Dragon Medical One
End User Guide

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Contents

Purpose

This document is intended to prepare users to utilize Dragon Medical One (DM One).

Audience

The audience for this guide is clinicians who plan to utilize DM One dictation software.

Assumptions

This document assumes you are familiar with:
- Basic computer functions
- EHR basic functions

Introduction

Dragon Medical One (DM One) is designed to allow physicians to dictate text directly into their EHR quickly and accurately using their voice. Every patient deserves an accurate clinical story. Nuance® clinical documentation solutions make it easy for physicians to capture each patient's story, accurately and completely. Nuance provides solutions that fit naturally into their workflow, freeing up time to focus on what matters most—taking care of patients.

Related Documentation

For supplemental information, see the following document(s):
- DM One Job Aid

Agenda

- Launching DM One
- DM One DragonBar
- Options and Settings
- Nuance Healthcare ID
- Microphone Management
- Basic Dictation
- Editing Text
- Adding/Managing Custom Vocabulary
- Auto-Texts
- Step-by-Step Commands
- Clinical Calculators

What is Dragon Medical One (DM One)?

Dragon Medical One, referred to as **DM One** throughout this document, is a secure, cloud-based speech recognition solution that allows clinicians to document the complete patient story using voice, enabling healthcare organizations to easily deploy medical speech recognition across the enterprise—all while saving time for IT staff and boosting productivity and efficiency for clinicians.

What Does DM One Do?

Every patient deserves a complete clinical story, and DM One makes it easier for clinicians to capture each patient's story completely by enabling them to use speech to text to document patient interactions more efficiently.

Thorough and concurrent documentation contributes to an accurate clinical picture of the patient that promotes better coordination of services and communication between care providers, ensuring quality patient care.

Launching DM One

1. **Click** the appropriate icon to open DM One.
2. **User:** Enter the user name provided by the Dragon Administrator.
3. **Microphone:** Use the drop-down menu to select the appropriate recording device for dictation.
4. **Language:** Keep the default option, English (United States).
5. **Specialty:** Use the drop-down menu to select your specialty:
   a. Choose **General Medicine** or **Internal Medicine** if the desired specialty is not listed.
   b. Use **Clinical Administration** for non-medical dictating.
6. Click **OK** to start using DM One.

The user name, microphone, and language will default automatically to the most recent selection. Since there is no password requirement for DM One, it is highly recommended that you verify all the information is correct before clicking OK.

Resiliency Mode

Depending on your version of Dragon Medical, Resiliency Mode may be automatically enabled. Resiliency Mode allows basic speech service use of Dragon Medical One when the Nuance Management Server (NMS) is unavailable. Advanced functionality, such as Auto-Text and Step-by-Step commands, may be unavailable when using Resiliency Mode, but can be accessed upon subsequent login.

DM One DragonBar

The DragonBar can be used to start/stop dictation, receive help, and configure DM One's setup. It can be moved by clicking and dragging with your mouse.
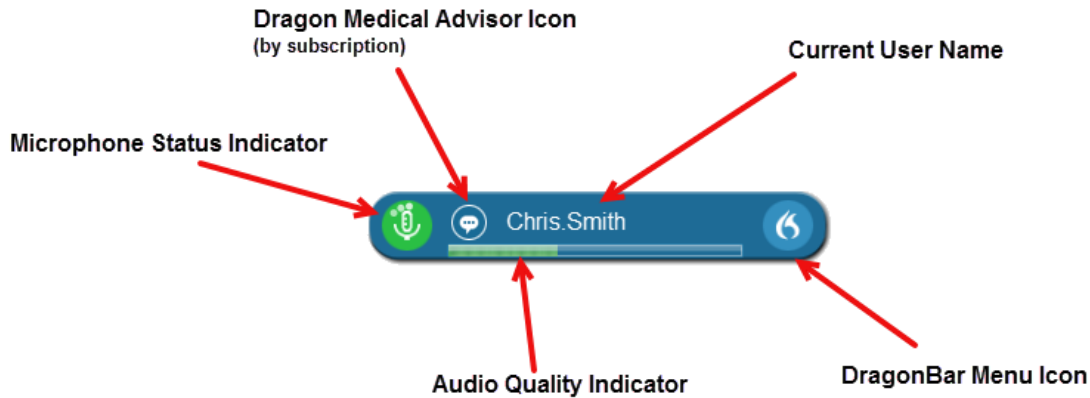
Microphone Status Indicator

Click the microphone button to turn the microphone on and off. The indicator changes to let you know whether the microphone is listening.

Green = Mic is active (listening)

The Microphone Status Indicator shows a spinning motion to let you know DM One is listening and processing your speech or commands.

Red = Mic is off (not listening)

Red with opaque background = Mic is in stand-by mode for Wake-Up-Word functionality

Audio Quality Indicator

- Voice Activity Detection (VAD) – Indicates audio is recording and displays the volume level.
- For optimal performance, position your microphone approximately 1 inch below your mouth and 1-3 inches away.

Current User Name

This indicates the user name of the person currently logged into DM One. Users must be logged into Dragon as themselves to have access to their individual commands and settings.

DragonBar Menu

Click the DragonBar Menu Icon to see a drop-down menu of all the features in DM One. This menu includes user and microphone settings and options that allow users to access information about and configure the DM One application.
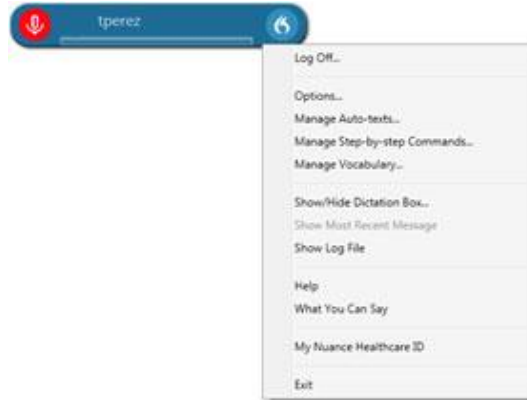
- **Log Off**: Allows you to change Users, Microphones, and Specialties without having to re-launch DM One from the desktop icon on that machine. Depending on your sign in environment, you may be required to Exit DM One and relaunch to change your settings.

- **Options:** Allows users to set their own preferences; for example, PowerMic button customization.

- **Manage Auto-Text**: 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 you to collect dictated text independent of your EHR and then "Transfer Text" into your target application.

- **Show Most Recent Message**: Will display the last recognized voice command

- **Help:** Dragon Help | Speech Recognition Help. Walks you through detailed steps on how to use dictation and all the additional features DM One offers. The Help session is searchable using Ctrl+F.
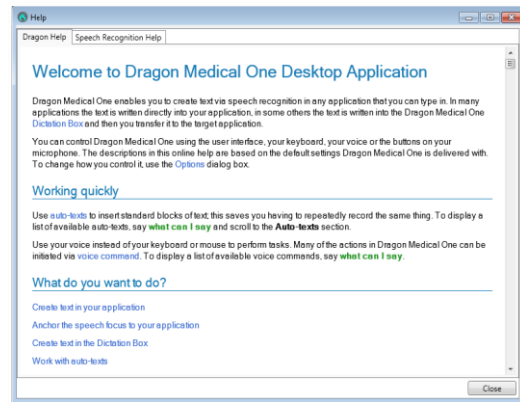
- **What You Can Say:** Shows all available commands in DM One, grouped by category.

You can find these topics under *What You Can Say*:

Topic	Description	Command
Auto-Texts	Use Auto-Texts to insert standard texts instead of recording manually. Shared Auto-Texts managed by the organization's Dragon Administrator are found here.	[example]: Insert Negative Review of Systems
User Settings	Modify the settings.	Open Settings
Dragon	Control the application.	Hide Dragon
Anchoring	Control the application that has the speech focus anchored to it.	Show anchored application
Formatting	Format text using your voice.	[example]: All caps that
Manage Auto-Texts	Create and edit Auto-Texts using your voice. Auto-Texts created by the user are found here.	Create Auto-Text
Manage Commands	Create and edit commands using your voice.	Create command
Dragon Medical Advisor	Use the Dragon Medical Advisor to improve clinical documentation.	Run Advisor
Customer Feedback	Opens the portal to send DM One feedback	Provide Feedback
Tutorial	Run a Dragon Medical One tutorial to learn more about using DM One.	Open Tutorial
Correction	Edit what you see on the screen.	Delete word
Navigation	Move the Speech focus using your voice	[examples]: Next field, go to next field, move to next field
Recording	Control the microphone using your voice.	Microphone off
Personalization and Help	Switch between your dictation and more information.	Open Help

- **Nuance Healthcare ID:** Complete your registration to access additional benefits, such as Clinical Calculators mentioned later in this document.

- **Exit:** Shuts down DM One entirely. It is recommended that you ALWAYS exit Dragon when you are finished using the application.

Hide Button

Clicking the Hide button will minimize the DM One DragonBar. This can also be accomplished with the command "Hide Dragon." To restore the DragonBar, click the icon in the system tray or use the command "Show Dragon."

Hide Button

Options and Settings

Click the DragonBar Menu icon and select Options from the Dragon Menu to change user settings.

Options

The *Options* dialog enables the user to customize Speech focus, the Dictation Box, Hotkeys and Microphone buttons.

General

Speech Focus

Speech focus allows a user to keep dictating into one application while opening and navigating through other applications. This function does not work with all EHRs.

To always anchor the speech focus when you dictate, click *Anchor the speech focus when recording is started* on the *General* page. Note: this is not the recommended best practice.
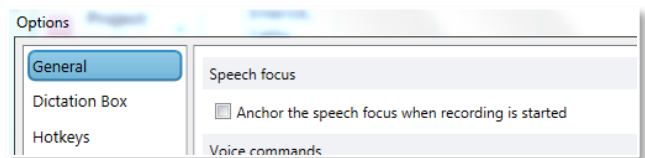
To anchor speech focus while dictating:

- **Open** DM One and the target application (the program you are dictating *into*)
- **Place** your cursor where you want your text to be typed
- **Say** "*anchor speech focus*" or press **CTRL+ALT+A**
- The microphone icon will change to 🔒
- Begin dictating while you navigate through other applications (ex: PACS)
- The microphone icon will change to 🔓

Voice Commands

Checking the box for *Visual feedback when voice commands are recognized* will result in a pop-up window displaying on the screen when Dragon completes a command. The user can select where the visual feedback appears. The options are:
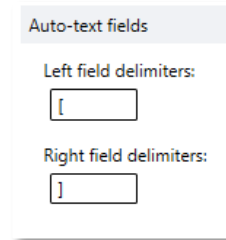
- DragonBar
- Mouse
- Text
- System Tray
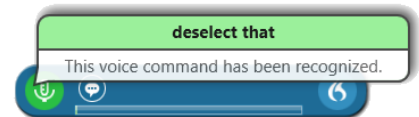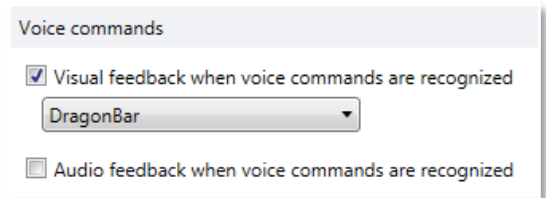
Checking the box for **Audio feedback when voice commands are recognized** will result in a sound indicating DM One completed a command.

Auto-Text fields

Users can specify the character that is used to indicate Auto-Text variable fields. The default is square brackets [ ].

Dictation Box

These settings allow the user to select options related to moving the text from the Dictation Box to the desired location and controlling what happens in the Dictation Box.

Text Transfer Method

Users may need to change the text transfer method to give DM One the ability to work within the EHR. It is recommended to leave this setting defaulted to **Press Shift+Insert**.
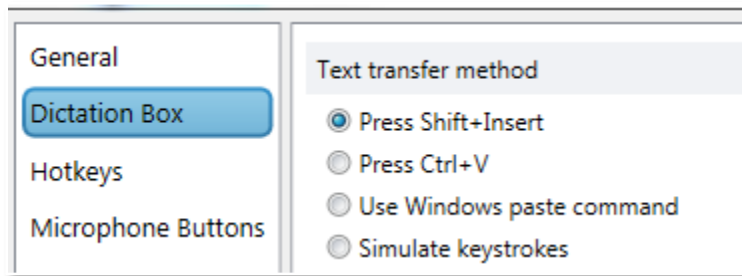
General

This setting allows the user to control what happens to the text in the *Dictation Box* **after** it is transferred.

Text Appearance

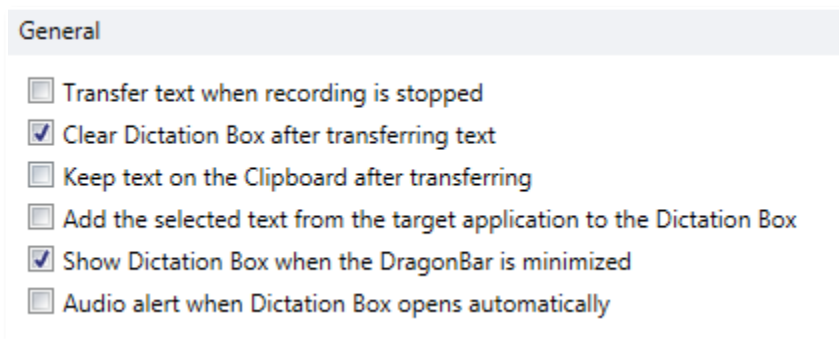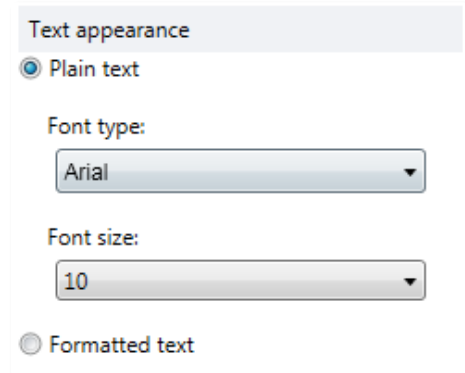Text Appearance allows the user to decide how to format the text, if the EHR allows different font types.

- **Plain Text**: the transferred text will assume the font characteristics (style, size, etc.) set in the *Options* menu.

- **Formatted Text:** This enables the user to format the font (style, size, bold, italics) within the *Dictation Box.*

Hotkeys

Using a combination of keys on the keyboard (instead of clicking on the screen) to initiate an action can often speed up tasks. The Hotkeys menu enables the user to assign these keyboard shortcuts.
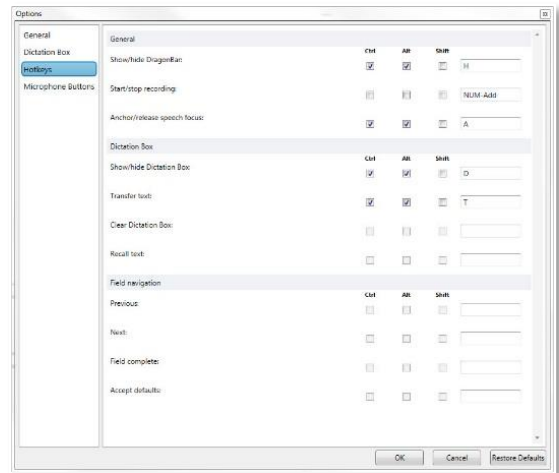
Microphone Buttons

If using a PowerMic™ II or III, this menu allows users to assign actions to certain microphone buttons.

Microphone On/Off: Enables the user to press the record button one time to turn the microphone on

- Press the microphone again to turn it off

- The button does not need to be held while dictating

- Note: This setting must be enabled for Wake-Up-Word functionality.
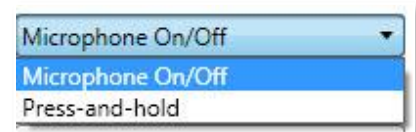
Press-and-hold: Requires the user to press the record button to turn the microphone on, and hold it while dictating

- When finished dictating, release the record button and the microphone will turn off

Additional actions can be programmed with the options on the drop-down menu.
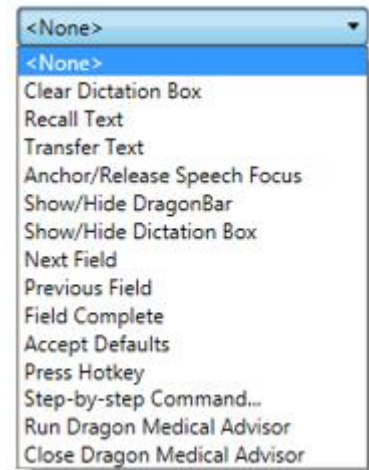
Restore Defaults

Click Restore Defaults to apply the original settings to all tabs within the Options window. Be sure to click Apply All to save any changes.

Nuance Healthcare ID

Nuance Healthcare ID provides additional access to online management and personalization tools. It also provides access to the latest innovations from Nuance and its partners at no extra cost. You can access your personal profile in select mobile productivity apps, including medical references, secure messaging, and other apps useful to clinical professionals.

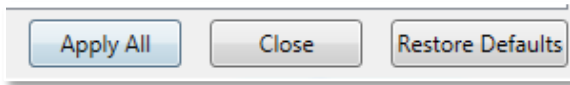To register, click the DragonBar Menu icon and select My Nuance Healthcare ID.
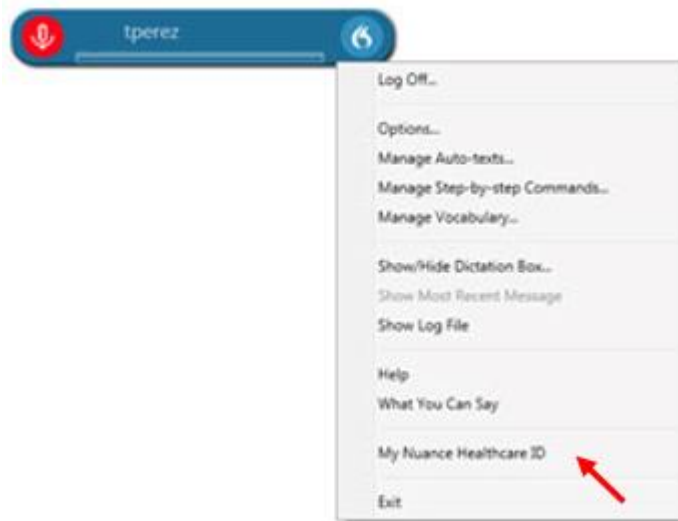
Complete the short registration form and click "Register." Be sure to use an email address that you can access as there will be a confirmation email sent that will require attention. After you have confirmed your account, your Nuance Healthcare ID will become active with your next DM One login.

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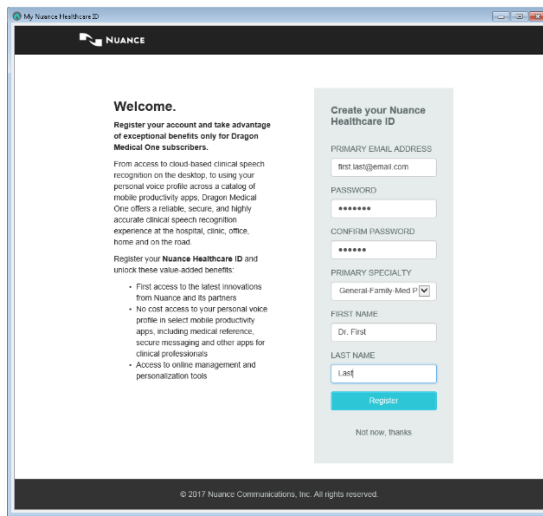
Microphone Management

DM One is compatible with an array of recording devices. It is recommended that you use a Nuance PowerMic if possible. When using a PowerMic, the following configuration steps are recommended:

- Click the DragonBar Menu Icon and choose **Options > Microphone Buttons**

- Use the drop-down arrows to view and select different options for each of the configurable PowerMic buttons. Depending on your version of Dragon Medical, you may have less buttons available for configuration.

- If you are using PowerMic Mobile, see Appendix A.
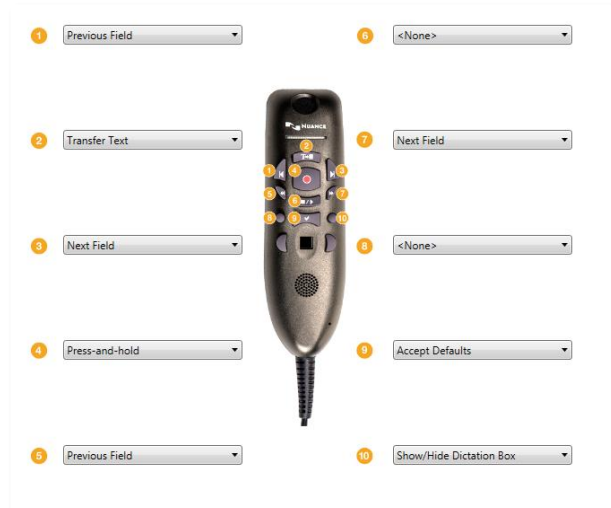
IMPORTANT: For best accuracy results, it is recommended that you position your microphone about 1 inch below your chin, 1-3 inches away from your mouth, and speak directly into (not across) the microphone. With most directional recording devices, it is important that you have the mic pointed towards your mouth. When using a PowerMic, hold the device upright in your non-dominant hand (i.e. the hand opposite of the one you use for the mouse).

Wake-Up-Word Functionality
Depending on your version of Dragon Medical, you may have Wake-Up-Word functionality when using a USB microphone. This feature was designed for those users who need to dictate in environments where holding a microphone is not available (such as in a grossing room). Wake-Up-Word functionality is not available when using PowerMic Mobile.

Basic Dictation

Press and Hold Setting
Press and hold the red on/off button to begin dictating.

Wake-Up-Word Functionality

- Turn on the microphone by clicking the microphone icon on the DragonBar, pressing the record button on the microphone, or pressing the keyboard hotkey

- Say "Go to sleep," "Stop listening," or "Stop recording." This will put the microphone in Stand-By mode. When in Stand-By mode, the microphone icon on the Dragon Bar will be red with an opaque background.

- To activate the microphone, say "Wake up."

It is not necessary to have your cursor in an active field or to manually open the Dictation Box. As you begin to dictate, DM One will automatically open the Dictation Box and transcribe the text within if your cursor is not in a field that will accept direct dictation.

There is a very short (milliseconds) delay between the moment you press the mic button and when DM One begins to listen. Allow a short pause after activating the mic before you begin speaking. Similarly, be sure you are done speaking before releasing the mic button.

DM One can handle up to 160 words a minute and will also ignore "uhh" and "umm" sounds. It is important to dictate clearly and naturally as if you were speaking to someone in person, but not over-pronounce the words. For best results, it helps to speak in complete thoughts or sentences.

Tips for Dictating

- Think before speaking

- Speak clearly and enunciate each word, but do not over-pronounce

- Try not to mumble or slur words

- Speak at a natural volume and pace

- Dictate **What Can I Say** to learn what to say for automatic formatting

- Take advantage of hands-free text correction by using the *"Select"* or "*Correct"* commands

- Press and hold the microphone button ½ second before beginning to dictate

Dictating Punctuation

When using DM One, punctuation must be spoken. Use the following list as a guide to dictate the most common punctuation marks.

Say	To Enter
Comma	,
Period or full stop	.
Exclamation point or exclamation mark	!
Question mark	?
Hyphen/dash	-
Colon	:
Semi-colon	;
Open quote	"
Closed quote	"
Open paren	(
Closed paren	)

Starting New Lines and Paragraphs

Use the following commands while dictating to replicate the action of pressing the ENTER key:

| Command Name	Function
New Line	Press the ENTER key once to start a new line
New Paragraph	Press the ENTER key twice to start a new paragraph

Dictating Within an Application

1. Open DM One

2. Place cursor where you want the text to be typed

3. Turn the microphone on

4. Begin dictating

5. Your dictation is typed directly in the application

Using the Dictation Box

The Dictation Box opens automatically if your cursor is not in a field that will accept direct dictation. This text can be transferred into the targeted application.

You can open the Dictation Box several ways

- Say "**Open Dictation Box**"

- Select Show/Hide Dictation Box from the DragonBar Menu

- Press a custom PowerMic button

- Or simply begin dictating before placing your cursor in a text field. The DM One Dictation Box will open automatically and capture your speech.

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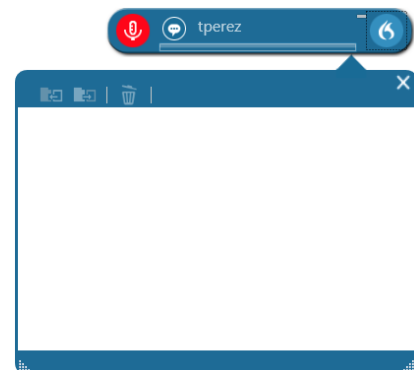
Exercise 1:

Dictate the following selection, including punctuation and new lines/paragraphs [*Chief complaint colon Patient presents today with swelling of the ankles comma and cold sweats period new paragraph HPI colon…*]

Chief Complaint: Patient presents today with swelling of the ankles, and cold sweats.

HPI: Symptoms have been present for about 2 weeks ever since an episode of vomiting and poor PO intake.

Working Diagnoses:

1. Diabetes mellitus
2. Chronic kidney disease
3. Swollen ankles

You should notice that DM One captured your speech in the Dictation Box with a high rate of accuracy.

Edit Text

DM One adapts to the way individuals use vocabulary and their unique dictation style. DM One is continuously learning; the more DM One is used, the better its recognition. It is essential to edit misrecognitions and correct words or phrases that DM One did not get quite right. Voice commands can be used to select different words, numbers, sentences or phrases.

There are three ways to edit dictated text:

- Manually edit dictated text to correct any misrecognized words

- Use voice commands to select words, numbers, sentences, or phrases

- Use the correction menu

Selecting Text:

Place the cursor within the text to use voice commands. Voice commands can be used to select spoken or typed text. Users can select:

- Single words

- Phrases

- Whole sentences

- Paragraphs

- Punctuation marks

Pause briefly before saying commands. The pause lets DM One know the phrase is a command. Do not pause while speaking a command. For example, when speaking the command "Select Patient," do not pause between the words "Select" and "Patient."

| Command Name	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

Common Voice Commands

Command Name	Function
Scratch that	Erase the last word or phrase spoken
Deselect that or Unselect that	Deselect highlighted text
Undo That	The same as pressing CTRL+Z to undo the last action
Redo That	The same as pressing CTRL+Y to redo the last action
Go back	Return the cursor to the position prior to the selection command
Both that	Bold the selected text
Select again **or Select previous**	Scroll backwards through the text to select a different occurrence of the selected text

Exercise 2:

Using the dictation from Exercise 1, we will demonstrate how to make some changes using the "Correct <text>" or "Select <text>" command. Either word can be used in the following scenarios.

Correction #1: *2 weeks* should be *one week*

1.   **Say** "*Correct (or Select) 2 weeks*"

2.   **Observe:** DM One presents variations relevant to the selected text. If you wanted to change the format of how the text appears, you could make a selection from the correction menu (such as "*Choose two*" or "*Choose six*") to automatically make the change.

3.   **Say** "*one week*"
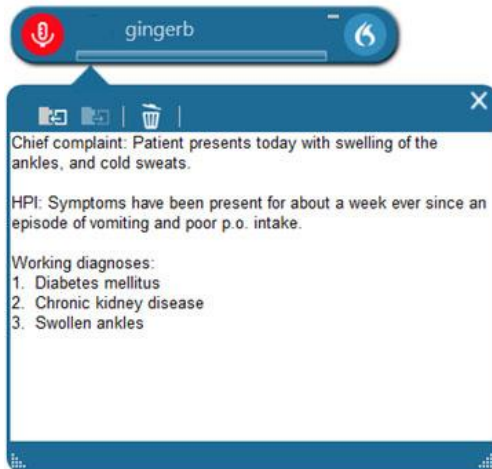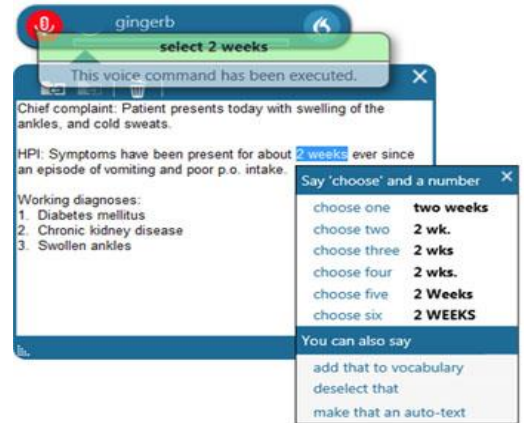
Correction #2: *Cold* sweats should not have been included in chief complaints.

1. **Say** "*Select comma and cold sweats*"

2. **Say** "*Delete that*"

3. **Observe** that although "*Delete That*" is not listed in the choices presented, saying the command deletes the selected text.
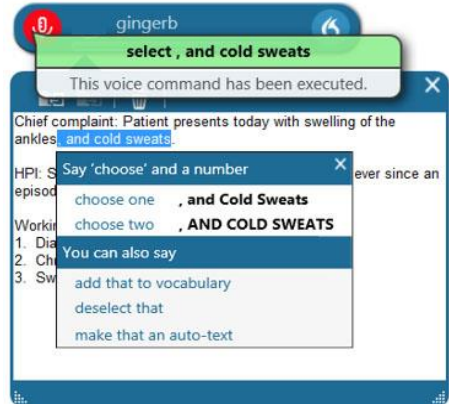
Correction #3: *A word was omitted from the HPI section.*

1. **Say** "*Insert before vomiting*"

2. **Say** "*prolonged*"

3. **Observe** that DM One has inserted "prolonged" in the proper location.
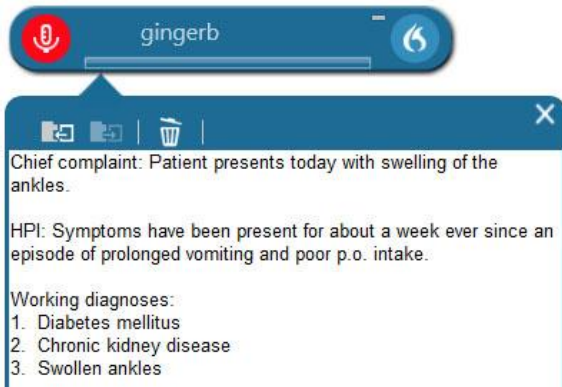
Add Custom Vocabulary

NOTE: IE10 or higher is required for full Train Words functionality

DM One will have no trouble recognizing most of your usual word choices, including diagnoses, procedural terminology, anatomy/physiology terms, and common names and dosage abbreviations. Sometimes, it will be necessary to teach DM One new words. The most common examples of words you might need to add to DM One's default vocabulary are atypical surnames and new or experimental medicines.

If your organization chooses to add specific words, you will see these in in your vocabulary list alongside any words you have added yourself.

Exercise 3:

1. **Dictate** the following:

The patient will see Dr. Kendazzi at Dragon Regional Medical Center in 2 weeks.

2. **Observe** that because DM One did not know the name Kendazzi, it will be misrecognized and misspelled. We need to correct the spelling and add it to the vocabulary.

3. **Say** "*Correct Dr. Kendazzi*"

4. **Observe** that DM One will highlight the incorrect text. Since DM One does not know the correct word, it will not be listed in the correction menu.

5. **Say** "*Add that to vocabulary*"

6. **Type Dr. Kendazzi** the way you want DM One to type it. Be sure to use appropriate spelling, formatting, and/or capitalization as DM One will type out exactly what you enter here.

7. **Click the microphone button** and speak the word to train it. The mic icon will turn green to indicate DM One is listening.

    o If you are using PowerMic Mobile, you must also turn on the microphone from phone as well as clicking the microphone button to train the word.

8. **Click confirm** once the word has been trained.

9. If the recording is not successful on the first try, you can always edit the word again later.

10. **Click** Close.

11. **Return** to your dictation.

12. **Say** "*Select <misrecognized text>"*

13. **Say** "*Dr. Kendazzi*"

14. **Observe** the newly dictated version is correct.
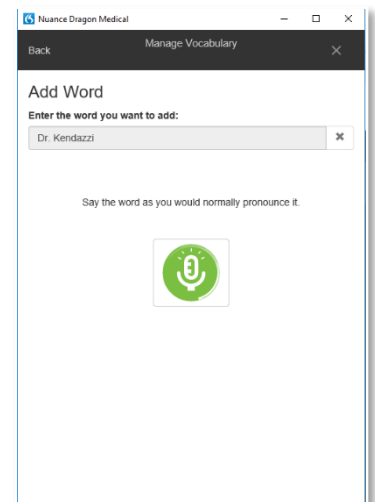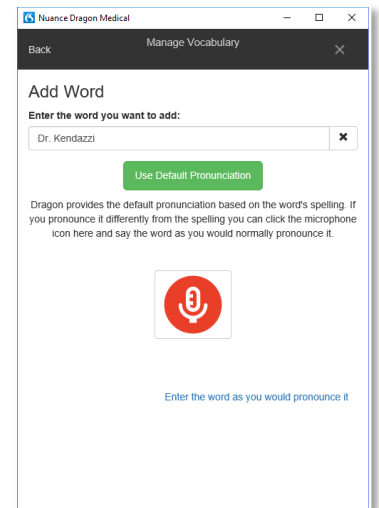
Exercise 4:

You can also add acronyms or nicknames as part of your custom vocabulary. For example, rather than having to say the full title "Dragon Regional Medical Center," you can dictate "DRMC" and allow DM One to do the work of entering all the text.

1. **Say** "*Add Word*"
   You can also access the vocabulary menu by clicking the DragonBar Menu Icon and choosing Manage Vocabulary, then clicking the + button. The "Add Word" command is a shortcut to the same screen.

2. **Click** the link at the bottom that reads "Enter the word as you would pronounce it."

3. **Type** "Dragon Regional Medical Center" into the top blank.
   Be sure to use appropriate spelling, formatting, and/or capitalization.

4. **Type** DRMC in the Pronunciation Box.

5. **Click** Save.

6. **Say** "*Select Dragon Regional Medical Center*"

7. **Say** "*Delete that*"

8. **Say** "*DRMC*"

9. **Observe** that because DM One now knows your new vocabulary word, you no longer need to say the entire title during dictation.
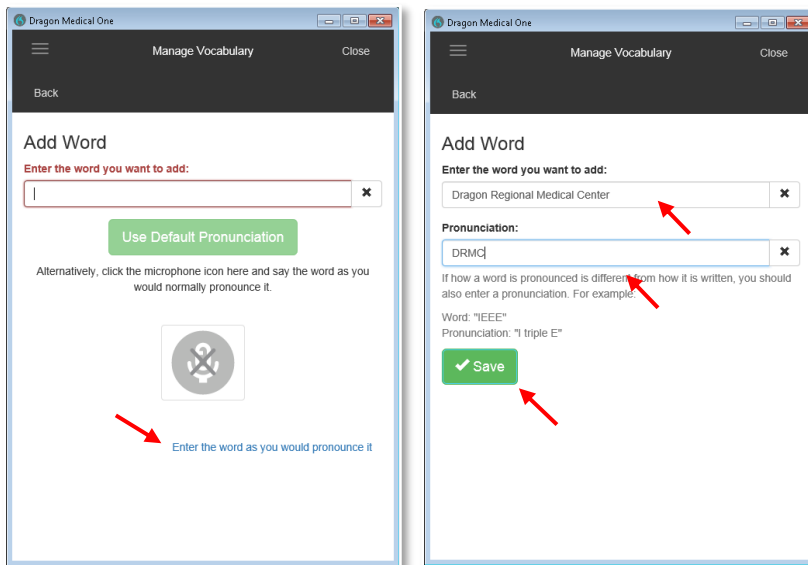

"Enter the word as you would pronounce it" can be used for a nickname or alternative pronunciation, as well. Be sure to spell out the phonetic pronunciation you are going to say in the Pronunciation box. This is the phonetic expression provided next to words within a dictionary.
Example: "Dr. J. Cetindag" would be phonetically spelled out as "doctor J chet in daw".
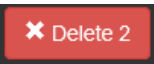
Manage Vocabulary

You can go back at any time and adjust words in your custom vocabulary list. You can change the spelling, update the trained recording, or delete words.

To open your vocabulary list, say "Manage Vocabulary" or click the DragonBar Menu icon and click "Manage Vocabulary."

To begin editing a word, click on the word from the list. You will see a check mark appear next to the chosen word. **Note:** You can select more than one word at a time, but you will only be given the option to Delete.
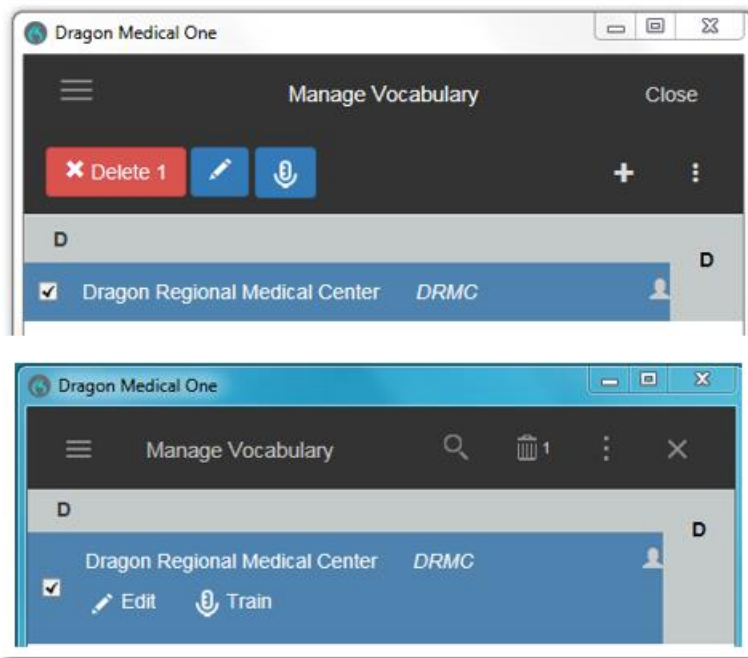
The appearance of the Manage Vocabulary section may vary based on your version of DM One.

- **To Delete** word(s), click the Delete button [× Delete 2] or the Trash icon. [🗑 1]

- **To redictate** the sound of a word, click the blue mic icon. [🎙] [🎙 Train]

- **To change** the spelling of a word, click the pencil icon. [✏] [✏ Edit]
Note: If a word has a recorded training, DM One will ask you delete and reenter the word rather than changing the spelling.

Custom words can be added to multiple users' profiles simultaneously by the Nuance Management Center (NMC) administrator.
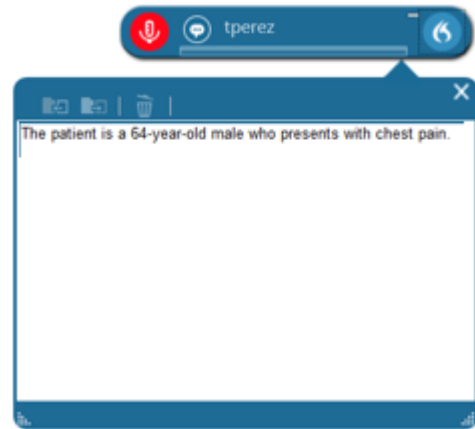
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Additional dictation samples are available in **Appendix B** for continued practice.

Transfer Text

If you have used the Dictation Box to hold your dictation, you can transfer this text into your EHR environment.

1. **Say** "*Open Dictation Box*"

2. **Say** "*The patient is a 64-year-old male who presents with chest pai*n."

You can now transfer the text to your EHR text field. Place your cursor in the desired text field before using the Transfer feature.

- **Transfer Text – Say** "*Transfer Text*" or click the folder icon pointing left
  or use the Transfer button on the PowerMic

- **Discard Text – Say** "*Discard Text*" or click the trash can icon

- **Recall Text – Say** "*Recall Text*" or click the folder icon pointing right
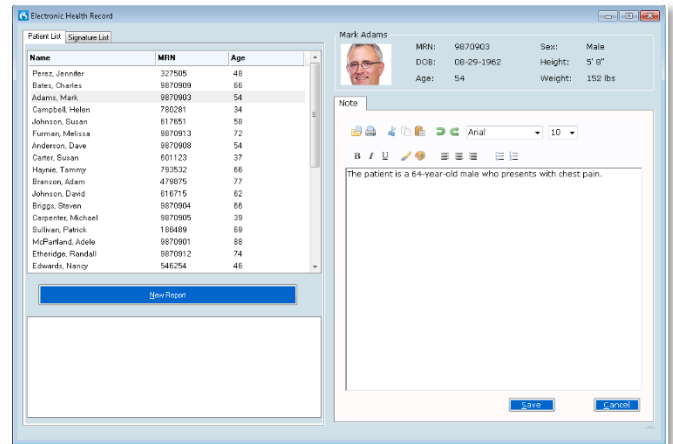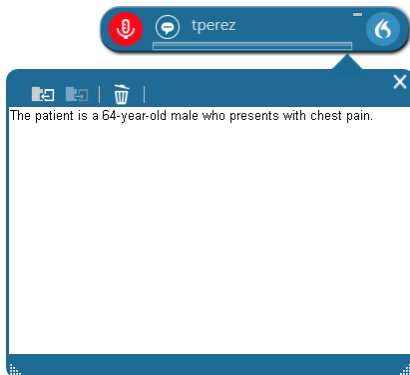
Auto-Texts

Auto-Texts are predefined blocks of text which are frequently used in letters, memos, reports, and similar standardized documents. They help save time by not having to say the whole text every time. After inserting via a short voice command, you can edit the text as normal. Auto-Texts are sometimes called "normals" or "canned text". These can be created preemptively or as you dictate. Using Auto-Texts reduces the time needed to record dictation and improves the consistency of documentation.

Shared Auto-Texts, managed by the organization's DM One Administrator, are found under Auto-Texts in What You Can Say. Auto-Texts created at a user level are found under the Application Menu on the DragonBar under Manage Auto-Texts. To edit Auto-Texts, click Manage Auto-Text from the Application Menu. Select the Auto-Text you wish to edit from the left. Parameters for the Auto-Text can be changed on the right.

Create a Basic Auto-Text

Exercise 5:

1. **Open** the dictation box

2. **Dictate** the following (remember to include punctuation):

The patient was evaluated by the psychiatric liaison, who feels that at this time, the patient does not meet criteria for psychiatric admission. The patient denies suicidal or homicidal ideation and will contract for safety. Additional resources will be provided upon discharge.

3. **Say** "*Select All*"

4. **Say** "*Make that an Auto-Text*"

5. **Observe** that the Manage Auto-Text window has opened with your dictation appearing in the Content box.

There are three required fields (Name, Spoken Form, and Content), highlighted in red and marked with an asterisk.

6. **Click** in the Name field and type (or say) "*My Psychiatric Discussion*"

7. **Observe** that DM One entered your text into the Spoken Form field automatically. Special characters, numbers, and punctuation are not allowed in the Spoken Form field.

8. **Click** Apply All

9. **Click** Close

Execute the Auto-Text

Exercise 6:

1. Open your Dictation Box and clear any text that appears

2. **Say** "*My Psychiatric Discussion*"

3. **Observe** that the entire block of text populated into the Dictation Box in one action.

4. **Observe** that our Auto-Text example does not include specific references to a patient's gender, diagnosis, or any specific treatment plan.

Basic Auto-Texts are best suited to blocks of text that do not need to be edited with each use. If you have a text template that needs to be edited with each patient interaction, you can use a Variable Auto-Text.

Create a Variable Auto-Text

Variable Auto-Texts work essentially the same as Basic Auto-Texts, but also allow for quick editing of specific words or phrases. To identify which content needs to be changed, place square brackets at the beginning and end of any text.
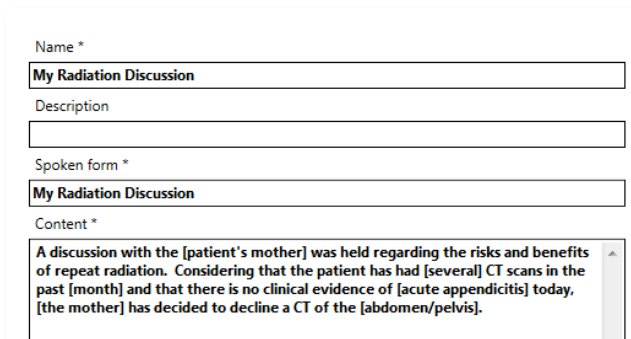
▪ **[** dictated as "*left bracket*" or "*open bracket*"

▪ **]** dictated as "*right bracket*" or "*close bracket*"

Once the Variable Auto-Text is executed, we can use additional DM One features to quick navigate between the variable fields to update the content.

Exercise 7:

1. **Open** Manage Auto-Texts through either the DragonBar Menu icon or say "Manage Auto-Texts"

2. **Click** the + button to create a new Auto-Text

3. **Click** in the Name field and dictate (or type) "My Radiation Discussion."

4. **Click** in the Content field.

5. **Say** "*A discussion with the [patient's mother] was held regarding the risks and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of [acute appendicitis] today, [the mother] has decided to decline a CT of the [abdomen/pelvis]."*
Note: You can say "open bracket" and "close bracket" for the delimiter characters while dictating the passage, just like any other punctuation, or you can dictate the passage without the brackets and then type them into the appropriate places afterwards. Just be sure that when you are done, the text in your Content field matches the screenshot here:

6. **Click** Apply All

7. **Click** Close

Execute the Variable Auto-Text
Exercise 8:

1. **Click** back into the dictation box or text document

2. **Say** "*Insert Radiation Discussion"*

   Observe that, just like the previous example, the entire block of text populated into the Dictation Box in one action. The difference is that now, the first of the variable fields is highlighted.

3. **Say** "Patient's legal guardian"
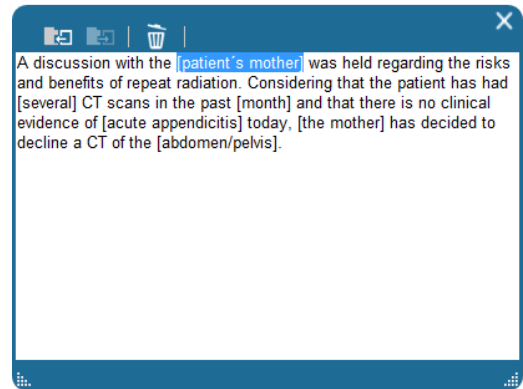
We can navigate between the remaining variable fields using the "Next Field" and "Previous Field" commands. The PowerMic buttons can also be configured to execute these commands.

4. **Say** "*Next Field*" (or use the button on your PowerMic)

5. **Say** "*seven*"

6. **Advance** to the next field

7. **Say** "*2 years*"

8. **Advance** two fields

   Observe that this leaves the [acute appendicitis] field intact

9. **Say** "*the legal guardian*"

Now that we have updated our text to reflect the appropriate values for this patient interaction, we can use the "Accept defaults" command to finalize the editing and leave unedited text as-is.

10. **Say** "*accept defaults*"

   Observe that the Accept Defaults command removed all the remaining brackets within the passage.
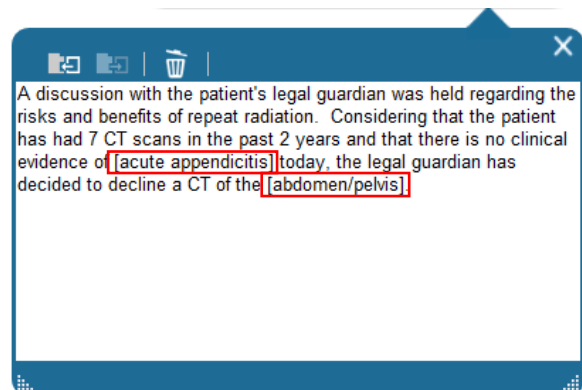
Copy an Auto-Text

For those using DM One version 3.5 or higher, you can copy Auto-Texts to create a duplicate entry that you can easily edit rather than recreate.

Exercise 9:

1. **Open** the Manage Auto-Text window.

2. **Identify** the Auto-Text you would like to copy, right click on the entry and select Copy. You can also click the Copy icon located to the right of the entry.
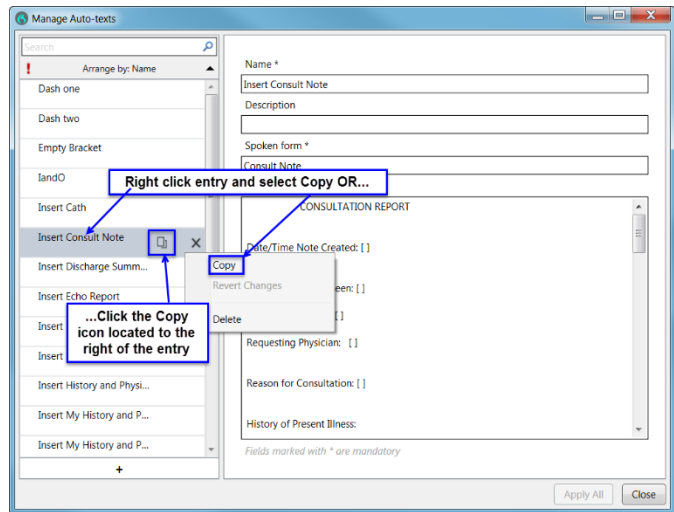
Note: The "Revert Changes" feature reverts ALL recent modifications and changes back to its original state.

3. This will create a copy of the Auto-Text that is ready for customization.
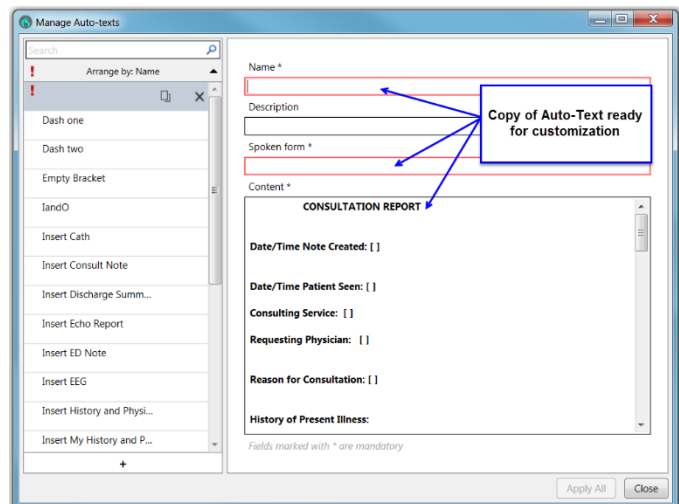
Edit/Delete an Auto-Text

Once an Auto-Text has been created, you can always go back and edit the Name, Spoken Form, or Content fields. You can also delete Auto-Texts that you no longer need.

Exercise 10:

1. **Say** "*Manage Auto-Text*"

2. **Click** on the Auto-Text you would like to edit in the list on the left

3. **Click** into any of the available fields and make the necessary changes.

   Note: As you make changes, all text will appear in bold.

4. Once you are done making changes to an Auto-Text, click **Apply All**
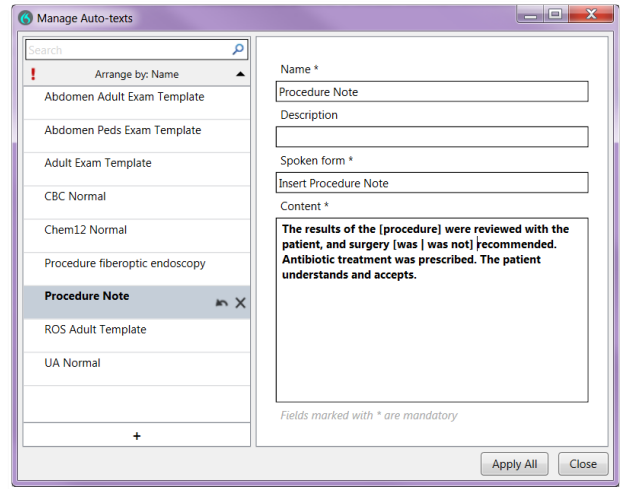
Exercise 11:

1. **Say** "*Manage Auto-Text*"

2. **Click** on the Auto-Text you would like to delete.

3. **Click** the **X** icon to the right of the Auto-Text name

   Note: The Auto-Text will not be removed from your list until you click the **Apply All** button. This feature is helpful to avoid accidentally deleting Auto-Texts. If you accidentally delete an Auto-Text, you can use the arrow icon to restore it (only if you have not yet clicked Apply All).

4. **Click** Apply All
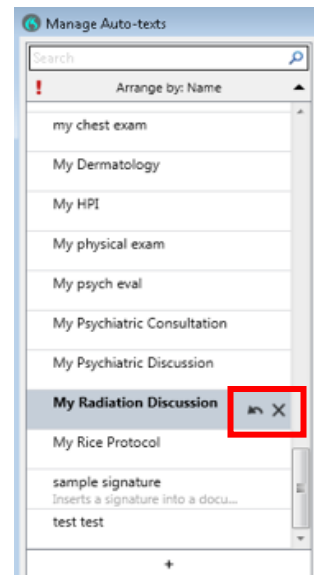
Step-by-Step Commands

A Step-by-Step (SbS) Command is used to execute a series of predefined actions (such as accessing a website, navigating within an application, and entering text) by saying a key phrase. The concept is similar to that of an Auto-Text, but instead of entering a block of text, Step-by-Step Commands can simulate keystrokes or even turn your microphone on or off. The steps can be customized to execute a variety of functions, such as accessing a website, navigating within an application, or entering text, to help save time when accomplishing repetitive tasks.

Create a Step-by-Step Command

Exercise 12:

1. **Open** Manage Step-by-Step Commands through either the DragonBar Menu icon or say "*Manage Step-by-Step Commands*"

2. **Click** on the **+** symbol to create a new SbS Command.

3. **Click** into the Name field and type (or dictate) "Copy That"
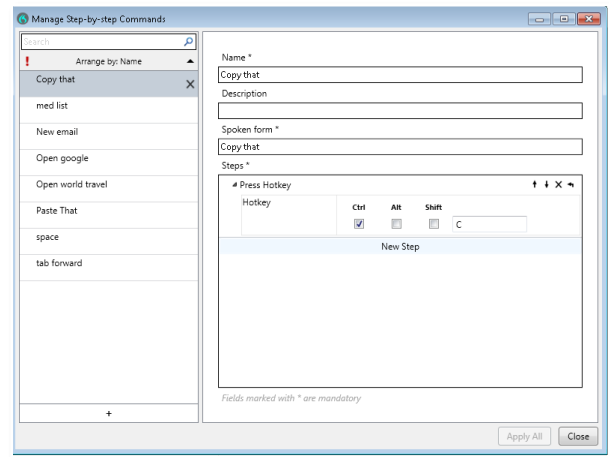
4. In the Steps section, **click** on the New Step button

5. **Select "**Press Hotkey"

6. On your keyboard, **press** Ctrl+C

7. **Observe** that pressing Ctrl+C enters the letter C into the empty box and checks the Ctrl box modifier for you. Note: You cannot click in the Ctrl box; you must hit the keystroke combination.

8. **Click** Apply All

9. **Click** Close

Exercise 13:

1. **Open** Manage Step-by-Step Commands through either the DragonBar Menu icon or say "*Manage Step-by-Step Commands*"

2. **Click** on the **+** symbol to create a new SbS Command.

3. **Click** into the Name field and type (or dictate) "Paste That"

4. In the Steps section, **click** on the New Step button

5. **Select "**Press Hotkey"

6. On your keyboard, **press** Ctrl+V

7. **Observe** that pressing Ctrl+V enters the letter V into the empty box and checks the Ctrl box modifier for you. Note: You cannot click in the Ctrl box; you must hit the keystroke combination.

8. **Click** Apply All
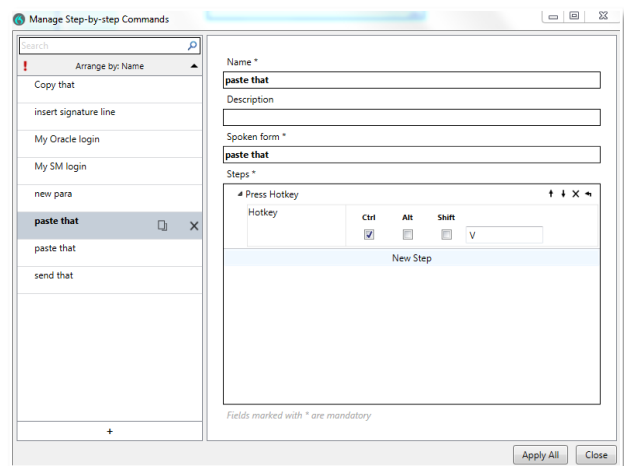
9. **Click** Close

Execute a Step-by-Step Command

Exercise 14:

1. **Open** the Dictation Box.

2. **Say** "*The patient is a very pleasant individual.*"

3. **Say** "*Select all*"

4. **Say** "*Copy that*"

5. **Observe** that DM One shows a popup indicating that your SbS command was executed.
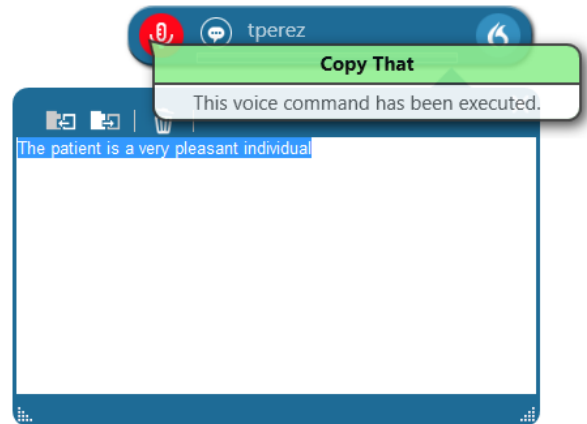
6. **Say** "*Discard that*"

7. **Observe** that your text has been removed

8. **Say** "*Paste that*"

9. **Observe** the DM One shows a popup indicating that your SbS command was executed and the text previously copied has been pasted into the Dictation Box.
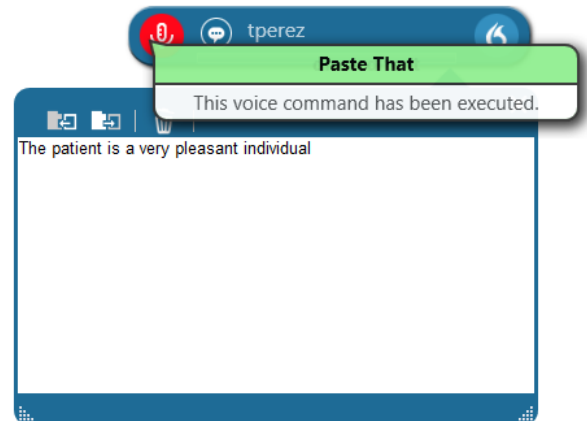
Copy a Step-by-Step Command

For those using DM One version 3.5 or higher, you can copy Step-by-Step Commands to create a duplicate entry that you can edit rather than recreate.

Exercise 15:

1. **Open** the Manage Step-by-Step window.

2. **Select** the Copy That SbS Command, right click on the entry and select Copy. You can also click the Copy icon located to the right of the entry.
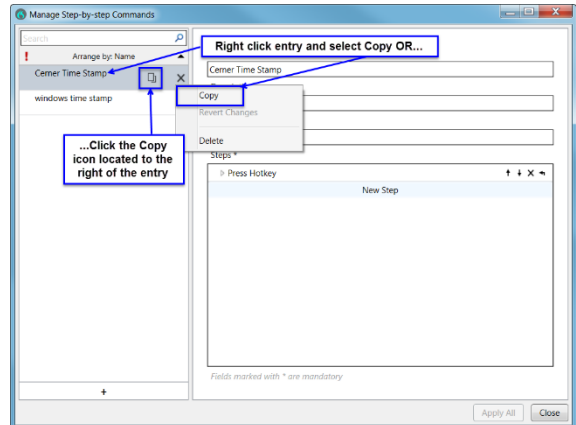
Note: The "Revert Changes" feature reverts ALL recent modifications and changes back to its original state.

3. This will create a copy of the SbS Command that is ready for customization.

Step Types

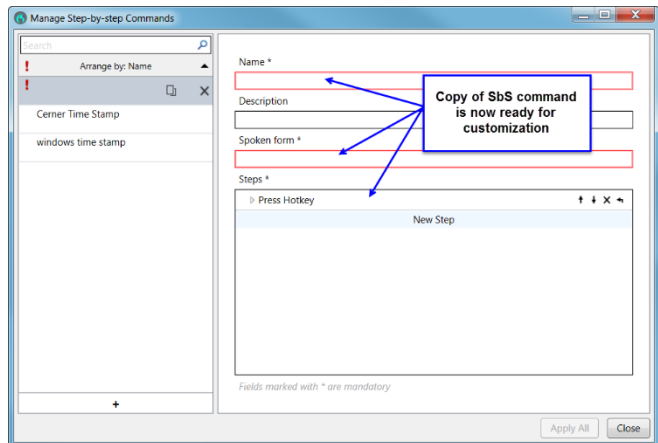| Command Name	Function
Open Application	Add this step to open a specified application. If the application is already open, the focus will switch to this application. Specify the following properties: • *Target* – enter the full path and name to the application .exe file. • *Arguments* – enter the command line argument needed to open the application; for example, a template. • *Start in* – browse for the folder in which the application or file should open. • *Run as* – select the size of the application window (normal, minimized, or maximized).
Wait	Set a waiting time in milliseconds to pause between steps; For example, 500 ms for the application to open with the specified template (range: 50-2500 ms).
Wait for Window	Set a waiting time in milliseconds to allow time for a specific window to open
Run Step by Step Command	Call an existing command from your personal commands or shared commands as part of a new command
Execute Voice Command	Call a built-in voice command such as a formatting command, navigation command, anchor speech focus, etc. as part of a new command
Enter Text	Enter a short text block that will be written at the cursor position in the application (for larger text blocks that may be inserted regularly, use Auto-Texts).
Press keys	Enter the sequence of keys to be pressed (see options in the chart below). Entering text and combining keys with modifiers is also an option.
Press hotkey	Enter one keyboard combination: select modifiers (optional) and press a key to enter it into the field.
Microphone on	Turn the microphone on.
Microphone off	Turn the microphone off.

Press Keys

The following keys can be entered in the press keys field. Curly brackets {} must be used

Key	Input Format
Backspace	{BACKSPACE} or {BS}
Break	{BREAK}
Caps Lock	{CAPSLOCK}
Scroll Lock	{SCROLL}
Delete	{DEL} or {DELETE}
Down Arrow	{DOWN}
End	{END}
Enter	{ENTER}
Esc	{ESCAPE} or {ESC}
Home	{HOME}
Insert	{INS}
Left arrow	{LEFT}
Num Lock	{NUMLOCK}
Page down	{PGDN}
Page up	{PGUP}
Right arrow	{RIGHT}
Tab	{TAB}
Up arrow	{UP}
Add	{ADD}

Key	Input Format
Subtract	{SUBTRACT}
Multiply	{MULTIPLY}
Divide	{DIVIDE}
F1 – F24	{F1} to {F24}
Return	{RETURN}
Help	{HELP}
Decimal	{DECIMAL}
Separator	{SEPARATOR}
Space	{SPACE}
Select	{SELECT}
Print	{PRINT}
Execute	{EXECUTE} or {EXEC}
Snapshot	{SNAPSHOT}
Cancel	{CANCEL}
Windows	{WINDOWS} or {WIN}
Applications	{APPLICATIONS} or {APPS}
Clear	{CLEAR}
NUMPAD0-NUMPAD9	{NUMPAD0} or {NP0} to {NUMPAD9} or {NP9}

Modifiers

Modifier	Input format
Shift	+
Ctrl	^
Alt	%

Edit/Delete a Step-by-Step Command

Once a Step-by-Step Command has been created, you can go back and edit the Name, Description, and Spoken Form fields. You can also delete or reorder the steps or even delete the SbS Command completely.

Exercise 16:

1. **Say** "*Manage Commands*"

2. **Click** on the SbS Command you wish to edit.

3. **Make changes** as desired.

   a. The up and down buttons can be used to reorder the steps if you have more than one

   b. The left arrow button is used to insert a new step in the middle of an existing series

   c. The x button is used to delete a step entirely

4. **Click** Apply All when finished.

Exercise 17:

1. **Say** "*Manage Commands*"

2. **Click** on the SbS Command you wish to delete.

3. **Click** on the X symbol to the right of the SbS Command name

4. **Click** Apply All

Clinical Calculators

Clinical Calculators are a set of 30 evidence-based calculators that can be accessed for free after registering for Nuance Healthcare ID access. Once registered, Clinical Calculators will appear in the What You Can Say menu of DM One with your next session.

1. **Open** Clinical Calculators by saying "Clinical Calculators"
   Note: If you dictate "Close (or Hide) Calculators," all existing calculations will be discarded.

2. **Click** on the desired calculator from the list presented.
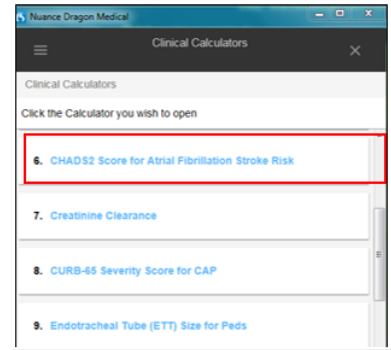
3. **Select** the items applicable to the patient by clicking on the associated checkboxes.
   Note: Most calculators will have an option of "Patient has none of these" toward the bottom of the list.
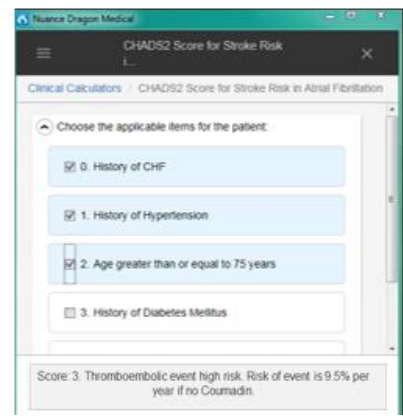
4. The "References" button in the lower left corner can be used to access pertinent links to websites and reference documentations. The "Scroll Down" indicator in the lower right corner is only a reminder to scroll down for additional options within the calculator. You will need to use scroll bar or up/down arrows to scroll.
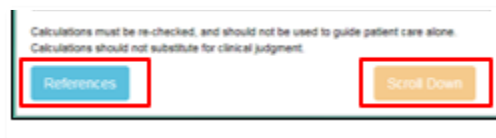
5. **Observe** a running score will appear at the bottom and will automatically update as changes are made.
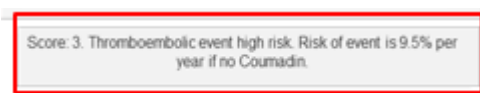
6. Once you have reviewed all the checkbox options, the "Transfer" button will appear instead of the "Scroll Down" indicator.
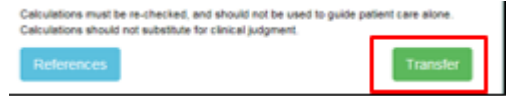
7. **Place** your cursor in the desired EHR text field and then click "Transfer."
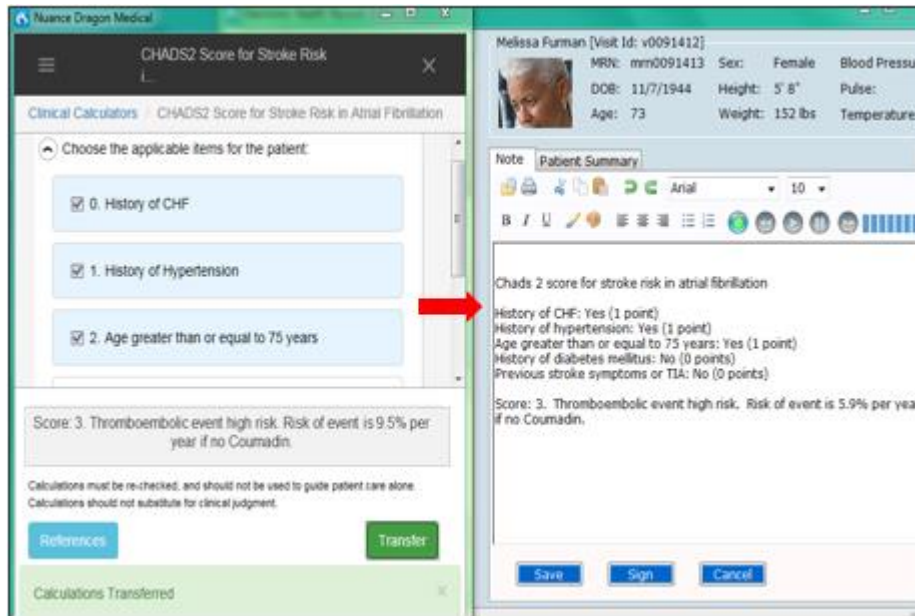
8. If your cursor is not focused in the EHR prior to clicking "Transfer," the results will be displayed in the Dictation Box where you can make additional comments or edits. You can then place your cursor in the EHR text field and use the DM One Command of "Transfer Text."
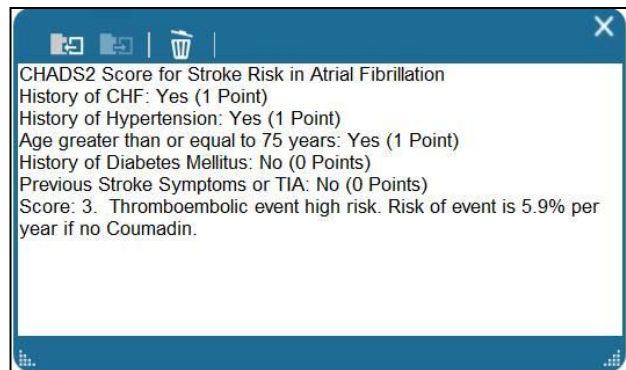
Appendix A: PowerMic Mobile

PowerMic Mobile turns iOS and Android-based devices into secure wireless microphones for use with DM One. It gives providers the freedom to roam from workstation-to-workstation, room-to-room, and location-to-location to complete their clinical documentation using their smartphone as a wireless microphone at the desktop.

To use PowerMic Mobile, the free PowerMic Mobile app must be downloaded from the App Store or Google Play. You will be provided with a Welcome Letter that includes configuration instructions.

Wake-Up-Word Functionality is not available when using PowerMic Mobile.

Infrastructure/Device Requirements
- Hosted Nuance Management Server (NMS)
- iPhone5 or greater (with iOS 8.0 or greater) or Android 4.3 or greater
- Wi-Fi or 3G/4G/LTE connection

Note: PMM may drain your battery quickly because your phone is on all the time. You may find it beneficial to change the brightness indicator on the phone to help reduce this.
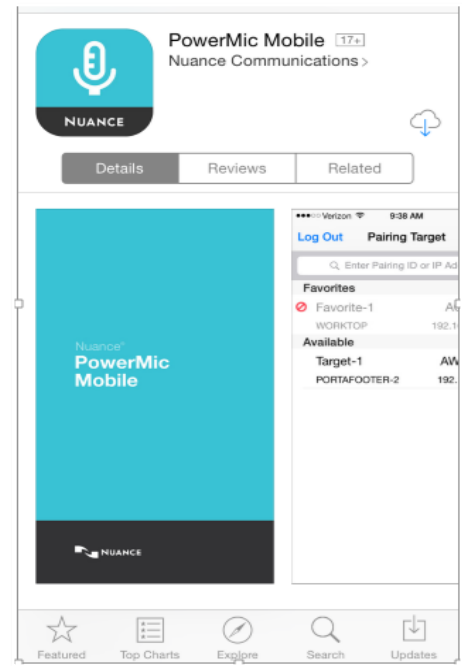
Using PowerMic Mobile

- Launch DM One application.

- From the DM One splash screen, click the dropdown under "Microphone" and change the microphone to **Nuance PowerMic Mobile**

    o If you are already logged on to DM One and using another microphone, logoff of DM One and change the microphone type on the splash screen to **Nuance PowerMic Mobile**

- The microphone icon on the DragonBar will turn into a smartphone icon with an orange background.

- Launch the PowerMic Mobile app from your smartphone.

    o If this is the first time logging on to PowerMic Mobile, the end user license agreement (EULA) will need to be accepted before you can use the application.
    o To use PowerMic Mobile, set up an organization profile by tapping the **Add profile** button. (You will need the configuration URL provided by your system administrator.)
    o Paste your organization profile URL in the **PROFILE URL** space. You should see the **Valid Profile** message below the URL.
    o Tap the **PROFILE NAME** space, type the name for your profile and click save.

    o Tap Start on the Welcome screen.
    o Log in using your DM One user name.
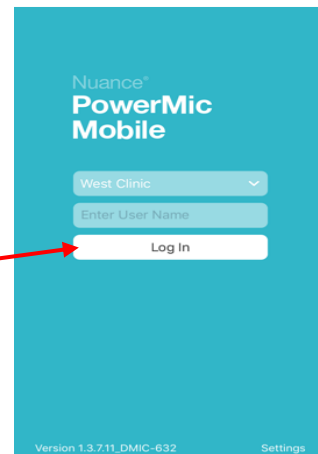
- Pairing will automatically occur between the app and your workstation. When pairing has occurred, the orange smartphone icon on the DragonBar will turn red.
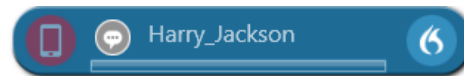
    NOTE: PowerMic Mobile must be paired with a workstation before you can dictate.

- If you need to use your device on another workstation within the same organization, you will need to manually pair with the target application.

  o Tap the connections button
  o Tap the **Manually pair with a target application button** and enter the pairing ID provided.
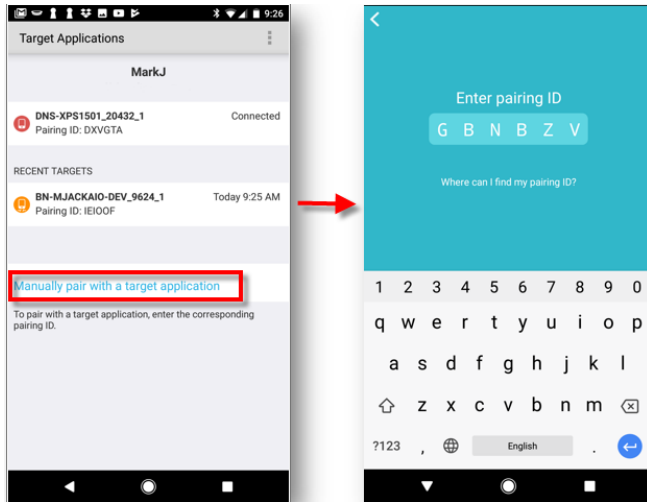
- To find the pairing ID, click the orange smartphone icon on the Dragon Bar for the Target Workstation, or tap the **Where can I find my Pairing ID** text on your mobile device.

Adding PowerMic Mobile Profiles

If you dictate across multiple Organizations or NMS Orgs. You can add multiple profiles.
- Launch the PowerMic Mobile app from your smartphone.
- Tap the **Settings** button.
- Tap the **Add Profile** button
- Paste the new **Profile URL** and name the new profile.
- Tap the **Save** button
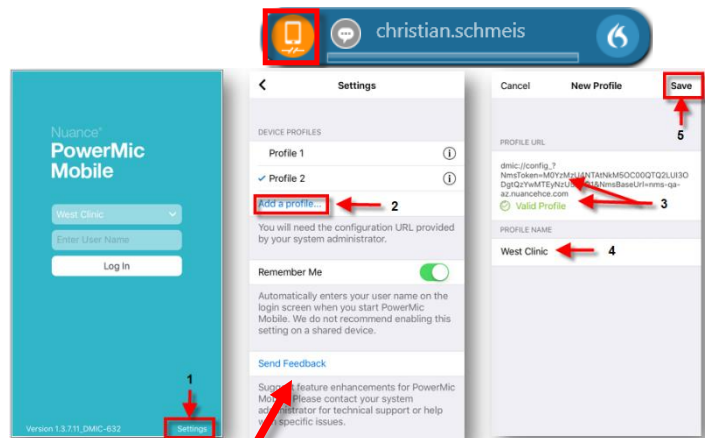
You can provide general feedback to Nuance by tapping **Send Feedback.** An email is created with PowerMic Mobile log files automatically attached. Enter all relevant information for the Nuance team and tap **Send.**

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PowerMic Mobile Buttons

Buttons can be customized for PowerMic Mobile as shown in the picture. Note: It will change for the PowerMic II device, as well.

- When you are ready to dictate, tap the green microphone button to turn the microphone on. When finished dictating or if you need to pause, simply tap the microphone button again to turn the microphone off.
- Wake-Up-Word Functionality is not available when using PowerMic Mobile.

Note: There is a noise cancellation feature native to the device, however, it is recommended to find a quiet place when using PowerMic Mobile. Turning the microphone off when you aren't dictating will help avoid erroneous dictation as well.

- If your smartphone is set to lock after a specified period, PowerMic Mobile will disconnect from the paired workstation when your phone locks. Simply unlock your mobile device and tour device should pair automatically with the workstation.

Note: PowerMic Mobile will also disconnect from the paired workstation if you receive a call on your smartphone. It might be helpful to set your device to "Do Not Disturb" if you plan to dictate for any significant length of time.
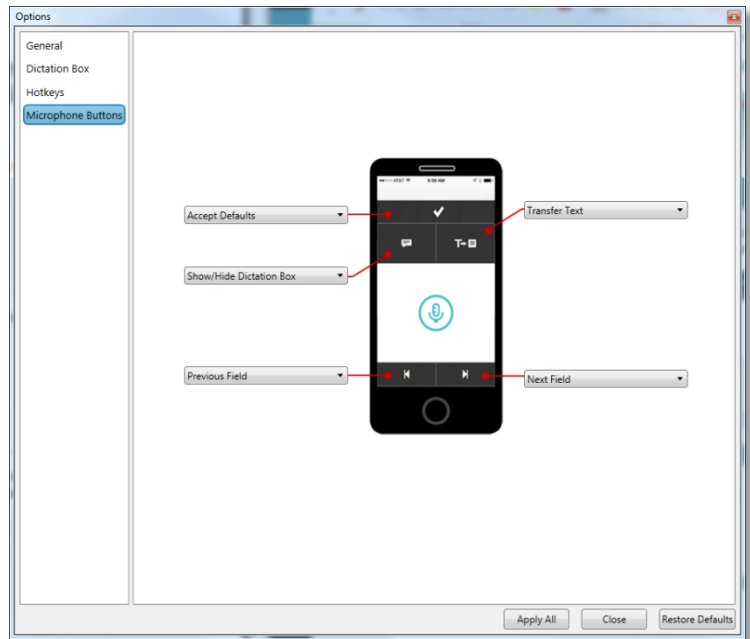
In-app Help

To improve application usability, PowerMic Mobile, Version 4.0 includes a comprehensive "in app help" feature. Help screens will be automatically displayed to new users, and existing users can access Help via the application menu.

NUANCE
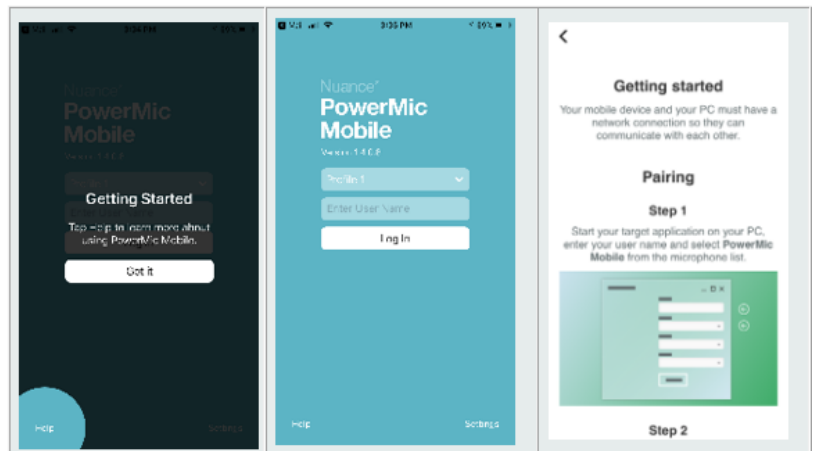
Appendix B: Additional Dictation Samples

Practice using all the skills you have learned in this guide to dictate the samples below. Remember to dictate punctuation and new paragraphs and add unrecognized words to the vocabulary when appropriate.

Dictation Sample 1: HPI-Cardiology

The patient is a 64-year-old male who presents with chest pain. His primary care physician is Dr. Truxillo. He reports that the pain started 3 days ago. He describes it as sharp, mid sternal pain, radiating to his right arm. He also complains of associated shortness of breath, cold sweats, and nausea. He denies vomiting, rectal bleeding, or tarry stools. He denies a history of heart attack. He does have a history of COPD, CAD, arthritis, hypertension and hyperlipidemia. He is currently taking lisinopril for blood pressure and Xeljanz for his arthritis.

Will see Dr. Mersberger at Northeast Georgia Physicians Group this afternoon.

Dictation Sample 2: HPI-Ortho

Patient is a 64-year-old female referred by Dr. Gotay. Her right shoulder has been causing severe discomfort that has increased over the past several days. It is a constant aching pain that does not radiate into the arm or involve the neck. She has not noticed any changes in the range of motion, but does report pain with most movement. She also recently burned herself on the posterior right shoulder behind the AC joint after falling asleep on a heating pad, but this is healing well, and she does not think it is the source of the pain. She has had prior x-rays available in WebCIS or her right shoulder that show degenerative changes and osteophytosis in her shoulder. Patient has diabetes which is being managed by Invokana.

MRI of the shoulder will be scheduled at the Ahwatukee Foothills Medical Center later this week.

Dictation Sample 3: HPI-Family Practice

The patient is a 36-year-old female who reports a two-week history of sore throat and of seeing white pus in the back of her throat. She was originally seen by Dr. Manfredini at Braselton Clinic Urgent Care two weeks ago and was prescribed a Zithromax Z-PAK at that time, with little positive effect.

She still reports a severe unproductive cough that persists but has not had any significant dyspnea. The cough is also associated with some left sided pain that she indicates is approximately over the lateral aspect of the 10th rib space. She also reports a fever of 101 degrees Fahrenheit taken at home but denies other constitutional symptoms of night sweats or chills and is currently afebrile. She also denies dysphagia, drooling, nausea, vomiting, or excessive fatigue. She has not taken anything to specifically relieve the pain but does not feel she has been improving over the last few days.

NUANCE

Useful Commands

Navigation

Command Name	Function
go to end of paragraph	moves the cursor within the same text control
go to end of sentence	moves the cursor within the same text control
next field	moves the cursor to next [ ] in the template
previous field	moves the cursor to previous [ ] in the template
first field	moves the cursor to first [ ] in the template
last field	moves the cursor to last [ ] in the template
accept defaults	confirms that the default values are used in all fields and removes the delimiters
field complete	confirms the default value is used in the field with focus and removes the delimiters
next control	navigates to the next control
previous control	navigates to the previous control

Controlling Dragon

Command Name	Function
close Dragon	minimizes the application to task bar
open Dragon	maximizes the application and Dictation Box
open Dictation Box	opens the Dictation Box
close Dictation Box	closes the Dictation Box
transfer text	transfers text to target application
discard text	deletes text in the Dictation Box
recall text	re-writes text in the Dictation Box
what can I say	displays the list of commands, Auto-Texts, the online help and the Manage Vocabulary page
launch help	opens the Dragon Help
quit help	closes the Dragon Help
manage vocabulary	displays the Manage Vocabulary page
manage words	displays the Manage Vocabulary page
manage commands	opens the Manage Commands dialog box
manage Auto-Texts	opens the Manage Auto-Texts dialog box
go to sleep	Turn off the microphone in Wake-Up-Word mode; can be used when the microphone is on and set to microphone on/off
wake up	Turn on the microphone in Wake-Up-Word mode

Correction

Command Name	Function
select all	selects all text recorded
select this word	selects the word where the cursor is located
select next word	selects next word to the right
select previous word	selects next word to the left
select first word	selects the first word of the recorded text
select last word	selects the last word of the recorded text
select [word]	selects the specified word
select [word] to [word]	selects the specified text
select first paragraph	selects the paragraph at the beginning of the dictation
select first sentence	selects the sentence at the beginning of your dictation
select last paragraph	selects the paragraph at the end of the dictation
select last sentence	selects the sentence at the end of the dictation
select previous paragraph	selects the previous paragraph
select previous sentence	selects the previous sentence
deselect that	cancels the selection
scratch that/delete that	deletes last bit of recorded text
scratch word/delete word	deletes the word next to the cursor
resume with <text>	goes to a specific text position and deletes everything recorded after that point
go back	returns the cursor to its position prior to selection
undo/undo that	executes Ctrl + Z in the application
redo/redo that	executes Ctrl + Y in the application
insert before <text>	inserts the cursor before the text
insert after <text>	inserts the cursor after the text
do not recognize that word	deletes the word from the vocabulary
all caps that	formats the selected text or the last thing spoken as capital letters
cap that	capitalizes the first letter of each selected word, or all words of the last thing spoken

User-Created Commands

Command Name	Function