

# 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 (phone) 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. Currently, only the back-end dictation process supports any note that needs to be co-signed.

**Front-end dictation:** This allows users to dictate directly into an electronic patient record (EPR) which enables fast, real-time documentation (i.e. use voice as an alternative to typing using a keyboard). 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 Provider and Referring Physician. Any additional recipients will need to be included in the **CC on demand** field.

Nuance Dragon Medical One (“Dragon”) is a cloud-based front-end speech recognition solution that has been integrated with EPR. In June 2022, the new HIS (Epic) will also be integrated with Dragon.

### Who will have access to Dragon with EPR?

Dragon is being offered on a limited basis to staff physicians, nurse practitioners, social workers, speech language pathologists, physical therapists and psychologists who currently use phone dictation. Within EPR, a Transcription Note menu will provide the ability for commonly dictated notes to be self-created and immediately distributed upon completion. As such, the participant group is limited to those authorized to self-dictate and sign notes in accordance with UHN Policy.

EPR participants will continue to have Dragon access with Epic in June 2022.

### Will the phone dictation service still be available?


The phone dictation service is still available. The aim for the current Dragon launch is for dictation users to become familiar with an alternative convenient way of creating self-dictated notes. We encourage you to give self-dictation a try and discover the benefits.

### How do I launch Dragon Medical One?

1. From your desktop, double click on the **EPR with Speech** icon.



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

3. 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.

#### What is my Dragon user ID?

Your Dragon user ID is your EPR ID.

#### 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:

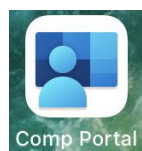
[https://www.uhn.ca/corporate/For\\_Staff/Digital\\_Education](https://www.uhn.ca/corporate/For_Staff/Digital_Education)

#### 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. In quiet environments, build-in computer microphones (e.g. all-in-ones) may suffice. Divisions/departments are not expected to buy their own microphones for speech recognition. The project will supply USB standing microphones for common area shared computers that require them.

#### What is the PowerMic Mobile application and how do I download it?

PowerMic Mobile is a smartphone application that can be downloaded for free to be used with Dragon Medical One. PowerMic Mobile turns any smartphone into a wireless microphone that will sync with Dragon Medical One in EPR. If using a UHN-managed phone you will find the app in the **UHN Company Portal**.



If using a personal phone, the application is available in the **Apple App Store for iPhone** and **Google Play Store for Android devices**.

Installation instructions for the PowerMic mobile application are located at

[https://www.uhn.ca/corporate/For\\_Staff/Digital\\_Education](https://www.uhn.ca/corporate/For_Staff/Digital_Education)

#### I don't see my USB microphone as an option in the Microphone drop-down, what do I do?

If you have already launched Dragon, but you forgot to plug in your microphone, you will need to exit Dragon, wait for the driver to finish installing for the microphone that is plugged in, and relaunch Dragon.

#### How do I know when the PowerMic Mobile application is connected to Dragon?

On the Dragon Bar the cellphone icon will be red. If you see a cellphone icon that is orange, you have selected PowerMic Mobile but it is not connected. Make sure you have the application open on your cellphone and you have paired it to the PC.



*Microphone is trying to connect.*



*Microphone is connected to the Dragon Bar but is **not** recording.*




*Microphone is connected to Dragon and recording.*

### How do I log out of Dragon?

Select the menu icon (blue flame) and select **Log Off**. If you select the **Exit** option, Dragon will be closed and EPR will need to be relaunched to open it.

### What is the dictation box and how do I use it?

The dictation box appears when you cannot use voice to text directly in an EPR field. Simply dictate into the dictation box and then move the text from the dictation box to into the field of your choice. To do this, place your cursor within the field and say “Transfer Text” or select the transfer text icon  to move the text over.

### Can I create a note template using Dragon?

Yes, you can create a template using the Auto-Text feature in Dragon.

#### *Steps for Creating an Auto-Text Template*

Create an Auto-Text Command for an Existing Template

#### **Add an Auto-text:**

1. From Dragon Bar menu select **Manage Auto-texts...**
2. Select the plus sign to add a new auto-text



3. Type or dictate the name (what you will say to open it)
  - Use a trigger word such as “Insert” before the template name to avoid errors when dictating
4. Dictate, copy and paste, or type your template into the **Content** field using [xxx] to indicate variable fields
5. Click apply all then click close

When dictating into the template say “Next field” and “Previous field” to move between variables.

## 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.

The following notes have been found to be the easiest to complete using speech recognition:

- 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, LIFEsplan, Psychiatry Clinic Note, Psychosocial Clinic Note, Radiation Therapy Note, OR Procedure/Notes, Cardiac Cath Lab.

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, patient portal 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.

## Ensuring Quality of Documentation

### Who is responsible for the quality of the Transcription Note?

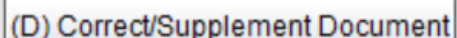
The author of the note is responsible for ensuring the content of the document is complete and accurate. When using eScripton, dictated notes were reviewed and updated by the transcriptionist to ensure quality before being routed to external providers. When using Dragon, there will not be a transcriptionist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

### I am experiencing poor accuracy while dictating, what should I do?

Speak clearly while holding the mic toward your mouth, 1 to 3 inches away. Please dictate all punctuation. This will help the speech engine recognize your voice. Please remember that once you turn the mic on, wait for a half-second to let the screen connect to the mic on your phone or standalone mic (otherwise the first word of your dictation will not be recorded).

#### 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** to make the required edits.



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](http://intranet.uhn.ca/departments/privacy/privacy_breach.asp).

If a privacy breach has occurs, please contact health record services at [healthrecordservices@uhn.ca](mailto:healthrecordservices@uhn.ca).

#### What are the best practices for completing my Transcription Note?

- Include the **Date of Visit** at the top of your note
- Include your **Signature** at the bottom of each note (you can create this as an auto-text in advance)
- Medications, typically capitalized medical abbreviations, and headers should be CAPITALIZED

#### Who should I contact if the primary care provider and/or the referring physician is missing from the Face Sheet?

If at the time of registration the registrar is unable to find the physician they will be required to click the following link: [http://intranet.uhn.ca/departments/privacy/forms/dr\\_address\\_change/form.asp](http://intranet.uhn.ca/departments/privacy/forms/dr_address_change/form.asp) to submit the request.

At the time of visit creation the physician secretaries are responsible for ensuring that the primary care provider and referring physician information is correct and up to date.

#### Who should I contact to have a provider added to the available provider list for the CC's on demand?

Submit a request using the form linked here:

[http://intranet.uhn.ca/departments/privacy/forms/dr\\_address\\_change/form.asp](http://intranet.uhn.ca/departments/privacy/forms/dr_address_change/form.asp)

### Receiving Support

#### Who should end users contact if they have a functional or technical question about Dragon Medical One?

Please submit all non-urgent questions through the [speechrecognition@uhn.ca](mailto:speechrecognition@uhn.ca) inbox and any urgent requests can be submitted by calling the Help Desk.

#### What would be considered an urgent request for front end speech support?

An example of an urgent request requiring off-hours support would be if you are receiving an error message when attempting to log into Dragon Medical One that prevents you from using the software. Keep in mind that you will still have access to use back end dictation until further notice.