

August 2012



Fluency Direct

FAQ

CONFIDENTIALITY DISCLAIMER

All information methods and concepts contained in or disclosed by this document is confidential and proprietary to Multimodal Technologies Inc. By accepting this material, the recipient agrees that this material as well as the information and concepts contained therein will be held in confidence and will not be reproduced in whole or in part without express written permission from Multimodal Technologies, Inc. Client use of M*Modal tools or information (excluding any services or tools provided to the Client that are covered under a separate written agreement) is subject to the terms of a legal agreement between the Client and M*Modal.

Inquiries regarding permission for use of material contained in this document should be addressed to: communications@mmodal.com

CONTACT INFORMATION

BUSINESS

M*Modal Corporate

9009 Carothers Parkway, Ste C-2
Franklin, TN 37067

M*Modal Pittsburgh

1710 Murray Avenue
Pittsburgh, PA 15217

SUPPORT

M- F 8:00am - 5:00pm EST
Languages Supported: English

24/7 Support Hotline: (888) 290 – 2001 (for Production clients only)

Support Email: companyName@mmodal.com

Support Portal: <https://clientservices.mmodal.com>

Table of

CONTENTS

I WANT TO CHANGE A WORD IN MY SENTENCE. WHAT IS THE BEST WAY TO DO THIS?.....	1
USE CASE 1: CHANGING YOUR MIND	1
USE CASE 2: NEW WORDS.....	2
USE CASE 3: CHANGING TO SOMETHING CLOSE TO WHAT WAS RECOGNIZED.....	3
FLUENCY DIRECT NEVER RECOGNIZES <NAME>/<LOCATION>/MEDICATION>/<OTHER>. HOW DO I TRAIN IT TO GET IT RIGHT IN THE FUTURE?	4
OPTION ONE: DIRECTLY FROM DICTATION	4
OPTION TWO: THROUGH FLUENCY DIRECT’S TOOLS.....	5
I SAID THE WORD/SENTENCE SO SLOWLY. WHY WON’T IT GET IT?.....	5
IT’S NOT GETTING THE WORDS OF MY SPECIALTY. WHY?	6
WHAT’S THE POINT OF FLUENCY EDITOR?.....	6
CAN I SAVE IN FLUENCY EDITOR?.....	6
CAN I PRINT FROM FLUENCY EDITOR?.....	6
I NOTICED THAT WORDS POP UP ON THE SCREEN WHEN SOMEONE COMES IN TO ASK ME A QUESTION. WHY?	6
I SAY THIS PARAGRAPH ALL OF THE TIME. IS THERE A SHORTCUT?	7
CAN I OPEN AND CLOSE WINDOWS WITH A COMMAND?	8
THE MICROPHONE ICON IS RED AND/OR MY RECOGNITION IS SUDDENLY BAD. WHY?.....	8
HOW CAN I MAKE IT LEARN?	9
I DON’T WANT IT TO LEARN EVERYTHING. WHAT IF I HAVE TO CHANGE “MALE” TO “FEMALE”? .	9
I’M DOING EVERYTHING RIGHT AND STILL HAVING ISSUES.	9
IN CLASS, THEY TOLD US THAT I CAN USE MY VOICE TO PUT IN MY PATIENT’S LIPIDS.....	10
I REMEMBER IN MY TRAINING CLASS THAT THEY SAID THAT I HAVE TO CALIBRATE ALL THE TIME. DO I?	10

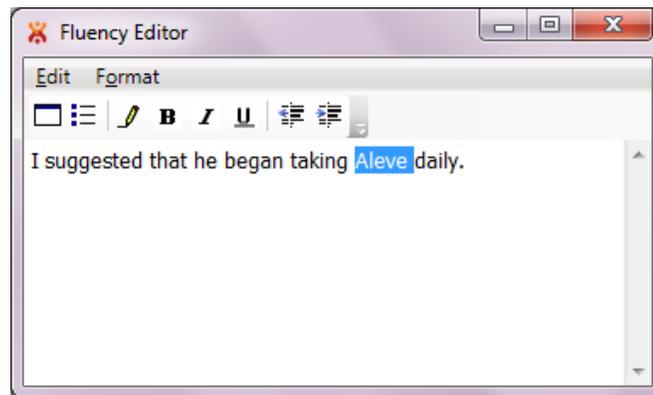
I WANT TO CHANGE A WORD IN MY SENTENCE. WHAT IS THE BEST WAY TO DO THIS?

Use Case 1: Changing your mind

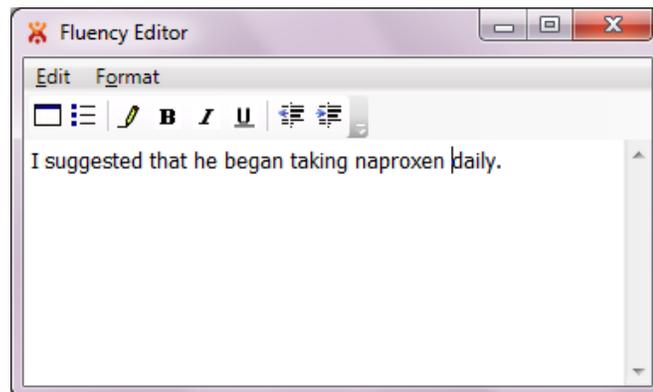
In the image above, the user dictated the sentence and then decided that they wanted to use the word “naproxen” instead of “Aleve.” Below is the suggested method and alternative methods for replacing the word “Aleve” with “naproxen.”

Suggested Method:

1. Speak the command “select Aleve” which highlights the word



2. Speak “naproxen” which replaces Aleve with naproxen



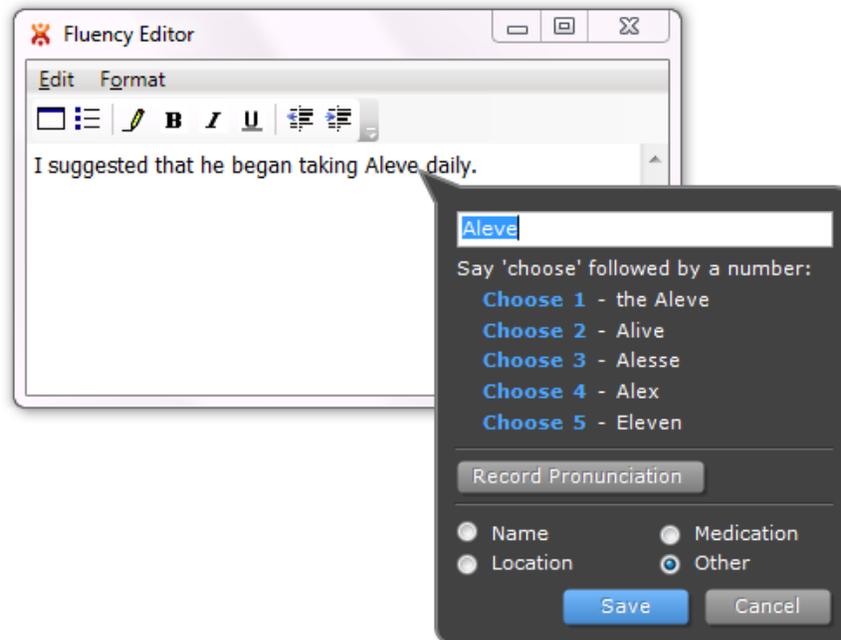
Use Case 2: New Words

The purpose and time-saving convenience of the “correct...” command and dialogue box are for new words (proper nouns that are not currently in the dictionary *or* for very similar words that are likely to be found in the 5 choices given).

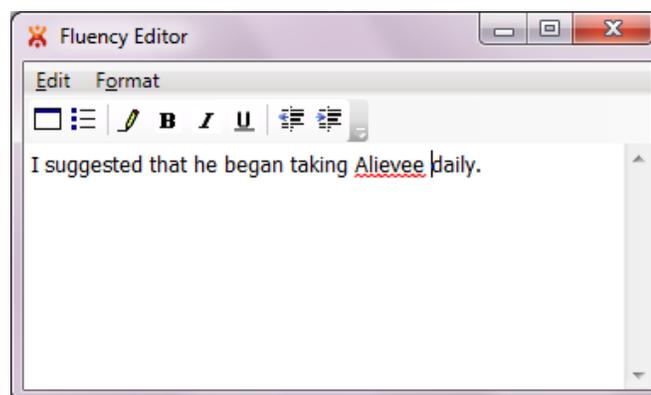
Here the user wishes to replace “Aleve” with “Alievee” (a new medication).

Suggested Method:

1. Speak the command “correct Aleve” which brings up the dialogue box



2. Type in Alievee
3. Choose **Medication**
4. Record Pronunciation
5. Speak the command “Save” which replaces Aleve with Alievee and simultaneously adds it to the user’s Dictionary

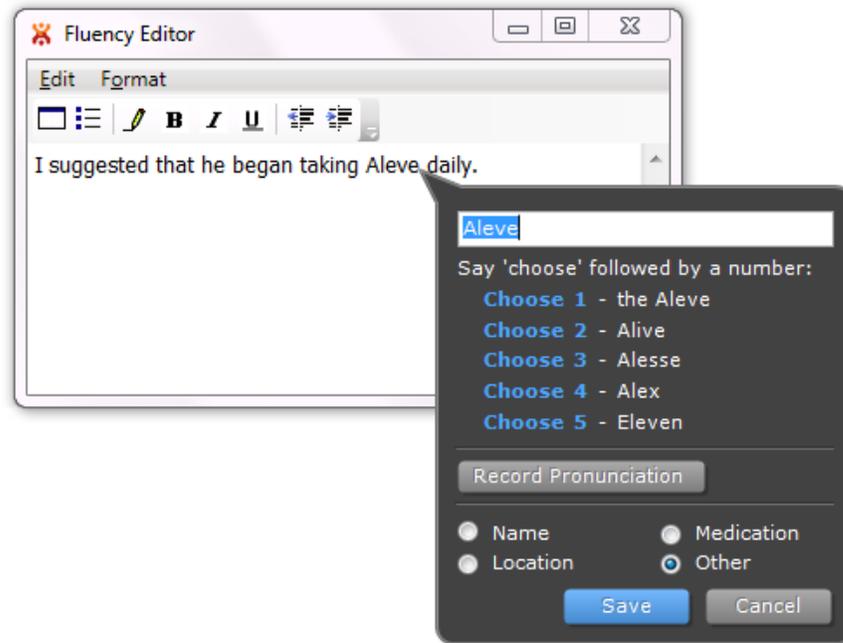


Use Case 3: Changing to something close to what was recognized

Here the user wishes to replace “Aleve” with “Alesse,” one of the choices.

Suggested Method:

1. Speak the command “correct Aleve” which brings up the dialogue box



2. Speak “choose 3”
3. Speak the command “Save” which replaces Aleve with Alesse

FLUENCY DIRECT NEVER RECOGNIZES <NAME>/<LOCATION>/MEDICATION>/<OTHER>. HOW DO I TRAIN IT TO GET IT RIGHT IN THE FUTURE?

Option One: Directly from dictation

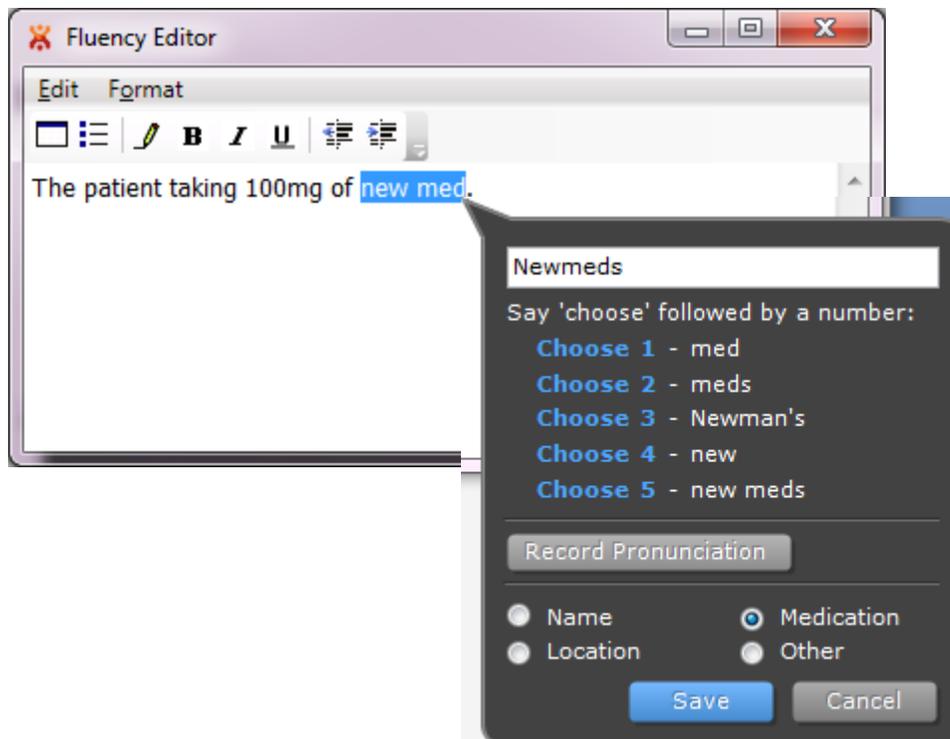
Words can be added to your dictionary or trained amidst your dictation workflow if they are misrecognized.

The “correct...” Command

1. Speak the command “correct <word>” which brings up the dialogue box
2. Type in the new word
3. With the mic ready, click **Record Pronunciation**, pronounce the new word
4. Choose its context (medication, name, etc)
5. Speak the command “Save” or click **Save**



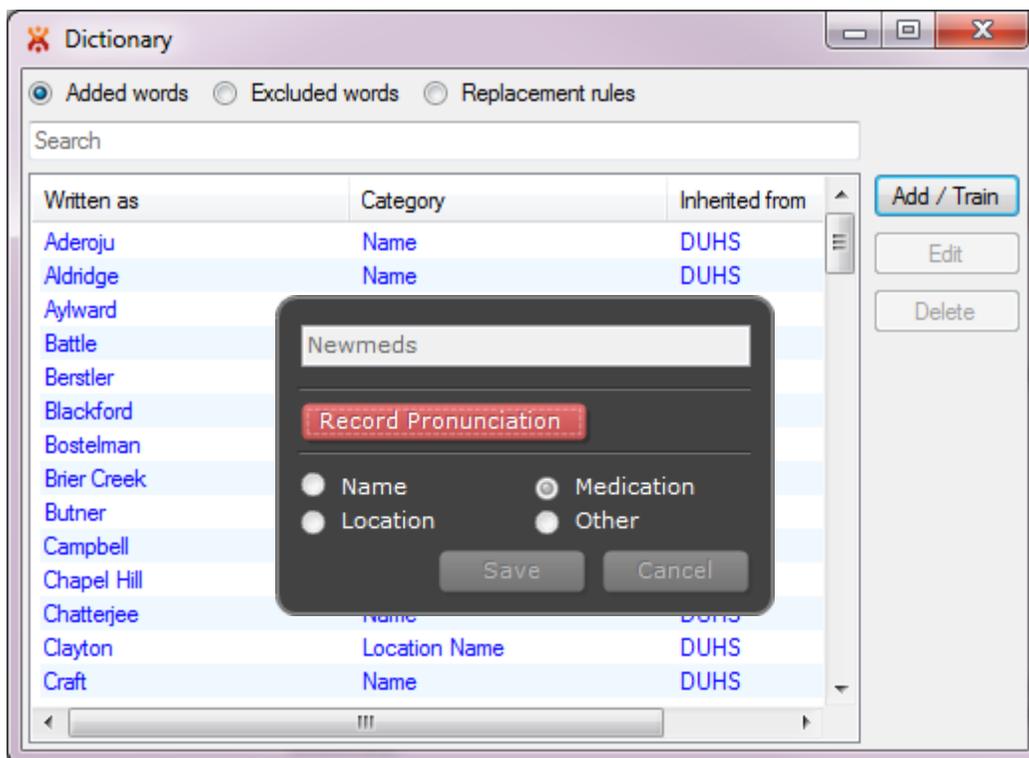
Note: If the word you would like to add is a new word (proper noun versus a term that should be in our vocabularies) and/or if a pronunciation is added, it will be added to the user's dictionary.



Option Two: Through Fluency Direct's Tools

The Dictionary Window

1. Click on the control bar (where your name is displayed)
2. Navigate to **Tools>Dictionary**
3. Select **Added Words**
4. Click **Add/Train**
5. Type the word that you wish to add in the blank field
6. With the mic ready, click **Record Pronunciation** and pronounce the new word
7. Choose its context (medication, name, etc)
8. Click **Save**



I SAID THE WORD/SENTENCE SO SLOWLY. WHY WON'T IT GET IT?

Your profile is trained on your typical speed of speaking. Speaking more slowly than usual will not help the program pick up the word/sentence. If Fluency Direct is still not picking up the word/sentence, you can record the pronunciation of that word in the user dictionary. (See previous question and answer).

IT'S NOT GETTING THE WORDS OF MY SPECIALTY. WHY?

Your domain may not be set correctly. Check to see if the domain set is correct.

1. Click on the control bar (where your name is displayed)
2. Navigate to **Tools>Domain**
3. Select the domain which is closest to your specialty.

WHAT'S THE POINT OF FLUENCY EDITOR?

Within Fluency Editor you can dictate with the full functionality of commands. Once inside the EMR you can place the text within the document with the command "insert fluency editor here." This can be very useful if your EMR does not allow patient data such as vitals to be viewed while simultaneously in the patient's note.

Fluency Editor is also a good training platform when first becoming familiar with Fluency Direct.

CAN I SAVE IN FLUENCY EDITOR?

No. You cannot save in Fluency Editor, and your work erases every time that you exit Fluency Direct. You can, however, dictate in Fluency Editor, open an application with a Save feature, and say "insert fluency editor here." All of the Fluency Editor text will be transposed into the new application where you can then Save.

CAN I PRINT FROM FLUENCY EDITOR?

No. You cannot directly print from Fluency Editor. You can, however, dictate in Fluency Editor, open an application with a Print feature, and say "insert fluency editor here." All of the Fluency Editor text will be transposed into the new application where you can then Print.

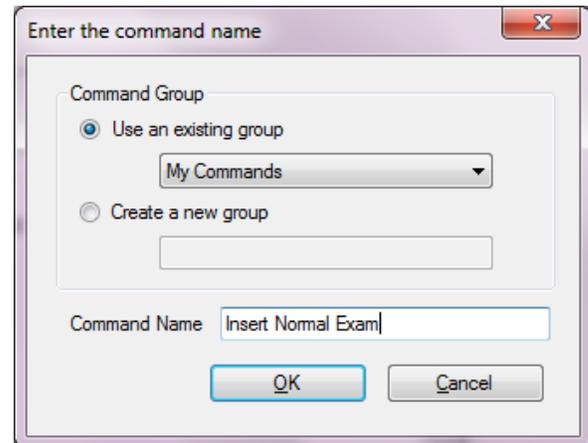
I NOTICED THAT WORDS POP UP ON THE SCREEN WHEN SOMEONE COMES IN TO ASK ME A QUESTION. WHY?

Fluency Direct will try to interpret any reasonably audible noise, so be aware of surrounding noise when you are recording. If you have a Philips Speech Mike, go to **Tools>Microphone>Settings** and make sure that your mode is set to Push to Talk. Be mindful of only holding down the record button while you are dictating and releasing when you pause or are finished. This will help control what environmental noises can be interpreted.

I SAY THIS PARAGRAPH ALL OF THE TIME. IS THERE A SHORTCUT?

Yes. Select the paragraph and say the command “create text snippet.” This will bring up a dialogue box where you can associate this text snippet with a personal command.

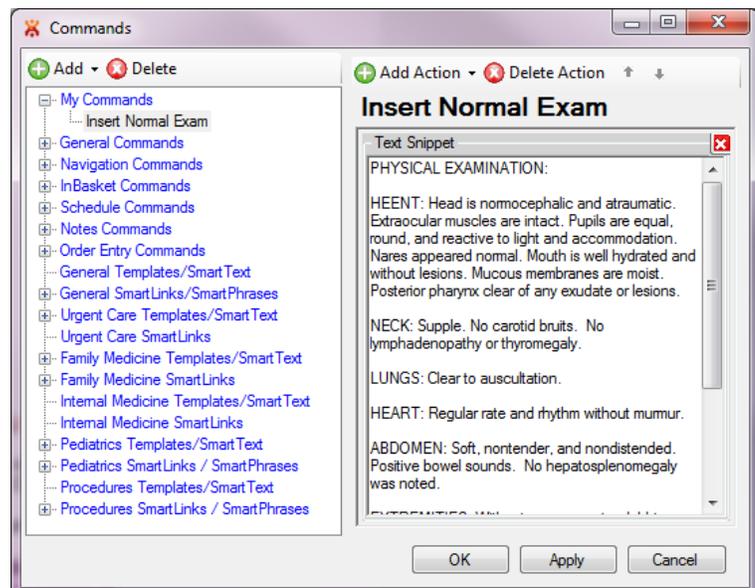
1. Highlight the paragraph that you would like to Save
2. Say “Create text snippet” into your microphone
3. Choose a command group from the Commands window
4. Type in a name for the text snippet (saved paragraph)
5. Click **OK**
6. The Paragraph is now saved as a text snippet and is ready to use



You can categorize your commands so that they are grouped with other commonly used phrases/text by selecting an existing group or creating a new one. The command name is what you will say while using Fluency Direct in order to pull in the text snippet. It's best to distinguish your commands from normal dictation by naming it with an action verb like “insert...”

You can also save the paragraph via the command window where you can create a new text snippet associated with a command by following these steps:

1. Click on the control bar (where your name is displayed)
2. Navigate to **Tools>Commands**
3. Select a Command Group such as “My Commands”
 - a. You could also create a new Group by clicking the green plus sign that says **Add** and selecting **Add Group**
 - b. Type in the name of the new group and hit the Enter key
4. Click the green plus sign that says **Add** and selecting **Add Command**
5. Type in the command name (see hint above)
6. Next click the green plus sign that says **Add Action**
7. Select **Text Snippet**
8. Type in the body of text (or hit Ctrl+V to paste copied content)
9. Click **Apply** to save or **OK** to save and close the window

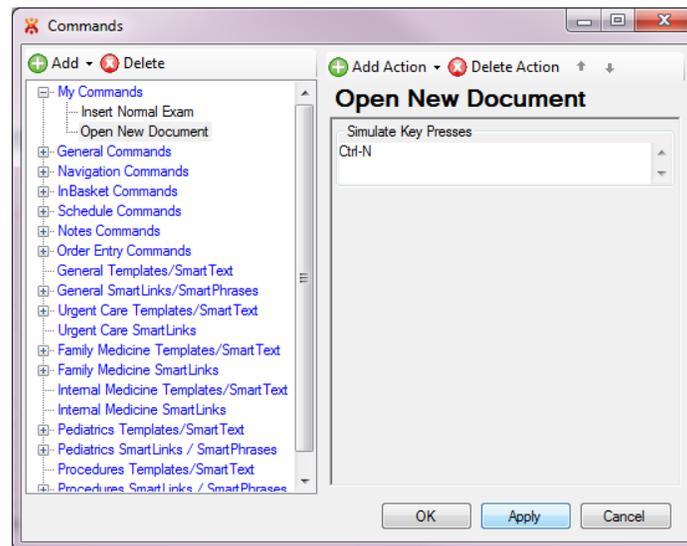


CAN I OPEN AND CLOSE WINDOWS WITH A COMMAND?

If there is a keyboard shortcut to close or open the window in whatever application you are in (e.g.: Word or your EMR), you can create a voice command with Fluency Direct.

Use the following steps to create a command for a keyboard shortcut:

1. Click on the control bar (where your name is displayed)
2. Navigate to **Tools>Commands**
3. Select a Command Group such as "My Commands"
 - a. You could also create a new Group by clicking the green plus sign that says **Add** and selecting **Add Group**
 - b. Type in the name of the new group and hit the Enter key
4. Click the green plus sign that says **Add** and selecting **Add Command**
5. Type in the command name
6. Next click the green plus sign that says **Add Action**
7. Select **Simulate Key Presses**
8. Type the desired keystrokes into the textbox
9. Click **Apply** to save or **OK** to save and close the window



THE MICROPHONE ICON IS RED AND/OR MY RECOGNITION IS SUDDENLY BAD. WHY?

Good recognition is dependent on quality audio. Navigate to **Tools>Microphone>Calibration** to adjust your microphone for your normal speaking volume. Hold the microphone 4-6" away from your mouth and off to the side. The microphone can pick up vibrations if it is too close, and if the microphone is too far away the sound may not be audible. Environmental noises can also impact recognition so it is best to calibrate in the environment in which you will be dictating.

HOW CAN I MAKE IT LEARN?

The best way for Fluency Direct to learn more about your voice and habits is to use it more often. If you focus on the quality of your note, editing it so that it's accurate and what you intended, then Fluency Direct will learn from your edits. Whether you are saying "select..." and speaking over highlighted words, saying "correct..." and going through the dialogue box, or simply editing with your mouse and keyboard, Fluency Direct will learn from these changes behind the scenes.

The expectations of Fluency Direct are that you will edit its mistakes and speak in a consistent, natural way.

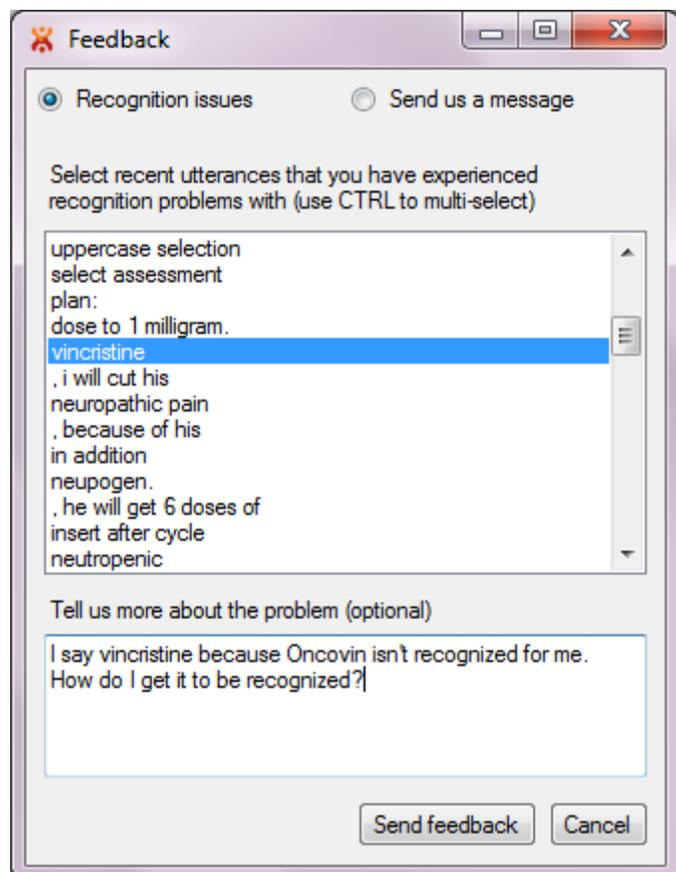
I DON'T WANT IT TO LEARN EVERYTHING. WHAT IF I HAVE TO CHANGE "MALE" TO "FEMALE"?

Fluency Direct is intelligent enough to distinguish between the types of edits you are making. The learning model is based on a statistical algorithm, not a fixed number of edits.

I'M DOING EVERYTHING RIGHT AND STILL HAVING ISSUES.

Maybe you want to know if there's a more efficient way to do something, have a question, or are experiencing a technical issue. There's a way to provide M*Modal feedback: click on the control bar (on your name)>**Help>Feedback**. This feature tracks the last several words and commands you have said and lets you 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.

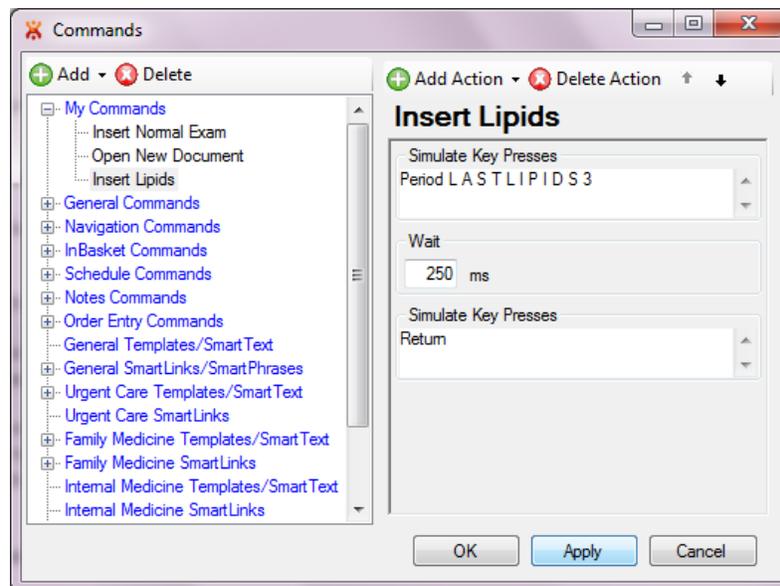


DUKE-SPECIFIC FAQ

IN CLASS, THEY TOLD US THAT I CAN USE MY VOICE TO PUT IN MY PATIENT'S LIPIDS.

You can create a voice command that will execute any SmartPhrase or SmartList. Use the following steps to create a command for a keyboard shortcut:

1. Click on the control bar (where your name is displayed)
2. Navigate to **Tools>Commands**
3. Select a Command Group such as "My Commands"
 - a. You could also create a new Group by clicking the green plus sign that says **Add** and selecting **Add Group**
 - b. Type in the name of the new group and hit the Enter key
4. Click the green plus sign that says **Add** and selecting **Add Command**
5. Type in the command name
6. Next click the green plus sign that says **Add Action**
7. Select **Simulate Key Presses**
8. Type the SmartPhrase as you would type it into your note
9. Click the green plus sign that says **Add Action**
10. Select **Wait** to add a pause
11. Click the green plus sign that says **Add Action** and select **Simulate Key Presses**
12. In the text box, hit the Enter key
13. Click **Apply** to save or **OK** to save and close the window



I REMEMBER IN MY TRAINING CLASS THAT THEY SAID THAT I HAVE TO CALIBRATE ALL THE TIME. DO I?

You do not have to calibrate your microphone all of the time. Your first time at a new computer, if you get a new microphone, if your noise environment changes, or if you start seeing a lot of red instead of green, it is recommended to recalibrate.