



State of New Mexico

Office of the Governor

Bill Richardson
Governor

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Governor Bill Richardson Attends DTS America Inc. Ribbon Cutting in Carlsbad

Nationally recognized leader in the medical transcription industry opens their first production center in the United States

CARLSBAD - Governor Bill Richardson today attended the DTS America Inc., production center ribbon cutting. DTS America, a nationally recognized leader in the medical transcription industry, will be hiring 200 new employees over the next 24 months.

“By working together, the New Mexico Economic Development Partnership and the Carlsbad Department of Development attracted a nationally recognized leader in the transcription industry to open their first production center in the United States right here in Carlsbad,” stated Governor Bill Richardson. “This is very impressive and a huge vote of confidence for our economic development efforts.”

Healthcare documentation, known commonly as medical transcription is the process of taking the dictated voice and transforming it into an electronic record. These records are used to enhance patient care, reduce the risk of medical errors, and advance the billing and revenue collection process for the institution.

The production center will be a 24-hour-a-day/7-day-a-week operation with three shifts and will offer continuous training and mentoring on-site along with a production side focused on high quality and commitment to patient safety. A full time medical transcriptionist earns on average \$35,000/ year + benefits, which is above the county average.

“Given the extremely positive response we have gotten from both the State and the City of Carlsbad we look forward to expanding our operations here in New Mexico,” stated Doug Hardwick, President and CEO of DTS America. “The success of the training program and the workforce at our production center in Carlsbad is a model that we plan on replicating in other communities across New Mexico.”

“DTS America will be helping the residents of Carlsbad gain new skills and improve their quality of life,” stated NMED Partnership President and CEO Jim Colson.

Under Governor Bill Richardson’s direction the goal of the NMED Partnership is to partner with NMEDD to develop and implement an effective research and target marketing program that attracts competitive, high-value added companies to the State of New Mexico.

“This project is a great example of the success New Mexico is having in recruiting new businesses to our rural communities throughout the state,” said Richardson. “It truly highlights the exceptional resources we have in our Job Training Incentives, High-Wage Job Tax Credits, Rural Jobs Tax Credits as well as local incentives and partnerships.”

DTS America will provide valuable medical transcription training in daytime and nighttime classes free of charge, which will begin every three months. Recently, DTS graduated its first class of this year and put 31 people to work immediately. Another 61 students are expected to graduate at the end of June and will immediately be employed by DTS.

“Carlsbad was the perfect choice,” stated Bonnie Bakal, Vice President of DTS America. “We are very happy to be contributing to the Governor’s efforts to create good paying jobs for New Mexicans.”

Since 1995, DTS has had a solid reputation of providing quality medical documentation and utilizing globally recognized technology. DTS America has already been approved for JTIP funding for 114 positions worth a total of \$928,739 in wage reimbursement.

Additionally, the Carlsbad Department of Development has entered into a 5 year contract with DTS America for the building and the “WIPP Acceleration Fund” will be providing \$1,000,000 to the company for equipment, operations, training and workforce development at their Carlsbad facility.