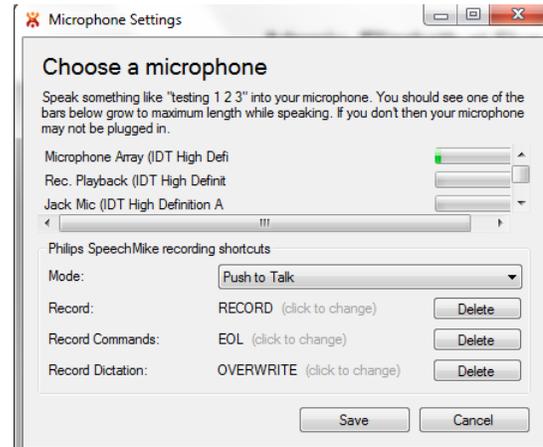


BEST PRACTICES & CRITICAL SUCCESS FACTORS

MICROPHONE USAGE

Check the microphone settings to verify the microphone you intend to use is selected and the record buttons are appropriately set.

“Push to Talk” is the recommended setting for when using a SpeechMike. The record button is held in when speaking, and released when the author is finished speaking.

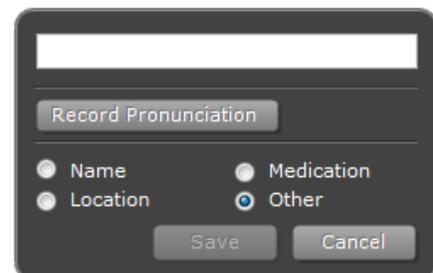


DICTIONARY CREATION / USAGE

The dictionary is designed to help speech recognition of proper nouns such as names and locations. Adding these items to the dictionary once is enough to have them recognized within the context of the user’s dictation, without the need to vocally spell out the word or type it into the system.

When adding to the dictionary, these best practices are recommended:

- Only add words which would *not* be in the baseline dictionary. It is not necessary to add general terms such as “purulent” or “atelectasis”. These types of terms already exist in the M*Modal dictionary.
- Adding basic words impedes the recognition effectiveness of other clinical words and locations that have been added. Avoid entering small words to the dictionary, such as “a”, “the”, “one”, “then”
- It is recommended that a pronunciation is recorded with your dictionary items.
- Add context to all dictionary entries. Each item will default to “other”, but changing it to the appropriate context title of medication, name, or location will significantly improve your recognition results of that term.
- Replacement Rules – When adding replacement rules in the dictionary, use caution and be sure to not expect the original word to be dictated elsewhere in the system; it will always provide the replacement word.
- When adding replacement rules for abbreviations, such as b.i.d., it should be entered with the punctuation, so the term is recognized as the characters b.i.d., and not the word “bid”. When adding an acronym like “UMC” for “University Medical Center”, be sure to capitalize “UMC.”

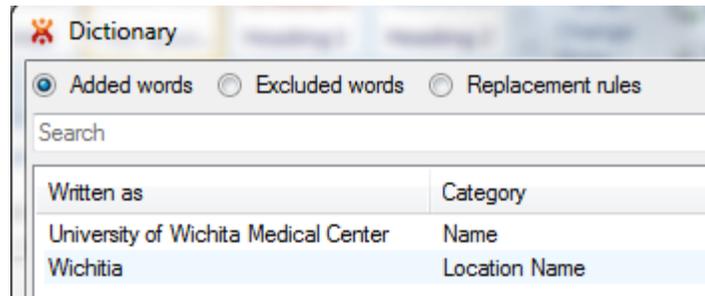


How to Enter Multiple Word Phrases in the Dictionary

Multiple word phrases that are dictated together should be added to the dictionary as one phrase. If the individual words are uncommon to the general vocabulary, and will potentially be dictated separately, the individual word should also be entered.

Example, Name with multiple words, Hospital Facility name

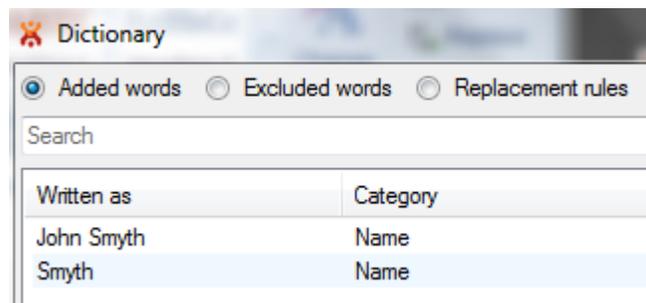
- University of Wichita Medical Center would be added as a Phrase, and Wichita would be entered separately also



Dictionary	
<input checked="" type="radio"/> Added words <input type="radio"/> Excluded words <input type="radio"/> Replacement rules	
Search	
Written as	Category
University of Wichita Medical Center	Name
Wichita	Location Name

Example, Physician Name, first and last name, common:

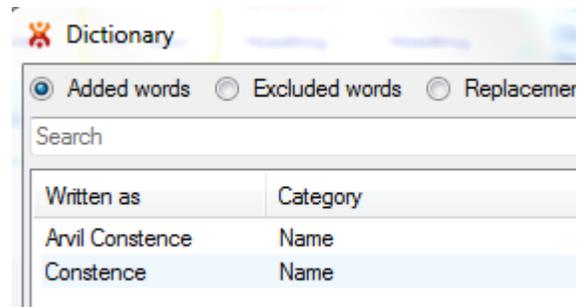
- John Smyth would have two entries
- Enter “Smyth”, John would be a common name, that would be recognized, so there is no need to enter it into the dictionary
- Also Enter “John Smyth”



Dictionary	
<input checked="" type="radio"/> Added words <input type="radio"/> Excluded words <input type="radio"/> Replacement rules	
Search	
Written as	Category
John Smyth	Name
Smyth	Name

Example, Physician Name, first and last, non-common:

- Arvil Constance would have two entries considering a typical physician practices
- Full name dictation – Arvil Constance
- Dr. followed by the last name only – adding only Constance



Dictionary	
<input checked="" type="radio"/> Added words <input type="radio"/> Excluded words <input type="radio"/> Replacemer	
Search	
Written as	Category
Arvil Constance	Name
Constance	Name

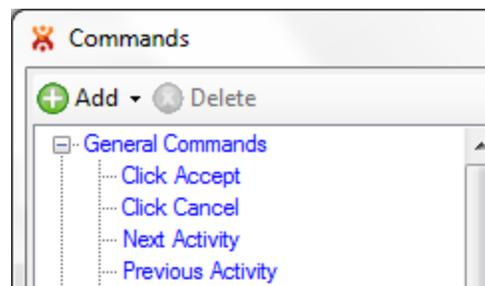
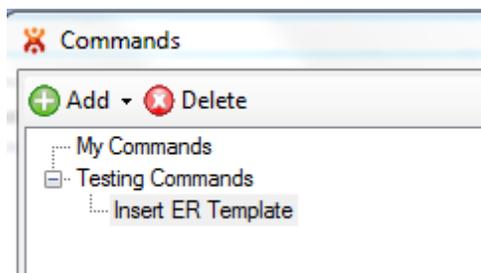
DO NOT include commands or command words in the dictionary

COMMAND CREATION / USAGE

Commands

The list of standard commands is available for view in the command window that opens in the FD application. These can be opened by going to the tool bar and selecting 'Available Commands'. To see additional options related to each command, hover over the current command in the list, and a small pop up box will appear with additional information.

- Commands are organized by adding a command group name; this will not be a spoken command, simply a way to organize like commands.
- The command name that is entered to the right of the screen is the “exact” words that will be spoken to the system in order to recognize that command. Ex: You would speak the words “Insert ER Template”
- It is helpful to name commands with distinct words not part of your everyday dictation terms, such as “Insert ...” or “... template”. A command of 2-3 words improves command recognition.
- Inherited commands are shown in Blue, individual user created commands will appear in black.



EFFECTIVE EDITING

There are two ways to perform error correction with Fluency Direct: **In-Line Correction** using the phrase “Select <text>” or **Error Correction** using the phrase “Correct <text>”.

IN-LINE CORRECTION

In-line correction only makes a change to the text in the current documentation. To perform in-line error correction, you can select the text that you want to correct and then speak over the text.

ERROR CORRECTION

Error correction makes a change to the text in the current document and also adds that term to your personal dictionary. To perform error correction, you can dictate “Correct <text>”. At this point, the error correction window will populate. Editing via the error correction window will ensure that word or phrase will be recognized appropriately when spoken in subsequent dictations.

Fluency Direct will display suggestions based on the word being corrected. From here, you can select a replacement option suggested by saying “Choose 1,” “Choose 2,” “Choose 3,” and so on. If none of the suggestions meet your needs you can type in the correction dialog using the keyboard. You should also

record the pronunciation to improve recognition. Selecting the type of word will also improve future recognition. Say “Save” or click the Save button to finish.

TROUBLESHOOTING

What information do I need if I need to report an error?

- Timestamp of issue/error
- Error or warning message if applicable
- Unexpected/expected behavior
- Applications running such as EPIC, Word, etc.
- Description of issue/error
- Local session log

How to obtain local session logs?

- Windows7 – the logs are located:

C:\Users\windows username\AppData\Local\MModal\DesktopDictationClient\logs

- XP – the logs are located:

C:\Documents and Settings\Windows user name\Local Settings\Application Data\MModal\DesktopDictationClient\logs

Sending my feedback to M*Modal and Help Desk

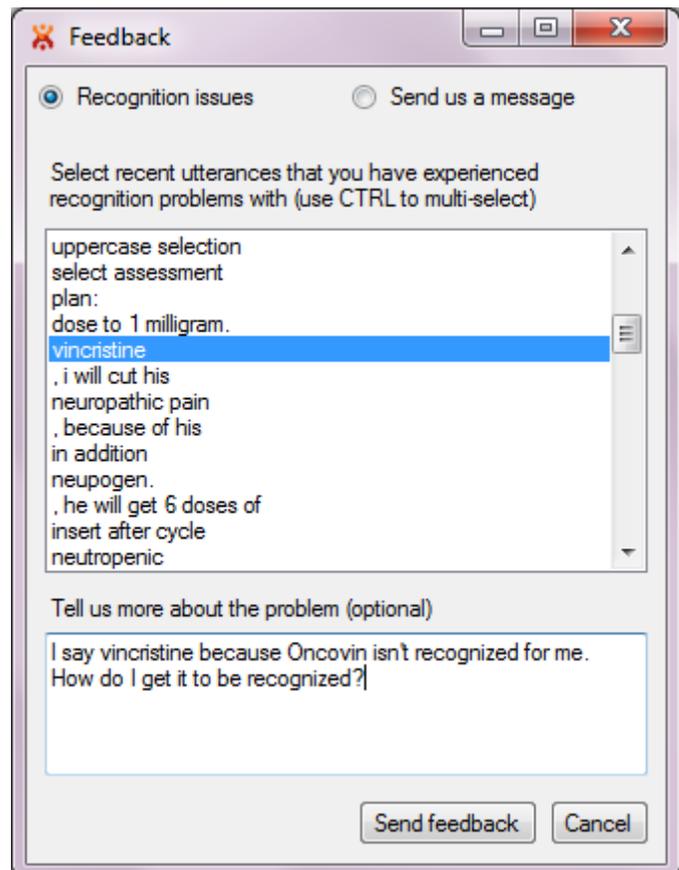
If you want to know if there is a more efficient way to do something, have a question, or are experiencing a technical issue, there is a way to provide feedback directly to M*Modal.

Click on the control bar (on your name)>**Help>Feedback**. This feature tracks the last several words and commands you have said and allows you to select where exactly you experienced the issue.

One or multiple utterances can be selected by holding down the Ctrl key while clicking your selections.

The text box below it lets you explain the issue and/or ask your question.

It is best to still mention any issues to your in-house Help Desk.



SIGN OUT OF FLUENCY DIRECT VERSUS QUIT FLUENCY DIRECT

SIGN OUT

Sign out from the Fluency Direct application using this option; this option will not exit the application, it will remain running on your desktop.



QUIT

To exit the application completely (the Control bar will no longer be available on your desktop), select Quit from the Control Bar menu.

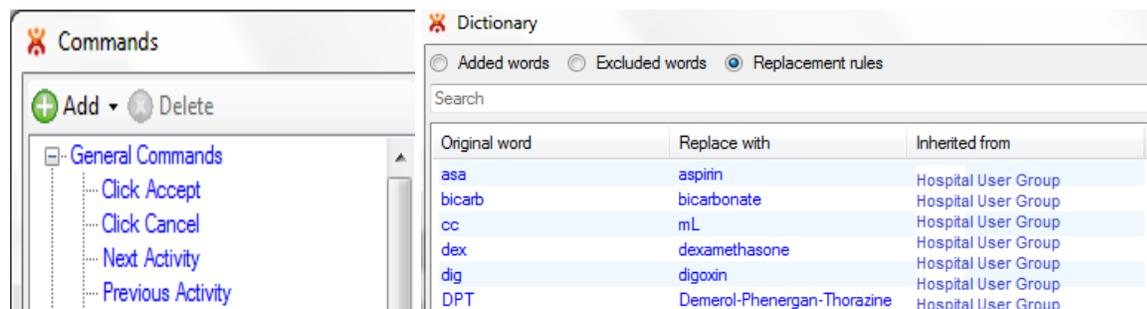
IMPLEMENTATION CONSIDERATIONS

Pertinent information for the Fluency Direct and Admin Console system administrator

Groups

What are Groups and why create them?

Groups are created to organize similar features and functions together that a similar job category may use – both dictionary items and commands can be created for a group.



Dictionary items and commands that are used by a similar type of practice can be created one time, as a group. This 'group' can then be assigned to individuals and all dictionary items and commands are inherited by each member of that group. (appears in blue in the list).

Groups provide the user with many features, without the need for each individual to create them independently. (appears in black in the list). Changes to these grouped features can be made one time and the updates will be seen by all within the group.

Note that an individual user can be assigned to multiple groups.