Speech Recognition User Guide

Version: 1.2

Updated: April 20, 2021

Contents

About Speech Recognition 2
PowerMic Mobile 2
About Dragon Medical One 2
Launching and Logging into Dragon 2
Dragon Basics 3
Microphone Status Indicator 4
Audio Quality Indicator 4
Current Username 4
DragonBar Menu Icon 4
Microphone Etiquette 6
Manage Vocabulary 6
Creating Auto-Text 7
Create a Basic Auto-Text 8
Create a Variable Auto-Text 8
Edit/Delete an Auto-Text 8
Commonly used Commands 9
Selecting the Correct Visit 9
ED Encounter Note Workflow 11
Reviewing Primary Care Provider and Attending Physicians 15
Transcription Notes Workflow 16
Dictation Box Workflow for Free Text Fields 25
Reviewing/Correcting Completed Notes 26

About Speech Recognition

Front-end dictation: This allows users to dictate directly into the 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. Speech recognition will be launched with EPR and can be used for free text fields within EPR.

You have been provided with a way to create Transcription Notes (e.g. Clinic or Communication notes) directly within EPR, instead of using phone dictation. These notes can be distributed as usual through auto-fax and Hospital Report Manager. Transcription notes created directly in EPR will not be sent for review within CliP - as the note creator, you should check for accuracy and formatting before saving the note in EPR. All Transcription Note distribution will occur automatically through auto-fax to the Primary Care Provider and Referring Physician that are listed in the EPR Face Sheet Summary associated with the visit. Any additional recipients will need to be included in the **CC on Demand** field.

PowerMic Mobile

PowerMic Mobile allows you to use your iPhone or Android smartphone as a secure wireless microphone for dictation with EPR. This application has been developed by Nuance for use with their desktop Dragon Medical One (Dragon) speech recognition application.

PowerMic Mobile for iOS requires iOS 9.3.5 or greater

PowerMic Mobile for Android requires Android 4.0 or greater

For installation instructions select **PowerMic Mobile Installation Guide** from here: https://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/Dragon-Medical-One-Pilot.aspx

About Dragon Medical One

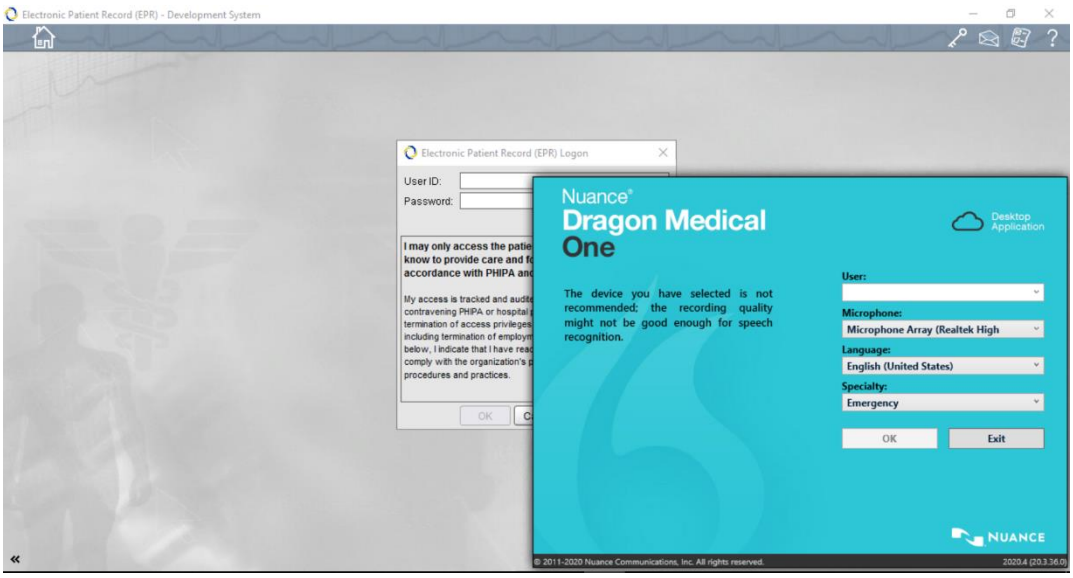
Dragon Medical One, or Dragon, is a secure, cloud-based speech recognition solution that allows clinicians to document the complete patient story using their voice while allowing healthcare organizations to easily deploy medical speech recognition across the enterprise - all while boosting productivity and efficiency for clinicians and saving time for IT staff.

Launching and Logging into Dragon

UHN Provided Laptop or Scratch PC

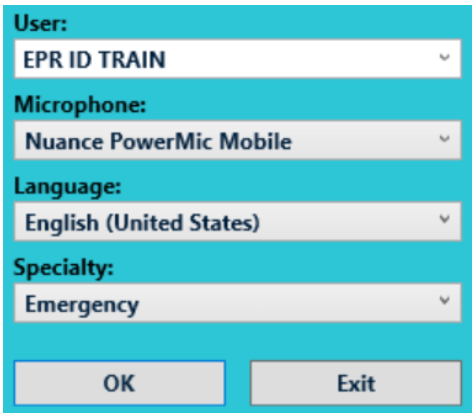
1. From your desktop, double click on the **Speech Recognition Pilot** icon.

2. The Dragon login screen will automatically open alongside the EPR login screen.



Note: If the Dragon screen is hidden behind the EPR screen upon launch, select the Dragon icon in your taskbar to bring the login screen to the front.

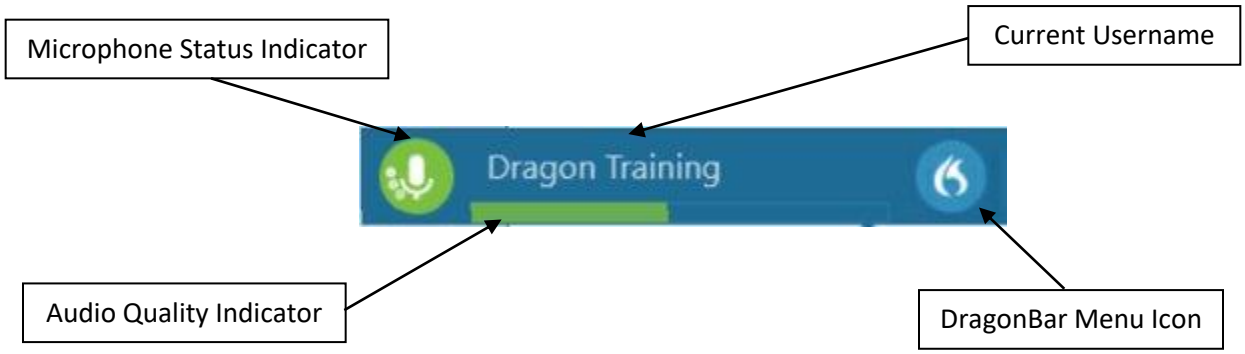
3. In the **User** field, type your **EPR ID**
4. From the microphone drop-down menu select either **Nuance PowerMic Mobile** to use the smartphone PowerMic Mobile application or **Microphone (USB DESKTOP MIC)** to use the stand microphone located at your work station.



5. From the specialty drop-down menu select the specialty most closely related to your department. If you are unable to find your specialty, select **General Medicine.**
6. Select **OK.**
7. Log into EPR.

Dragon Basics

The DragonBar can be used to start/stop dictation, receive help, and configure Dragon's setup. It can be moved by clicking and dragging with your mouse.



Microphone Status Indicator

Click the microphone button to turn the microphone on and off. The indicator changes to let you know whether the microphone is listening.

Green = Mic is active (listening)
Red = Mic is off (not listening)

Audio Quality Indicator

1. Voice Activity Detection (VAD) – Indicates audio is recording and displays the volume level.
2. For optimal performance, position your microphone approximately 1 inch below your mouth and 1-3 inches away.

Current Username

This indicates the username of the person currently logged into Dragon. Users must be logged into Dragon as themselves to have access to their individual commands and settings.

DragonBar Menu Icon

Click the DragonBar Menu Icon to see a drop-down menu of all the features in Dragon. This menu includes user and microphone settings and options that allow users to access information about Dragon and configure the Dragon application.

Log Off: Allows you to change Users, Microphones, and Specialties without having to re-launch Dragon from the desktop icon on that machine. Depending on your sign in environment, you may be required to Exit Dragon and relaunch to change your settings.

Microphone: Allows you to switch between available microphones.

Options: Allows users to set their own preferences

Manage Auto-Text: Manage and create Auto-Text commands

Manage Step-by-step Commands: Manage and create Step-by-Step commands

Manage Vocabulary: Add and edit custom words or phrases for better accuracy

Show/Hide Dictation Box: A free-text box that allows you to collect dictated text independent of EPR and then “Transfer Text” into your target application.

Show Most Recent Message: Will display the last recognized voice command

Help: Dragon Help | Speech Recognition Help. Walks you through detailed steps on how to use dictation and all the additional features Dragon offers. The Help session is searchable using Ctrl+F.

What You Can Say: Shows all available commands in Dragon, grouped by category.

What You Can Say Topic	Description	Voice Command
Auto-Texts	Use Auto-Texts to insert standard texts instead of recording manually. Shared Auto-Texts managed by the organization's Dragon Administrator are found here.	[example]: Insert Negative Review of Systems
User Settings	Modify the settings.	Open Settings
Dragon	Control the application.	Close Dragon
Anchoring	Control the application that has the speech focus anchored to it.	Show anchored application
Formatting	Format text using your voice.	[example]: All caps that
Manage Auto-Texts	Create and edit Auto-Texts using your voice. Auto-Texts created by the user are found here.	Create Auto-Text
Manage Commands	Create and edit commands using your voice.	Create command
Dragon Medical Advisor	Use the Dragon Medical Advisor to improve clinical documentation.	Run Advisor
Customer Feedback	Opens the portal to send Dragon feedback	Provide Feedback
Tutorial	Run a Dragon Medical One tutorial to learn more about using Dragon.	Open Tutorial
Training	Built-in self paced online training videos called Integrated Learning. Basic, intermediate and advanced videos available to review	Open Training
Correction	Edit what you see on the screen.	Delete word
Navigation	Move the Speech focus using your voice	[examples]: Next field, go to next field, move to next field

Recording	Control the microphone using your voice.	Microphone off
Personalization and Help	Switch between your dictation and more information.	Open Help

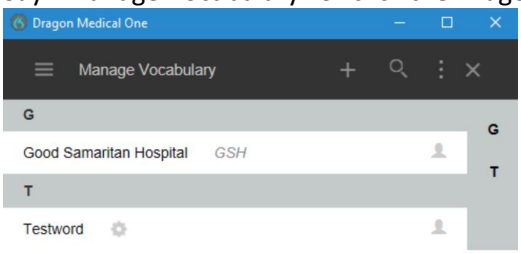
Microphone Etiquette

- Maintain a consistent distance between microphone and mouth (1-3 inches for PowerMic users)
- Headset users should have the boom approximately 1 inch from the corner of their mouth (make sure the directional marker is toward your mouth if applicable)
- Allow for the 1/2 second delay on the microphone when starting and finishing dictation
- The microphone should only be on during dictation. Do not leave mic on when typing or if dictation is delayed.
- Maintain a consistent volume and speed while dictating (conversational type speech)
- Handheld microphones should be used in the non-mousing hand

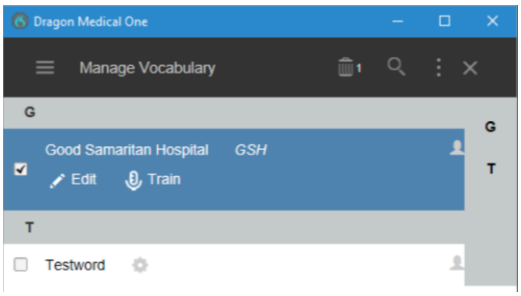
Manage Vocabulary

You can go back at any time and adjust words in your custom vocabulary list. You can change the spelling, update the trained recording, or delete words.

1. Say “Manage Vocabulary” or click the DragonBar Menu icon and click “Manage Vocabulary.”



2. To begin editing a word, click on the word from the list. You will see a check mark appear next to the chosen word.



Note: You can select more than one word at a time, but you will only be given the option to Delete.

- To **delete** word(s), click the Delete button or the Trash icon
- To **re-dictate** the sound of a word, click the blue mic icon

- To change the spelling of a word, click the pencil icon

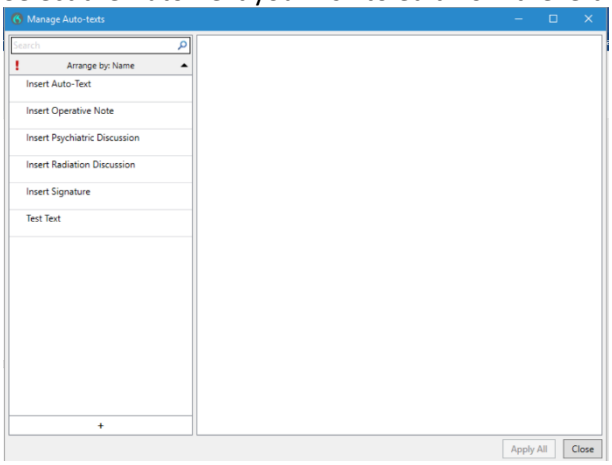
Note: If a word has a recorded training, Dragon will ask you delete and re-enter the word rather than changing the spelling.

Creating Auto-Text

Auto-Texts are predefined blocks of text which are frequently used in letters, memos, reports, and similar standardized documents. They help save time by not having to say the whole text every time. After inserting via a short voice command, you can edit the text as normal. These can be created pre-emptively or as you dictate.

Auto-text can be used to create your signature line to be used at the end of each transcription note and to insert commonly used note templates.

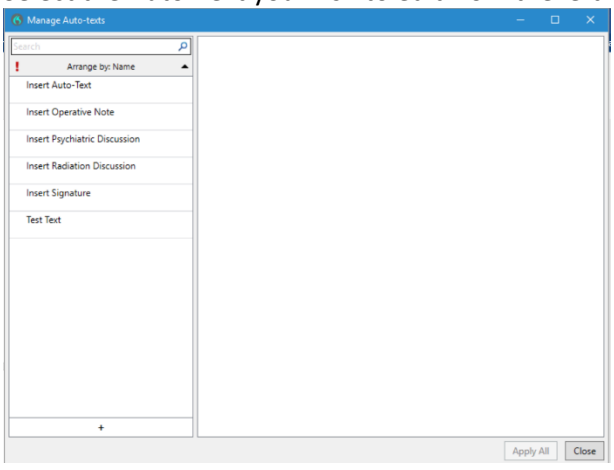
1. Click Manage Auto-Text from the Application Menu.
2. Select the Auto-Text you wish to edit from the left.



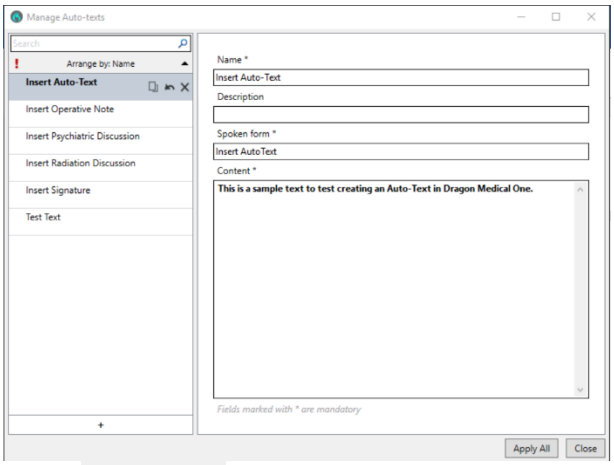
3. Parameters for the Auto-Text can be changed on the right.

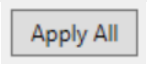
Editing Auto-Texts

1. Click Manage Auto-Text from the Application Menu.
2. Select the Auto-Text you wish to edit from the left.



3. Parameters for the Auto-Text can be changed on the right



4. Select  to implement the changes

Privacy Tip: The auto-text command feature is not designed for the use of PHI or PII. Using the auto-text command for such purposes is strictly prohibited.

Create a Basic Auto-Text

Basic Auto-Texts are best suited to blocks of text that do not need to be edited with each use. If you have a text template that needs to be edited with each patient interaction, you can use a Variable Auto-Text.

Basic auto-texts can be used to create your signature line to be used at the end of each transcription note.

Create a Variable Auto-Text

Variable Auto-Texts work essentially the same as Basic Auto-Texts, but also allow for quick editing of specific words or phrases. To identify which content needs to be changed, place square brackets at the beginning and end of any text.

Variable auto-texts can be created for commonly used note templates.

1. **[** dictated as "*left bracket*" or "*open bracket*"

2. **]** dictated as "*right bracket*" or "*close bracket*"

Once the Variable Auto-Text is executed, additional Dragon features can be used to quickly navigate between the variable fields to update the content by using "Next Field" and "Previous Field" commands.

Say "*accept defaults*" to remove all the remaining brackets within the passage.

Edit/Delete an Auto-Text

Once an Auto-Text has been created, you can always go back and edit the Name, Spoken Form, or Content fields. You can also delete Auto-Texts that you no longer need.

Commonly used Commands

Correcting and deleting

- Scratch that
- Delete that
- Undo/Redo that
- Select <XYZ>
- Select that (selects last utterance)
- Select first/last/next word/all
- Select <word> through <word>
- Unselect that
- Correct <XYZ>
- Correct that
- Resume with <XYZ> (deletes text up to that word)

Inserting lines and spaces

- Next paragraph
- New line
- Insert before/after <XYZ>

Capitalizing

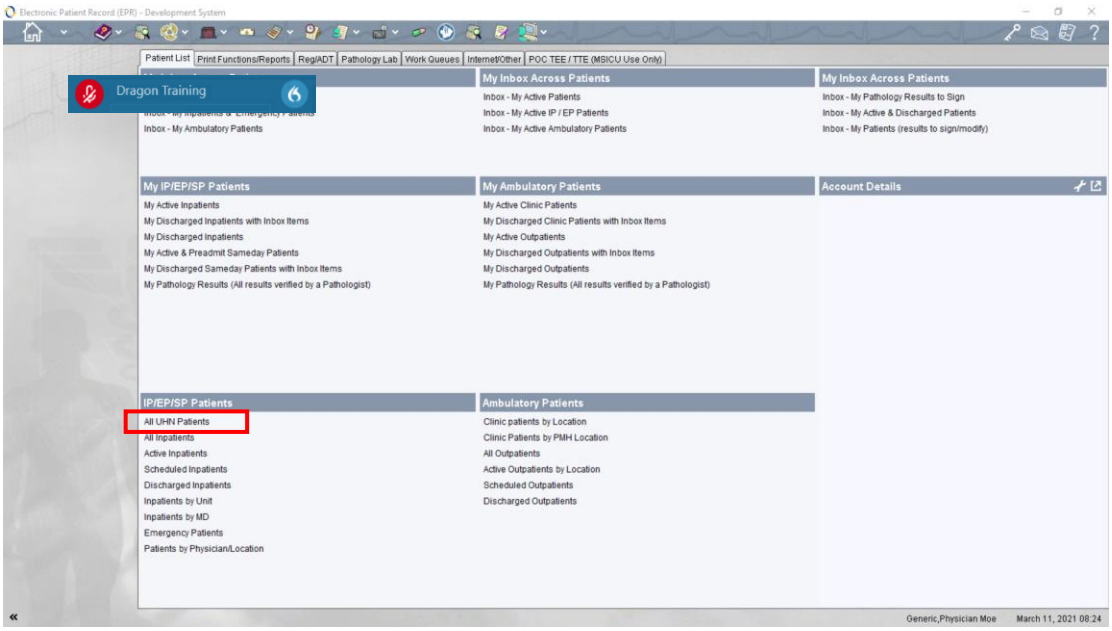
- Cap that
- Cap <XYZ>
- All caps on <XYZ> All caps off (capitalize the next word or phrase between the commands)
- All caps (capitalize the next word)

Navigating

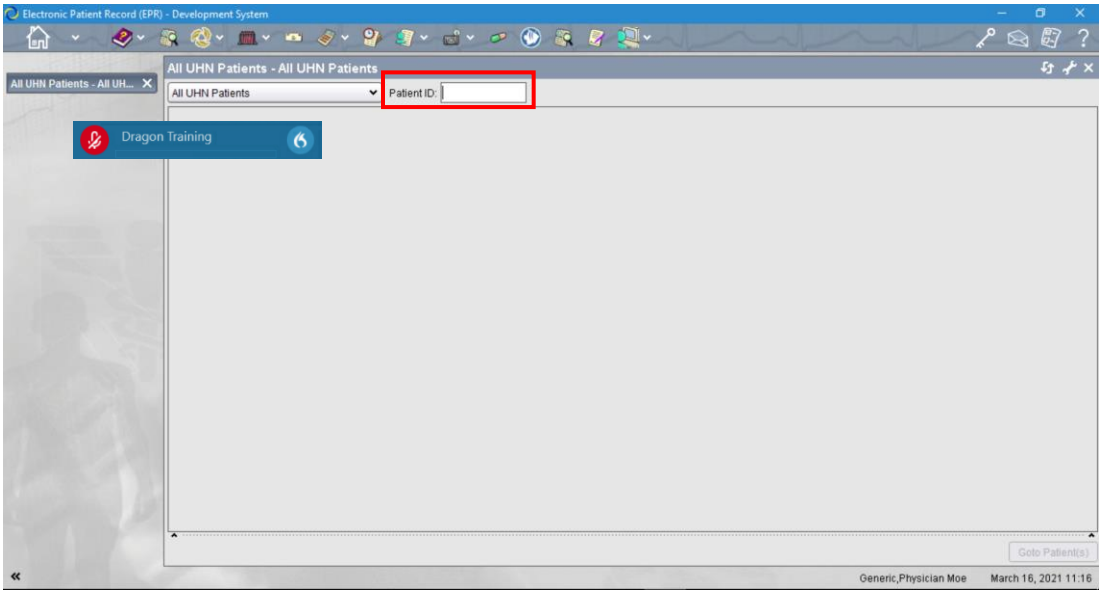
- Go to beginning/top
- End of sentence/paragraph
- Go back
- Go to bottom/end
- Insert before/after <word or phrase>

Selecting the Correct Visit

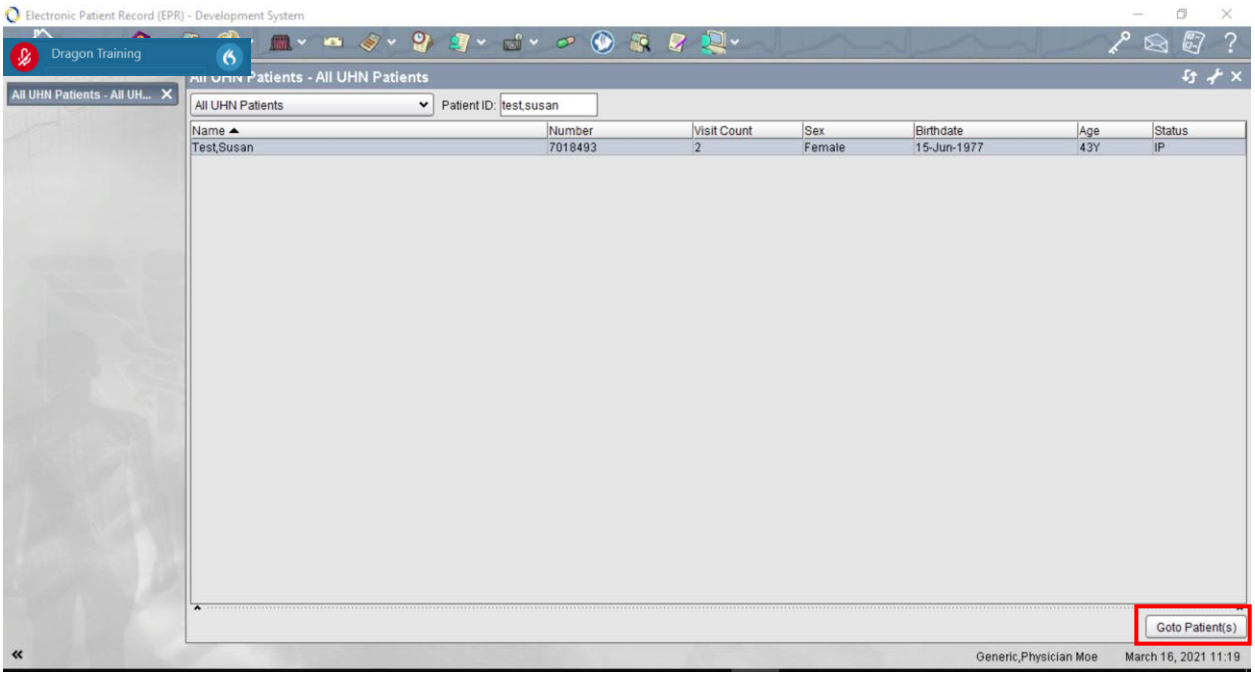
1. From your EPR home screen select **All UHN Patients**



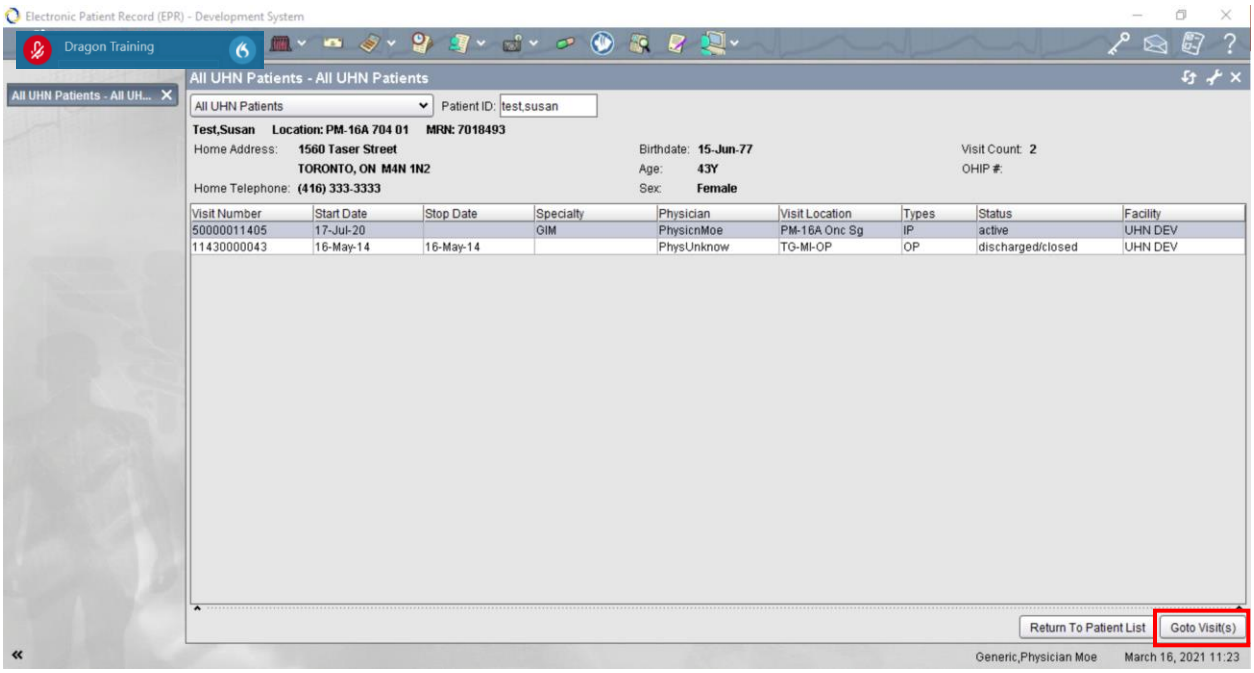
2. Type the **Last Name, First Name** into the **Patient ID Field**



3. Select the patient name from the list and click **Goto Patient(s)**



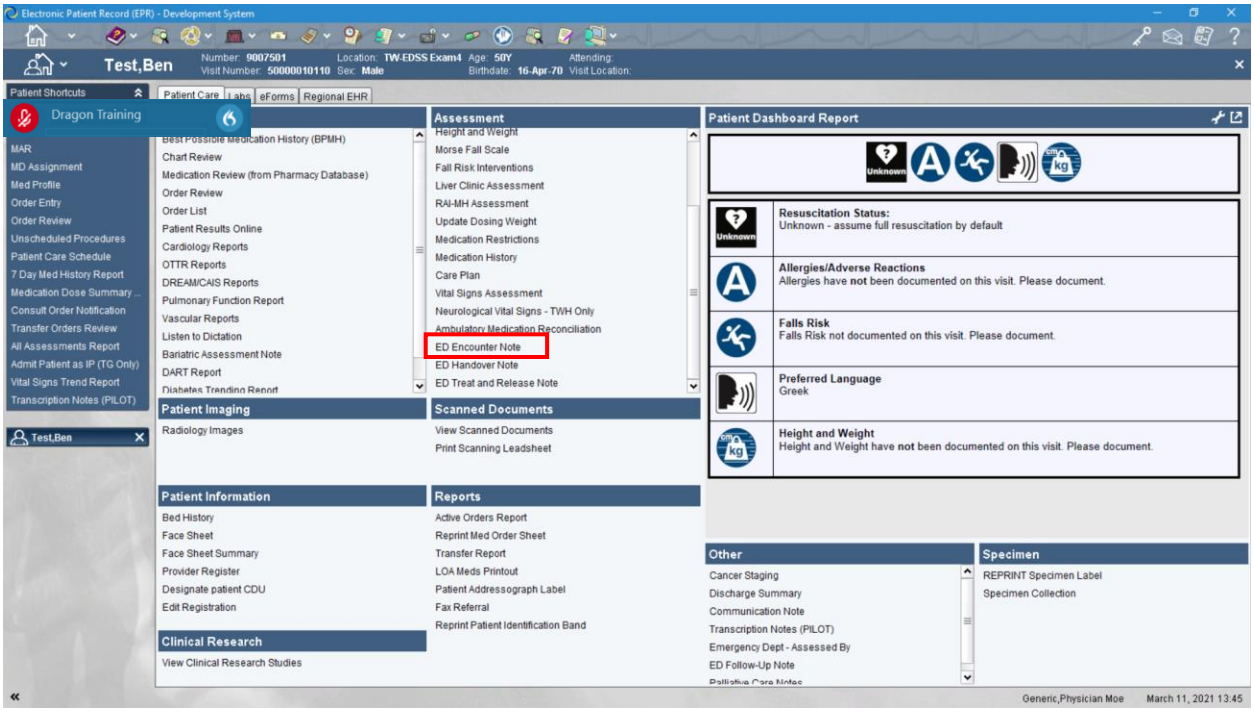
4. From the list of available visits, select the **Active** visit that is associated with the clinic/area where you had the patient encounter and click **Goto Visit(s)**



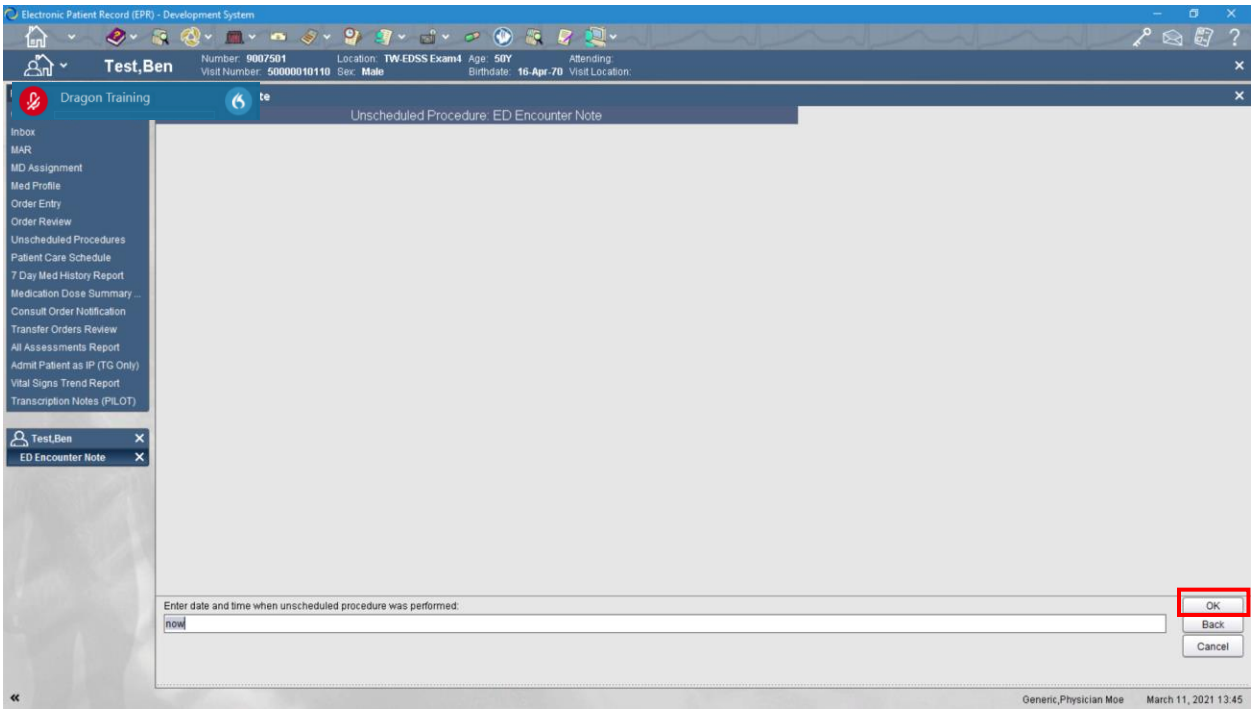
Note: Transcription notes can only be completed within visits with an active or discharged status.

ED Encounter Note Workflow

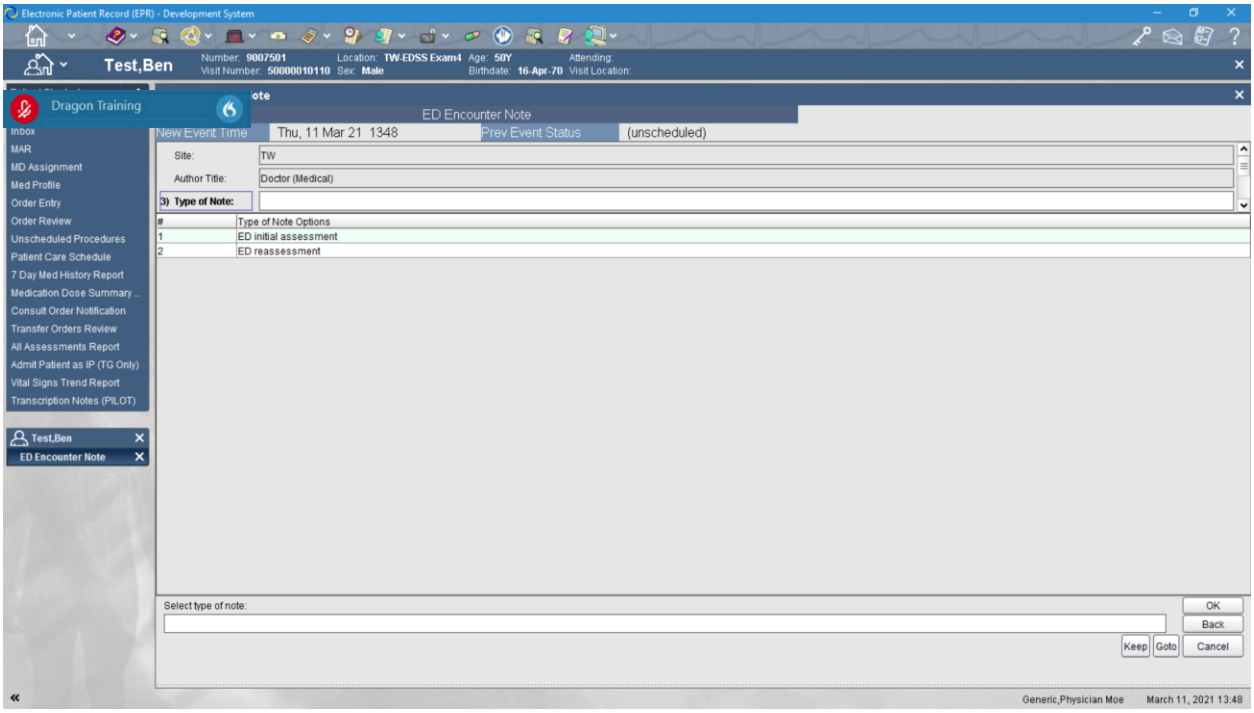
1. From the **Patient Care** tab in the **Assessment** section, scroll to the bottom and select **ED Encounter Note**



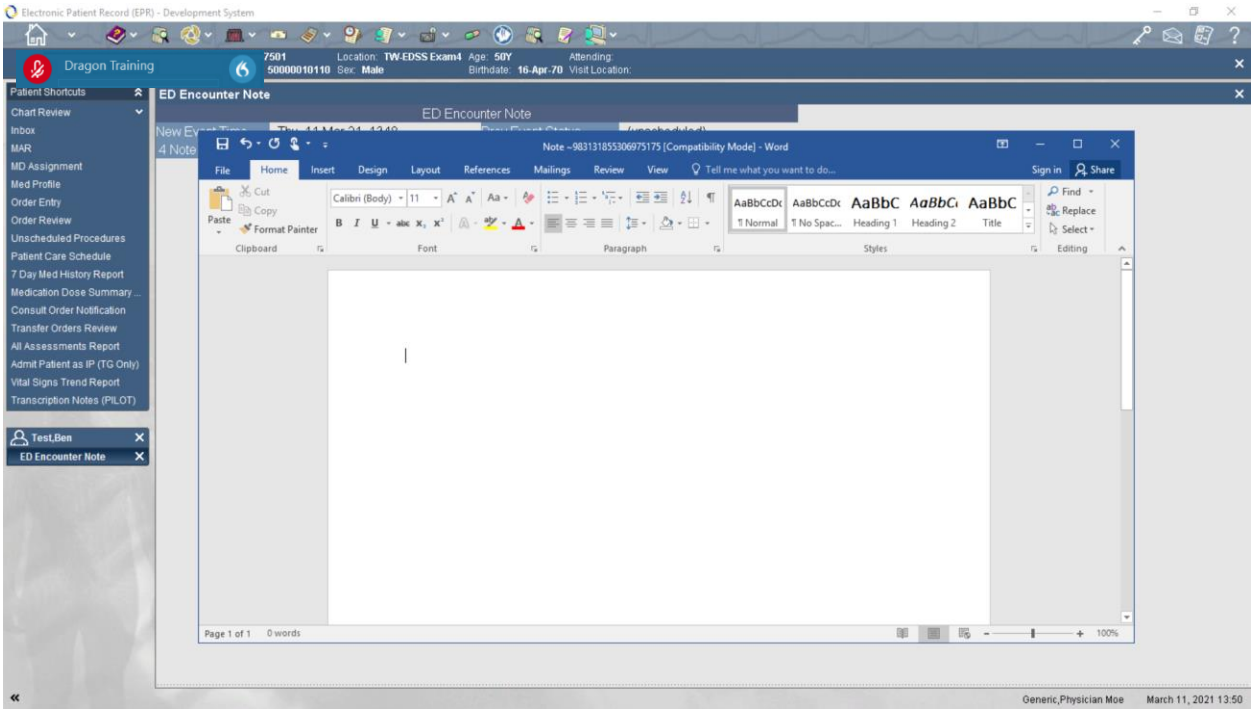
2. Enter the date and time that the procedure was performed into the transaction line and click **OK.**



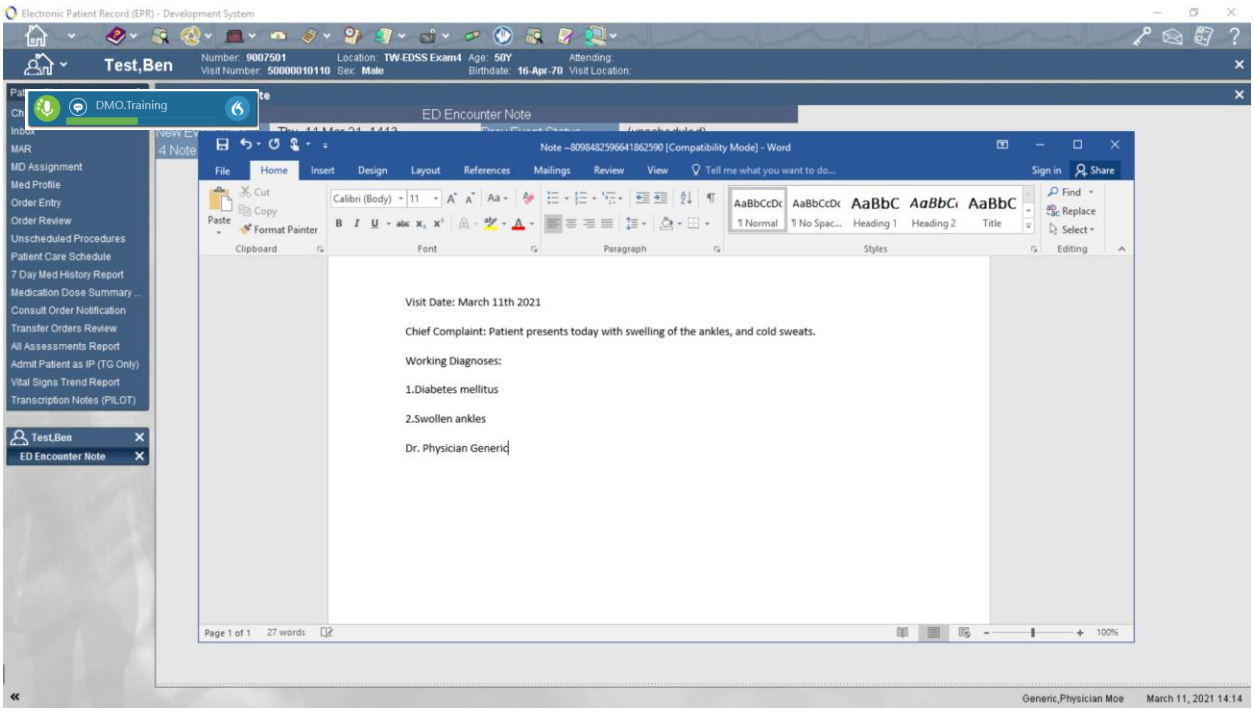
3. Double click on the **Type of Note** option that is best suited to the procedure and click **OK**.



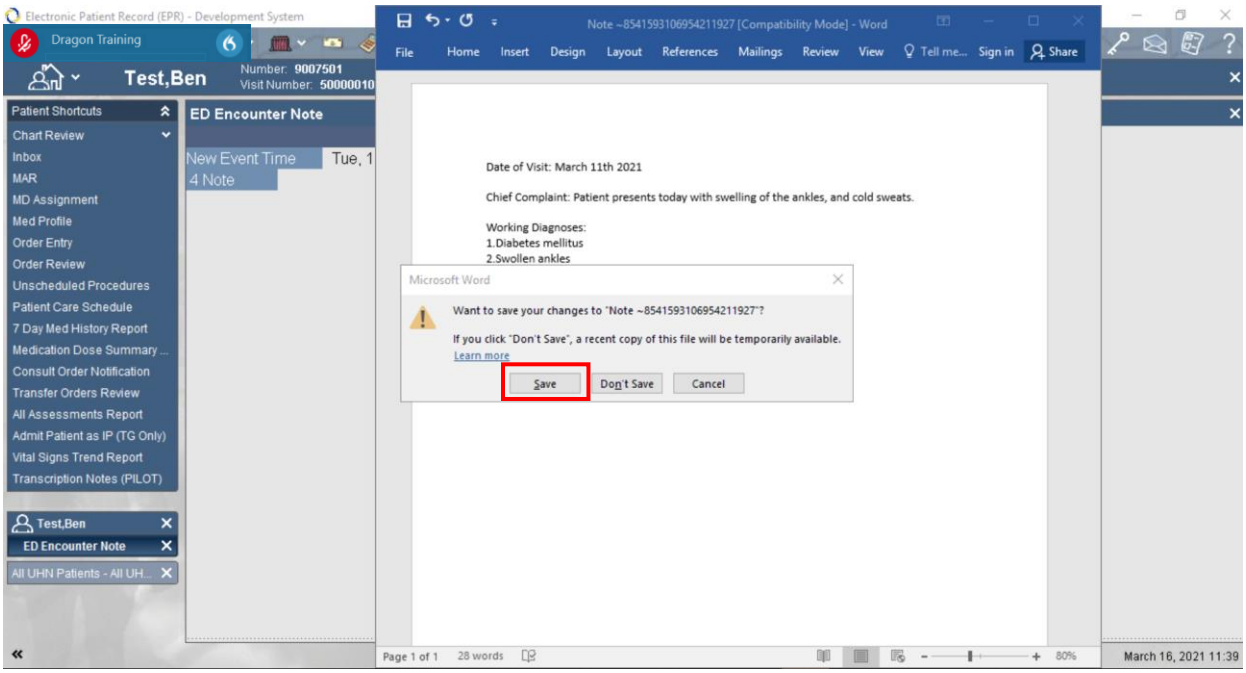
4. The **Note** word document will automatically open. Here, you are able to use Dragon to complete your note.



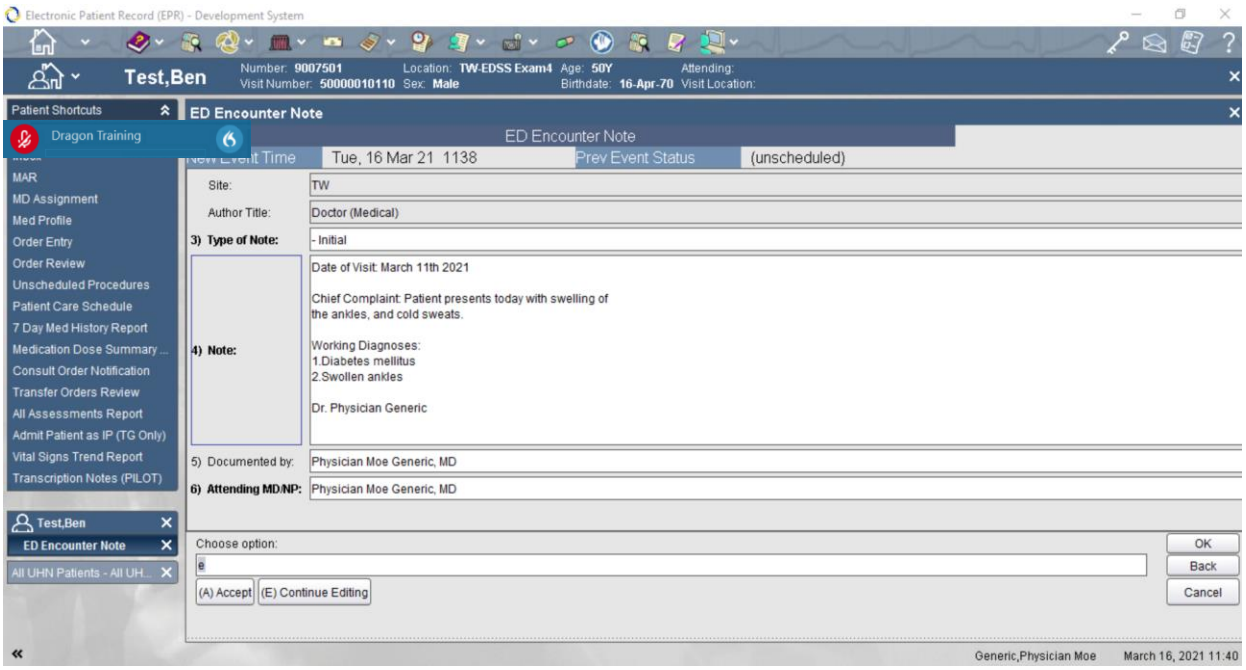
5. When you have completed your note, ensure you review and edit for grammar, spelling and overall accuracy. You cannot save notes as a draft and you are the only person reviewing your note.



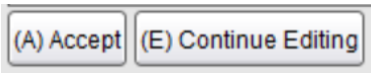
6. Select the X located in the top right to exit the word document and select **Save** from the pop-up window.



7. Your note will now be visible in the **Note** section of the ED Encounter Note.

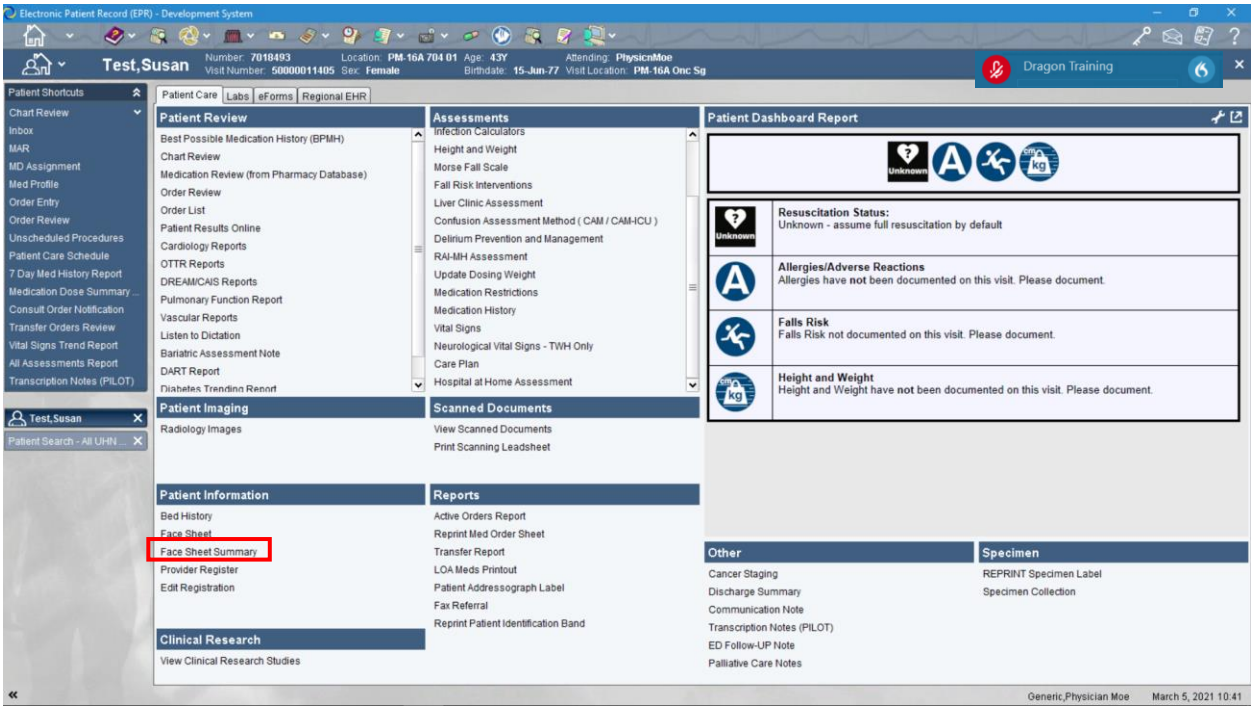


8. Choose either **Accept** if your note is fully complete or **Continue Editing** if you wish to continue editing your note located under the transaction line.

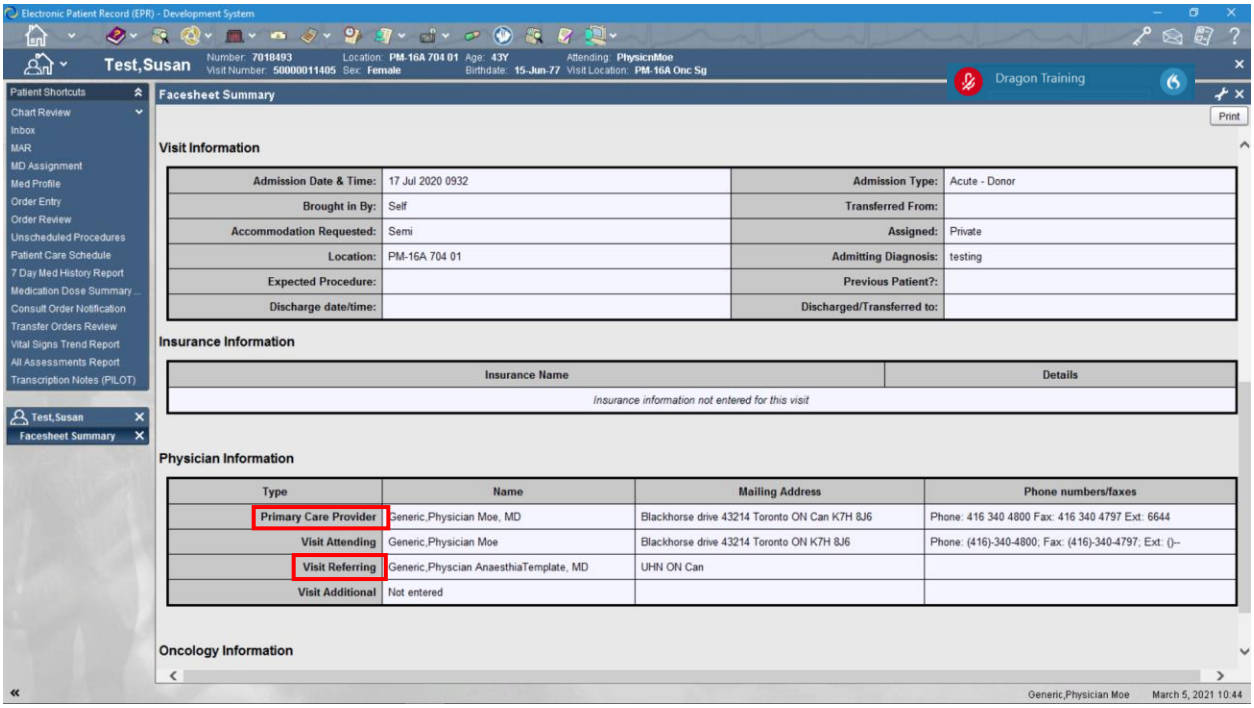


Reviewing Primary Care Provider and Attending Physicians

1. From the **Patient Care** tab under **Patient Information** select **Face Sheet Summary.**



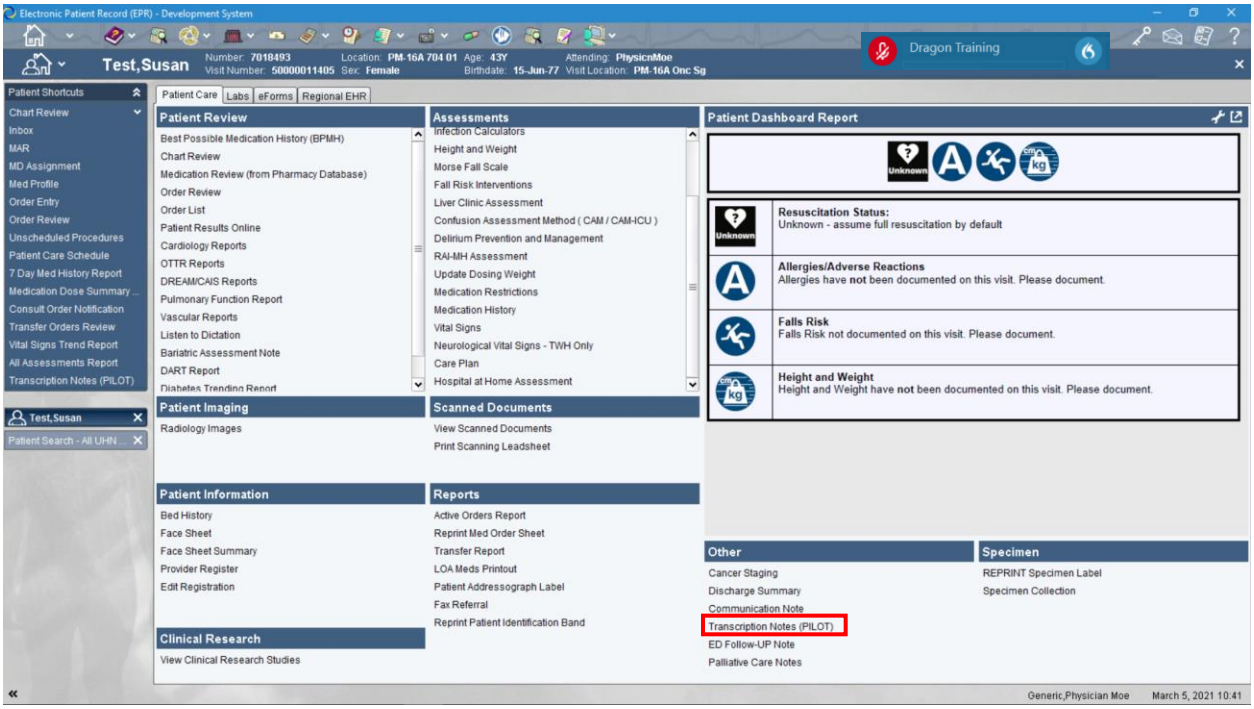
2. At the bottom of the screen under the **Physician Information** heading the **Primary Care Provider** and **Referring Physician** are listed. These individuals will automatically receive an auto-fax of any completed transcription note you complete.



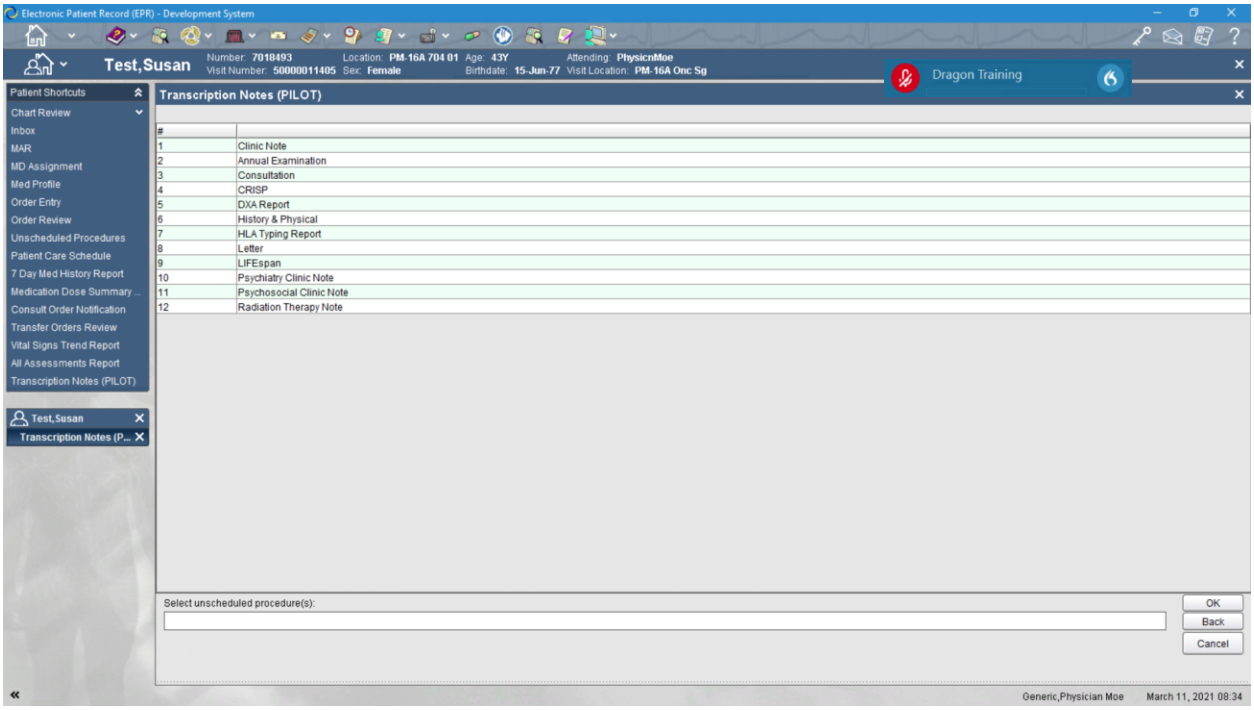
3. Return to the main page by exiting out of the **Face Sheet Summary**.

Transcription Notes Workflow

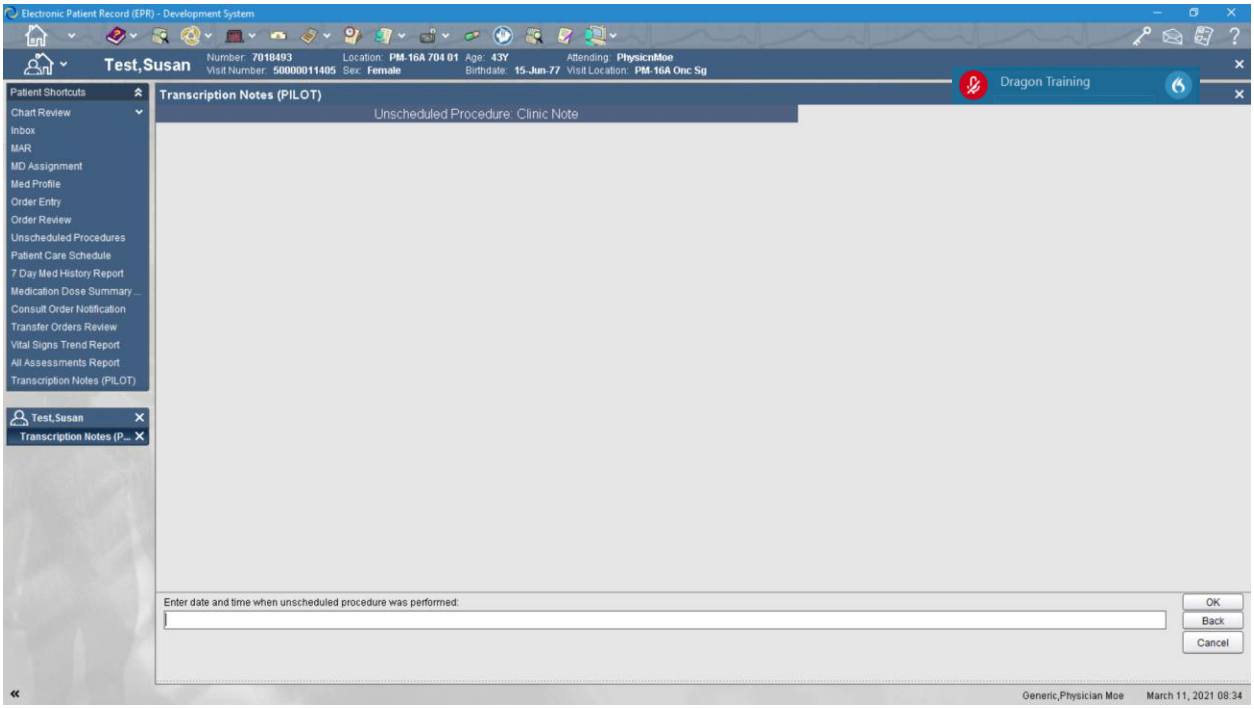
9. From the **Patient Care** tab, select **Transcription Notes (PILOT)** located under the **Other** section.

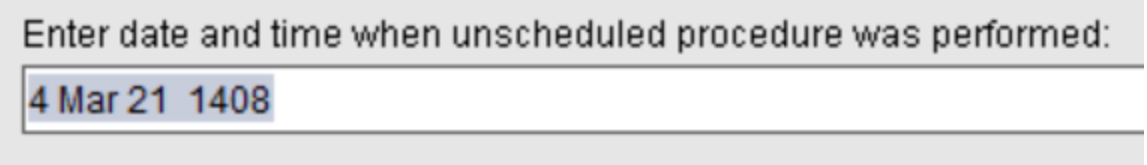


10. From the list of available notes, select the note you wish to dictate and click **OK**.

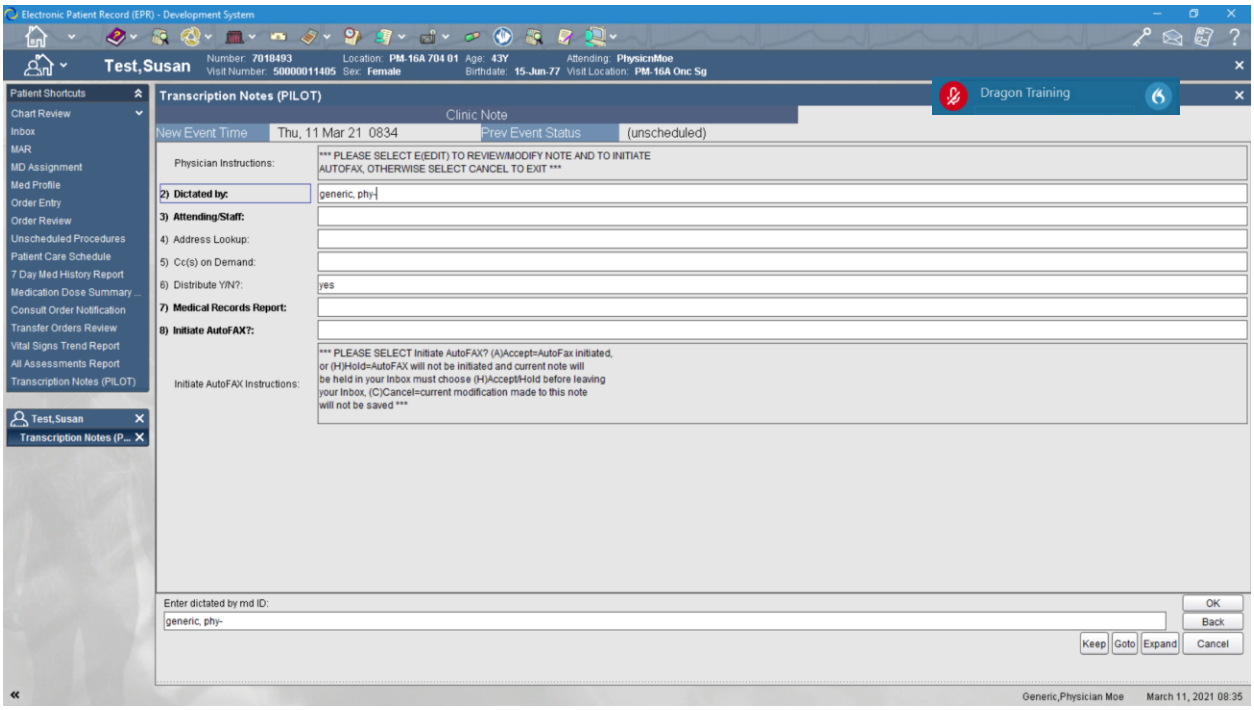


11. Enter the date and time that the procedure was performed into the transaction line and click **OK.** Type **Now** in the transaction line for today's date and time, if that is appropriate for the time of documentation. Otherwise, enter the correct date and time for the note using the day-month-year 24-hour date/time format, e.g. 4 Mar 21 1408.

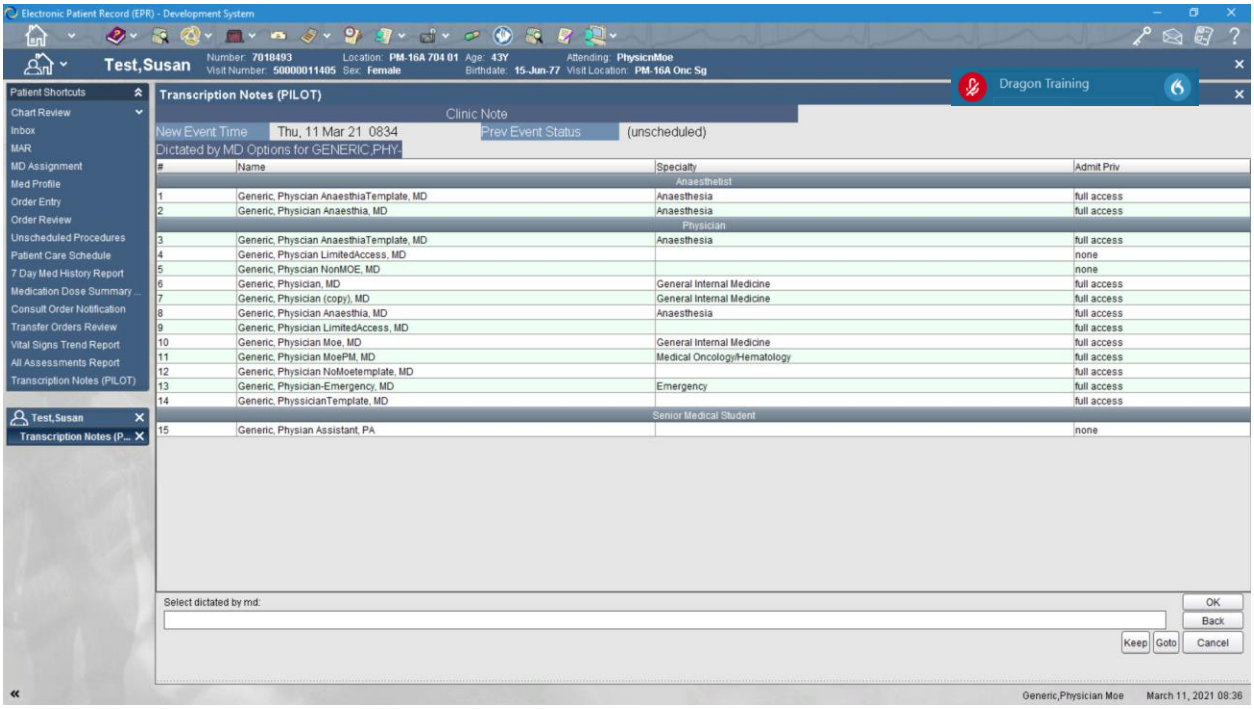




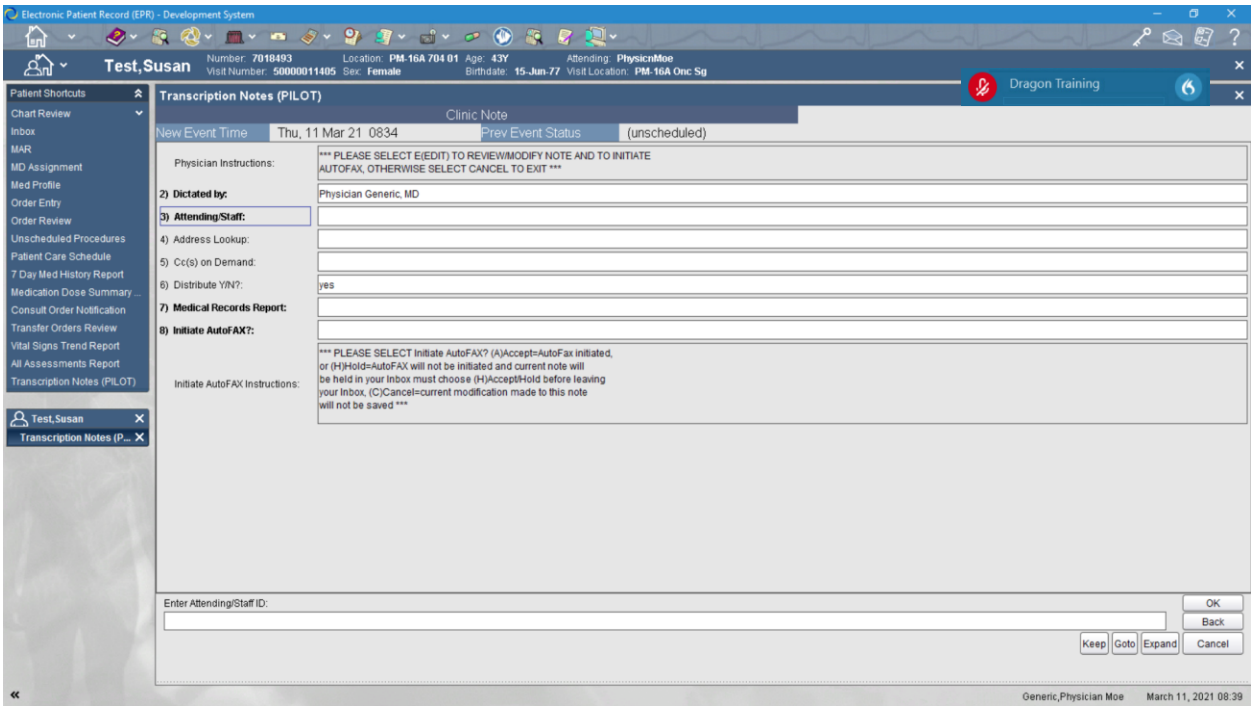
12. Enter your Last Name, First Name in the transaction line and click **OK** to add your name to the **Dictate By** field.



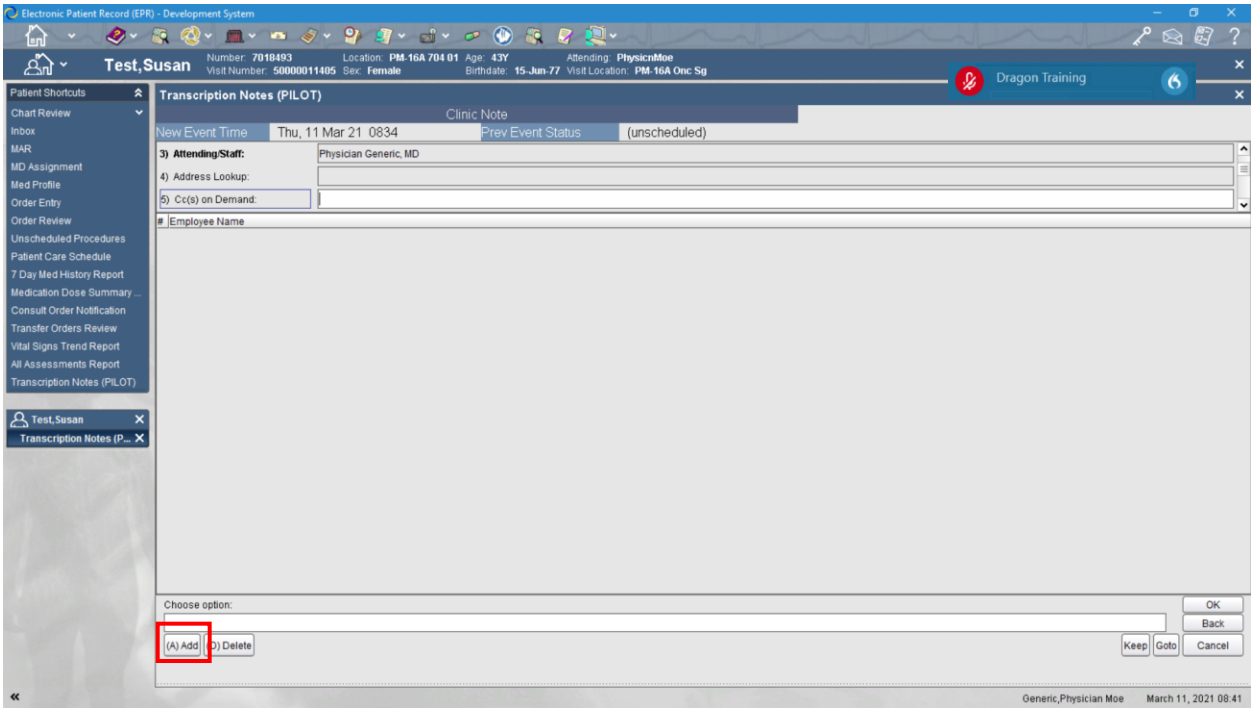
13. From the list of dictated by options, select your name and click **OK.**



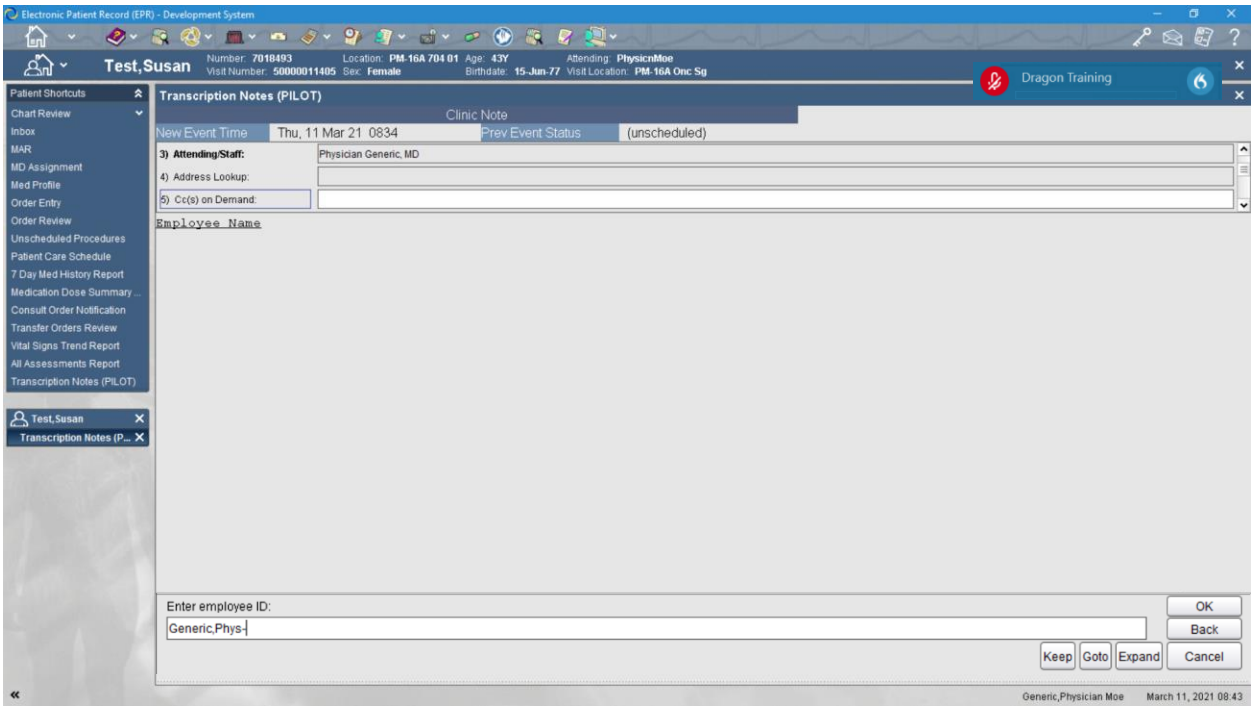
14. In the **Attending/Staff field** enter the last name, first name of the most responsible provider to ensure this note is listed under the correct provider in chart review. Click **OK** to continue.



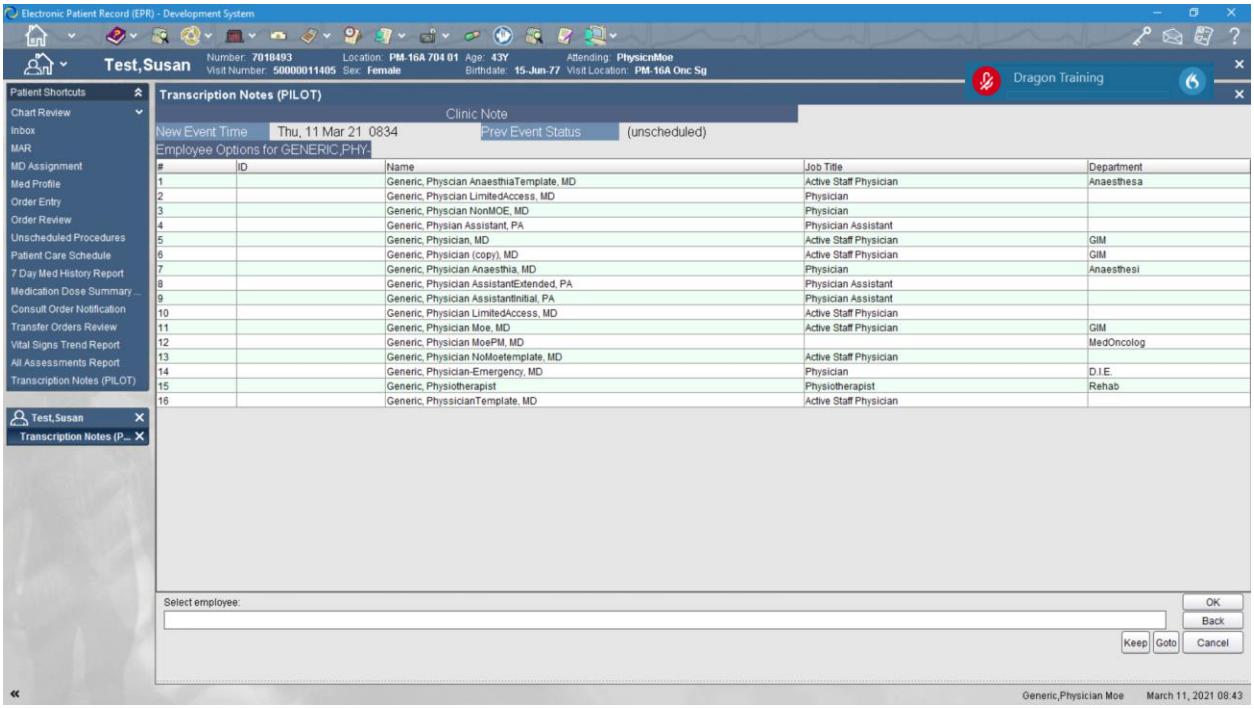
15. All **Transcription Notes** will be sent to the primary care provider and referring physician associated with the patient visit. If you wish to include additional recipients, choose the **Add** option located under the transaction line and click **OK.**



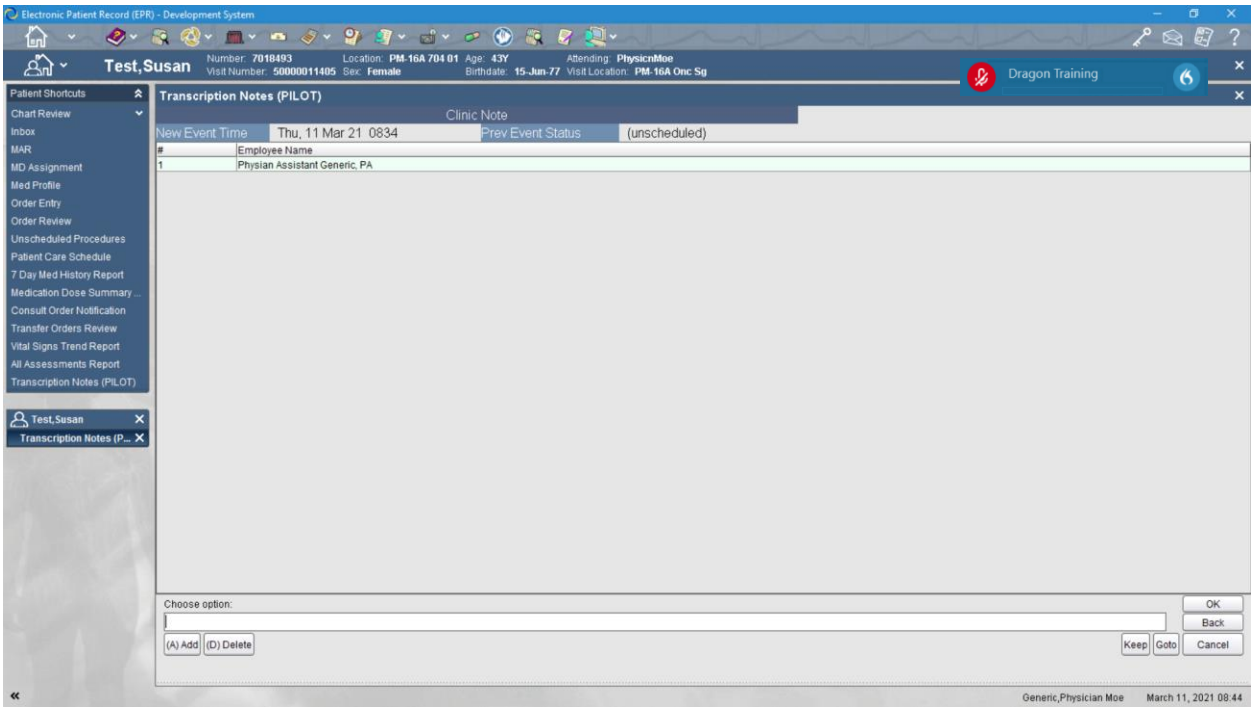
16. Type the **Last Name, First Name** of the recipient in the transaction line and click **OK.**



17. From the list of employee options, select the name of the employee and click **OK** to add them to the **CC's on Demand**.

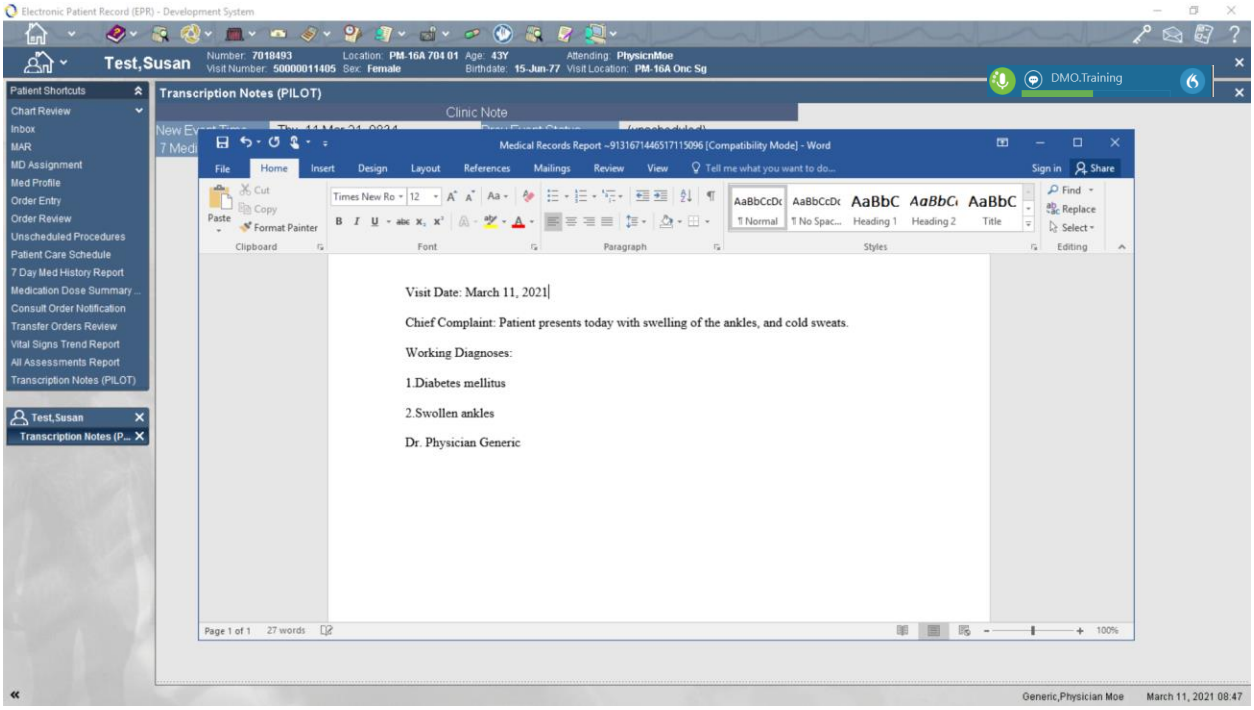


18. The list of employees receiving the note via auto-fax will appear under Employee Name. The primary care provider and referring physician will also receive the auto-fax despite not being listed under Employee Name. From here, you can continue to **Add** recipients or **Delete** recipients that were added in error. The list of available employees includes both internal employees and community providers. When completed, click **OK.**

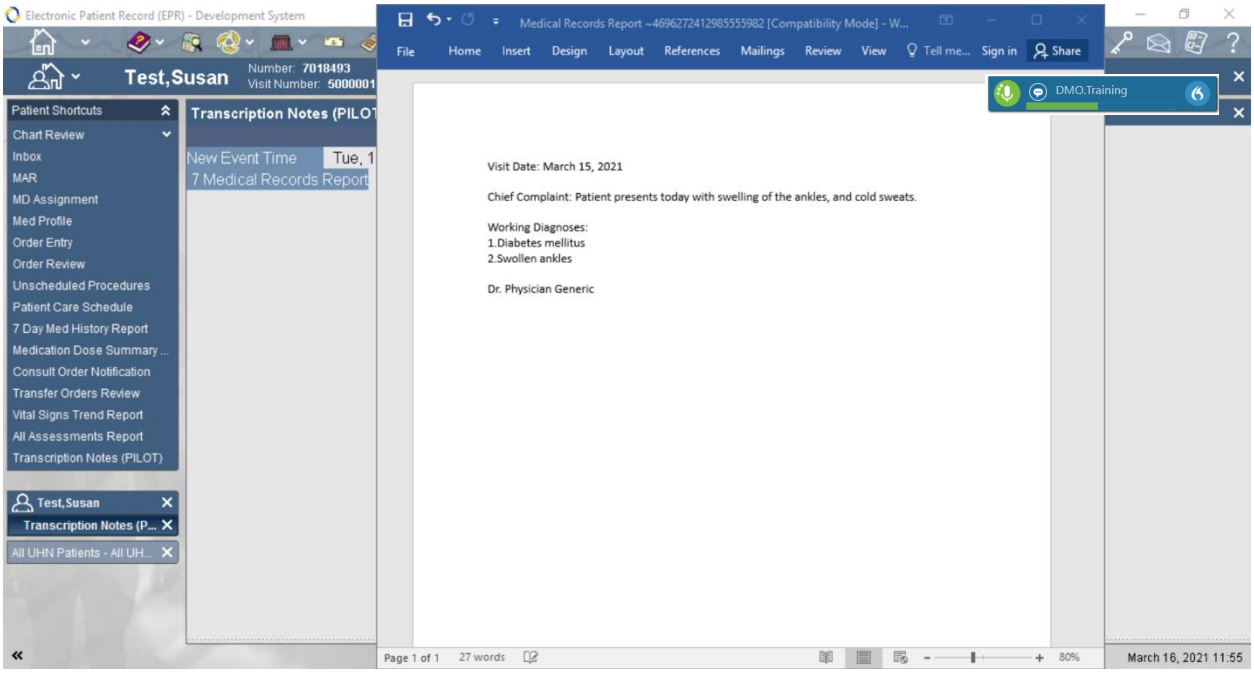


19. The **Medical Records Report** word document will automatically open. Here, you are able to use Dragon to complete your note. Each note should begin with the **Date of Visit: Month Day, Year** and end with **your signature**, which you can create as an auto-text.

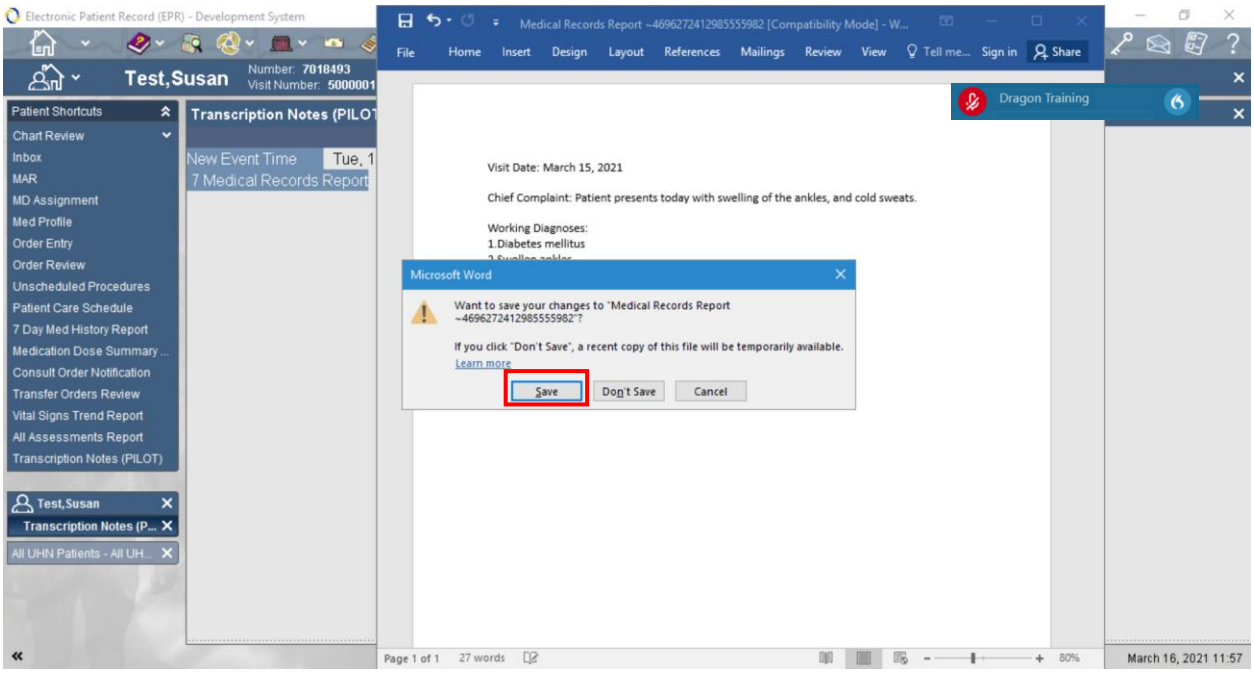
    Note: All headings, medications and medication abbreviations need to be capitalized in your transcription note. Say “all caps on” prior to saying the phrase you wish to be capitalized and say “all caps off” once the phrase has been written. Say “all caps” prior to saying the word you wish to be capitalized, this will capitalize the next word you say and automatically revert to normal text following that word.



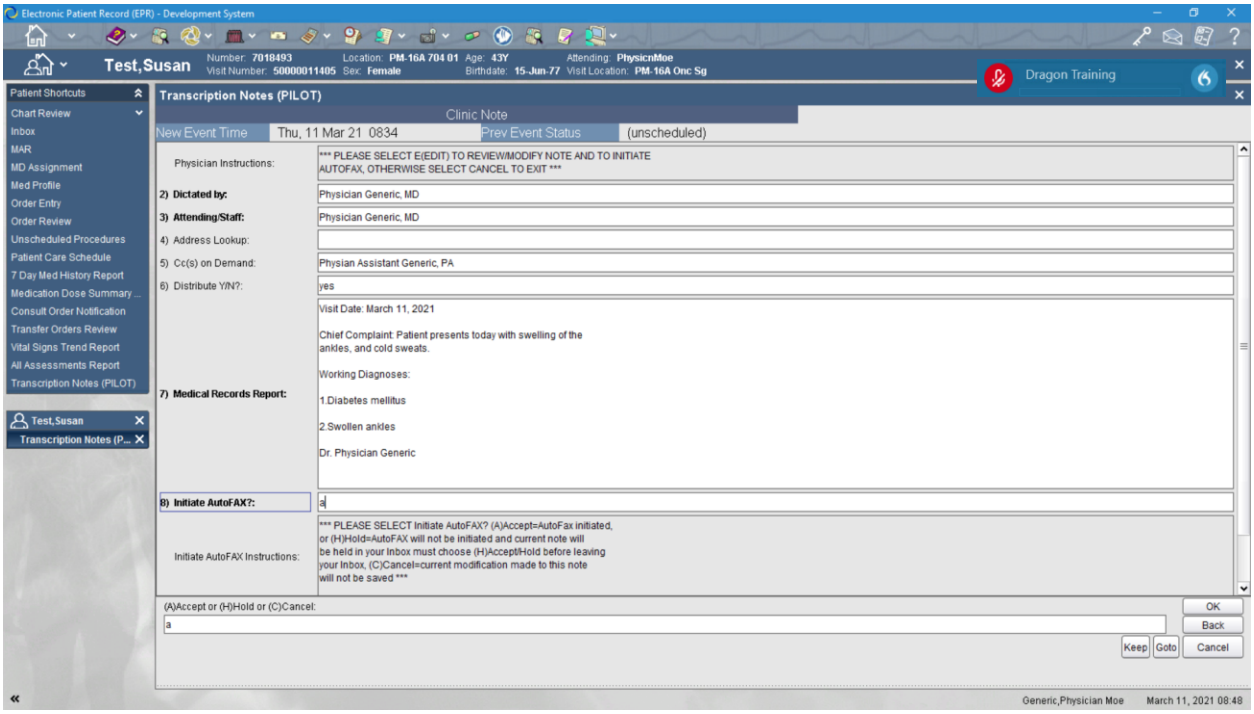
20. When you have completed your note, ensure you review and edit for grammar, spelling and overall accuracy. You cannot save notes as a draft and you are the only person reviewing your note.



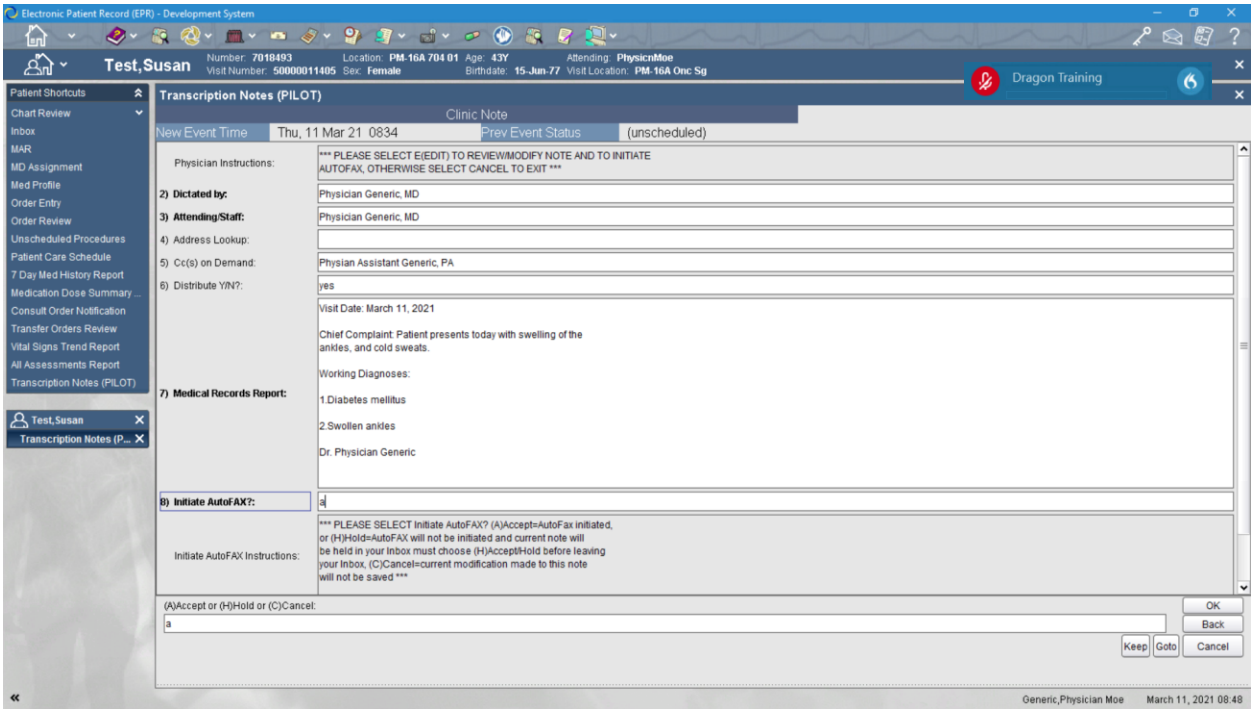
21. Select the X located in the top right to exit the word document and select **Save** from the pop-up window.



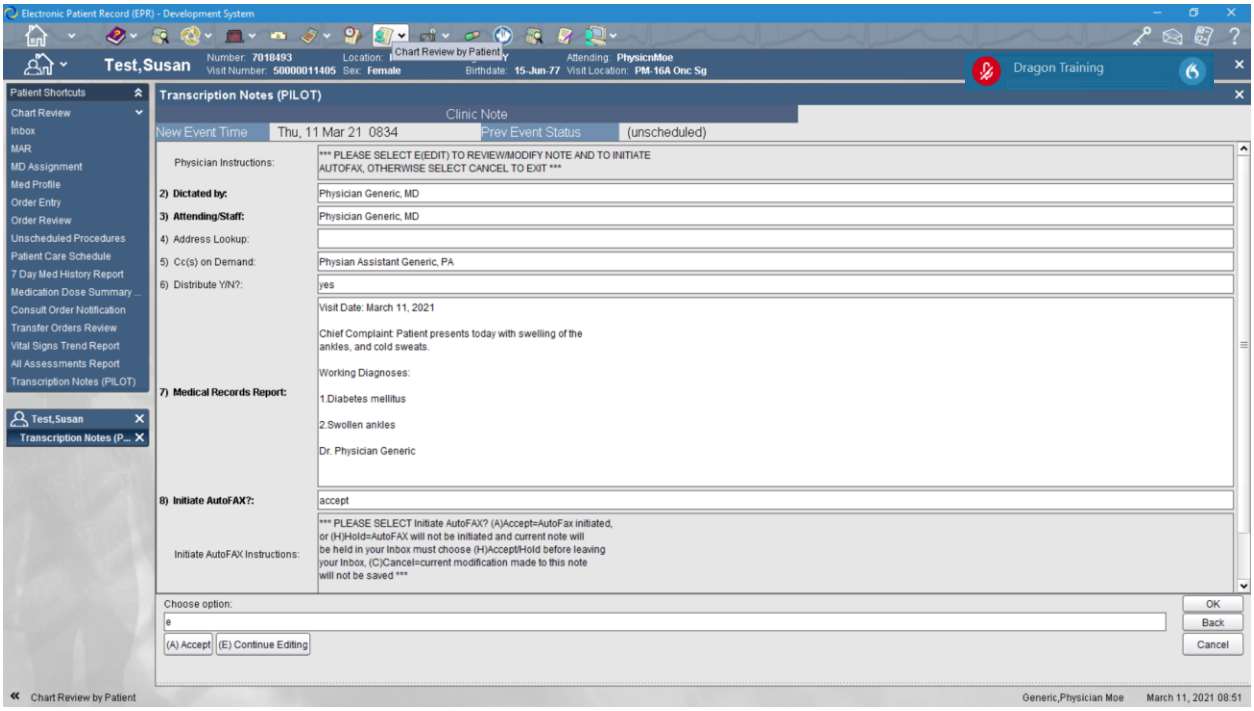
22. Your note will now be visible in the **Medical Records Report** section of the Transcription Note.



23. To initiate the auto-fax, type **A** into the transaction line and click **OK.** Do not use the **H (Hold)** function when completing these notes.



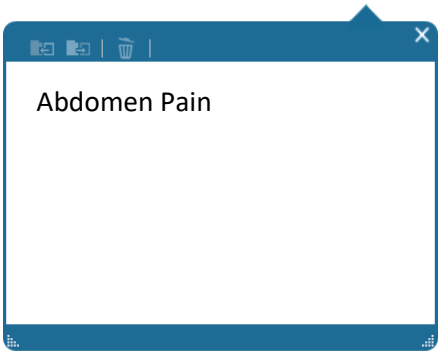
24. Choose either **Accept** if your note is fully complete or **Continue Editing** if you wish to continue editing your note located under the transaction line.



25. Select **Continue Editing** to return to field number 6, **Distribute Y/N,** where you can change the distribution to N (No). If distribution is changed to no, the primary care provider and referring physician will not receive the note however all employees added to the **Cc(s) on Demand** field will. If there are no names in the **Cc(s) on Demand** field and distribution is changed to N (No), the note will be saved to EPR for internal review only.

Dictation Box Workflow for Free Text Fields

1. You can use Dragon on any available free text field within a note in EPR. Some field are not directly compatible with Dragon and you will be required to use the dictation box function.
2. The dictation box will pop-up from the DragonBar when you begin to dictate in an incompatible field.
3. Your dictated text will appear in the dictation box.

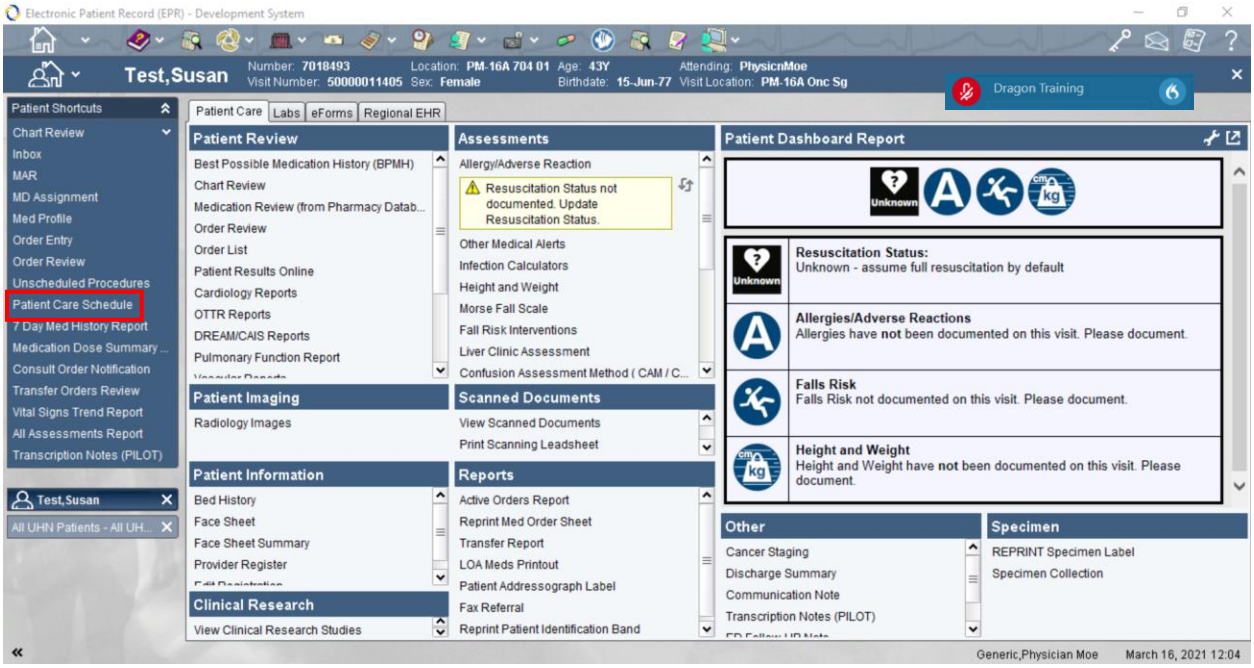


4. Review and edit the text in the dictation box ensuring there are no errors.

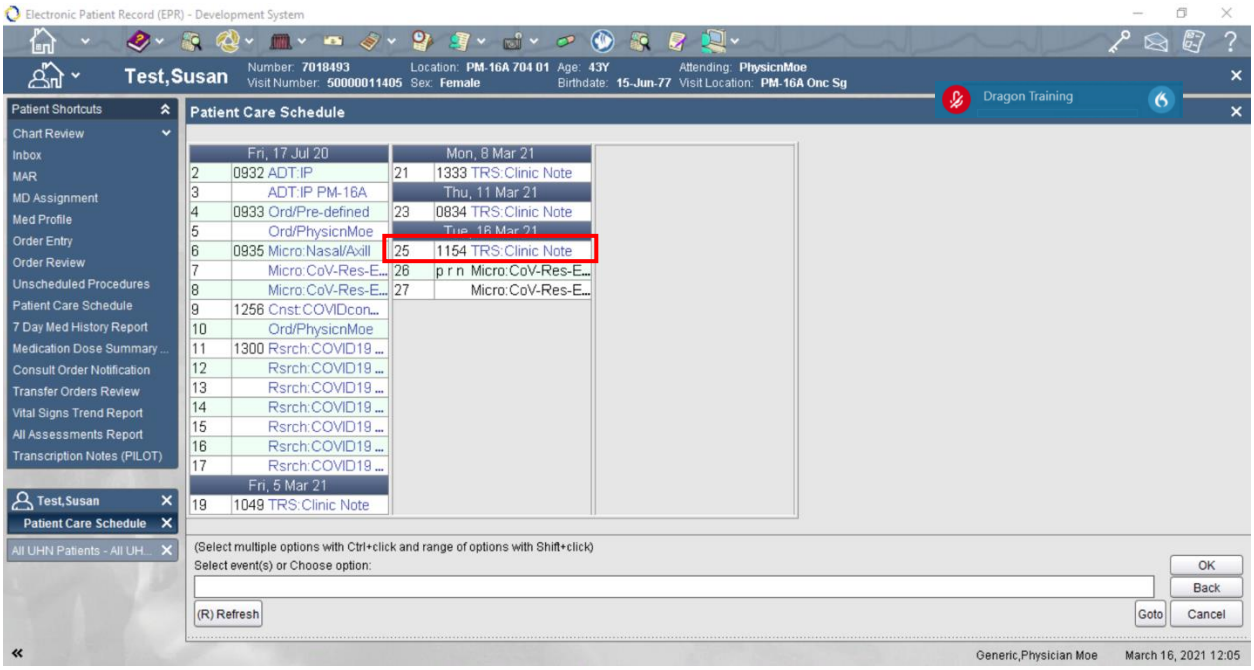
5. To move the text from the dictation box to your desired free text field, say “Transfer Text” or click the transfer text icon located in the dictation box. We need to reformat this
6. Your text should now appear in the field.

Reviewing/Correcting Completed Notes

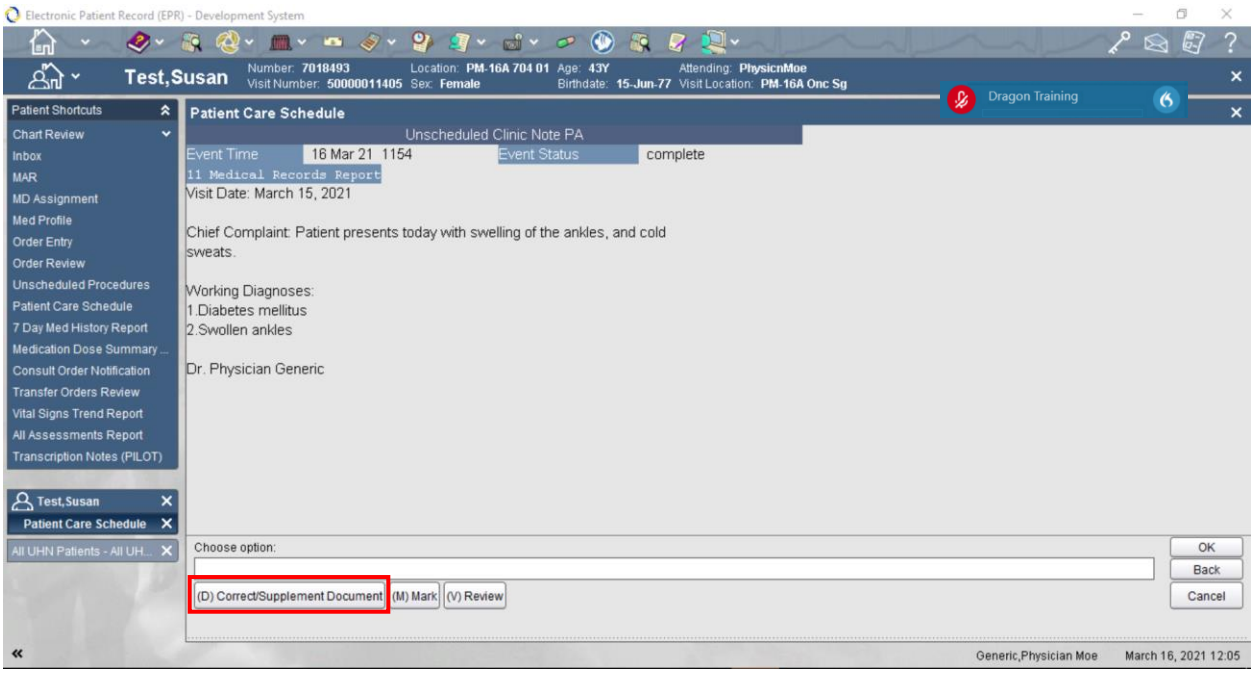
1. From **Patient Shortcuts,** select **Patient Care Schedule** to find your completed note.



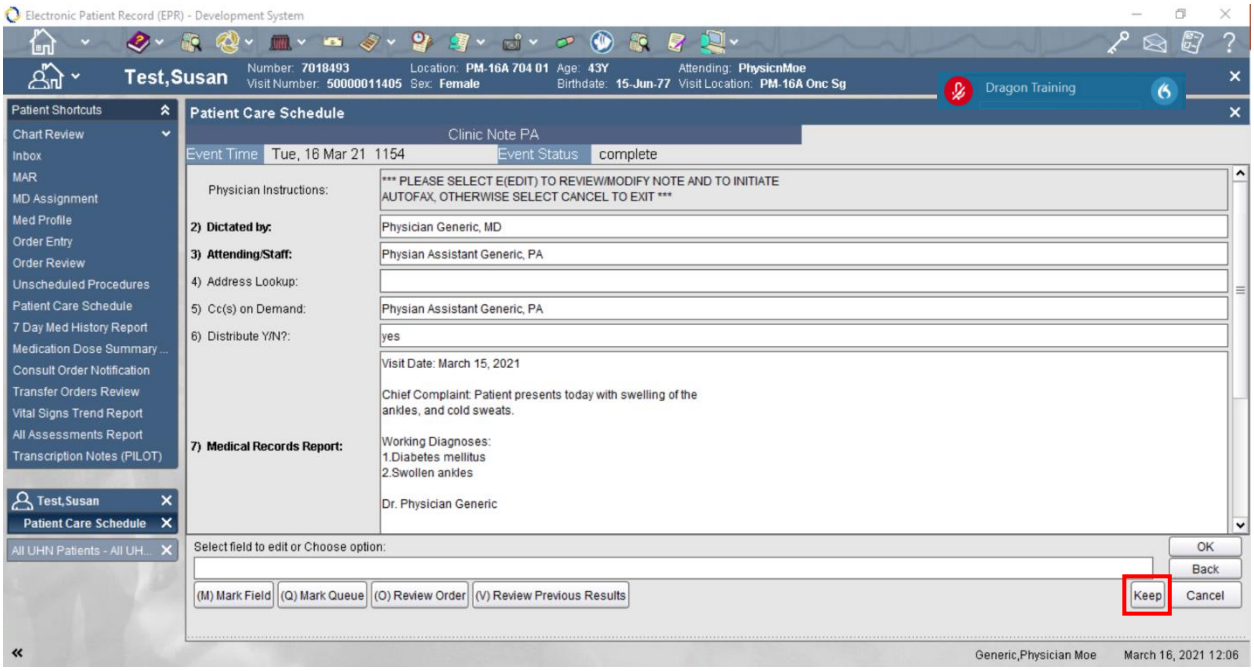
2. Using the date and note type, select the note you wish to review and click **OK**.



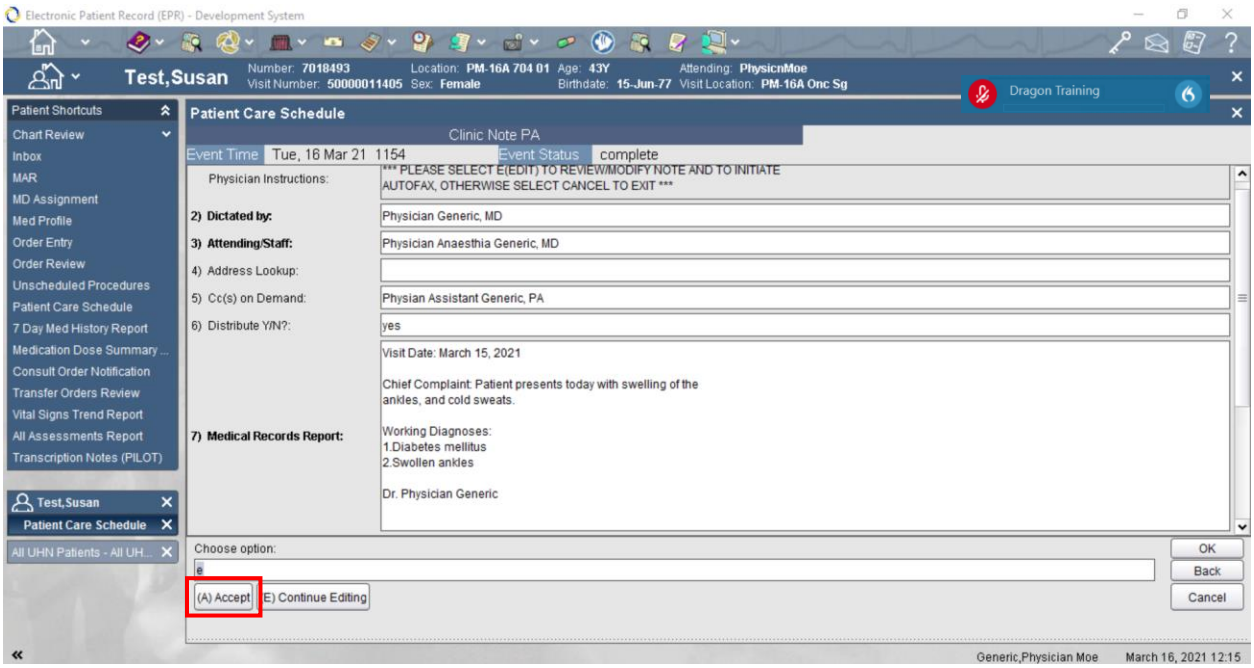
3. Choose **Correct/Supplement Document** located under the transaction line to edit or add to your completed note. When you accept an updated note, a new auto-fax will be sent to the referring physician, primary care provider and providers added to the **CC's on Demand.**



4. Select the field you wish to correct or supplement and make the changes. Once all changes have been completed, click **Keep.**



5. Click **Accept** to save all of the changes and send a new auto-fax.


Electronic Patient Record (EPR) - Development System
Test,Susan
Number: 7018493
Visit Number: 50000011405
Location: PM-16A 704 01
Sex: Female
Age: 43Y
Birthdate: 15-Jun-77
Attending: PhysicnMoe
Visit Location: PM-16A Onc Sg
Dragon Training
Patient Shortcuts
Chart Review
Inbox
MAR
MD Assignment
Med Profile
Order Entry
Order Review
Unscheduled Procedures
Patient Care Schedule
7 Day Med History Report
Medication Dose Summary ...
Consult Order Notification
Transfer Orders Review
Vital Signs Trend Report
All Assessments Report
Transcription Notes (PILOT)
Test,Susan
Patient Care Schedule
All UHN Patients - All UH...
Patient Care Schedule
Clinic Note PA
Event Time
Tue, 16 Mar 21 1154
Event Status
complete
Physician Instructions:
*** PLEASE SELECT E(EDIT) TO REVIEW/MODIFY NOTE AND TO INITIATE AUTOFAX, OTHERWISE SELECT CANCEL TO EXIT ***
2) Dictated by:
Physician Generic, MD
3) Attending/Staff:
Physician Anaesthia Generic, MD
4) Address Lookup:
5) Cc(s) on Demand:
Physian Assistant Generic, PA
6) Distribute Y/N?:
yes
7) Medical Records Report:
Visit Date: March 15, 2021
Chief Complaint: Patient presents today with swelling of the ankles, and cold sweats.
Working Diagnoses:
1.Diabetes mellitus
2.Swollen ankles
Dr. Physician Generic
Choose option:
e
(A) Accept
(E) Continue Editing
OK
Back
Cancel
Generic,Physician Moe
March 16, 2021 12:15