



Digital Dictation / Voice Recognition Guide

eRecord

1. Introduction

One exciting enhancement in our *paperlite* programme is the introduction of Digital Dictation, also known as Voice Recognition (VR) where words spoken into a dictation microphone go directly into the patient record. You can see the words appear on the computer screen as if you were typing them yourself.

VR is used for clinical summaries and letters to patients, GPs and other clinicians involved in their care as well as recording the patient's history, i.e. diagnosis, the problem list, presenting complaints or issues, symptoms, procedures and family history.

Documenting directly into the patient record saves a great deal of time and whilst it takes around 20 minutes for the software to become familiar with your voice and any new vocabulary not already in the system glossary, its implementation is simple and intuitive.

Functionality includes:

- speech commands to edit the narrative and navigate eRecord
- insertion of pre-defined macros and templates
- shared dictionaries

This guide explains some of this functionality and offers tips and tricks.

2. Voice profile

The first thing you need to do is to profile your voice. Once you have your microphone, please follow the steps below to complete your calibration and profile training in Fluency Direct (the voice recognition software).

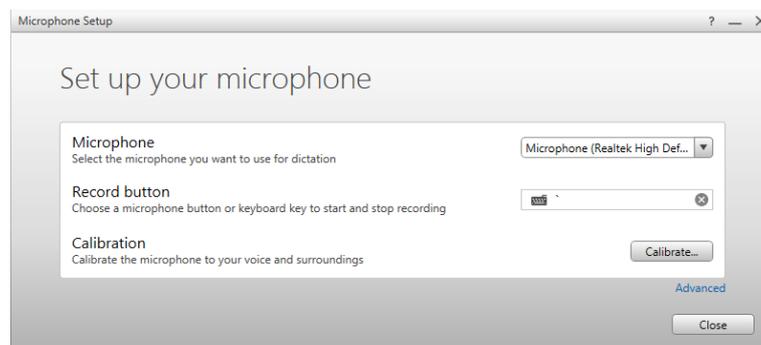
Step 1: Locate a PC / laptop and plug your microphone into a USB port

Note: If no other user has plugged a microphone into this machine you will need to download the microphone software – this will happen automatically. It may take up to 10 mins.

Step 2: Launch Fluency Direct from the desktop by double clicking on the following icon



You will be logged in automatically and the following screen will appear:



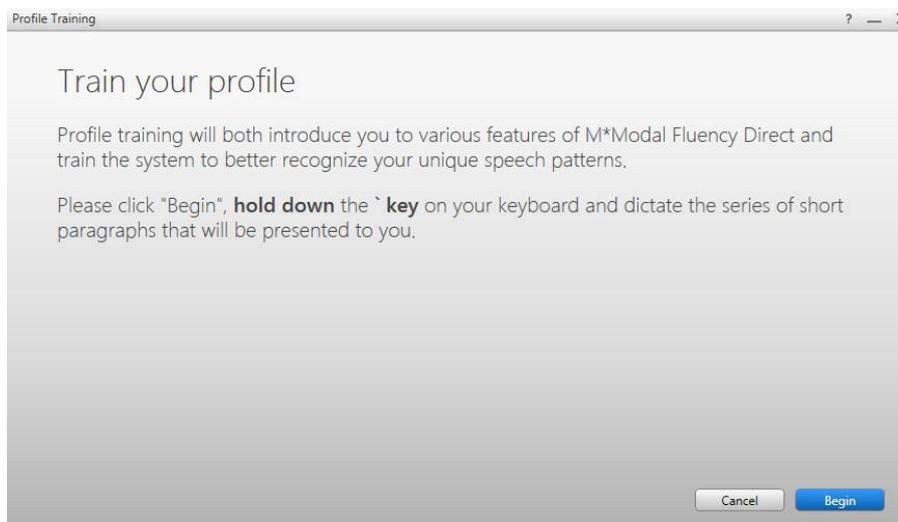
If you can't locate Fluency Direct on the desktop or if you aren't able to login contact Allison Frend Allison.frend@nuth.nhs.uk or Jordan Kwok Jordan.kwok@nuth.nhs.uk in the first instance.

If your Record button shows RECORD – this is fine, please do not change it.

Step 3: Press Calibrate and follow the on screen instructions

Calibrating allows the system to be aware of the environment you work in (background noise etc.) and pick out your voice. This allows you to successfully dictate in noisy environments.

Press next and profile training will launch



Step 4: To complete your profile training, follow the on screen instructions - once complete press Finish.

Once these steps are complete, you are ready to use Voice Recognition!

Note: Please ensure if you use a shared machine, you are logged into Fluency Direct as yourself to ensure you are using your profile



If not, please click on the name and select Sign Out then log back in as yourself

If you require any further assistance please contact Allison Frend, Jordan Kwok, your admin manager or the IT Service Desk via the Intranet or on 21000.

3. Creating DocStore Letter

Once you have your microphone and your profile training is complete, please follow the steps below to create your clinic letters using voice recognition

Step 1: Launch Fluency Direct

Locate a PC / laptop and plug your microphone into a USB port. Click on Fluency Direct:



Step 2: Launch PowerChart

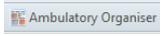
Click on eRecord:

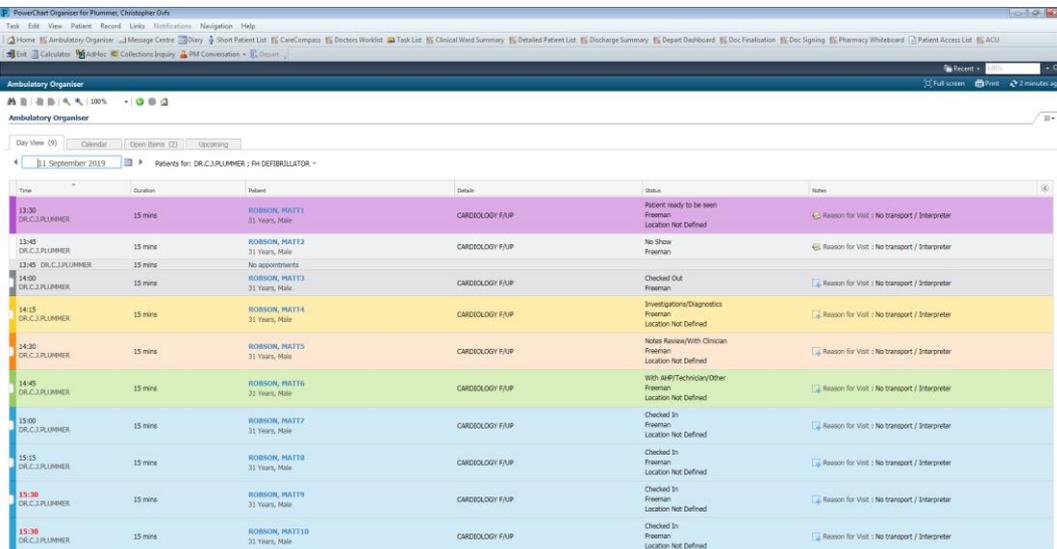


and then PowerChart



Step 3: Open your patient's electronic record

In PowerChart, click on the Ambulatory Organiser icon  in the toolbar. From your clinic list, select the correct patient:



Time	Duration	Patient	Details	Status	Notes
13:30	15 mins	ROBSON, MATT11 31 Years, Male	CARDEOLOGY F&P	Robert ready to be seen Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
13:45	15 mins	ROBSON, MATT12 31 Years, Male	CARDEOLOGY F&P	No Show Freeman	Reason for Visit : No transport / Interpreter
13:45	15 mins	No appointments			
14:00	15 mins	ROBSON, MATT13 31 Years, Male	CARDEOLOGY F&P	Checked Out Freeman	Reason for Visit : No transport / Interpreter
14:15	15 mins	ROBSON, MATT14 31 Years, Male	CARDEOLOGY F&P	Investigations/Diagnostics Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
14:30	15 mins	ROBSON, MATT15 31 Years, Male	CARDEOLOGY F&P	Notes Review/With Clinician Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
14:45	15 mins	ROBSON, MATT16 31 Years, Male	CARDEOLOGY F&P	With AHP/Technician/Other Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
15:00	15 mins	ROBSON, MATT17 31 Years, Male	CARDEOLOGY F&P	Checked In Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
15:15	15 mins	ROBSON, MATT18 31 Years, Male	CARDEOLOGY F&P	Checked In Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
15:30	15 mins	ROBSON, MATT19 31 Years, Male	CARDEOLOGY F&P	Checked In Freeman Location Not Defined	Reason for Visit : No transport / Interpreter
15:30	15 mins	ROBSON, MATT10 31 Years, Male	CARDEOLOGY F&P	Checked In Freeman Location Not Defined	Reason for Visit : No transport / Interpreter

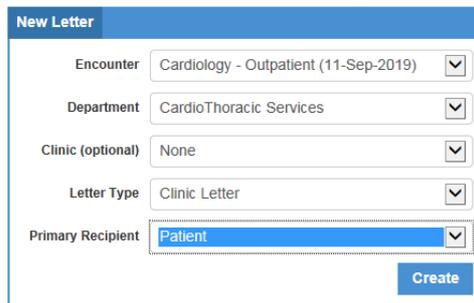
Step 4: Launch Document Creation

From the dark grey menu in the left hand side of PowerChart, select Document Creation



Step 5: Create your Letter

Once Document Creation opens, select your template. The encounter should have automatically populated – if not ensure you select the encounter relating to the correct clinic visit.



New Letter	
Encounter	Cardiology - Outpatient (11-Sep-2019) ▼
Department	CardioThoracic Services ▼
Clinic (optional)	None ▼
Letter Type	Clinic Letter ▼
Primary Recipient	Patient ▼
Create	

Once the template opens, dictate your letter into the appropriate sections. Add any relevant messages to the message pad and select the Signing Clinician. Once complete, select Save as Draft  and close the Document Creation window and close the patient record down in powerchart to go back to ambulatory organiser.

The letter and accompanying audio will now be available in your secretary's Typing Shelf.

Hints and Tips:

- When creating your letter, selecting Clinic Letter will allow Diagnosis and Problem List to pull through. If you want to free text your letter please select Short Clinic Letter.
- Please save your letters as draft only, do not save and finalise or save and sign – please do not sign your letters directly from clinic. They must go through the secretaries to ensure investigation requests have been received, all relevant recipients have been added and all review appointments have been scheduled.
- If you need the secretaries to action anything following on from the letter, you can either type into message pad at the top right of the letter to add a note, or you can dictate your message into the letter and the secretary can remove before finalising.
- Any dictation not related to a clinic appointment (results/miscellaneous letters) can be dictated into an e-mail to the secretary Miscellaneous dictation will not initially have the audio file attached to the letter but will at some point in the near future. These can be created yourself in Document Creation and the secretarial staff will pick these up from the Departmental Document Finalisation Screen

If you require any further assistance please contact your Champion, Allison Frend or the IT Service Desk (21000)

4. Quick Reference Guide

In this guide are some hints and tips on how to get the best out of Voice Recognition.

General Tips:

- If the microphone icon on the Control Bar is green it is recording
- Remember to hold the microphone 4-6 inches from your mouth and to the side
- Always use your typical dictation speed (talking slower does not improve accuracy)
- Use correct verbiage and grammar – speak in full sentences including punctuation
- Pause before using a command

- Try not to include long pauses of silence when dictating (release the record button when pausing)
- If the microphone icon on the Control Bar is red, you need to re-calibrate - choose Microphone setup and the Calibrate button
- The more you use Fluency Direct the more your profile will learn and accuracy will improve. When users state 'select word' and 'delete selection' or manually edit, Fluency Direct will learn
- Do not allow anyone else to dictate under your login

Common Commands

The following common commands can be used in most applications:

Dictated Command	Action
Delete that Delete selection	Deletes selected word(s) Words must be highlighted using keyboard or voice before command can be used
Undo that	Undoes the latest dictated utterance
Correct <text to correct> Correct Selection	A selection box pops up, the user can choose the best guess alternative or type in a new term for dictionary training
New line	Cursor moves down one line
New paragraph	Cursor moves down two lines
Select all	Selects all text
Select <text to select: word, phrase or sentence>	Selects specific text
Unselect that	Unselects selected text
Paste that Paste selection	Pastes copied / cut text or recovers the last Speech box content
Cut that Cut selection	Cuts selected text Words to be cut must be highlighted using keyboard or voice before command can be used

Dictionary

- Dictionary best practice is important to allow Fluency Direct to learn your profile effectively
- Add words such as Consultant's names, the names of places or new medications
- Multiple words dictated together should be added as a phrase

Adding to the Dictionary

- Select the Control Bar and Dictionary
- Select relevant category to add word to and press +Add
- Type (or dictate) word
- For optimum accuracy click on the blue change button and record your pronunciation
- Save

If Fluency Direct continues to struggle with certain words, you may need to add or modify the existing entry so Fluency Direct can understand exactly how you say that specific word.

Modifying Dictionary Entry

- Select the Control Bar and Dictionary
- Select relevant category and either add a word or select if it already exists
- Once the entry opens, select Change to change the pronunciation
- Select the Record pronunciation tab. The word will appear and you will be asked to hold the record button and dictate the word
- Press OK then Save – Fluency Direct should now recognise how you say that word and return the correct text when dictated

Abbreviations

Commonly used abbreviations can be added so you can dictate the acronym and the full name will appear:

- Select the Control Bar, Abbreviations and select +Add
- In the Original field type the abbreviation e.g. CHF
- In the Replacement field type the full name e.g. congestive heart failure
- Save
- You can now dictate CHF and the full name 'congestive heart failure' will appear

Building / Inserting Text Commands (AutoText)

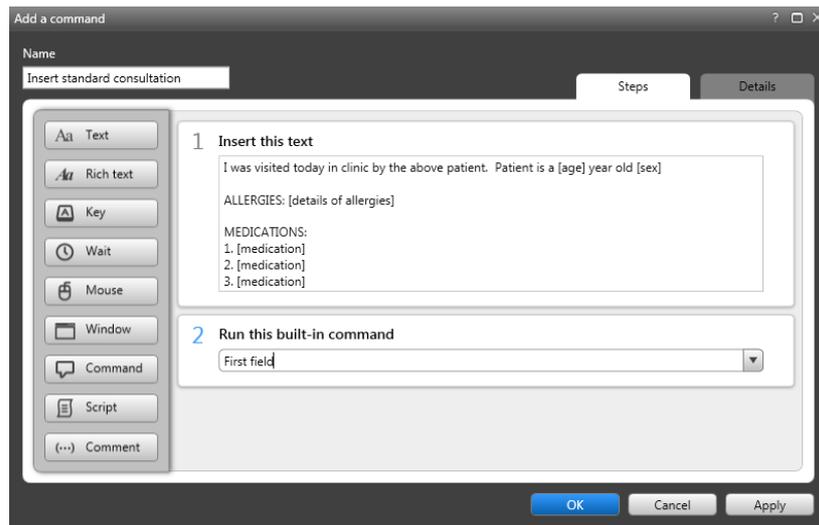
When dictating, you'll often want to use the same piece of text on a regular basis, often in a specified format. To do this you need to create a command which can then be inserted quickly using dictation.

Building a Text Command

- Open the Commands window by selecting it from the Control Bar or by stating 'Open Commands' into your microphone
- Ensure you select the Command Category with your name listed
- Select Add in the top right corner of the window



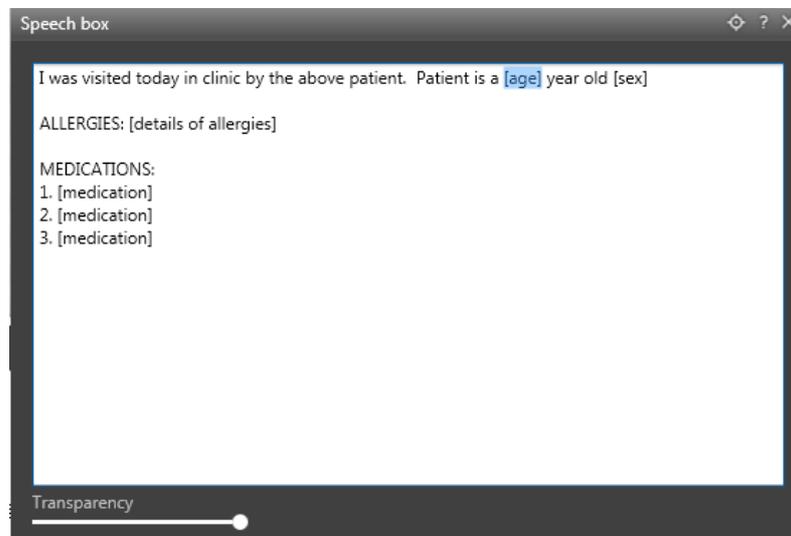
- Once in the Command Editing window, name your command (as an action) and choose the text command option to add the text box to your command
- Enter the desired text. Place [and] in the spaces you'd like custom text to be entered while dictating
- Note: You can add space saving reminders within the brackets if you like, but you don't have to e.g. [sex], [age]



- Choose the Command option and select First Field – this will ensure Fluency Direct defaults to the first field once text is inserted
- Save your command by selecting OK

Inserting and Editing your Command

- Place your cursor in the dictation space (e.g. within DocStore, FirstNet, PowerChart etc.)
- Dictate your command name (e.g. 'insert standard consultation')



Notice your first field is highlighted

- Dictate the required value for that field
- Dictate 'Next field' to jump to the next field
- Once the field is highlighted, dictate required value
- Note: Move around the various fields by dictating 'Next field' or 'Previous field'
- Once all required fields have values, dictate 'Remove all fields' to remove the remaining brackets

Speech Box

The Speech box is useful when it is not possible to view data and dictate on the same screen – for example if you are attempting to view vital signs in PowerChart whilst dictating a letter in DocStore.

To open the Speech box select the Control bar and Speech box

Dictate directly into the Speech box, ensure the cursor is where you want to place the text (e.g. DocStore field) and dictate 'Transfer Text'.

Note: You cannot save into the Speech Box (your work will erase each time you exit Fluency Direct). You can dictate into the Speech box and 'transfer text' (copy and paste) into an application such as Word and save for future use if required.

Using the Transparency slider in the bottom left of the Speech box allows you to adjust the transparency level of the Speech box. This feature allows you to dictate into the Speech box while having documents open behind the Speech box, still visible.

Mapping Commands to Device Button

Mapping built-in or customised commands and keystrokes to buttons on your microphone will allow you to quickly execute commands while dictating

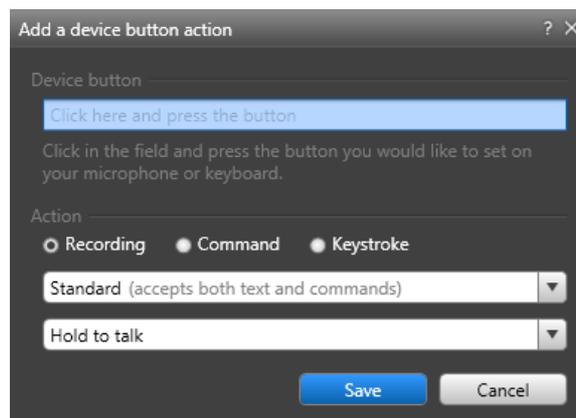
- Open the Device Button Mappings window by selecting it from the Control bar or by stating 'Open Device Button Mappings' into your microphone
- If set, review your currently mapped buttons by device, button, action type and action

Note: You can also map keyboard keys. The lock symbol  indicates that only the button action can be modified.

You can either add a new button mapping, or edit an existing button action.

Adding a New Device Button Mapping

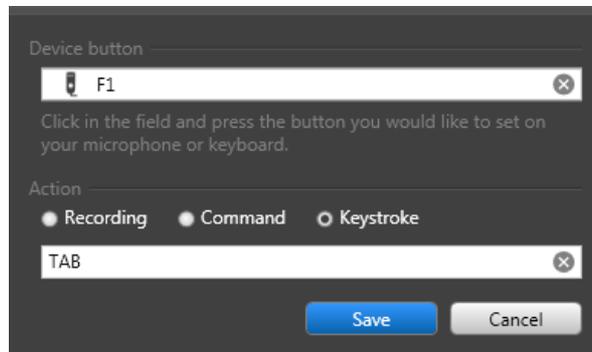
Select the Add button on the top right of the Manage Device Buttons screen. The following screen will appear:



- Place your cursor in the Device Button field and press the button on your device that you'd like to map
- Select an action: Recording, Command or Keystroke
- Choose the Recording, Command or Keystroke you'd like to map (use the drop-down to find the available actions to map)

- Select Save

So, for example, if you want to set your microphone up to use the F1 key to tab between fields, you'd click in the Device button field and press the F1 key on your microphone. You'd then select Keystroke, put your cursor in the field and press Tab on your keypad – as below:



Editing an Existing Device Button Action

- Double click the Device Button you'd like to edit
- If the Device Button was mapped by an Administrator, you're only able to change the action of the button
- Select an action: Recording, Command or Keystroke
- Choose the Recording, Command or Keystroke you'd like to map
- Select Save

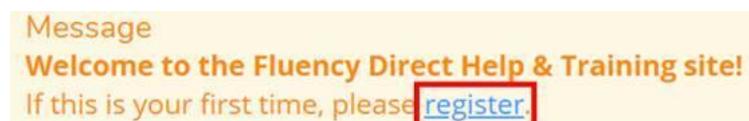
Further Support

If you require any further support, please contact Allison Frend, Jordan Kwok or the IT Service Desk (21000) who can assist in the first instance.

There is further support and guidance available online:

<https://docs.mmodal.com/direct/>

Users will first need to self-register on the site using their NUTH e-mail address by navigating to the website and selecting the register link (example displayed below):



Once logged into the site there are various short training videos available. A good overview of FD is provided in the video below called "Fluency Direct First Look" this highlights some of the more advanced features of FD:

<https://docs.mmodal.com/direct/index.php/user-guide/fd-overview>

The other FD training videos can be found at the link below:

<https://docs.mmodal.com/direct/index.php/fd-training-resources/videos>

FD Intuitive Help:

Once users are registered on the M*Modal help site when they are logged in and using FD they can access 'intuitive help'.

When using FD if the user requires help they can select the '?' (usually this is visible on the right hand side of the screen, please see screenshot below)

Once the '?' is selected the user will be navigated to the online help site that only relates to that area in FD.

V1 Dec 2019