

Dragon Medical One Master Education for Providers and Dragon Users

Nuance Dragon Medical One EDUCATION

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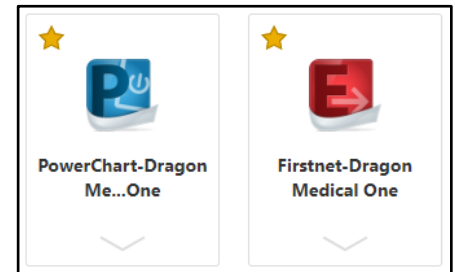
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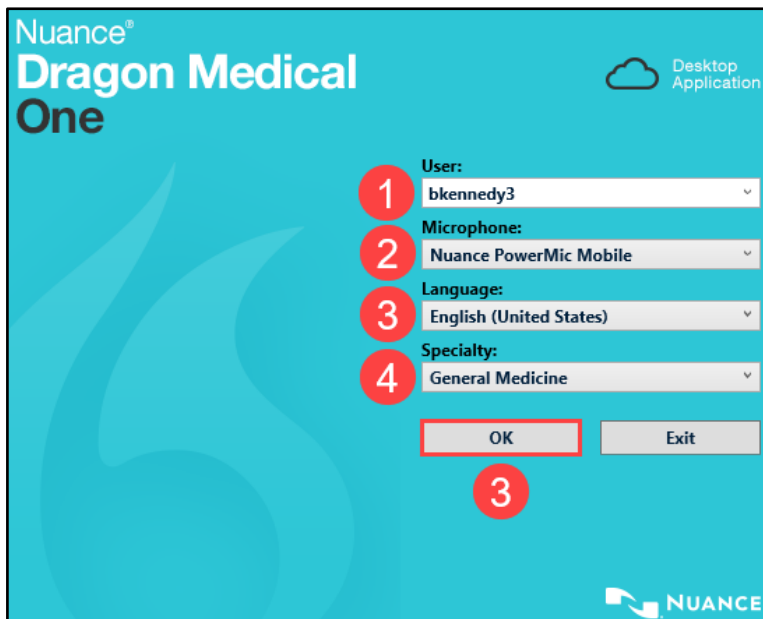
Nuance Dragon Medical One EDUCATION

Launching DMO

- Begin by launching one of the combined applications from Citrix Workspace/Storefront:



- By launching one of the above applications, Dragon Medical One and the respective Cerner application will open simultaneously and function together.
 - Note:** If one application is exited, the other application must also be exited.



- User:** Login with your facility username.
- Microphone:** Select correct microphone using drop-down menu.
 - More information below.
- Language:** Select correct language.
- Specialty:** Select correct specialty or closely matched specialty using drop-down menu.
 - Choose General Medicine or Internal Medicine if the desired specialty is not listed.
 - Use Clinical Administration for non-medical dictating.
- Click **OK** to start using DMO.

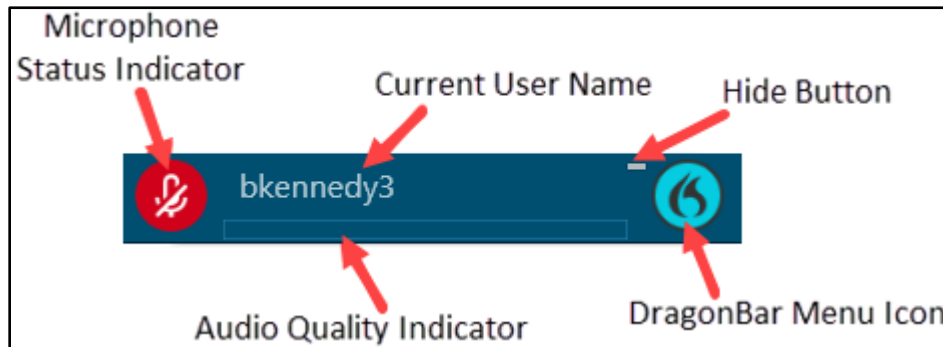
Choosing Microphone Source

- Use the drop-down arrow to select the desired microphone source.
- If already logged into Dragon and need to select another microphone source, use the following steps:
 - Click the DragonBar menu.
 - Click Log Off.
 - This will direct the user back to the main login screen, where the user can select another microphone source, shown above.



DMO DragonBar

- The DragonBar can be used to start/stop dictation, show pop ups of given commands, receive help, and configure set up.
- It is a floating menu, moved by left clicking and dragging with the mouse.



- **Microphone Status Indicator**

- Green = Mic is actively listening.



- The Microphone Status Indicator shows a spinning motion to indicate that DMO is listening and processing your speech or commands. As DMO is listening there may be a slight delay until the text is typed in the Dictation Box or text field.
- **Important:** After activating the microphone, take a 1 second pause before dictating.

- Red = Mic is off/not listening.



- **Audio Quality Indicator**

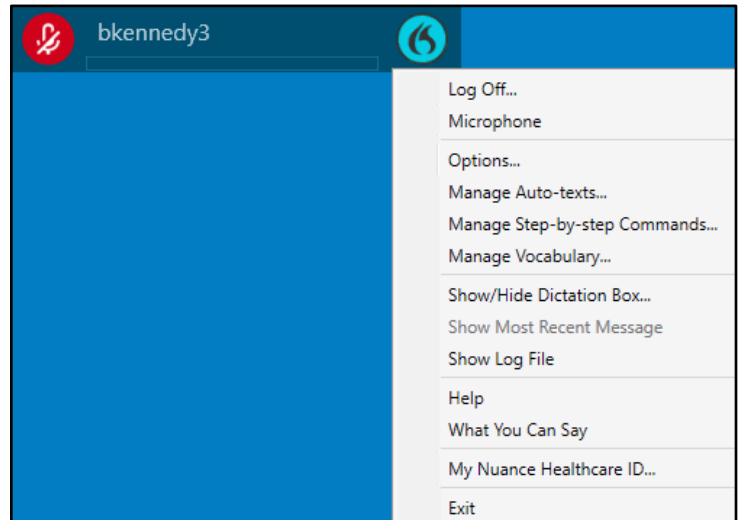
- Indicates audio is recording and displays the volume level. Green is the preferred level.
- Position the microphone approximately 1 inch below your chin and 1-3 inches away from your mouth for optimal performance.

- **Hide Button**

- Click the Hide button or say, “Hide Dragon” to minimize the DMO DragonBar.
- Click the icon in the system tray or say, “Show Dragon” to restore the DMO DragonBar.

DragonBar Menu

- **Log Off:** Allows the user to change users, microphones, and specialties.
- **Options:** These preferences are set by and should only be changed by the Dragon Administrator.
- **Manage Auto-texts:** 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 the user to dictate text independent of the Electronic Health Record (EHR) and Transfer Text to the target application.
- **Show Most Recent Message:** Will display the last recognized voice command.
 - **Note:** This is also useful in displaying the last error message.
- **Help:** Dragon Help and Speech Recognition Help.
- **What You Can Say:** Shows all available commands in DMO, grouped by category.
 - Open this by saying, **“What can I say”**.
 - **Note:** Once the user is in a section, click the blue topic/header to return to the main What You Can Say menu.



What You Can Say Topics	Description
Auto-Texts	Shared Auto-Texts managed by the Dragon Administrator are found here.
User Settings	These preferences are set by and should only be changed by the Dragon Administrator.
Dragon	Control the application.
Formatting	Format text using your voice.
Manage Auto-Texts	Create and edit Auto-Texts using your voice. Auto-Texts created by the user are found here.
Manage Commands	Create and edits commands using your voice.
Customer Feedback	Opens the portal to send Nuance DMO feedback.
Tutorial	Run a DMO tutorial to learn more about using the application.
Correction	Edit what you see on the screen.
Navigation	Move the Speech focus using your voice.
Recording	Control the microphone using your voice.
Personalization and Help	Switch between your dictation and more information.

- **Nuance Healthcare ID:** Complete your registration to access additional benefits, such as the Clinical Calculators mentioned in another document.
- **Exit:** Shuts down DMO entirely. It is recommended to **always** exit Dragon when you are finished using the application.

Basic Dictation

- The user can dictate into an active text field (i.e., Cerner EHR free text components) or into the DMO Dictation Box. If the computer cursor is not in an active field or if the Dictation Box is not open, as the user begins to dictate, DMO will automatically open the Dictation Box and begin transcribing the text.
- Allow a 1 second pause after activating the microphone before speaking. This will ensure all dictated text is captured. Similarly, stop speaking before deactivating the microphone.
- Pause briefly before and after saying commands. The pause lets DMO know the phrase is a command and not true dictated text. Do not pause while speaking a command.
 - Example: When speaking the command “Select Patient”, do not pause between “Select” and “Patient”.
- **Tips for Dictating**
 - Speak clearly and enunciate each word, but do not over-pronounce.
 - Try not to mumble words.
 - Speak at a natural volume and pace.
 - Speak in full sentences, including punctuation.
 - Say, “What Can I Say” to learn what to say for automatic formatting.
 - Always use the **“Select”** or **“Correct”** commands when correction is needed.
- **Dictating Punctuation**
 - When using DMO, punctuation must be spoken in order to be transcribed.

Say	To Enter/Transcribe
Comma	,
Period or Full stop	.
Exclamation point or exclamation mark	!
Question mark	?
Hyphen or Dash	-
Colon	:
Semi-colon	;
Open quote	“
Close quote	”
Open bracket	[
Close bracket]
Open paren	(
Close paren)

- **Starting New Lines and Paragraphs**
 - Use the following commands while dictating to replicate the action of pressing the Enter key:

Command Name/Say	Function
New line	Presses Enter key once to start a new line.
New paragraph	Presses Enter key twice to start a new paragraph.

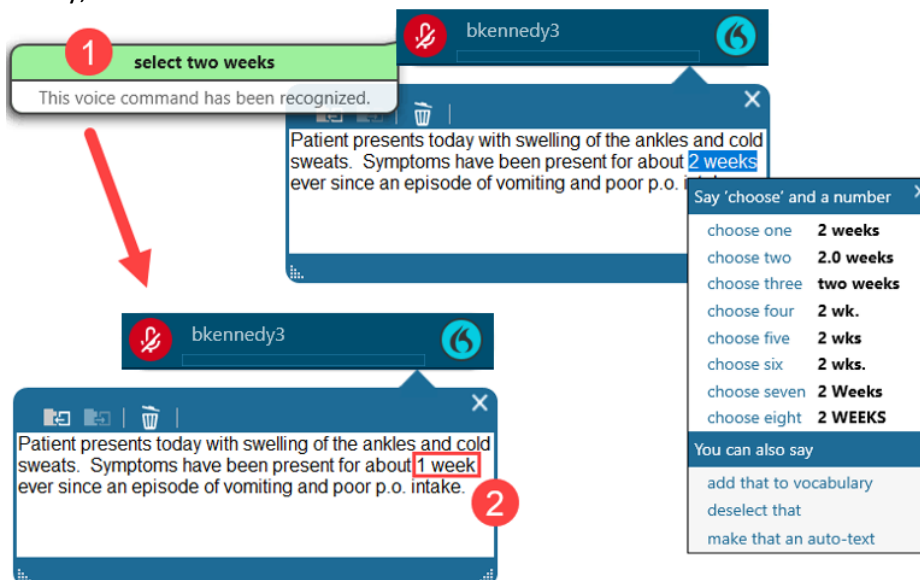
- **Dictating Within an Application (i.e. Cerner)**
 1. Open the **combined PowerChart/FirstNet – Dragon Medical One application.**
 2. Place the cursor where the text is needed to be typed.
 3. Press and hold the dictation button or press to talk, depending on the microphone source.
 4. Begin dictating.
 5. Dictated text is transcribed directly into the application.
- **Dictating Within the Dictation Box**
 - There are multiple ways to open the Dictation Box:
 - Say, “Open Dictation Box”.
 - Press a custom PowerMic button.
 - Select Show/Hide Dictation Box from the DragonBar Menu.

1. Dictated text will be transcribed here.
2. Transfer Text – Say “Transfer Text”, use button in dictation box, or use button on PowerMic.
3. Recall Text – Say “Recall Text” or use button in dictation box.
4. Discard Text – Say “Discard Text” or use button in dictation box.
5. Close Dictation Box – Text will not be lost.

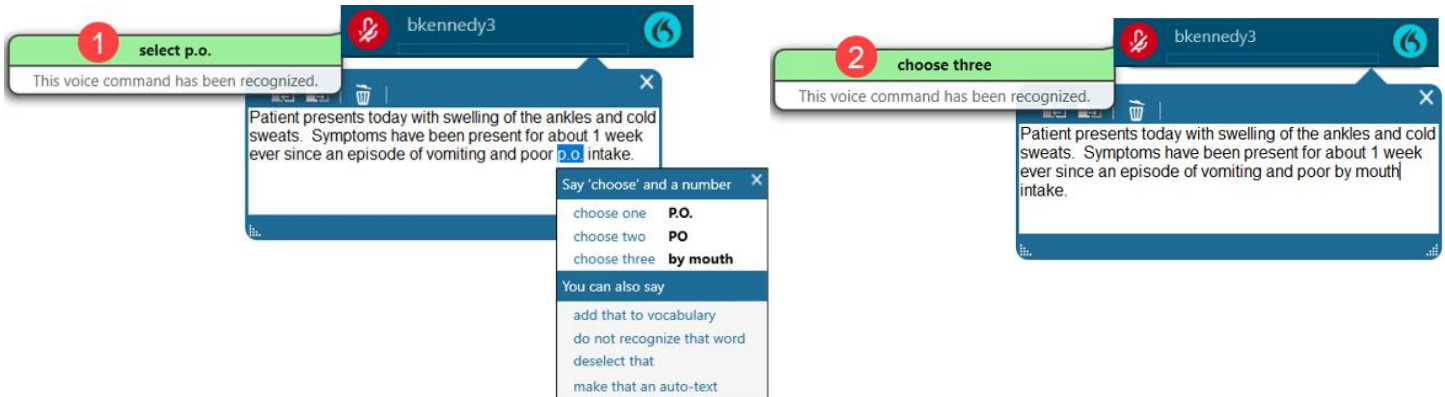


Editing Text

- DMO adapts to the user’s unique dictation style and use of vocabulary. The more DMO is used, the better its recognition, as it is continuously learning. It is important to edit misrecognitions and correct errors, whether they occurred from dictating the wrong text or if DMO misrecognized the text.
- The best way for DMO to improve itself is to select the text and then replace it. Methods to do this include:
 - Use voice commands to select the text, then replace it by **dictating over the selected text**.
 1. Say, “Select (or Correct) 2 weeks”.
 2. Say, “One week”.



- Use the **correction menu** if the correct option is listed because DMO will learn from this.
 1. Say, “Select (or Correct) po”.
 2. Say, “choose three”.



- With the **computer keyboard**, manually edit dictated text to the correct word or phrase.
 - **Note:** If DMO misrecognized the text and it is corrected with the computer keyboard, DMO will learn over time what was meant to be said.
- **Selecting Text**
 - Place the cursor in the text box to use voice commands to select spoken or typed text. Users can select:
 - Single words
 - Phrases
 - Whole sentences
 - Paragraphs
 - Punctuation marks

Command Name/Say	Function
Select [word]	Select a single word
Select [word] through [word]	Select a string of words
Select this sentence	Select the sentence the cursor is placed in
Select this paragraph	Select the paragraph the cursor is placed in
Select all	Select everything in that text box
Select again or Select previous	Scroll backwards through the text to select a different occurrence of the selected text, when text is mentioned multiple times

- **Common Voice Commands for Editing Text**

Command Name/Say	Function
Scratch that or Delete that	Erases the last text spoken or the selected text
Deselect that or Unselect that	Deselects highlighted text
Undo that	Same as pressing CTRL+Z to undo the last action
Redo that	Same as pressing CTRL+Y to redo the last action
Insert before <text>	Inserts the cursor before the text
Insert after <text>	Inserts the cursor after the text
Go back	Return the cursor to the position prior to the selection command
Bold that	Bolds the selected text
Cap that	Capitalizes the first letter of each selected word or all words of last spoken text
All caps that	Formats the selected text or the last spoken text as all capital letters

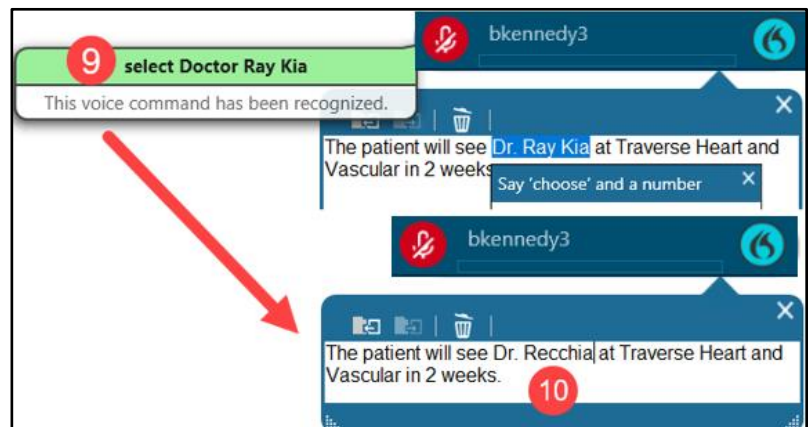
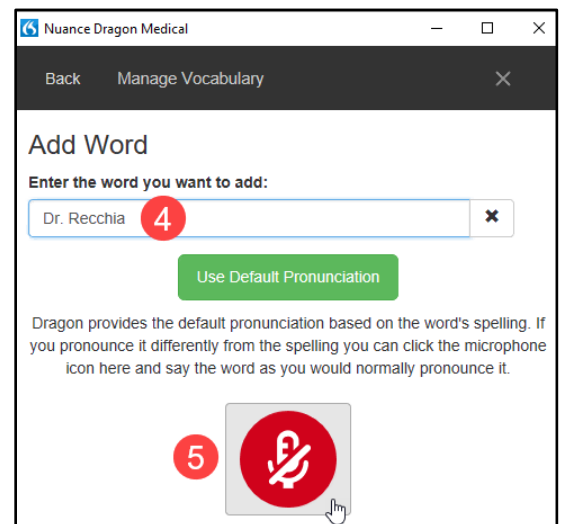
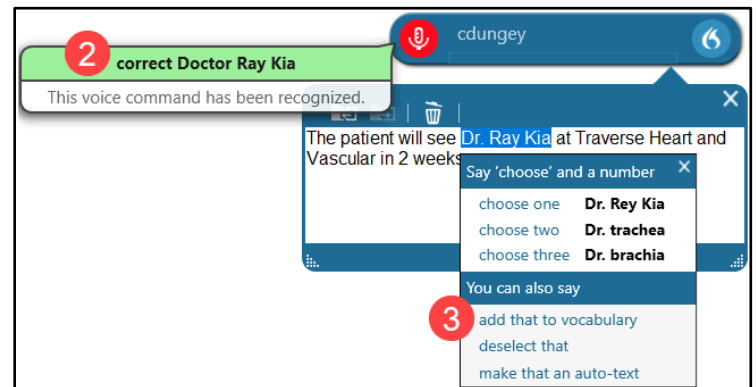
Manage Vocabulary

- DMO will recognize most usual word choices, including diagnoses, procedural terminology, anatomy/physiology terms, common names, and dosage abbreviations. However, it may be necessary to teach DMO new words, such as atypical names or newer medications.
- **Note:** If DMO doesn't recognize a certain word, voice training must be completed, as shown below.


Adding Custom Vocabulary:

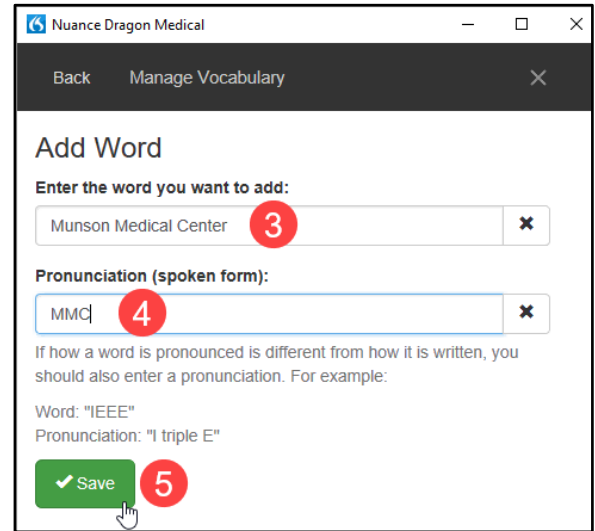
Situation 1 – Voice Training Practice

1. Dictate the following: "The patient will see Dr. Recchia at Traverse Heart and Vascular in 2 weeks."
 - a. Observe that DMO misrecognized/misspelled Recchia. Therefore, the spelling needs to be corrected and add it to the vocabulary.
2. Say, "Select (or Correct) Dr. Recchia".
3. Say, "Add that to vocabulary".
4. Type the correct spelling of Dr. Recchia.
 - a. Use appropriate spelling, formatting, and/or capitalization as DMO will transcribe exactly what is typed.
5. Click the microphone icon with the computer mouse and speak the word to train it.
 - a. **Note:** If using a PowerMic II or III, do not press any buttons on the PowerMic. If using PowerMic Mobile, turn on the microphone on the cellphone before clicking the microphone icon.
6. Click Confirm. Confirm
7. Close the Manage Vocabulary window.
8. Return to the dictation box.
9. Say, "Select Dr. Recchia".
 - a. Observe the newly dictated version is spelled correctly.
10. Say, "Dr. Recchia".



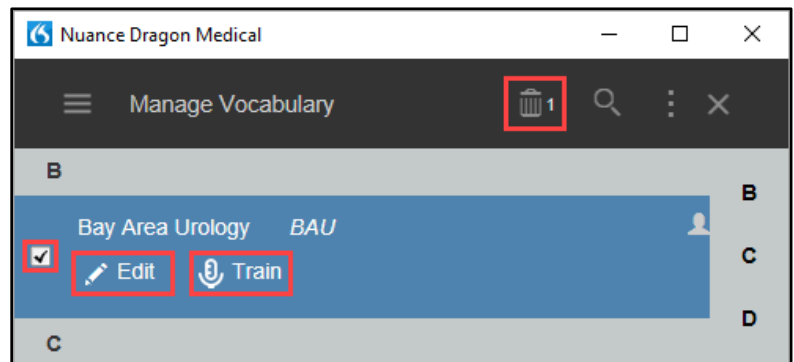
Situation 2 – Enter the word as it is pronounced.

1. Say “Add Word”.
 - a. Or, click on the DragonBar Menu Icon, select Manage Vocabulary, then click the  icon.
2. Click the link at the bottom right that reads **Enter the word as you would pronounce it**.
3. Type “Munson Medical Center” into the top blank.
4. Type “MMC” in the Pronunciation Box.
5. Click **Save**.
6. Now, “MMC” can be dictated and DMO will transcribe Munson Medical Center.



Editing, Training, and Deleting Vocabulary:

- Open the custom vocabulary list by saying, “**Manage Vocabulary**”, or click the DragonBar Menu Icon and select **Manage Vocabulary**.
- To edit a word, first click on the word from the list.
 - To train or retrain the sound of a word, select the Train icon.
 - To change the spelling of a word, select the Edit icon.
 - **Note:** If the word already has a recorded training, to change the spelling, delete the word and then re-add it.
- To delete a word, select one or more words by checking the boxes, and then click the Trash icon.



Manage Auto-texts

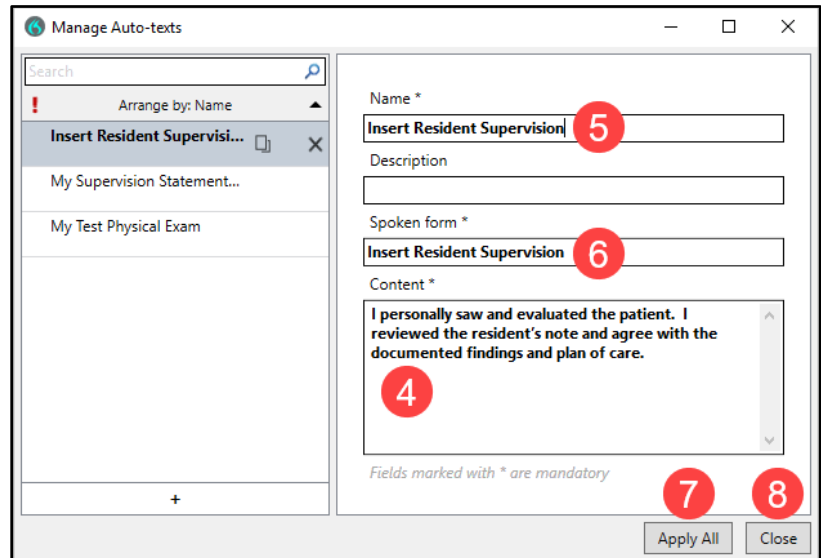
DMO Auto-texts are frequently used predefined blocks of text. Auto-texts allow providers to say a simple voice command to have Dragon transcribe an entire block/paragraph of words.

- **Note:** Auto-texts content cannot have the following text formatting: bold, underline, or italicize.

Creating a Basic Auto-text Practice:

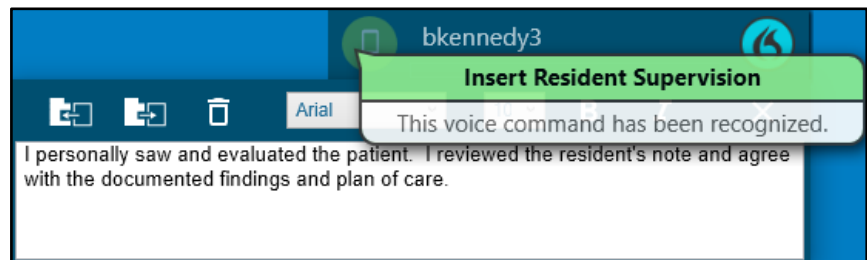
1. Dictate the following: “I personally saw and evaluated the patient. I reviewed the resident’s note and agree with the documented findings and plan of care.”
 - a. Remember to dictate punctuation.
2. Say “Select All”.
3. Say “Make that an Auto-text”.
4. Observe that the Manage Auto-Text window opened with the selected text in the Content field.

5. Click in the Name field. Type or say, "Insert Resident Supervision".
 - a. **Important:** Best practice when naming an Auto-text is to put an initial trigger word, such as **Insert** at the beginning of each Auto-text.
 - b. **Note:** The Dictation Box must be closed before dictating in the Name field.
6. Observe that DMO automatically entered the text into the Spoken form field.
7. Click **Apply All**.
8. Click **Close**.



Executing a Basic Auto-Text:

1. Place the cursor in a free text component within PowerChart or FirstNet.
2. Say "Insert Resident Supervision".
3. Observe the entire block of text populated in one action.



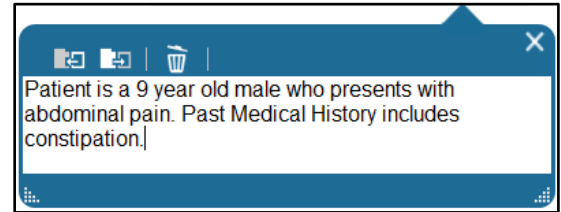
Creating a Variable Auto-text:

Variable Auto-text are created the same way as a Basic Auto-text, but with variable fields added. Variable Auto-texts allow for quick editing of specific fields where there may be variation among patients, such as gender, age, or physical exam.

- To create these fields, use the square/flat brackets []:
 - At the beginning: [which is dictated as "left bracket" or "open bracket".
 - At the end:] which is dictated as "right bracket" or "close bracket".
- When a variable Auto-text is inserted, DMO has features which allow for quick navigation to the variable fields to insert or modify content. Variable fields can be used 3 different ways:

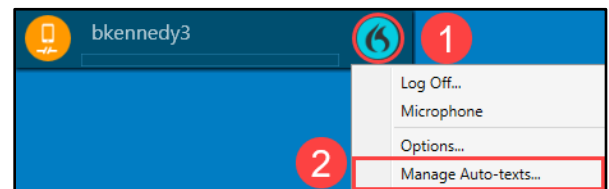
Executing a Variable Auto-text Practice:

1. Place the cursor in a free text component within PowerChart or FirstNet.
2. Say "Insert HPI".
 - a. Observe that the entire block of text populates, and the first variable field is highlighted.
3. Say "9".
 - a. This will replace the 10 with 9.
 - b. **Note:** To navigate between the variable fields, say, "Next Field" and "Previous Field" voice commands, or click the corresponding PowerMic buttons (top arrows on the microphone).
4. Say "Next Field".
5. Say "male".
6. Repeat step 4 and 5, if applicable.
7. When finished, say, "Accept defaults" or click the corresponding PowerMic buttons (check mark on the microphone).
 - a. This will keep the defaulted text and remove all remaining brackets.



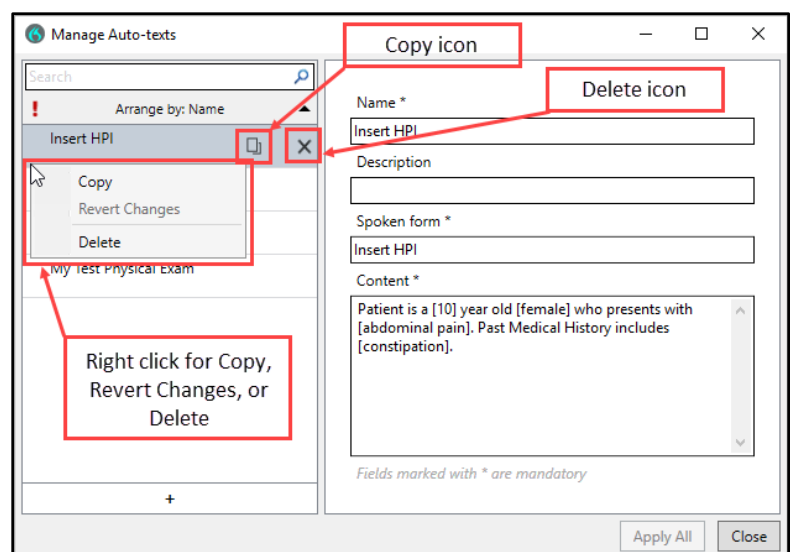
Editing an Auto-text:

1. Click the DragonBar Menu.
2. Select **Manage Auto-text**.
3. Click on an Auto-text to edit.
4. Click into any available field and make changes.
 - a. **Note:** If a change is made to the Name field, manually change the Spoken form field to match.
5. Once complete, click **Apply All** to save.



Delete or Copy an Auto-text:

1. Within the Manage Auto-text window, select the desired Auto-text to delete or copy.
2. **To delete:** Click the **X** or right-click and select Delete.
3. **To copy:** Click the copy icon or right-click and select Copy.
 - a. This will create a copy of the Auto-text that is ready for customization.
 - b. Complete required fields.
4. Click on Apply All to finalize.
 - a. **Note:** The Auto-text will not be deleted until Apply All is selected.
 - b. **Note:** The Revert Changes feature reverts **all** recent modifications and changes back to their original state.

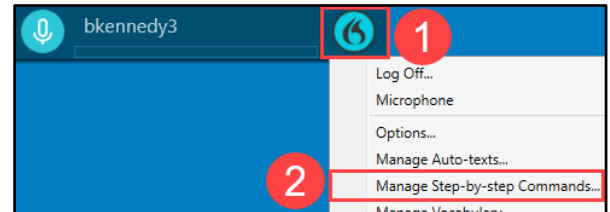


Manage Step-by-step Commands

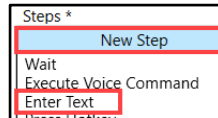
A Step-by-step Command is used to execute a series of predefined actions by saying a key phrase into the Dragon Medical One (DMO) microphone. Step-by-step Commands can be customized to perform a variety of functions, such as inserting a Cerner Auto Text.

To set up Step-by-step Commands:

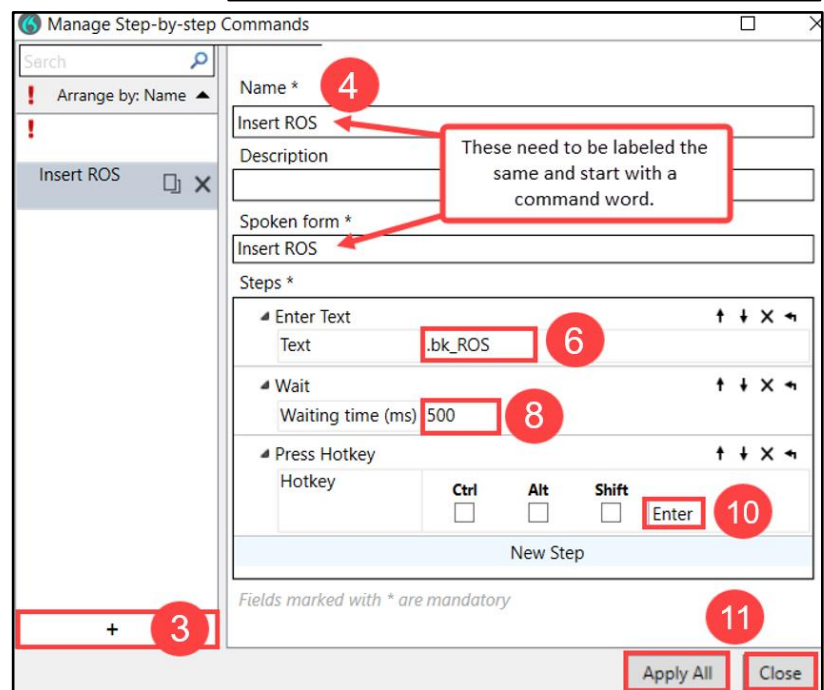
1. Click the DragonBar Menu (blue flame).
2. Select **Manage Step-by-step Commands**.
3. Click the + sign.
4. Complete the **Name** field. This field should start with a command word (i.e., insert) that DMO will recognize to perform the command action.
 - a. Observe that DMO automatically entered the text from the Name field into the Spoken form field. **DO NOT** change the text as these fields need be the same.



5. In the Steps field, click **New Step** and select **Enter Text**.



6. In the Enter Text field, type the name of the Cerner Auto Text **EXACTLY** how it is named in PowerChart or FirstNet, including the period and user's initials.
 - a. **Note:** If the Cerner Auto Text is misspelled in any way, the Step-by-step Command will not work.



7. Click **New Step** again and select **Wait**.
8. In the Wait field, type in **500**.
9. Click **New Step** and select **Press Hotkey**.
10. Click in the Hotkey field and press the **Enter** key on the keyboard. The word Enter will display in the Hotkey field.
 - a. **Note:** The word Enter cannot be typed into the field, the Enter key must be pressed on the keyboard.
11. Click **Apply All**, and then click **Close**.
12. Repeat steps 5 – 13 to set up a Step-by-step Command for all Cerner Auto Texts.

Using a Step-by-step Command

After completing the steps above:

1. Open a patient's chart and place the cursor in a free text component.
2. Press and hold the red record button on the PowerMic and say the name of the Step-by-step Command that was created using the steps above (i.e., Insert ROS).
3. Observe the Cerner Auto Text from PowerChart or FirstNet (i.e., .bk_ROS) automatically being typed into the free text component and the text from that Cerner Auto Text displays.

