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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%. |  |
| 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. |  |
| 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 |  |
| 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. |  |
| 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 |  |  |