



Providers Training Manual

version 2.0 - 2.2



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LEARNING OBJECTIVE:

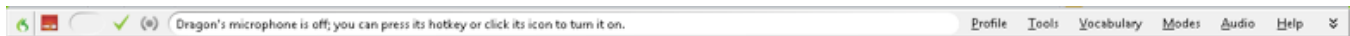
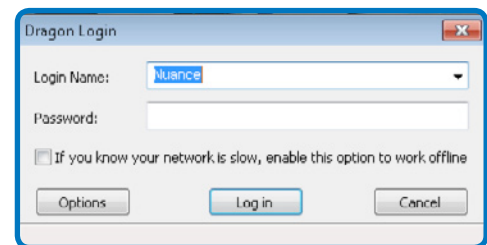
Before using Dragon® Medical all users must create a profile which consists of user files. This is referred to as a “User”.

Selecting the correct Accent for your personal user profile.

Selecting the correct Vocabulary to match the type of medicine you practice.

BEGIN

1. Find the green Dragon® Medical Icon on the desktop of your computer.
2. The “Dragon® Login” box will appear on your computer screen.
3. Enter your Login Name.
4. Enter your Password.
5. Click “Log in”.

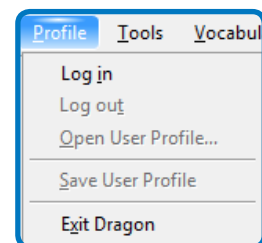


When Dragon® first opens, you will see the Dragon® tool bar along the top of your computer screen. Your Dragon® login screen will appear.

NOTE: If the DragonBar is already on your screen do the following:

- Click on “Profile”
- Click on “Login”

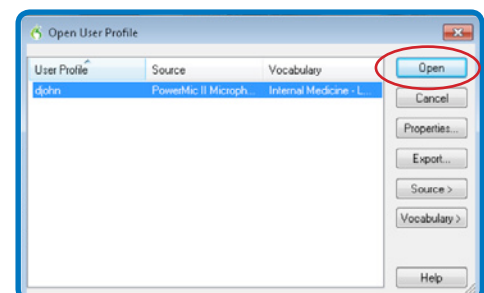
The Login box will then appear for you to enter your Login Name and Password.



NOTE: This Open Profile window will appear if the user is an established user with multiple vocabularies or sources.

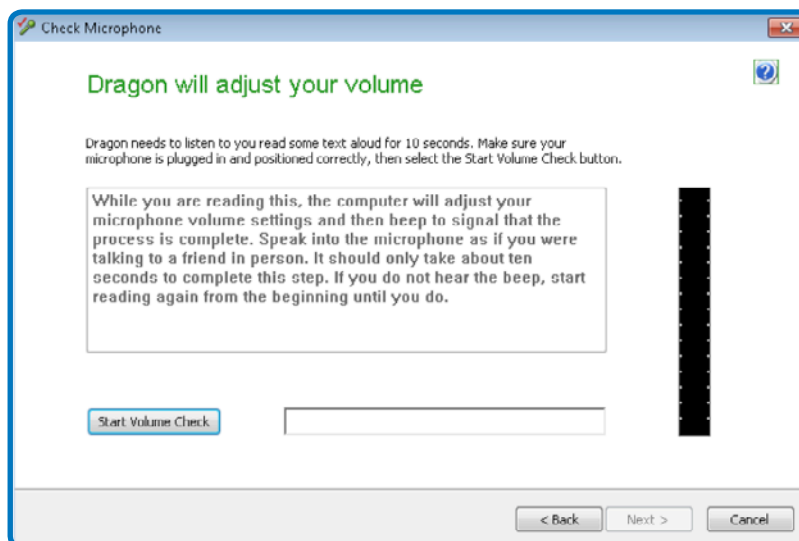
- **Select the User that has the correct SOURCE and VOCABULARY.**
- Click “Open”.

NOTE: A user may not see this box if they only have 1 source/vocabulary. If they want additional sources/vocabularies, click on Profile then “Open Profile”. This will bring up the box for the user to create additional sources/vocabularies. The “Open Profile” box will then appear each time they login for them to select the correct source/vocabulary. The user will still only have ONE user profile and only ONE license being used.



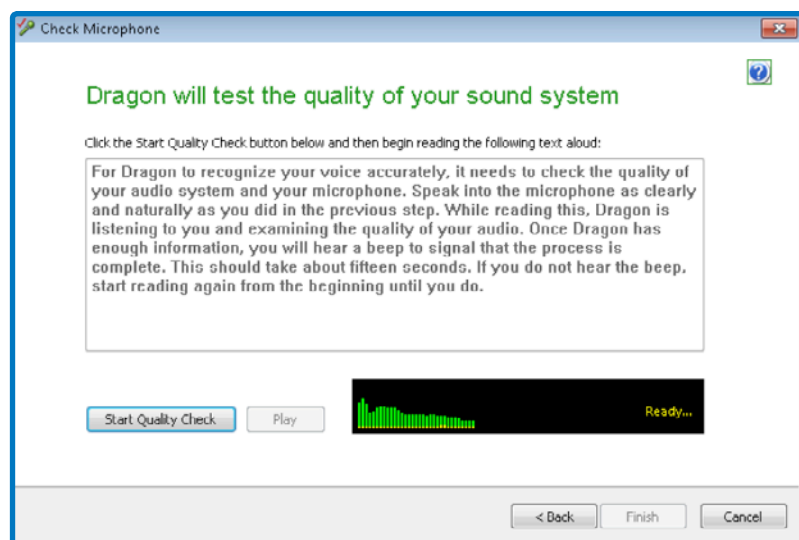
Audio Settings: Volume Check and Quality Check

- Click **“Start Volume Check”**.
- Read (out loud) the information in the box that is dithered (this will become bold once the user selects “Start Volume Check”).
- It is not necessary to manually turn on the microphone. Once you click “Start Volume Check,” the system will automatically turn on the PowerMic II or microphone headset.
- When completed, “FINISHED” will appear in the smaller box.



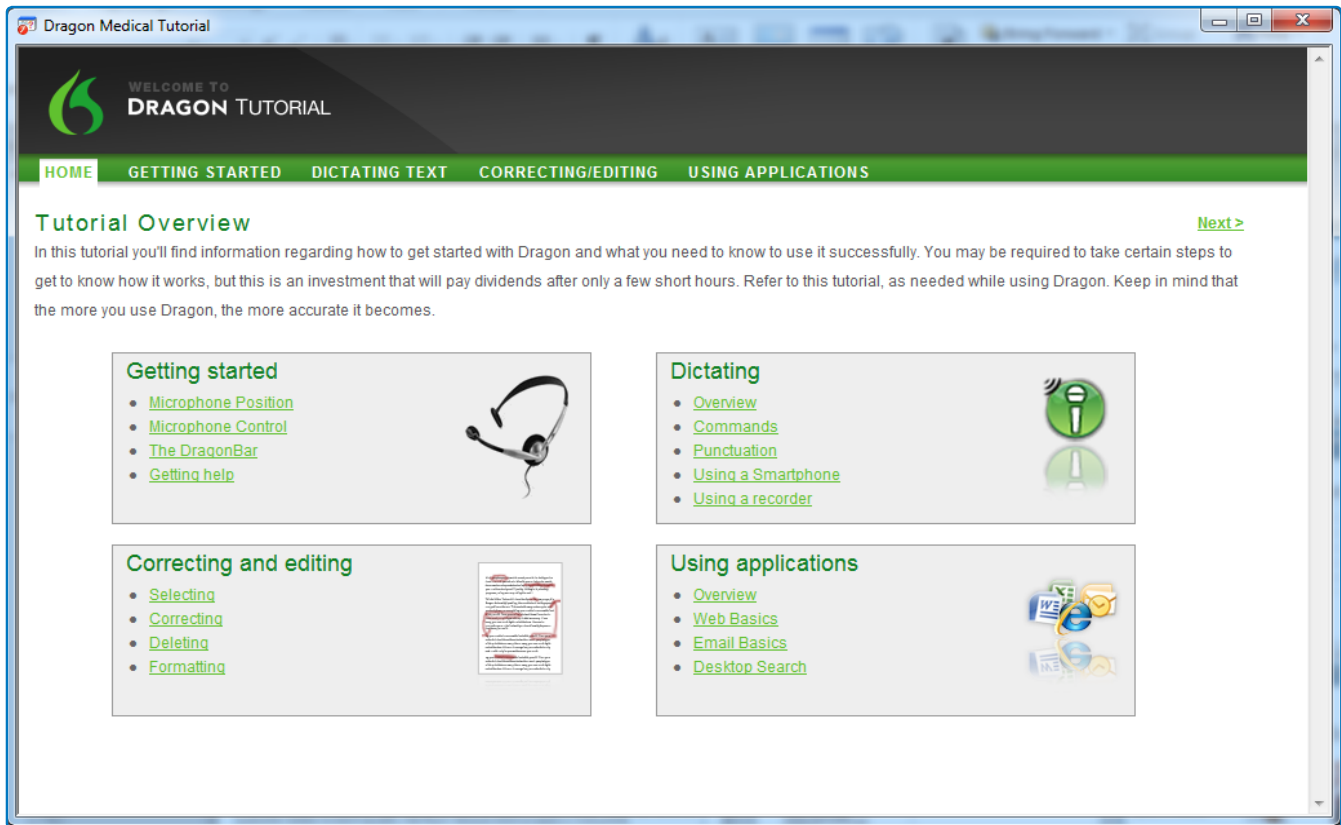
The “Quality Check” window below will appear.

- Click on **“Start Quality Check”**.
- Read (out loud) the information in the box that is dithered (this will become bold once the user selects “Start Quality Check”).
- It is not necessary to manually turn on the microphone. Once you click “Start Quality Check,” the system will automatically turn on the PowerMic II or microphone headset.
- If you have “PASSED”, click **“Next”**. If you have “FAILED”, start the Quality check again.



TUTORIAL

Open the Tutorial by going to **DragonBar > Help > Interactive Tutorial**. This can be used at any time for the users.



DRAGON® MISCELLANEOUS COMMANDS:

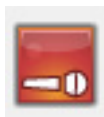
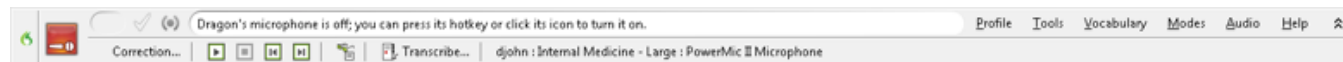
Start dictating free-text – Practice using the commands below.

- **“Cap That”** – Dictate a word and then say “Cap That”. This will capitalize the first letter in a word/words.
- **“All Caps that”** - Dictate a word or phrase and then say “All Caps that”. This will capitalize all letters.
- **“No Caps that”** - Select a word that you have capitalized. Say “No Caps that”. This will put all letters in lower case.
- **“Correct _____”** - Choose a word that you would like to highlight for correction/editing and say “Correct (chosen word)”. If the correct word appears as a choice in the Spelling Window, say “Choose 1, Choose 2” accordingly. Or spell/ type the correct word in the Spelling Window, then click “Train”.
- **“Go to bottom”** Navigates cursor to end of text.
- **“New Paragraph”** When ready for a new paragraph (2 spaces down) within your dictation say “New Paragraph”.
- **“New Line”** When ready for a new line (1 space down) say “New Line”.
- **“Select < word(s) > through < word(s) >”, “Unselect That”.**
- **“Insert before <word>”, “Insert after <word>”.**
- **“Copy That”, “Cut That”, “Paste That”.**

USING THE DRAGONBAR AND POWERMIC II DEVICE

The user will learn the basic items within the DragonBar.

The user will learn the commands used by the PowerMic II device.



The microphone icon is **RED** when in the off position

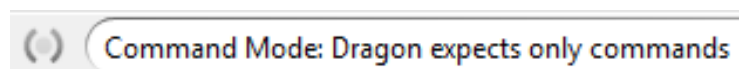
The microphone icon is **Yellow** when in the sleep position (“Go to sleep”—command)

The microphone icon is **Green** when in the awake/on position (“Wake up” - command)

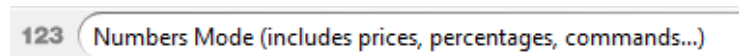
Dragon's microphone is off; you can press its hotkey or click its icon to turn it on.

The status window within the DragonBar shows the action being taken such as: Dragon’s microphone is off.

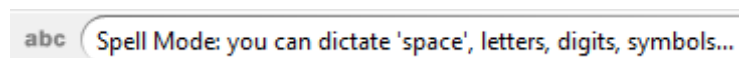
Additional remarks can be seen on this window in correspondence to mode indicator.



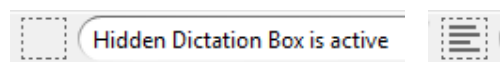
DragonBar > Modes > Command Mode



DragonBar > Modes > Numbers Mode



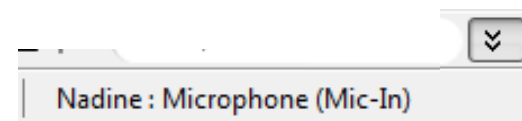
DragonBar > Words > Spell Mode



Hidden Mode

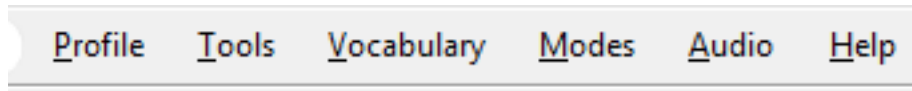


Hidden Mode - box icon will be empty if nothing is dictated in hidden mode. Otherwise, will look like a document with information inside. The PowerMic II button will turn the Hidden Mode on and off. Can also use voice command “Hidden Mode On”.



Clicking on these arrows will make the second row (Extra’s toolbar) of the DragonBar appear. Helpful if you have part of a window hidden under the DragonBar. Click this twice and the window will appear fully. This also shows which user profile is open. Typically displays user name, dictation device, and vocabulary.

USING THE DRAGONBAR AND POWERMIC II DEVICE



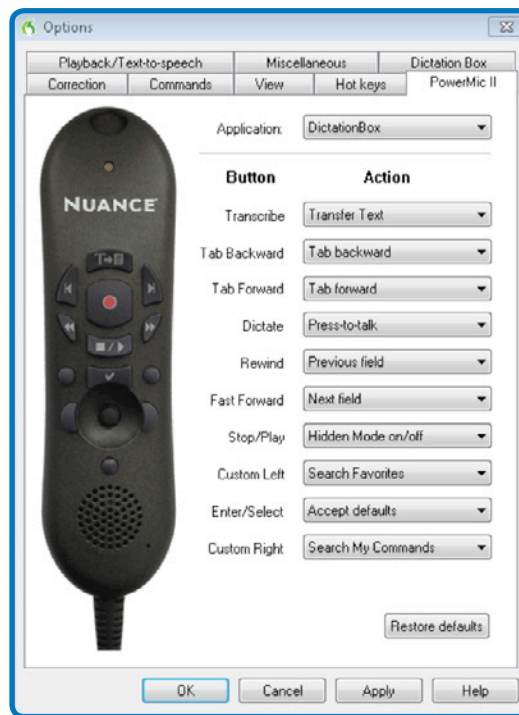
Profile	Tools	Vocabulary	Help
<ul style="list-style-type: none"> Log in Log out Open User Profile Save User Profile Exit Dragon® 	<ul style="list-style-type: none"> Dragon® Pad Dictation Box Transcribe Recording Auto Transcribe Folder Agent Add New Command Command Browser Recognition History Auto Formatting Options Options 	<ul style="list-style-type: none"> Learn from Specific Documents Learn from sent e-mails Add new word or phrase Open Vocabulary Editor Import Lists of words or phrases Export custom word and phrase list Manage Vocabularies Open Recent Vocabulary 	<ul style="list-style-type: none"> Improve my accuracy... Performance Assistant... Help Topics Tip of the Day Dragon Sidebar Tutorial Interactive Tutorial About Dragon

TOOLS > OPTIONS > POWERMIC II

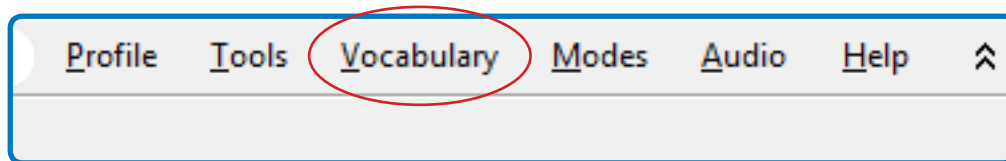
Global Settings: These are any commands used outside of the Dragon® Dictation Box.



Dictation Box Settings: These are any commands used ONLY within the Dragon® Dictation Box.



USING THE DRAGONBAR AND POWERMIC II DEVICE



VOCABULARY > OPEN VOCABULARY EDITOR

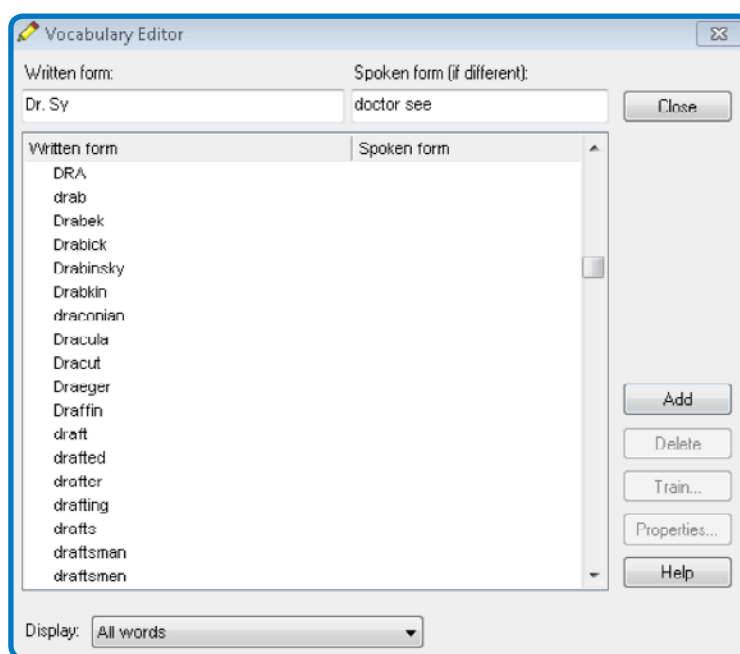
NOTE: For v2.2, there cannot be any punctuation in the “Spoken form” box. Must type out full word “doctor”.

Use this dialog box to view and customize your active vocabulary. You can add words and phrases, or view and train words within the vocabulary.

NOTE: There should NOT be duplicates because this may cause issues.

CRITERIA: **Written Form:** Letters, numbers, periods, dashes and apostrophes may be used.

Spoken Form: Only letters and single spaces.

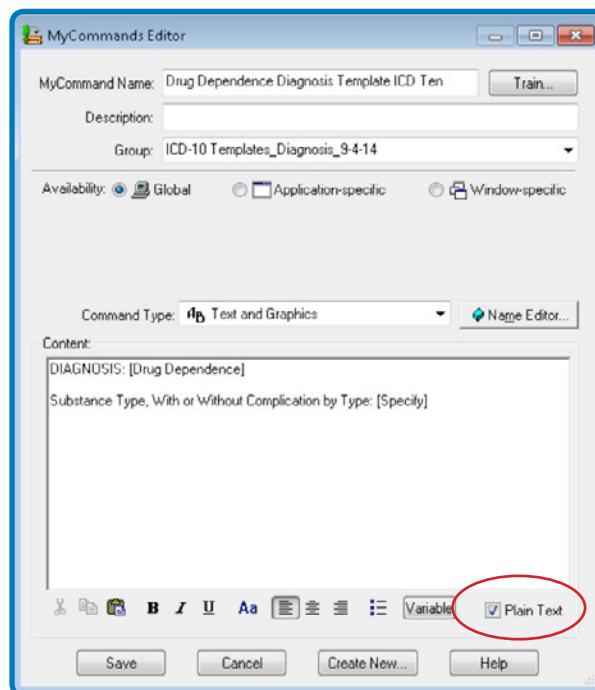
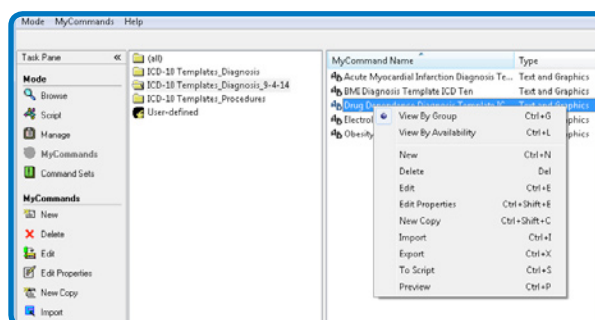
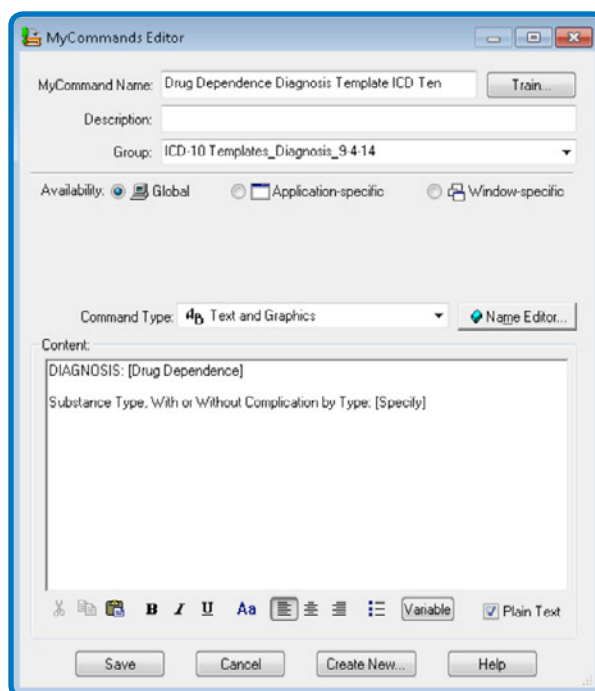


TO CREATE A USER CUSTOM COMMAND:

1. Create the content of the new command in the Dictation Box with variable fields [brackets] as needed.
—Or—
Select something that you have dictated within your EMR.
2. Say **“Select All”**.
3. Say **“Make that a Shortcut”**.
4. Enter command name: e.g., (provider last name)_(procedure name).
5. Change name of “Group” (folder).
Type over “User-Defined”:
e.g. (provider last name_Custom_Commands).
6. Check **“Plain Text”** box. (consistent fonts).
7. Click **“Save”** to save command.

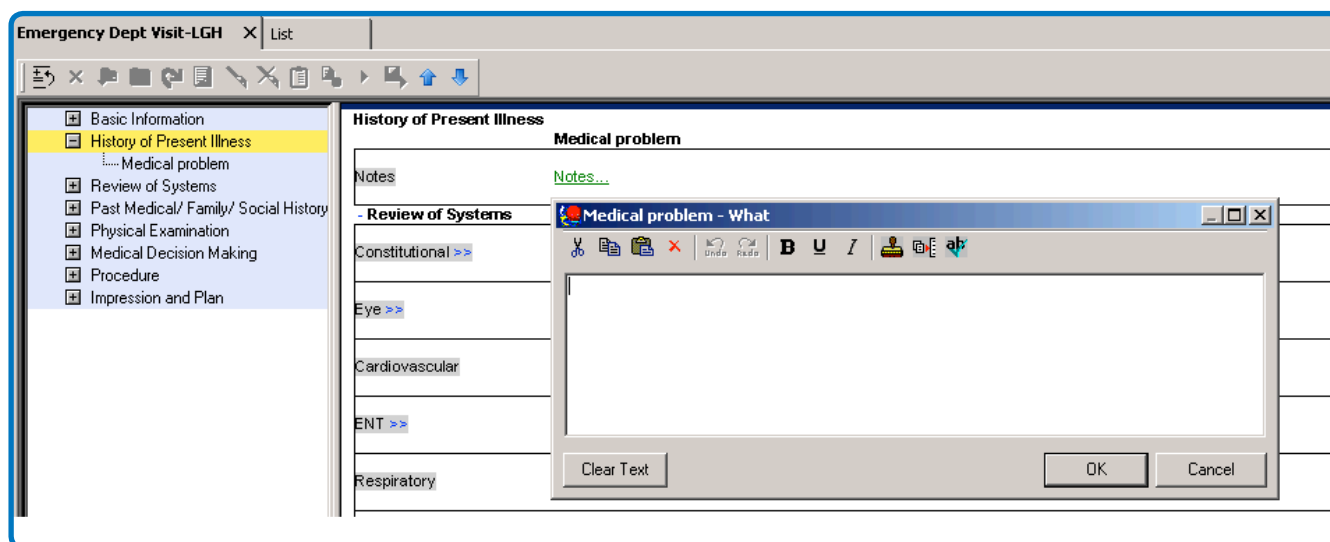
TO EDIT A TEMPLATE COMMAND WITHIN THE COMMAND BROWSER:

1. MODIFY the command in the DRAGON BAR --> TOOLS > COMMAND BROWSER --> Double Click or right click and select **“EDIT”** to modify the command.
2. Make changes or additions to the command.
3. **“Save”** the command.

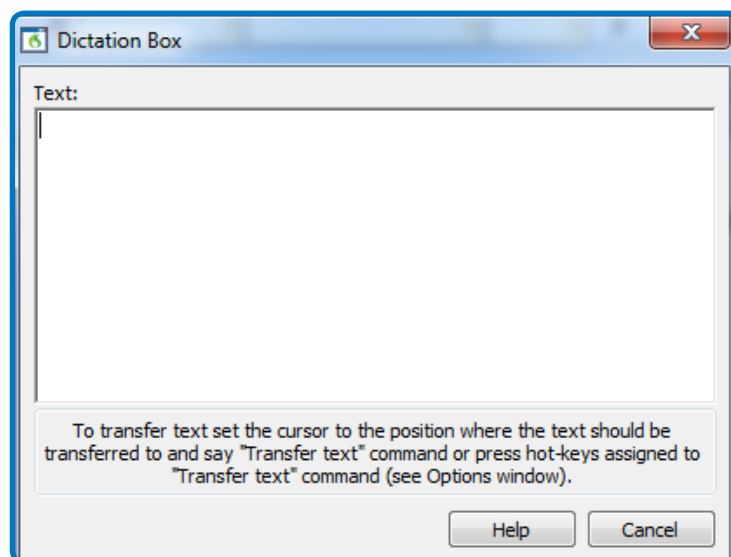


DRAGON® WITH THE ELECTRONIC MEDICAL RECORD

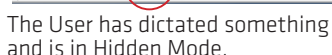
1. Open the **“Free Text”** area of your EMR. This can be anywhere where the user could type. They will dictate using Dragon® instead.



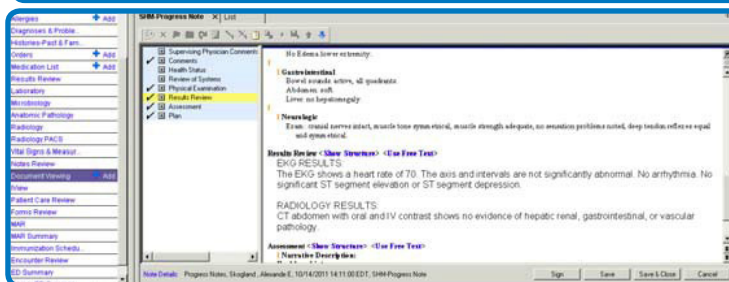
2. Open the **“Dictation Box”** if needed. This may be used if using **“Hidden Mode”** (See page 11) or if vSync is not working. Information will need to be transferred if using the Dictation Box. (See page 12.)



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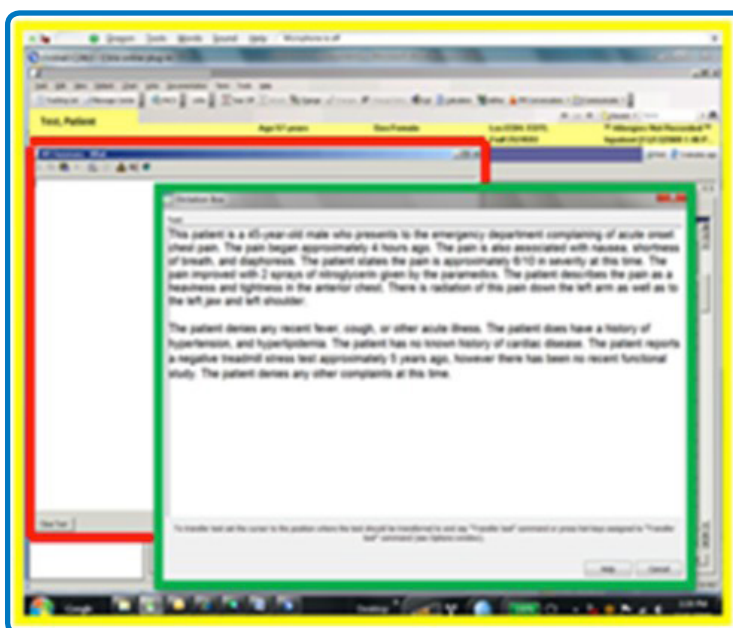
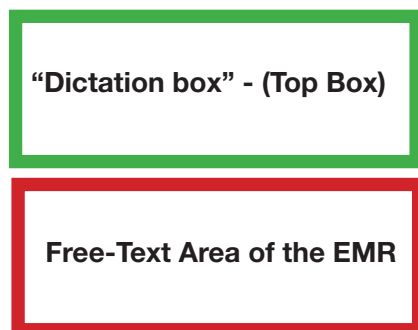
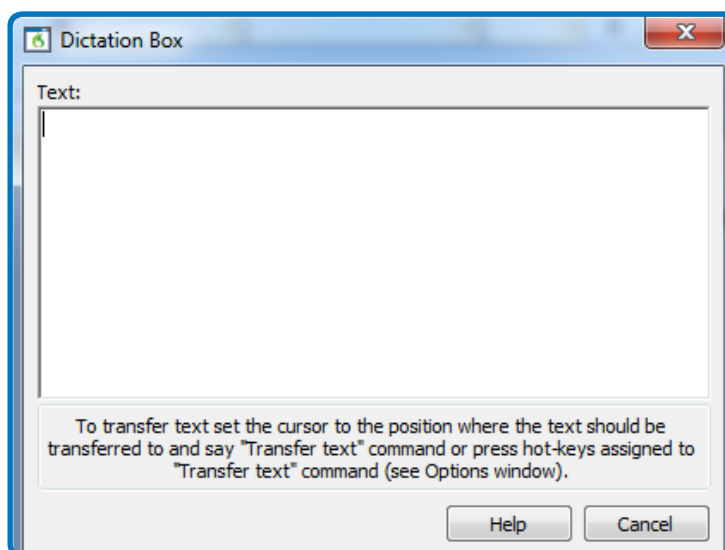


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TRANSFERRING DICTATION TO THE EMR

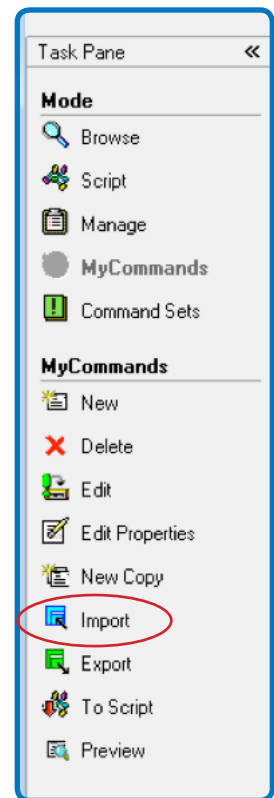
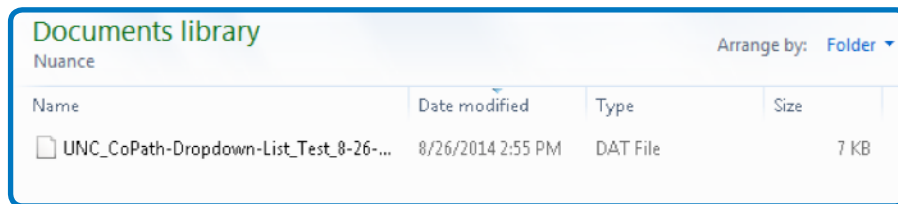
1. After dictation is completed within the dictation box, the user will need to transfer the text to the Free Text area of the EMR.
2. Click within the EMR... any area that the user can type into can be used (if appropriate). Make sure to actually click within this area with the mouse.
3. Press the **“T”** button on the PowerMic or Say **“Transfer Text”**.



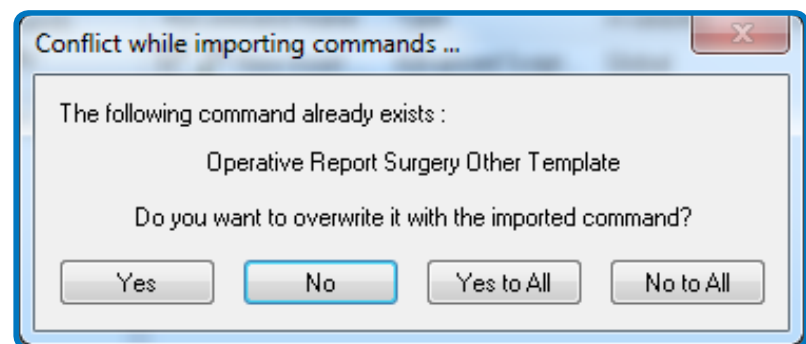
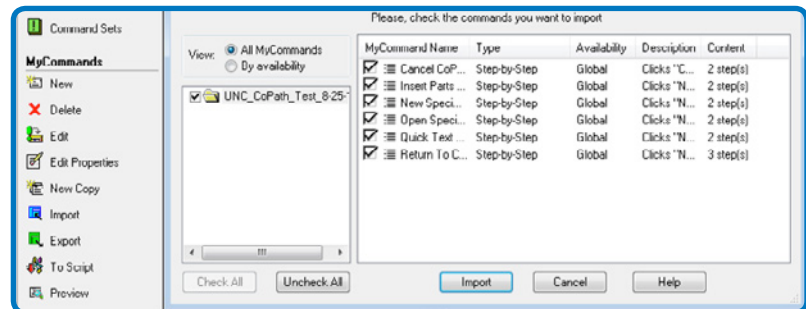
IMPORTING

To Import Command Files

1. DragonBar > Tools > Command Browser.
2. Within the Task Pane > Import.
3. In the toolbar of the Manage area, click **"Import"**.
4. Choose a file (.dat file) to import from the dialog box as seen below.



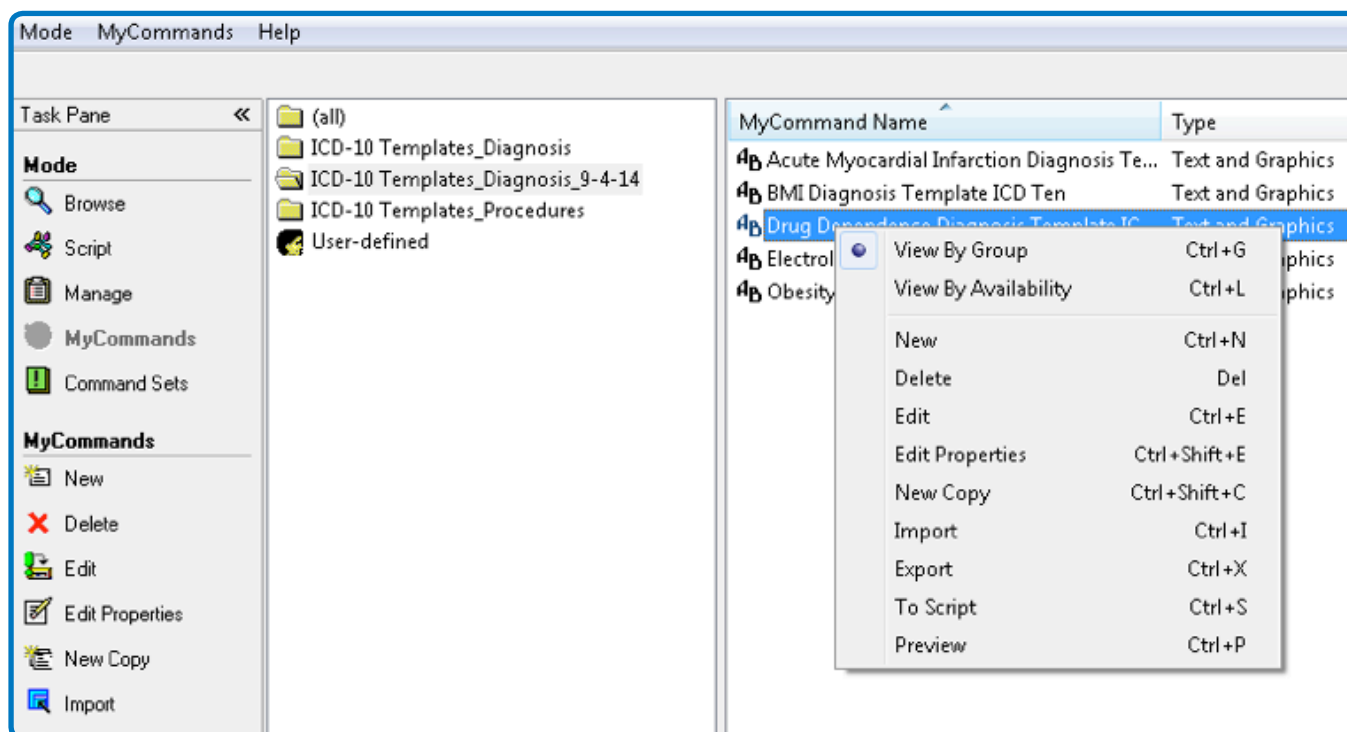
5. All commands that are a part of the .dat file will appear as shown in the window below.
6. Un-check any that you do not want to import.
7. Click **"Import"**.
8. If there are any commands that are duplicate to what is already in the command browser the box below will appear.
9. Click the answer as it applies to the import.



EXPORTING

To Export a Command

1. DragonBar > Tools > Command Browser.
2. Click on the group where the command is that you want to export.
3. Select the command to export.
4. Right click > **Export** or click in the Task Pane “Export”.
5. Choose a file name and where you want to save the file to.
6. Click **“Save”**.
7. These files can be imported or distributed to other users.



MICROSOFT DOCUMENTS

Dragon® may be used in any Microsoft product with full functionality if the facility gives users rights to use Dragon® in Microsoft applications. Word is shown below.

Word Documents

SUMMARY: A user may use commands to perform basic operations within Microsoft Word. Some examples of how Dragon® can be used within Word is shown below.

► [Searching and replacing](#)

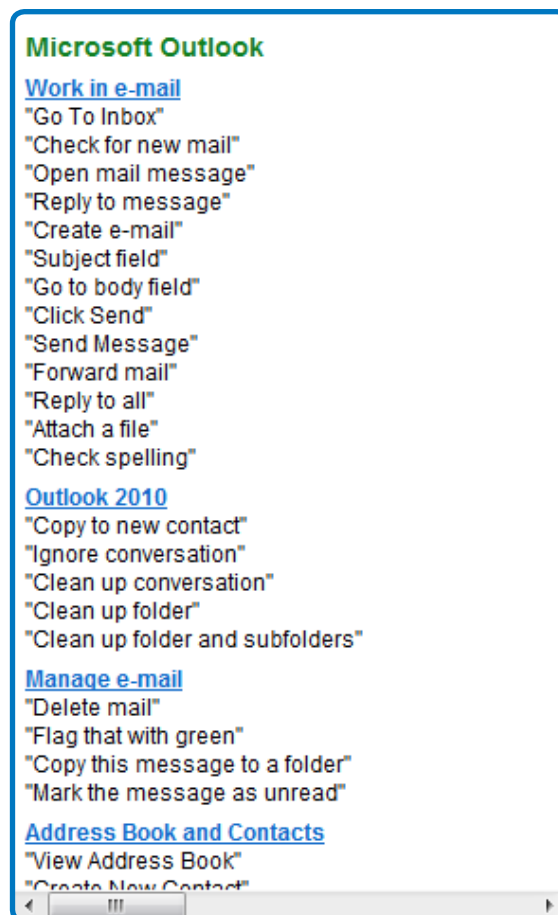
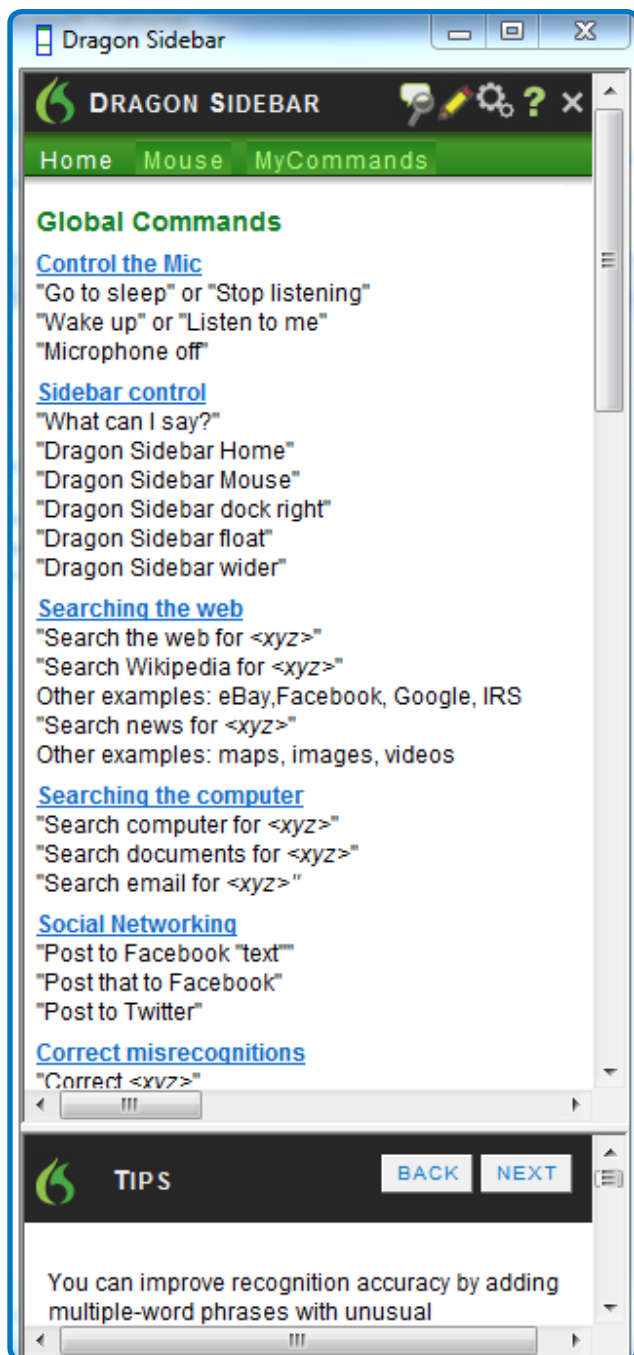
To	Say
Search for text	<ol style="list-style-type: none"> 1. "Find a Word" 2. Dictate the word or phrase you want to find in the Find dialog box 3. "Click Find"
Replace all instances of a word or phrase	<ol style="list-style-type: none"> 1. "Find Text" 2. Dictate the word or phrase you want to find 3. "Click Replace" 4. "Click Replace With" (to move the insetion point to the Replace With field) 5. Dictate the replacement word or phrase 6. "Click Replace All" 7. "Click Close" (to close the Find and Replace dialog box)

► [Saving a document](#)

To	Say
Save a document as a .doc file	<ol style="list-style-type: none"> 1. "Save Changes" 2. Dictate a file name (only needed if this is the first time the file has been saved) 3. "Click Save"
Save a document with a new file name and file type	<ol style="list-style-type: none"> 1. "Save Document As" 2. Dictate a file name 3. "File Type <file type from list>", for example, "RTF" 4. "Click Save"
Save a document in HTML format	<ol style="list-style-type: none"> 1. "Save Document as Web Page" 2. "Click Save" 3. If a dialog box appears warning of a text format loss, "Click Continue"
Save as document template	"Save the Page Settings as Default"

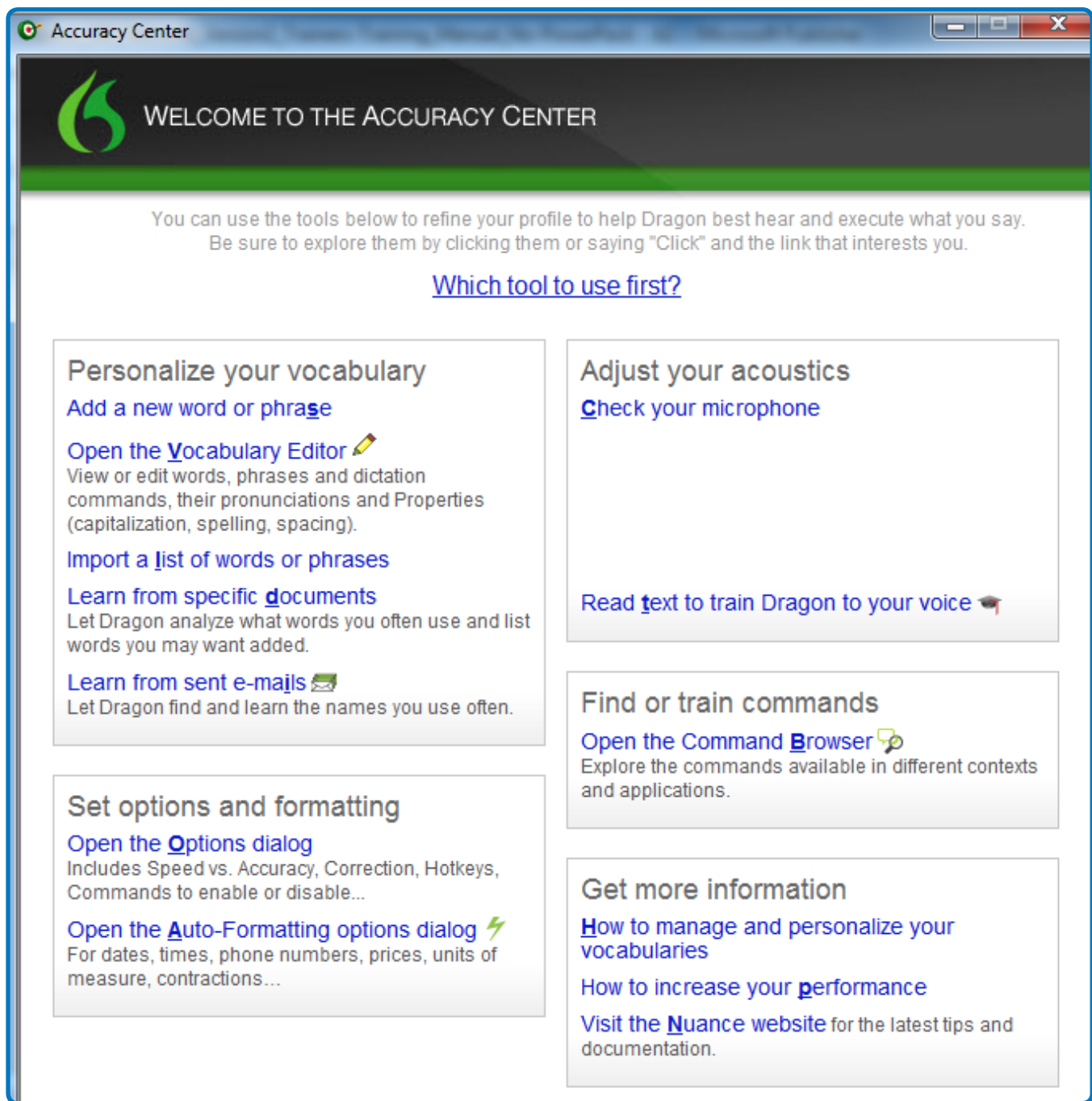
WHAT CAN I SAY

SUMMARY: The command, “What can I Say,” will open a window containing a list of voice commands that can be used to control functionality for the specific application that is currently active. As the user changes the application, the list of voice commands will change accordingly. This works great for applications such as: Excel, Word, Microsoft Outlook, WordPerfect, and the Internet.



ACCURACY CENTER

Open Help > Improve my accuracy.



SUPPORT AND TROUBLE SHOOTING

NOTE: A few troubleshooting items are below but can also be found by going to the Help menu on the DragonBar to find many more helpful hints and troubleshooting items.

If commands are being recognized as text or not recognized at all...

- Pause briefly before and after saying the command. Dragon® Medical uses the length of the pause between two utterances to determine whether you are saying a command or dictating words. Do not pause, however, before saying dictation commands, such as “Cap”, “New-Line”, or “New Paragraph”.
- When using the commands “Select,” “Insert Before,” and “Insert After,” you do not pause until after you say the words to complete the command. For example, to select the word “hello,” you say “Select hello” without pausing after “Select.”
- Be sure you are saying a valid command. You can open the command browser and perform a search for that command to see if it is valid.
- Hold down the Control key as you start to say the command. This hot key disables dictation and forces Dragon® Medical to recognize what you say as a command.
- To train voice commands that are often mistaken for dictation, Click “Improve recognition of word/phrase” under the Audio menu of the DragonBar.
- If extra words often appear in your document when you pause, for example, “and,” “in,” or “the,” the program may be interpreting your breath as speech. Try moving the microphone slightly farther from your mouth and to the side. If this helps, training a new user again with the microphone in the new position may further improve performance.
- Dragon® Medical normally types numbers smaller than 10 as words. You can enter numbers smaller than 10 as numerals (0, 1, 2-9) without having to correct them by saying “numeral” and then the number.
- Check the Standards table to make sure all settings are correct with the standards.

Slowness

If you have been dictating a single document for a long time (for example, for over an hour) and performance is slowing, save the document, close it, and then reopen it. Note that in DragonPad you must open another document or create a new document to close the current document. In most editions, you will not be able to play back or correct by voice text that you dictated before reopening the document.

SUPPORT AND TROUBLE SHOOTING

NOTE: A few troubleshooting items are below but can also be found by going to the Help menu on the DragonBar to find many more helpful hints and troubleshooting items.

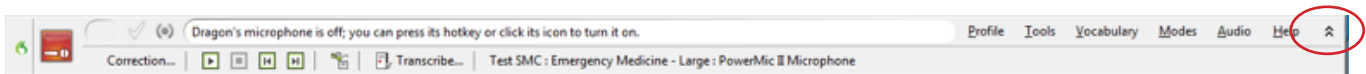
If nothing happens when you speak / If you get no response when you speak into the microphone:

- Check to see that the microphone is on and that it is not asleep. (If the microphone is asleep, the volume indicator on the DragonBar is gray.)
- Check to see that the microphone is properly connected to the computer and is plugged into the correct port, usually the microphone jack.
- If you changed your microphone or sound system, run Audio Setup wizard. To run the Audio Setup wizard, click or say “Check your audio settings” in the Accuracy Center.
- Make sure the window in which you want to dictate is active (the windows title bar is blue instead of gray at the top).
- The active window can change when you use another application or save your user files. A window or dialog box must be active for you to dictate into it successfully.
- Check to see if the commands still programmed correctly for the PowerMic II.

NOTE: If the Dragon Medical microphone icon is asleep, say “Wake Up.”

“ I can’t see the top of my window I am working in.”

- Check to see if the DragonBar has two rows instead of one. (see below—double row).
- Click on the double arrows below. This will hide the second row of the toolbar. This should move the window down and now show the whole window. If there is not a double row—click the double arrows to cause a double row and then click again to make it hide again. The whole window should appear.



SAMPLES FOR TRAINING

Sample 1: (HPI)

1. **Dictate:** The patient is a 4 year old female who presents to the TCMC emergency department with a fever.

Transcribed by Dragon®: The patient is a 4 year old female who presents to the Tri-City Medical Center emergency department with a fever.

2. Say **“Select emergency department”**.
3. Say **“Cap that”**.
4. Say **“All caps that”**.
5. Say **“No caps that”**.
6. Say **“Insert after with a”**.
7. Dictate **“2 week history of intermittent”**.
8. Say **“Go to end”**

Dictation with changes: The patient is a 4 year old female who presents to the Tri-City Medical Center emergency department with a 2 week history of intermittent fever.

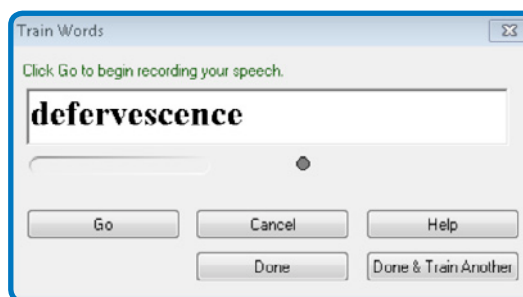
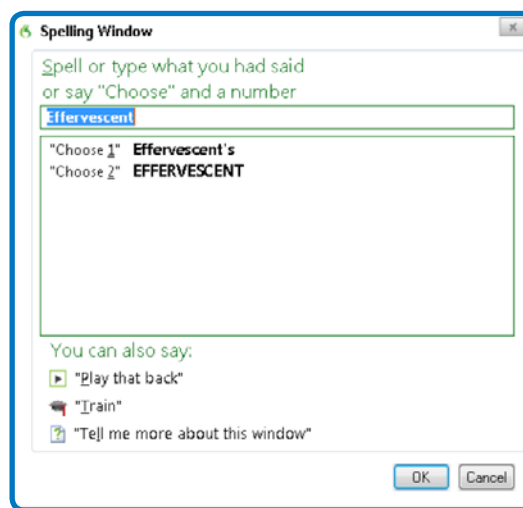
Sample 2: (HPI)

1. **Dictate:** Mother states that the highest temperature today registered at 103.6 degrees fahrenheit, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate defervescence.

Transcribed by Dragon®: Mother states that the highest temperature today registered at 103.6° F, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate defervesced since.

2. Say **“Correct defervesced since”**.
3. Type in the correct spelling - “defervescence.”
4. Click **“Train”**.
5. Click **“Go”** and train each word/phrase.

Dictation with changes: Mother states that the highest temperature today registered at 103.6° F, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate defervescence.



SAMPLES FOR TRAINING (CONTINUED)

Sample 3: (HPI)

1. **Dictate:** The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating PO fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date, including Prevnar.

Transcribed by Dragon®: The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating **by mouth** fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date including Prevnar.

1. Say **“Select by mouth”**.
2. Dictate **“oral”**.

Dictation with changes: The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating oral fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date including Prevnar.

Sample 4: (Training HPI)

Dictate: The patient is a 64 year old male who presents with chest pain. He reports that it started 3 days ago. He describes it as sharp, midsternal pain, radiating to his right arm. He complains of associated shortness of breath, cold sweats, and nausea. He denies vomiting, rectal bleeding, or tarry stools. He denies a history of heart attacks. He does have a history of COPD, CAD, hypertension, and hyperlipidemia.

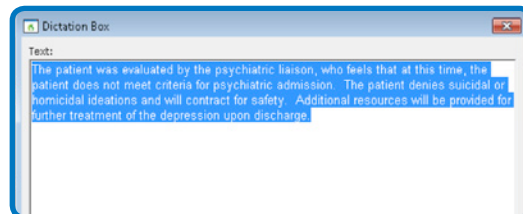
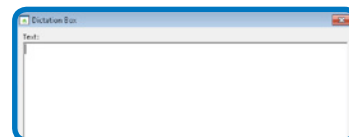
1. Say **“Select days”**.
2. Dictate **“hours”**.
3. Say **“Select right”**.
4. Dictate **“left”**.
5. Say **“Insert after breath comma”**.
6. Dictate **“PND comma DOE comma diaphoresis comma”**. — Make sure to say the letters not ‘doe’.
7. Say **“Delete cold sweats comma”**.
8. Say **“Select rectal through stools”**.
9. Dictate **“hematochezia comma or melena”**.
10. Say **“Select heart attacks”**.
11. Dictate **“myocardial infarction”**.

Dictation with changes: The patient is a 64 year old male who presents with chest pain. He reports that it started 3 hours ago. He describes it as sharp, midsternal pain, radiating to his left arm. He complains of associated shortness of breath, PND, DOE, diaphoresis, and nausea. He denies vomiting, hematochezia, or melena. He denies a history of myocardial infarction. He does have a history of COPD, CAD, hypertension and hyperlipidemia.

CREATING A CUSTOM COMMAND

Practice 1:

1. Open the Dictation Box.
2. Dictate within the Dictation Box: 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 for further treatment of the depression upon discharge.
3. Say **“Select All”**.
4. Say **“Make that a Shortcut”** or **“Make that favorite”** (if using Search My Commands). (See the SMC Manual.)
5. Name your command. (ie.. My Psych Consultation.)
6. Click **“Plain Text”** box in the right hand corner.
7. Click **“Save”**.

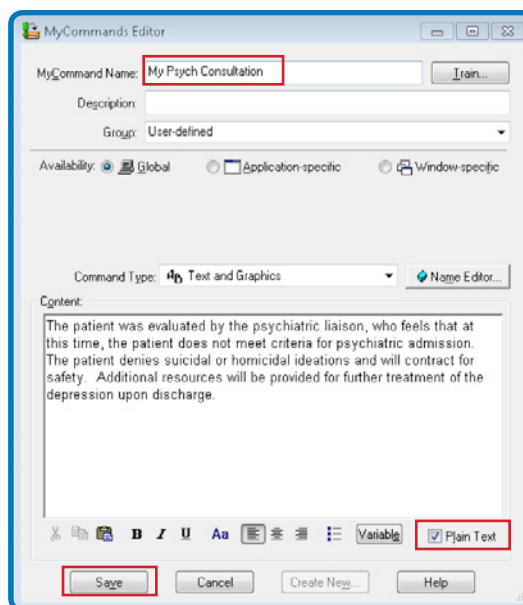
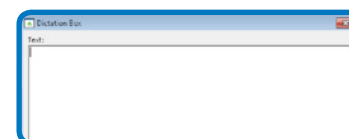


Practice 2:

1. Open the dictation box.
2. Dictate the discussion info below along with the brackets (commands “open/close bracket”).

Discussion to dictate within the dictation box: 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 Abdomen/Pelvis.

3. Say **“Select All”**.
4. Say **“Make that a Shortcut”** or **“Make that favorite”** (if using Search My Commands). (See the SMC Manual.)
5. Name the command **“My Radiation Discussion”**.
6. Click **“Plain Text”**.
7. Click **“Save”**.



EDITING A CUSTOM COMMAND

Practice:

1. Say **“Open Command Browser”** or open it from the DragonBar.
2. Click on the **“User-defined”** folder/group.
3. Double click on the **“My Radiation Discussion”**.

4. Add the additional brackets (shown in red).

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 [Abdomen/Pelvis].

5. Click **“Plain Text”**.
6. Click **“Save”**.

