

Front-End Speech Recognition

Frequently Asked Questions

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Introducing Dragon Medical One

What is the difference between “front-end” and “back-end” dictation?

Back-end dictation: This allows users to dictate their documentation, currently through phone, and then a recording is sent to a transcriptionist to transcribe, review and route. This process involves longer turnaround times.

Front-end dictation: This allows users to dictate directly into an electronic patient record (EPR) which enables fast, real-time documentation. Front-end dictation also reduces turnover time, allowing users to quickly review and edit their dictation as they go. Dictated notes are not reviewed in CliP and will instead be reviewed before saving the note directly in EPR. Note distribution will occur automatically through Fax to the Primary Care Provide and Referring Physician. Any additional recipients will need to be included in the **CC on demand** field.

Who will have access to Dragon?

During the pilot phase (March 31-April 30, 2021) select users from Gastroenterology and Emergency Medicine will have access to front-end dictation. These users are comprised of staff physicians only. In the future, the front-end dictation system will be available to all EPR/Epic users at UHN.

Will I still have access to telephone dictation?

During the pilot phase of the project, you will still have access to the telephone dictation service. We ask that as part of the pilot, try using the front-end dictation software as much as possible.

Do I need to purchase any additional devices like a microphone?

The Dragon software can use any computer-integrated microphone, plug-in USB/Bluetooth microphone or headset, or the smartphone Nuance PowerMic Mobile app as an input microphone. All users can use their UHN-provided or personal smartphones as microphones via the free Nuance PowerMic Mobile Application. For set-up instructions please refer to the **PowerMic Mobile Installation Guide** located at:

https://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/Dragon-Medical-One-Pilot.aspx

Where am I able to receive training on Dragon and set up my profile?

All training materials associated with Dragon Medical One and PowerMic Mobile can be found here:

https://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/Dragon-Medical-One-Pilot.aspx

Using Dragon Medical One with EPR

Which notes am I able to use Dragon for dictation?

You may find several convenient uses for speech recognition within free text fields and notes within EPR. For the purpose of the pilot, we recommend certain EPR

notes to focus on for using dictation.

Users from the Emergency Department can use Dragon for the **ED Encounter Note**.

Users from the Gastroenterology Department can use Dragon for the following notes:

- a. Transcription Notes (both stored within EPR and sent out for distribution via AutoFax), e.g. clinic note, annual examination, consultation, CRISP, DXA Report, History & Physical, HLA Typing Report, Letter, LIFEsan, Psychiatry Clinic Note, Psychosocial Clinic Note, Radiation Therapy Note.

When you use Transcription Notes (e.g. clinic notes) directly from EPR, you will help UHN to reduce the amount of phone dictation and transcription costs paid externally. We encourage all users of Dragon to directly complete these types of notes using the convenience of speech recognition as much as possible.

- b. Other Notes with Free-Text fields, e.g. communication note, OR/Procedure Notes eForm, Discharge Summary eForm.

[Am I able to start a note and complete it at a later time/date?](#)

You are not able save a note as a draft and return to it for completion so ensure you are prepared to start and finish your note when you begin dictating.

[When will my note be viewable in EPR?](#)

Once a note has been completed, it will be viewable in EPR immediately in the patient care schedule and chart review.

[What do I do after I dictate my note in EPR?](#)

Once complete, you must review and edit your note for accuracy and completeness before saving.

[If my Transcription Note is for distribution, when will it be sent to referring physicians and other contacts in the distribution list?](#)

Once a transcription note (e.g. clinic note) has been completed, it will be sent as per usual via auto-fax within 30 minutes to the recipients.

For step-by-step instructions please refer to the **How do I get Started** section located at:

https://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/Dragon-Medical-One-Pilot.aspx.

Ensuring Quality of Documentation

Who is responsible for the quality of the Transcription Note?

The author of the note is responsible for ensuring the content of the document is complete and accurate. When using eScription, dictated notes were reviewed and updated by the transcriptionist to ensure quality before being routed to external providers. When using Dragon, there will not be a transcriptionist who will review your note; you must review your own note for quality.

What do I do if I have made an error?

If you have made an error in note content, use the **Correct/Supplement Document** option within the completed notes in the **Patient Care Schedule** or **Chart Review** to make the required edits.



(D) Correct/Supplement Document

If you have written a note on an incorrect patient, copy the note into the correct patient record and delete the note from the incorrect chart. The patient whose information was incorrectly posted needs to be contacted and a privacy incident needs to be completed using the following process:

http://intranet.uhn.ca/departments/privacy/privacy_breach.asp.

Receiving Support

How do I access Dragon support resources?

For questions and support, email speechrecognition@uhn.ca -- Monday to Friday, 8:00 am to 8:00 pm. This mailbox will be monitored until April 30th and the project team will aim to respond within 2 business hours.

Urgent support is offered evenings, weekends and holidays by contacting the Help Desk and requesting dictation support.