Dragon Medical One: Basic Training Material
Why Dragon Medical One

• Functionality to Encourage Expeditious Dictations
• Efficient Real-Time Documentation for Accurate Patient Care Information
• Eliminates Need for Typing or Additional Document Review Once Complete
• Integrates with PowerChart and the Physician Workflows
• Decreased Cost Compared to Alternative Dictation Options
DRAGON BASICS
Using a Handheld Microphone

How to position your microphone for optimal speech recognition:

1. The speaker is located at the head of the microphone, and should be in front of your mouth when dictating.

2. Hold the microphone in a comfortable position that will not cause your arm to tire. This should be your permanent dictation position.

3. Speak with the microphone about one fists distance from your mouth, thumb to your mouth, and your pinky by the microphone head.

4. If using with a mouse, designate your non-dominant hand for your microphone, and your dominant hand for your mouse to ensure that you are able to still maintain a comfortable position when using the mouse.
Microphone Functions

- Microphone
- Dictate: Press-to-talk
- Previous field
- Accept defaults
- Left-click
- Speaker
- Recording indicator
- Transfer text
- Next field
- Recall text
- Right-click
- Mouse control
CREATING A DRAGON PROFILE
Log In, Set Your Profile

User: CERNER1234
Microphone: Microphone (2- PowerMicII-NS)
Language: English (United States)
Specialty: General Medicine

OK Exit

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Log In, Set Your Profile

1. Login options default to most recent session selections.

2. User ID will default if previously logged into Dragon on computer being used. Input is required if computer is shut down after the fact.

Specialty vocabulary selection determined by user medical specialty.

To switch between specialties, log-out of Dragon Medical, and log-in once more selecting the appropriate specialty vocabulary.
DragonBar

- End-user able to reposition DragonBar
- ‘Left-click+hold’ on DragonBar to move
- Reposition to any location on screen
- Computer toolbar dock function
DragonBar

- CERNER1234
- Volume Indicator
- Recording/Not Recording
- Hide/Dock DragonBar
- DragonBar Menu
Dragon Tools
DragonBar Menu

- Log Off...
- Options...
- Manage Auto-texts...
- Manage Commands...
- Show/Hide Dictation Box...
- Show Most Recent Message
- Show Log File
- Help
- What You Can Say
- Exit

- Log Out of Dragon Medical One
- Dictation & Microphone Settings
- Create & Update Auto-Texts
- Create & Update Commands
- Set the Dictation Box to Disappear
- View Dictations from session
- Dragon log file
- Access for help topics
- Command List
- Exit Dragon Medical One
Dragon Options: General

- Anchor the speech focus when recording is started
- Visual feedback when voice commands are recognized
- Audio feedback when voice commands are recognized
- Left field delimiters: [ ]
- Right field delimiters: [ ]

Should NOT be changed
Dragon Options: Dictation Box

Select either option

Should not be changed
Dragon Options: Hotkeys

User able change to Suit keyboard preferences
Dragon Options: Microphone Buttons

- General
  - Transcribe:
    - Transfer Text

- Dictation Box
  - Enter/Select:
    - Accept defaults

- Hotkeys
  - Custom Right:
    - Recall Text
  - Tab Backward:
    - Previous Field
  - Tab Forward:
    - Next Field
  - Record:
    - Press-and-hold
Dragon Options: Microphone Buttons

Best Practice Microphone Button Functions
Show/Hide Dictation Box

Provides the function of dictating without the interference of the Dictation Box with computer screen windows that are required to complete Dictation.

Example: Patient Test Results

1. Speak ‘Hide Dictation Box’
2. A screen notification will list that the command has been executed.
3. When the dictation is complete, the dictation box will appear.
Dragon Options: What You Can Say

What You Can Say

Search commands

Navigation
Move the speech focus.

User Settings
Modify your settings.

Dragon
Control the application.

Anchoring
Control the application that has the speech focus anchored to it.

Formatting
Format text using your voice.

Manage Auto-texts
Create and edit auto-texts using your voice.

Manage Commands
Create and edit commands using your voice.

Auto-texts
Use standard texts instead of recording manually.

Custom Commands
Use your voice instead of clicking.

Correction
Edit what you see on the screen.

Navigation
Move the speech focus.

Recording
Control the microphone using your voice.

Help
Switch between your dictation and more information.
Dragon Options: What You Can Say

• System commands that provide ease in making any corrections or additions to the dictation, or to Dragon functionalities.

• Speak ‘What You Can Say’ to reference all system commands.

• Dragon system commands:
  - Navigation through dictations
  - Formatting dictations
  - Corrections of dictations
  - Dragon User Settings

• User specific
  - Dragon auto-text and command management
Navigation Commands

**FORMATTING**
- Cap that (Example)
- ALL CAPS THAT
- Format that Bold
- Format that Italic
- Format that Normal
- Format that Underline

**SYSTEM COMMANDS**
- Manage Words
- Manage Vocabulary
- Do not recognize that word
- Create Command
- Manage Commands
- Create Auto-texts
- Manage Auto-texts
- Resume with [word/phrase]
- Hide/Show Dictation Box
- Open/Close Help
- What You Can Say

**CORRECTION**
- Delete word
- Scratch that, Undo that
- Redo that
- Go back
- Insert after [word/phrase]
- Insert before [word/phrase]

**SELECT**
- Select that, Deselect that
- Select all
- Select [word/phrase]
- Select first word (through) last word
- Select first paragraph, sentence, word
- Select last paragraph, sentence, word
- Select next paragraph, sentence, word
- Select previous paragraph, sentence, word
- Select that
- Select this paragraph, sentence, word
CORRECTING DICTATIONS
Correction Basics: Selecting Correction Text

1. What Can I Select?
   Word, phrase, line, paragraph, all text

2. How Do I Select Text?
   Speak ‘SELECT+WORD’
   Speak ‘SELECT+THROUGH+PHRASE’
   EXAMPLE: YOU ARE IN DRAGON TRAINING.
            ‘SELECT YOU THROUGH TRAINING’
   Speak ‘SELECT+LINE’
   Speak ‘SELECT+PARAGRAPH’
   Speak ‘SELECT+ALL’
   Speak ‘UNSELECT THAT’ or ‘DESELECT THAT’
Correction Basics: Selecting Correction Text

3. Specify
   THIS
   FIRST
   NEXT
   LAST
   PREVIOUS

4. EXAMPLES
   SELECT+ ‘PREVIOUS WORD’
     ‘NEXT WORD’
   SELECT+ ‘THIS SENTENCE’
     ‘LAST SENTENCE’
   SELECT+ ‘FIRST PARAGRAPH’
     ‘NEXT PARAGRAPH’
Correction Basics Practice Activity

1. Speak the below text, punctuation, and comments in red:

   The patient presented in the hospital with stomach pains.

   New Paragraph

   We performed several tests, and concluded the patient was pregnant.

2. Speak ‘SELECT STOMACH’
3. Speak ‘DESELECT THAT’
4. Speak ‘SELECT PATIENT THROUGH WITH’
5. Speak ‘SELECT THIS SENTENCE’
6. Speak ‘SELECT NEXT PARAGRAPH’
7. Speak ‘SELECT ALL’
Correcting Selected Text 1

WHEN TEXT IS SELECTED, THERE ARE 3 WAYS TO CHANGE TEXT

1. Direct Dictation

Once highlighted, dictate the correct word or phrase.
Correcting Selected Text: Activity 1

1. Speak the below text and punctuation:
   ‘I am inserting a fully catheter.’

2. (Pause briefly for dictation to appear)
3. Speak ‘SELECT FULLY’
4. Speak ‘FOLEY’

THE WORD ‘FOLEY’ IS NOW PRESENT
2. Speak ‘CHOOSE + (#)’

Choose Options:
- Similar sounding
- Different format
- Previous replacement
Correcting Selected Text: Activity 2

1. Speak the below
   ‘Colon’ (: or colon may appear)
2. (Pause briefly for dictation to appear)
3. Speak ‘Choose 1’

THE FIRST FORM OF COLON LISTED IN YOUR DICTATION HAS NOW BEEN REPLACED
VOCABULARY
Manage Vocabulary

Speak ‘MANAGE VOCABULARY’ or ‘MANAGE WORDS’

Add new word

User Vocabulary
Add Vocabulary

1. Speak ‘ADD NEW VOCAB’
2. Type Written Form, Spoken Form if needed

- Written form: How your word/phrase will appear in dictations
- Spoken form: Only required if different from Written Form

If how a word is spoken is different from how it is written, you should also enter a spoken form. For example:

Written form: "IEEE"
Spoken form: "I triple E"

3. Click ‘SAVE’ when complete
Add New Word: Practice Activity 1

1. Type ‘Measles, Mumps, Rubella’ in the written form field
2. In the Spoken Form field, type ‘MMR’
3. Click ‘SAVE’
4. Speak ‘MMR’ to recall written form added.

‘MEASLES, MUMPS, RUBELLA’ APPEARS WHEN ‘MMR’ IS SPOKEN
Delete Words from Vocabulary

If words appear while you dictate that are not a part of your vocabulary, you may delete them from your vocabulary.

1. Select word or phrase to delete
2. Speak ‘do not recognize that word’
3. The Manage Words screen will appear with the word listed.
4. Select ‘Delete’ from the bottom of the screen.
AUTO-TEXT
What is an Auto-Text?

1. A set of text recalled by speaking one word or phrase. Similar to auto-text built in PowerChart.

2. To recall the auto-text into a note, you will **ONLY** speak the auto-text name you’ve created.

3. Auto-text names should be preceded by a **BUZZWORD** to ensure that an auto-text set will not pull in when a commonly dictated medical word/phrase is dictated.

   **EXAMPLE:** Physical Examination
   If the command is named Physical Examination, the command will present itself when you attempt to dictate the phrase Physical Examination in your note.

   **Command Name Suggestion:** *Insert* Physical Examination

4. The use of **DELIMITERS** within a command will increase efficiency and decrease dictation time.

5. The command can be adjusted at any time by speaking ‘Manage Auto-Text’.
Using Delimiters

1. Delimiters
   
   [ OPEN BRACKET
   ] CLOSED BRACKET

2. To add Delimiters, Speak:
   ‘OPEN BRACKET, (response), CLOSED BRACKET’

3. Responses should be the most commonly used by the end user to make the auto-text most efficient.

4. The response used will be stored within this auto-text. When the auto-text is recalled, the response will appear as such:

   The weather in Miami is [sunny and bright].
Delimiter Commands

1. When the delimiter field is highlighted, Press the PowerMic II dictation button to dictate a new response, if required.

2. Speak ‘NEXT FIELD’ or Press lower right ‘FWD’ button to move to the next delimiter field.

3. Speak ‘PREVIOUS FIELD’ or Press lower left ‘RWD’ button to move to the previous delimiter field.

4. Speak ‘FIELD COMPLETE’ to finalize a delimiter field. This will remove the brackets from that delimiter field. Utilized mainly when a delimiter response doesn’t need to be changed.

5. Speak ‘ACCEPT DEFAULTS’ to finalize all delimiter fields. This will remove ALL brackets from the dictation.
Creating an Auto-Text

1. Speak ‘Create Auto-Text’ into your dictation device OR Select ‘+’ at the bottom of the Manage Auto-Texts screen.
2. All red highlighted areas are required fields.
3. Name is specific to you, good to use a buzzword prefix, EX: Insert
4. Spoken Form is what you will say to recall that command.
1. Speak ‘Create Auto-Text’ into your dictation device OR Select ‘+’ at the bottom of the Manage Auto-Texts screen

**NAME:** Insert AMA  
**SPOKEN FORM:** Insert AMA  
**CONTENT:**  
The patient understands the nature of **OPEN BRACK** his **CLOSED BRACKET** illness and the consequences of leaving against medical advice. The patient possesses the mental capacity in making this decision. The patient does not meet the state standard for involuntary psychiatric hospitalization.

3. Click ‘APPLY ALL’  
4. Speak ‘Insert AMA’  
5. Move to the delimiter set, update to ‘HER’
COMMANDS
What is a Command?

1. A list of steps that can be recalled by speaking one word or phrase. Command names should be preceded by a buzzword, ex: Insert Command, My Command

2. Established by the User, and can be established to best work with the end user workflow.

3. Can be continuously maintained by the end user to adapt to changing end user workflows and/or hospital workflow changes.

4. Can be activated in PowerChart. Example: Exit PC.

5. When used, a brief pause should be utilized to ensure the command is recognized before dictating additional text.
Creating a Command

1. Speak ‘Create Command’ into your dictation device OR Select ‘+’ at the bottom of the Manage Commands screen.
2. All red highlighted areas are required fields.
3. Name is specific to you, good to use a buzzword prefix, EX: Insert
4. Spoken Form is what you will say to recall that command.
Command Practice Activity 1

1. Speak ‘Create Command’ into your dictation device OR Select ‘+’ at the bottom of the Manage Commands screen

**NAME:** Refresh PowerChart
**SPOKEN FORM:** Insert Refresh
**STEPS:**
1. Click ‘New Step’
2. Click ‘Press Hotkey’
3. Type ‘T’ in the box, Select ‘Alt’
4. Click ‘New Step’
5. Click ‘Press Hotkey’
6. Click the down arrow key
7. Repeat Steps 4-6 X3
8. Click the ‘ENTER’ key
9. Click ‘Apply All’
### Command Practice Activity 1

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DICTATING IN POWERCHART
mPage

1. Dragon can be used in any free text field on the mPage
2. Dictate in Chief complaint
3. Dictate a command created in the Physical Examination
4. Spend a 1-2 mins dictating in the other free text fields
5. Select ‘CREATE NOTE’

All dictations entered through the mPage are now present in your note. You can continue to dictate in any additional free text fields once the note has been created.
TROUBLESHOOTING DRAGON
Troubleshooting Steps & Options

If an end user is experiencing an application issue that can’t be resolved by ending the user session, or closing the application, Cerner should be contacted to file a ticket.

**TICKET REQUIREMENTS**

1. Date and Time (estimated is okay) of issue.
2. What was the end user doing when they experienced the issue?
3. What was the end user expecting to happen? What really happened?
4. Has the user stated this has previously occurred?
5. User Log File
   1. Select Dragon icon
   2. Select ‘Show Log File’
   3. Select ‘File’, Select ‘Save As’
   4. Save to appropriate location that can be easily accessed when submitted to Cerner.