|  |  |  |  |
| --- | --- | --- | --- |
| **1.** | **WELCOME:**  **DRAGON ACCURACY IS BASED ON USE. THE MORE DRAGON IS UTILIZED THE MORE ACCURATE YOUR DICTATION BECOMES.**  **Log into Dragon**   * + Dragon on Icon on Desktop /or by clicking Windows Start Button → click Dragon Medical   + Enter Username → Password → Log In * A window may display prompting provider to do the Volume and Quality Check. * **ALL** attendees will be doing this Volume and Quality Check. If not prompted on log in: * Go to Dragon Bar → Tools → Accuracy Center → Check Your Audio Settings   **MICROPHONE ADJUSTMENT WINDOW: Volume Check /Quality Check/Voice Training**  **Volume Check Window**   * Instruct providers that they **will click “Start Volume Check”** and read the paragraph that becomes bold in the box until they hear a beep to signal check is complete and box displays:   + **PASSED**: **click “next”** (will go to Quality Check window)   + **FAILED**: repeat volume check   **Quality Check Window**   * + **click “Start Quality Check”** and read the paragraph   + **click “next”** when completed and status displays **“PASSED”**   **Training**   * + **Click “go**” and read text windows (2 phrases with appear).   + Screen will automatically open a Select Text Window**: Leave Highlighted the phrase “Talking to your Computer”**   + **click “ok”** and read until system says stop     - Put a check mark in **“skip this step”** box → **Click “Finish”** → **Click “OK”**     - click “next” then click “finished”   Mic training is complete. User file update will take approximately 1-2 mins to update. When Congratulations message appears click “OK” | **REMIND**: not to press any Mic buttons when Dragon is in training mode.  **REMIND:** speak in a relaxed manner; normal rate and normal tone because this step determines ratio of providers’ voice to background noise to make automatic audio adjustments when dictating.  \*Do not have to read punctuation in training mode  **FYI**: when doing mic checks.  If meter is up bar halfway + (speaking too soft); move mic closer to mouth.  If meter is at the very bottom (speaking to loudly); move mic away from mouth | :10/:10 |
| **2.** | **VERIFY DRAGON MICROPHONE SETTINGS ARE CORRECT**   * **Go to Dragon Bar** Click “Tools” **→** Click “Formatting” * 2nd box from bottom, deselect “auto-punctuate. * 3rd box from bottom, drop number box and change number to “0” * 4th box from bottom. Put check mark in “Insert two spaces after period” * Click “Apply” >> > Click “OK * **Go to Dragon Bar** Click “Tools” → Click “Options” * **Correction Tab: (opens on this tab)** * Check box that reads “Correct Commands brings up………..” * **View Tab**: * Choose docking mode (Top/Bottom/Floating/Cling/Icon) * Drop Auto Hide/Delay menu; Select “Never Show” * **Power Mic II Tab:**   + Stop/Play Button:→ Applications → Show Dictation Box   + Transcribe Button (T w/paper icon): →Dictation → Transfer Text * **Dictation Box Tab:** * Put a check in “Keep Transferred Text on clipboard” * **Misc Tab:** * Put check in box “Automatically Save User Files……..” * Click “Apply” → Click “OK”   **FORMATING DRAGON PROFILE IS COMPLETE** | * There may have been setting changes after provider initially trained Dragon   **FYI:** Tell providers to not to click “Apply “or OK” until all 5 Tabs are set. | :05/:15 |
| **3.** | **DICTATION TRAINING**   * **POWER MIC MOUSE** (Demonstrate 3 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 depressed and held Mic = Off, when not pressed * Transfer Text (T w/Paper); transfers dictated text from box to document * **DICTATION TIPS** * Speak in normal rate and tone * Hold mic approximately approx. 6” from mouth, off center of mouth * Speak punctuation for accurate placement in note. Try not to drop T’s and S’s * **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 * **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 | :05/:20 |
| **4.**  **5.** | **DICTATE USING DRAGON MIC**   * Open Dictation Box * Demonstrate the following dictation: **DICTATION #1**   Ex:” 53 year old male presents with severe abdomen pain in the lower tight 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.    **DEMONSTRATE BASIC COMMANDS**   * 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 tight**”(tight 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 1 week”** ; replace: say **“ 5 days “** * To insert cursor into text * Say “insert after\_\_\_\_\_, or insert before\_\_\_\_\_ * For Commands Help Say :“What can I say” or “Commands” | * **Advise providers not use their mouse for this section. We will be making corrections and navigating using the Dragon Mic.**     Demonstrate commands.   * **Remind to release Dictate Button when not speaking** * **To unselect a highlight say: “unselect that”**   Practice Dictation Sheet contains commands for exercises.  **Need Help Say “What can I say**” | :10/:30 |
| **6.**  **7.** | **EXERCISE**   * Have provider dictate a paragraph and make corrections/use commands sheet   **TRAINING WORDS**  **NEW WORDS (word spellings not traditionally found in dictionary)**   * Point out the way saying Carolinas healthcare system displays; **Carolinas HealthCare System** , 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 * Go to Dragon Tool Bar * Click “Words” → Click “New” * Type “Carolinas HealthCare System” → Put a check mark in Department Name .→ Click “OK”   **ACRONYMS (Create acronym with providers name) \*Demo your name\***   * Go to Dragon Tool Bar * Click “Words” → “Click View/Edit” * Type “Providers Name ex: “Dr. John Smith MD” (written form) * 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 the 3 times pronouncing sequence. * Click “Done” when finished and go back to Dictation Box * Press Dictate Button and say “DJS” * CREATE a shortcut for Note Title: Ex: CARD SANGER : Name it “My Title”   **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**   **BREAK** | * Words spellings not traditionally found in dictionary * Multipurpose * Shortcuts * Acronyms * Phonetic Corrections | :10/:35  :10/:50  :10/1:00  :10/:1:10 |
| **8.** | **CREATE A PROGRESS NOTE (USE DRAGON MIC TO NAVIGATE)**   * **POWER MIC MOUSE CAPABILITIES** (Demonstrate) * Mouse functionality (Toggle switch, left/right mouse clicks) * Corrections made utilizing the Dragon mic sharpens Dragons accuracy * Other Buttons can be assigned for specific command functions * Example: A button can be assigned to represent specific voice commands * Click +add on Document Viewer & PowerNote tab in menu   + - * **TYPE** : PHYSICIAN PROGRESS NOTE ( This is file category in Medical Records Dept **)**       * **TITLE** :(in all CAPS) 🡪 SPECIALTY, GROUP or location (Use “My Title Command) * **ENCOUNTER PATHWAY**: General Progress Note Simple * Select/Deselect auto populate information or cancel: select “CANCEL” * Insert Patient Header * Subjective * Open Dragon → Dictation Box; **DICTATION #2 and make corrections**   Day 2 of patient stay: Examined Mr. Jones on rounds this morning. Patient states the pain is getting a little better, but is constantly present. Indicated he was able to rest more comfortably last night, but lower right quadrant back spasms continued to interrupt his sleep. He was able to walk to bathroom without assistance this morning. His appetite seems to be returning.   * Select Vital Signs using Dragon Mic * Select I & O (ST) * Select Labs   + - * Demonstrate Free text and “Other” fields using Dragon (General → Appearance :…………)       * Sign note |  | :15/1:15 |
| **10.**  **11.** | **CREATING OPERATIVE/PROCEDURE** (Appendectomy) **USE DRAGON TO CREATE THIS NOTE**   * Pull up Operative Template   + - Enter procedure (Appendectomy/create a macro), Navigate fields with Dragon Mic (use other fields to dragon)     - Dragon Description of Procedure **DICTATION #3**   The patient was taken to the operating room and placed in a supine position. He was endotracheally intubated and general anesthetic was given. His abdomen was prepped and draped in a sterile fashion. A Foley catheter was also placed prior to starting this procedure. We began by infiltrating an area around his umbilicus with 0.25% Marcaine, dissected down through the skin and subcutaneous tissues, until identifying the umbilical stalk. A small incision was made at the base of the stalk   * Save as an Auto Text Command. * Say “select all” (text will highlight) → Say: “make that a shortcut” * Enter name phrase using MIC “Appendectomy Description” → Save * Place curser in Description of Procedure field in note and say “Appendectomy Description”   **HAVE PROVIDER OPEN A FREE TEXT TEMPLATE & CREATE AN AUTO TEXT COMMAND**   * Go to +add → type: Free Text → open free text template → Open Dictation Box * Have providers to create a common phrase as an auto text and bring into note   **SHOW WHERE TO GO TO RETRAIN IF PROBLEMS WITH ACCURACY & WBT’s**   * **To do General Training** Readings: Go to Dragon Bar → Select “Accuracy” → Select “General Training”→ Select Reading → click “OK” * **WBT’s**   People Connect: Education → Canopy Education → Select “Dragon- Tips” on menu on the left  Outside CHS: http://physicianconnect.carolinas.org  **QUESTIONS** | Dragon Developers suggest doing Audio Check Training once a month. | :15/1:30      :08/1:38  :12/1:50 |