctors, Glass, Google Glass, Vuzix M100 and smart-glass. The Augmedix administration spares clinicians a normal of 15 hours of the week, empowering them to visit more patients and invest more energy with their current patients. What we see accordingly is expanded supplier fulfillment, improved patient experience, higher quality patient notes, and convenient note consummation. It is joined forces with a few national well-being frameworks, with cheerful clients from Gold country to Florida, serving a huge number of patients every month.

BPO stands for Business Process Outsourcing which is an agreement between two parties for specific business task (Jaipur National University, 2013). The BPO industry is growing at an annual growth rate of 14% and crossed $710 billion in 2012 (Jaipur National University, 2013). Workers in BPO industry face the problem of night shift, job stress that results in demotivation

(Jaipur National University, 2013). Well established training program with clear career path increases the job satisfaction among the young professionals and help them in becoming efficient and effective at the work place (Jaipur National University, 2013).

The different aspects or competencies in companies like Augmedix in the BPO industry are established and regulated by Bangladesh Association of Call Center and Outsourcing (BACCO). The complete training in Augmedix BD is of Six Months and designed with five major categories - SEIP-BACCO Skills Development Program, Language of Medicine, Northern American English, Advanced Excel Training and Very Fast Typing Speed.

The essential benefits of such an extensive training program of 6 months is Improved Productivity, Greater Confidence, Quicker Learning of New Skills, Standardization of Methods, Management Development, Career Development, High Morality, Improved Safety, Less Supervision Need, Resilience to Change and Operating Economy.

In this report 3 objectives were discussed along with 3 methodologies. Firstly, the objective was to study the overview of the BPO Industry with the methodology of undergoing SEIP-BACCO skills development program, Finance Division, Ministry of Finance, Bangladesh. Secondly, the objective was to rule out the strategies in relation to the Training Program which was done through undergoing a training program and interview with training manager. Thirdly, the objective that was explained was to understand the importance and implications of 'Language of Medicine' in

Augmedix BD through the methodology of practical extensive training program of 6 months as a medical scribe.

Moreover, the total program is divided into two shifts:

1. Day Shift – The day shift training is of one and a half months with 7 hours of extensive training and which is known as Pre-AST (Augmedix Scribe Training) program.

2. Night Shift – The night shift training is of two and a half months with similar 7 hours of extensive training and which is known as AST (Augmedix Scribe Training) program.

Finally, the various results that were obtained after the 6 months of extensive training program in Augmedix BD are Mastery on Language of Medicine, Eligibility in Northern American English, Skilled in SEIP-BACCO Development Program, Efficient Use of Advanced Excel, Fast Typing Speed, Absolute Insight on Scribe and Augmedix Operations Worldwide and Certified Medical Scribe and surely the results are satisfactory and worthwhile in terms of knowledge, skills and applications.

3.4 - References:

1. https://www.augmedix.com/

2. Training Methodology in BPO Organization, Jaipur National University, 2013.
Available at:
http://jnujprdistance.com/assets/lms/LMS%20JNU/MBA/MBA%20%20BPO%20Management/Sem%20III/Training%20Methodology%20in%20BPO%20Organisation/Training%20Methodology%20in%20BPO%20Organisation.pdf

3. Bangladesh Association of Call Center and Outsourcing (BACCO)
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