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|  | **TOPIC** | **NOTES** | **TIME** |
| 1. | **PPT** |  |  |
| 2. | **Audio Set-Up*** Log In to Dragon

All providers will complete the following:* Volume and Quality Check – Should be done once a month.

From Dragon Toolbar – *Tools 🡪 Accuracy Center 🡪 Check Your Audio Settings** Volume Check
* Click on *Start Volume Check* and read the paragraph until they hear a beep to signal the check is complete.
* **Passed**: Click on *next* to move to Quality check.
* **Failed:** Repeat Volume check.
* Quality Check
* Click on *Quality Check* and read the paragraph until they hear a beep to signal the check is complete.
* **Passed**: Click on *next* to move to the tutorial.
* **Failed:** Repeat Quality check.

*Tools 🡪 Accuracy Center 🡪 Perform General Training** Tutorial – Remind them not to press any buttons on the mic.
* Determine user needs and have them start tutorial:
* First time user – use the Basic Dragon tutorial (first one listed)
* All others – *Stage Fright* by Mark Twain
* Click on “Ok” to adapt files. When it completes, check to see if the mic is still on (mic is green on the toolbar). Turn it off if it is.
 | * Remind providers that they **SHOULD NOT** press any buttons on the microphone when training.
* They will not hear a beep if the sound is turned off on their PC. If it says “Passed”, they can move on to the next step.
* Using the selected tutorials helps to ensure that everyone will finish at approx. the same time.
* Completing an additional tutorial increases Dragon’s ability to understand by more than 50%.
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| 3. | **Verify Settings*** ***Tools 🡪 Formatting***
* Second from last – deselect auto-punctuate
* Third from last – drop box number should be “0”
* Fourth from last – Check mark in “*insert two spaces after period*”
* Click on *OK*
* ***Tools 🡪 Options***
* **Correction Tab**
* Select box 🡪 *Correction command brings up …*
* **View Tab**
* Choose docking mode (Top, Bottom, Floating, Cling, Icon)
* Drop down for “Auto-Hide”. Allows user to select when ribbon appears. Ribbon is useful if providers are dictating directly into document. Most prefer “Never Show” or “1 second”.
* **Misc Tab**
* Make sure there is NOT a check in the *Automatically Save User Files* box.
* Note Speed vs Accuracy slider. May want to adjust this.
* **Dictation Box Tab**
* Select *Keep Transferred Text* on Clipboard in third section.
* **PowerMic II**
* Transcribe 🡪 Dictation 🡪 Transfer Text
* Dictate 🡪 Dictation 🡪Press to Talk
* Tab Forward 🡪 Navigation 🡪 Next Field
* Tab Backward 🡪 Navigation 🡪 Previous Field
* Stop/Play 🡪 Applications 🡪 Show Dictation Box
* Click on OK
 | * Allowing the system to auto-punctuate is said to cause more frustration than help since the system will add punctuation when the provider hesitates.
* Cling option is not recommended since the toolbar will “cling” to the active open window. Active windows change too frequently in PowerChart.
* Icon option is not recommended unless providers are accustomed to using Dragon.
* System will ask if the user wants to save files. This allows user to say “no” if he/she has a cold or there was a lot of ambient noise that will cause voice files to be corrupted.
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| 4. | **PowerMic Buttons*** **POWER MIC MOUSE** (Demonstrate buttons we will be using)
* Stop/Play (Box with Triangle) - Opens Dictation Box
* Dictate Button (Center Button w/Red Dot); Mic on/off button
* Mic = On, when button is depressed and held
* Mic = Off, when not pressed
* Transfer Text (T w/Paper); transfers dictated text from box to document
* Tab Forward/Backward (Arrows) – advances cursor to next or previous fields in templates with designated variable fields.
* Joystick – used to move the mouse around the screen
* Right half-moon (right side of the joystick) – right mouse button
* Left half-moon (left side of joystick) – left mouse button
* Trigger on back of PowerMic – left mouse button
* **DICTATION TIPS**
* Speak in normal tone and at a normal rate – Dragon listens to the context of what is said to help determine what the correct words are.
* Hold mic approximately approx. 6” from mouth, off center of mouth
* Speak punctuation for accurate placement in note. Try not to drop T’s, S’s and N’s.
* Don’t watch the screen. Dictation becomes choppy as provider reads transcription as it displays and hesitates in speaking. Dragon loses its ability to listen to things contextually.
* **DRAGON BAR (NAVIGATION)**
* **Microphone Status**
* Microphone vertical = On
* Microphone horizontal = Off
* Microphone indicators
* Yellow Bar = Speaking too softly
* Red Bar = Speaking to loud
* Green = Speaking at proper level
* **Tools**
* Contains function resources – Accuracy Center, etc.
* **Words**
* Contains vocabulary management controls
* **Sound**
* Contains audio management tools
* **Help**
* Help menu
* **Extras**
* Contains dictation playback features
 | * **FYI:** Can speak Tool Bar buttons into Dragon Mic to open drop down menus
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| 5. | **Dictation**Open Dictation Box* Dictate:

53 year old male presents with severe abdomen pain in the lower left quadrant. Has been experiencing nausea and vomiting along with a low grade fever. Patient indicates that symptoms began approximately 3 days ago. Also indicated he has a loss of appetite and has been unable to eat or drink over the past several days.* Select a word and correct
* Press Dictate Button; Say **“select abdomen“** (word will highlight and a menu opens below word)
* Say **“choose #”** (this replaces with abdominal)
* Have providers make corrections
* Press Dictate Button; Say **“Select left**”(left will highlight)
* Say **“right”** (text will be replaced)
* Select Multiple Words
* Say “select drink through days” (will highlight)
* Say “sleep for the past several days period” (will replace highlighted text)
* FYI: Can select an entire paragraph
* Say “select all”
* Erase last word or phrase (deliberately putting text in wrong spot)
* Say **“Patient stated”** (Remove text in wrong place)
* Say **“Scratch That”**
* To get to end of dictation Say “**Go to End”** cursor inserts after last word in dictation
* Delete a specific word
* Say **“Delete 3 days”** ; replace: say **“ 1 week“**
* To insert cursor into text
* Say “insert after\_\_\_\_\_, or insert before\_\_\_\_\_
 | * Demonstrate commands.
* Remind to release Dictate button when notspeaking
* To unselect a highlight say: “unselect that”
* Practice Dictation Sheet contains commands for exercises.

**Need Help Say “What can I say**” |  |
| 6. | **NEW WORDS (words or word spellings not traditionally found in dictionary)**Point out the way saying Carolinas healthcare system displays; not **Carolinas HealthCare System** with a capital C, capital H and C in Healthcare, capital S.Words that are not traditionally found in the dictionary (Practices, Last Names) can be trained**From Dragon Tool Bar:*** *Words → New*
* Type “Carolinas HealthCare System” → put a check mark in Department Name → Click “OK” and train.

**ACRONYMS (Create acronym with providers name) \*Demo your name\*****From Dragon Tool Bar:*** *Words → View/Edit*
* First field – enter name/info as you want it displayed in document - Type Providers Name ex: “Dr. John Smith MD” (written form)
* Second field - Type “DJS” in 2nd box (spoken form)
* Click *Add*. (window will pop up advising you are adding a new word; click ‘OK”
* Click *Train* and repeat 3 times.
* Click *Done* when finished and go back to Dictation Box
* Press Dictate Button and say “DJS”

**TRAIN*** Used when a word will not spell properly; usually due to an accent or nontraditional spelling.

Example: Provider with Southern Accent says **REMAIN; shows up ROMAINE****Dragon is misinterpreting spelling** |  |  |
| 7. | **Creating a Template with Blank Variable Fields*** Open Dictation Box
* Create the following structure in the Dictation Box: (Dictation #6)

HENT: [] (**All caps H E N T colon left bracket right bracket**)NECK: [] (**All caps Neck colon left bracket right bracket**)RESPIRATORY: [] (**All caps Respiratory colon left bracket right bracke**t)CARDIOVASCULAR: [] (**All caps Cardiovascular colon left bracket right bracket**)GASTROINTESTINAL: [] (**All caps Gastrointestinal colon left bracket right bracket**)NEUROLOGIC: [] (**All caps Neurologic colon left bracket right bracket**)Say **select all** (highlight all text)→ Say **Make That A Short Cut** (will open Command Browser)* In My Command Name say **Progress Note Template**
* In Description say **Progress Note Exam** (If provider needs a description for reference)
* Click “Save”
 | **Note:** Templates with variable fields can be made for most anything. Inserts in PowerNotes, patient letters, etc.**NOTE:** Shortcuts should be named something that isn’t routinely said while dictating. For example, a routine physical exam template could be named *routine exam insert* since those three words are not likely to be said together in routine dictation. Whereas, *routine physical exam* could be used in a dictation. |  |
| 8. | **PowerNote Review** Have providers log in and access patient.**Go to Doc Viewer and PwrNote** * +Add
* Access a SOAP Note
* Rt click on Objective paragraph 🡪 Insert Sentence 🡪 Vital Signs
* Rt click on Assessment paragraph 🡪 Insert Sentence 🡪 Results Review
* Review note structure and functionality
* Save as Pre-Completed
* Open pre-completed note
* Add VS, etc.
* Insert cursor in Free Text at beginning of note
* Speak your template name
* Navigate through fields using the buttons on the mic or speaking *Next Field* or *Previous Field*.

Sample Terms:HENT: **Normocephalic, TM’s clear, Moist oral mucosa, No erythema** NECK: **Supple, No JVD**RESPIRATORY: **Lungs CTA, BS equal**CARDIOVASCULAR: **Normal Rate, Regular rhythm, No Gallop, No Edema** GASTROINTESTINAL: **Soft, Non tender, Normal bowel sounds**NEUROLOGIC: **Alert, Oriented, No focal deficits** |  |  |
| 9. | **Dragon Pad** (internal word processor)* Go to “Tools” → Dragon Pad
* Read Dictation #4 and save (may re-access at providers convenience and edit)
 | * Dragon Pad is the best place to create templates, letters, etc. The template is accessible anytime you login to Dragon.
 |  |
|  | **SETTING UP VOICE COMMAND TO OPEN POWERCHART**1. Dragon Bar:

→Click “TOOLS” →Click “COMMAND BROWSER”→Click “ACUTE” folder→Highlight “Canopy Log In” and right click→Select “Edit” (Commands Editor window will open)1. Default command is Canopy Log In; Provider can rename (Ex: Open Sesame, Open Power, etc.)

→Enter command name in “My Command Name Box”1. Go to Steps Box

→Highlight 7th line “Type User Name” → Click “Edit” → Enter your User ID→Highlight 9th line “Type Your Password” → Click “Edit” → Enter your password 1. Save → Close Editor Box
2. Test the open PowerChart command you just created.

REVIEWING AVAILABLE VOICE ACTIVATED ACTION COMMANDS Under the “All” folder in the Command Browser the is a list of verbal commands that interface with Canopy Apps | * The password will need to updated here anytime the provider changes his/her password.
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| 10. | **Finding Help in Dragon**1. Say ***What Can I Say*** to open help menu
2. **General Training** **Readings**: Go to Dragon Toolbar → Select *Accuracy* → Select *General Training* → Select reading from list → click “OK”
3. **WBT’s** available at: People Connect 🡪 Education → Canopy Education → Select Dragon Tips on menu on the left

Outside CHS: http://physicianconnect.carolinas.org |  |  |