



FD Advanced Level Script

Generated By : Deborah Nolan (drnolan@mmm.com)

Generated On : 2020-08-05 21:07:52

Content Last Revised : 2020-04-08 15:34:59

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

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# FD Advanced Level Script

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## About Fluency Direct

M\*Modal's Fluency Direct is a front-end speech solution for free-form dictations of medical reports into Electronic Medical Records (EMRs). Fluency Direct is the ideal way to enable physicians and other clinicians to automatically populate EMRs and all of the systems that help the organization document patient information, power the revenue cycle, and comply with government initiatives. Providers improve documentation efficiency and completeness, and avoiding much of the hassle and time drain associated with template-based, point-and-click systems — all the while capturing the depth of each patient's story.

## Best Practices for Training Users

It's easy to show providers how to speak into a microphone - especially those with years of experience dictating medical reports. Free-text dictation is only one piece of Fluency Direct's functionality.

Exploring Fluency Direct's features and workflow-optimizing possibilities are essential in showing users its value and ensuring adoption of the technology.

When possible, explain to providers why we are encouraging them to do things in addition to showing them how. Providers are much more perceptive if shown that taking the extra step now will save them time in the future. Help them to see the big picture and understand the long-term benefits of using Fluency Direct inside the EMR.

## Advantages of Fluency Direct

- Designed to be used with third-party healthcare systems
- Fast, accurate, economical, and easy
- Passively learns and adapts to individual user's habits and behaviors creating a customized profile
- Author profiles are never complete as Fluency Direct continuously learns from new dictations for new and experienced users
- M\*Modal cloud-based architecture allows for roaming profiles so users may utilize Fluency Direct from multiple locations with their most up-to-date profile and customizations
- Fluency Direct helps decrease the cost of transcription services
- Improves quality of patient care during and immediately after the initial visit
- Uses free-form, "unstructured" narrative to improve documentation quality, coding accuracy and patient care
- Fluency Direct speeds up EMR adoption by allowing caregivers greater ease and effectiveness for creating deeper narrative documentation alongside structured data input into EMRs and other systems

## Profile Technology

The user's name is displayed in Fluency Direct's control bar. Each login is associated with their personal voice profile that is regularly improving behind the scenes as they continue to use Fluency Direct and follow best practices. Because of this, we strongly discourage sharing this login with other people; that is, no one else should be dictating under another user's login. "Behind the scenes" means that they don't have to do anything explicitly to train the system – it will learn passively through regular usage and self-editing as long as they focus on the quality of their patient notes. Their voice profile, options,

self-made commands, dictionary items, etc. all sync up to the cloud – the M\*Modal Data Center. This allows users to move to any workstation and have the most up-to-date profile ready. Fluency Direct can be used anywhere they can type, but it is designed for medical dictation, so it will do its best when used within the context of patient information.

## Launching the Application

- Double-click the M\*Modal Fluency Direct icon on their desktop, VMware desktop, Citrix portal, etc. – wherever it resides. In some environments, Fluency Direct might be auto-launched with the EMR.
- Show that Fluency Direct is simply the small gray rectangle, designed to be out of the way and used with other applications and can be dragged or docked on any perimeter. NOTE: If it is docked along the side and you move your mouse away, Fluency Direct will slide in to only show the microphone button.
- Point out that there are 3 places to click in the gray rectangle: the round microphone button to toggle the mic on or off, clicking on “Please Sign In” (or the user’s name once logged in) to get to the drop-down menu, and the minimize button.

## Logging in

- Demonstrate how to gain access to the drop down menu (by clicking on the words “Please Sign In” and give them their username and temporary password. In some environments, a Single-Sign-On (SSO) solution might auto-sign a user into FD once they log into the EMR. In these scenarios, the EMR and FD passwords can be different.
- Typically, their username is the same as their EMR username and their temporary password will be provided by the M\*Modal implementation team. Depending on the administrative settings, the user may be prompted to change their password upon initial login.
- If they have not already done so, this is a good time to encourage them to change their password – Control Bar > Change Password.
- Show them where to Sign Out (explaining that it is best practices to always sign out when using shared workstation) and where to Quit to close the application. With a SSO solution, the user can simply sign out of their EMR in order to sign out of Fluency Direct.

## Initial Experience

After logging into Fluency Direct for the first time, users will be prompted to go through the Initial Experience process. To begin the Initial Experience, click the “Begin” button. If “Cancel” is selected instead, the user will be given the option to go through it the next time they log in.

## Medical Specialty

- At this point, users will be prompted to select their medical specialty to better focus their recognition quality.
- Only one specialty can be chosen at any given time. This shouldn’t be thought of as limiting one’s vocabulary, but rather adjusting the statistical model around one’s specialty.
- This can be found later in Control Bar > Personalization > Medical Specialty.

## Microphone Setup

- If the desired microphone is not plugged in at this time, now is the time to connect it. If a microphone was already plugged in, it can be selected from the drop down menu.
- If a Philips SpeechMike or an Olympus DirectRec microphone was already plugged in, it will be selected by default. The default settings for the handheld microphones are preferred. To choose a

different record button, mouse click inside the    If a headset is chosen, a keyboard button can be selected to initialize recording.

- If available, users can also sync their mobile device as a microphone. This will require the user to download the Fluency Direct Mobile Microphone app onto their device first. The app will prompt the user to enter the PIN provided by Fluency Direct in order to sync their mobile device to their Fluency Direct login. Their device is then tied to their FD user, not just a particular workstation. This feature allows mobile devices to be used as a substitute for traditional microphone hardware - no text will appear in the mobile app itself.
- Calibrating the microphone is important. Clicking Calibrate takes the user to a read-along screen. We recommend holding the microphone 4-6" off to the side of the mouth. It is best to recalibrate when environmental noises noticeably change.
- This can be found later in Control Bar > Microphone Setup.

## Profile Training

- This is another set of read-along screens designed to train Fluency Direct on your voice – accent, inflection, tone, etc. Even if one's voice profile is already established thanks to their M\*Modal transcription use, it is helpful to read through Fluency Direct's Profile Training as the microphone and recording styles are different.
- Each screen contains useful information about Fluency Direct. As one reads along, the text should highlight in blue. Reading the last words of each screen should auto-advance to the next screen.
- We recommend saying punctuation ("period" and "comma") as they read along. This is helpful for profile learning and gets the user in the habit of explicitly dictating punctuation.
- This can be found later in Control Bar > Personalization > Profile Training.

The Initial Experience will let you know once it is complete and the user may click "Finish."

## Formatting Options

Formatting options allow users to change the way certain text is rendered. For example, one can dictate "five centimeters" and the output would appear as "5 cm." If time is available, it is helpful to set formatting preferences prior to dictating.

- Click on the Control Bar > Personalization > Formatting.
- Select preferences for measurements, dates, etc.
- If these settings are skipped, the user will use Fluency Direct's or the facility's set defaults.

## Dictating with Fluency Direct

With the Initial Experience complete and formatting options selected, it's time to begin dictating. The user should launch their EMR and navigate to a test patient.

The user can dictate into the note section by first mouse-clicking in the appropriate text box. If Speech Box is part of your workflow, it should be launched at this time (see Speech Box section).

Medically-relevant content should be dictated as if this were a real patient encounter. Because Fluency Direct is designed for medical documentation, dictating something like a nursery rhyme will not provide great recognition quality. Dictating complete thoughts and at a normal pace, like you would speak to a colleague, will contribute to better accuracy.

After a few sentences are dictated, we practice basic voice editing commands – referencing the cheat sheet list in the Dictation Habits Brochure. "Select <word(s)>", "correct selection", and "undo that" are important to cover. A complete list of the available voice commands can be found in the Resources >

Speech Commands section of the User Guide. It can be reached by clicking on the "?" in any Fluency Direct window.

After trying editing commands, practice additional commands such as "new line" and "new paragraph." Additionally, a list can be created by dictating "number one diabetes... new line... number two hypertension." Pauses between dictating commands and text will help the recognition of each.

## Speech Box

M\*Modal's Speech Box is a text editor with transparency options that can be adjusted to the user's preference. It can be opened in Floating Mode via the main Fluency Direct drop-down menu. It has the option to be set as a Dictation Target (the target button is in the upper right-hand corner) so that a user can click around through other applications and all dictated text will be placed in the Speech Box.

There is greater support for voice commands and overall improved speech recognition in the Speech Box. Because of this, it is recommended to use it with certain EMRs. M\*Modal will help determine if the Speech Box workflow is needed during the implementation phase. They will advise whether or not it should be included in training as part of their dictation workflow.

NOTE: If the workflow is not recommended, that section of training can be skipped.

## WorkFlow

The Speech Box should be used anytime the user would like to enter a body of text into a text box within the EMR. The user should start by mouse-clicking in the EMR text box where they would like the text to end up. Invoke the Speech Box, then dictation can begin, text can be edited with voice commands, voice-activated templates can be brought in and fields can be filled out. When the body of text is complete, the user can then transfer text into the EMR. The process repeats with the next EMR text box.

## Opening Speech Box

The Speech Box can be opened in Standard Mode by saying "Open Speech Box," by hitting the configured button on your handheld microphone or keyboard (see Device Buttons section), or by navigating to "Speech Box" in the Fluency Direct drop-down menu. Once it is open, dictate and insert text snippets as needed.

## Transfer Text

The "Transfer Text" command, the Transfer Text button, or a configured device button (see Device Buttons section) will transfer the dictated text captured in the Speech Box into the target editor. When using Standard Mode, the text is inserted in the last location of the cursor. When using Floating Mode, the text is inserted at the location you have selected. In either mode, the Speech Box will close automatically after the text has been transferred.

NOTE: Should the text transfer to an unintended location, simply place the cursor where text is supposed to go and say "Paste That" or hit Ctrl+V on the keyboard.

## Speech Box Modes

There are two modes to the Speech Box: Standard and Floating. Your preferred dictation workflow will determine the best method for you.

### Standard

In this mode, the Speech Box will capture dictated text, and then transfer the dictated text into the application where the cursor was previously located.

This mode prevents the user from moving the cursor focus to any other window, including those from other applications. This ensures that dictated text in the Speech Box can safely be transferred into the text editor where it was launched from. If the user tries to click away, they will be prompted to switch to Floating Mode.

## Floating

For some users, the ability to be able to access other applications or launch different windows in the existing one while the Speech Box is open is important. This is when you would use the Floating Speech Box.

When using the Floating Speech Box, it will always be the topmost window and will be auto set as the dictation target. When the user transfers the dictated text, it will transfer to the text editor that has focus at that time. This is important because, if you are switching between multiple applications, you need to be sure you have focus on the correct application before transferring the text.

## Adding to the Dictionary

The Dictionary is designed to expand a user's vocabulary beyond medical and English terminology. Proper nouns like names and locations must be added to a group-level, published Dictionary or a user's personal Dictionary before it can be correctly recognized.

- If a proper noun has not yet been dictated (especially an uncommon name that has not already been added to a published Dictionary), have the user dictate a referring physician's name or even a facility name in a sentence. For example, "This patient was last seen by Dr. Salk."
- At this point, show them how to add that to the Dictionary through the "correct selection/that/<word(s)>" command – this changes the word in-line and adds it to their personal Dictionary. Titles such as "Dr." should not be included. In the above example, simply training "Salk" as a Name is in line with best practices.
- The correction dialogue box will provide alternate choices or let you type your new term. Going into Spell Mode (via the "spell mode" voice command) to type-with-your-tongue could also be useful in this scenario.
- Once typed, if it is an unknown term to Fluency Direct, there will be an option at the bottom to add the term to one's dictionary – select it.
- Clicking Save or saying "Save" will let the user change the pronunciation and select the accurate context (Name, Location, etc.).
  - Typically, a good pronunciation is inferred by the system and shown visually. One can change the spoken form (typed to reflect what the term sounds like) or record a pronunciation.
- To see the newly added term, go directly to Control Bar > Personalization > Dictionary
- Once in the Dictionary window, show them how to add new words, exclude words (take away from their vocabulary), and edit any published terms from a group or organizational level (if applicable).
- Any words that have a "lock" icon next to them in the Dictionary are those words that are published from a group, not a user's own personal dictionary item.
  - The pronunciation of these published terms can be altered by the end user.

## Creating Abbreviation Rules

Abbreviation rules can be helpful when a user wants to say one thing, but see another. For example, saying "C A D" but wanting to see "coronary artery disease" in the document.

- Abbreviations are located under the Control Bar > Personalization > Abbreviations
- To create a new rule, such as the one in the example, click on "+Add."
- The "Spoken form" text box is where the "what you want to say" term/acronym should be entered.
  - We recommend dictating the spoken form if it is a common medical term because the proper output may not align with the user's assumption. For example: dictating "C A D" will produce "CAD" whereas dictating "Q I D" will produce "q.i.d."
  - If the acronym or slang spoken form is not a common medical term, we recommend typing it in. Additionally, it is helpful to add that acronym or slang to one's Dictionary under the appropriate category. For example: "GMC" might stand for "General Medical Center" so "GMC" will need to be added to the Dictionary as a location.
- The "Written form" text box is where the "what you want as the output" term/phrase should be typed or dictated with the correct capitalization.
- If there are published, group-level abbreviation rules with a "lock" icon next to them, these should be explained to the user as well.

## Creating Commands

Commands can be huge time-savers – especially when documenting "normal" exams and standard patient instructions. They can also be created to navigate around screen to "save clicks," and therefore time, for the user.

Users need to understand the value of this feature beyond simply being taught how to use it. Have them think about their EMR workflows that take the longest, are the most tedious, etc. Perhaps building a multi-step command to automate entering of a level of service would save the provider a ton of time throughout the course of a day. It is ideal to work with the user to build meaningful commands during the training session.

- A new command can be added by clicking the "Add+" button in the upper right-hand corner under the Search box.
- From there, multiple action commands that can be selected to design a single or multi-step command.
  - Command actions on the left-hand side can be clicked or dragged into the command editor.
  - The following subsections will go into more details for each command action including: text, key, wait, mouse, window, command, and script.

## Text

Text commands, sometimes referred to as "macros," can add efficiency and consistency to the user's workflow. It's important to show end users how to create their text snippets with this feature and to show any customer-built text commands that are available for use.

NOTE: It may be more beneficial for users of certain EMRs (including, but not limited to, Epic Hyperspace, Cerner Dynamic Documentation, or Allscripts Sunrise Clinical Manager) to leverage existing templates created in the EMR rather than creating text commands in Fluency Direct. See Voice Enabling SmartPhrases, Auto Text, etc. for more details.

- If they haven't already dictated a few sentences, encourage them to dictate a "normal" or perhaps a blurb they document regularly.
- Once it is dictated and edited, they can highlight the desired text with their mouse or via a voice command such as "select all." They would then say the command "save this text."
- A command creation window is presented where they can name and save their command.

- It is best practices to name commands with “insert...” or another action word so that it is better recognized. We also recommend a minimum of two words in the command name.
- Once the command is saved, they can test it by saying the command name. It’s important to say the command as one, concise phrase, exactly as it was named.
- They can see it in their list of personal commands as well as any group-level, published commands by navigating to Control Bar > Personalization > Commands.
- Additional commands can be created by clicking on “+Add” in the top right corner underneath the Search window.

## Templates with Fields

Creating a text command using fields allows the user to create a reusable fill-in-the-blank template which can be inserted and quickly completed by navigating through the fields.

- When creating a template, you insert a square left [ and a square right bracket ] with to denote a field. These brackets can be found on the keyboard above the Enter key. A field can be used in one of three ways:
  - Blank field []
    - These work great as placeholders for free text.
  - Example field [left or right]
    - These are nice to have if the user needs a quick reminder as to how to fill out this field.
  - Normal content field [moderate]
    - These can be helpful if the template has a lot of standard content that certain fields occasionally need to be changed.
- If a field is skipped, that is – not dictated over, the brackets can be removed by saying the command “Remove All Fields” (see Device Buttons section about how to map this command to a microphone button). This command should be only used at the completion of the template so as not to strip out upcoming fields.
- Using the “Next Field” and “Previous Field” commands (which can be mapped to a microphone button, see Device Buttons section) allows the user to move through the fields in the template.
- Once a field is highlighted, new content can be dictated to replace the field – removing the square brackets.
- The “Next Field” and “Previous Field” commands will highlight the left square bracket, the right square bracket, and everything in between. If the cursor is at the end of the document, the “Next Field” command will go to the first field in the document.

NOTE: Some EMRs have their own field concept. For example, even in the absence of Fluency Direct, a user can jump between underscores \_ by tapping their F3 button. This concept can be leveraged with Fluency Direct and features such as pre-built voice commands and/or device button mappings may already be configured to do so.

## Key

Keyboard shortcut commands are often created during the implementation phase and published to the entire site so that users can voice navigate the EMR – if applicable, show these to the user. Users may not know that keyboard shortcuts exist in their EMR. Without a meaningful purpose, this step may overwhelm less technical users. That said, it is important to work with users to understand their unique workflow inefficiencies and see how this feature can be leveraged to help them with those specific issues.

- Users can click “+Add” in the right-hand corner of the Commands window to create a new command.

- The Keyboard button will add the action. Then, click focus into the action text box and hit the shortcut (such as Ctrl+S) on the keyboard. Save the command when finished.
- Sometimes, it is helpful to start by choosing a Window (see next subsection) action so that Fluency Direct is clicking in the appropriate application. Otherwise, when performing this command, focus must be in the application that the command was created in. For example, if keyboard shortcuts are registered for creating a new document in Word, the user must have Word open and in focus to use the command.
- It is possible to perform tasks involving a series of mouse clicks or keyboard shortcuts by adding additional Mouse or Key actions within the Command. It is recommended to use the Wait action between a series of Mouse and/or Keyboard actions.
- After educating the user on keyboard command creation, have them to test it out in the appropriate application.

Voice Enabling SmartPhrases, Auto Text, etc.

In certain EMRs, a series of keystrokes will invoke an action of pulling in a body of text. Rather than creating text snippet commands that only exist in Fluency Direct, it is preferred to leverage the EMR-built commands. For example, typing out .physicalexam followed by the Enter key or Space bar will insert a physical exam template that the user, facility or vendor created and stored in the EMR. In the Fluency Direct command window, this would be created with the Key action and would look like: Period, P, H, Y, S, I, C, A, L, E, X, A, M, Enter Sometimes, it is helpful to add a Wait before the Enter key or Space bar - depending on the EMR, network, etc. Sometimes, it is appropriate to add an additional step at the end in order to have the command start at the first field or drop-down menu - for example, in Epic, the F2 key could be added to this command series after a wait.

It's important to show end users how to create their commands with this feature and to show them any customer-built commands that are available for use. Tying these EMR shortcuts to intuitive voice commands increases the adoption of this EMR feature.

## Wait

This Wait action will cause the system to wait for a specified amount of time before proceeding to the next action.

- When creating a multi-step command, a wait time of at least 0.5 seconds between actions (such as a series of keyboard shortcuts) is recommended in order for the application to properly execute the series.

## Mouse

The Mouse action allows you to designate specific mouse clicks or movements via a voice command. For example: you could create an "Go to Schedule" command using mouse clicks in the EMR that would navigate to the calendar tab.

Without a meaningful purpose, this step may overwhelm less technical users. That said, it is important to work with users to understand their unique workflow inefficiencies and see how this feature can be leveraged to help them with those specific issues.

NOTE: if there is a keyboard shortcut available, it is recommended to use it instead of the mouse-click option for more consistent results.

- Users can click "+Add" in the right-hand corner of the Commands window to create a new command.

- The Mouse button will add the action.
- Sometimes, it is helpful to start by choosing a Window (see next subsection) action so that Fluency Direct is clicking in the appropriate application. Otherwise, when performing this command, focus must be in the application that the command was created in. For example, if you register Mouse Clicks for creating a new document in Word, you must have Word open and in focus to use the command. See the Window command action section for ways to address this.
- To begin, select the type of click that you want to use. Left, Right, Double, or Move Pointer. Move Pointer hovers the cursor; it does not simulate a click. Most of the time, the default selection of Left Click is appropriate.
- Next, select the Relative To position. This position is based on the application window (NOT the screen). The drop down menu allows you to select the relative position. At this point, the X and Y coordinates are set to 0. It is recommended to select the option closest of the area the user wishes to click.
- Clicking "Change.." will create a blue dot will appear in the relative position over the application that the user is in. Hover the mouse over the application window where the mouse click needs to be performed and it will become highlighted in blue. Instead of mouse-clicking, hitting the Space bar on the keyboard will register the coordinates.
- It is possible to perform tasks involving a series of mouse-clicks or keyboard shortcuts by adding additional Mouse or Key actions within the Command. It is recommended to use the Wait action between a series of Mouse and/or Keyboard actions.
- After educating the user on mouse-click command creation, have them to test it out in the appropriate application.

## Window

The Window action can be used to Activate, Minimize, Maximize, Restore, or Close a given window. The most common use case for this action will be for it to be used in conjunction with other actions such as keyboard shortcuts or mouse-clicks so that they appropriate window has focus (Activate) as necessary.

- After selecting the Window icon, one can choose any of the following window actions: Activate, Minimize, Maximize, Restore, or Close.
- The "Window title" should include at least one distinguishing word that is in the window's title, such as "Microsoft Word."

## Command

The command action allows existing voice commands to be incorporated into multi-step commands. For example, if the user's desire is to enter a body of text and then have the cursor jump to the beginning of that text, a multi-step command can be built to first insert the text, then simulate the built-in voice command "go to beginning of document."

- Fluency Direct's built-in commands can be used, but not published group-level commands or personal commands.
- After adding the Command action, start typing a command name in the text box, and Fluency Direct will start suggesting available commands.

## Script

The script option is designed call JavaScript methods. This is too advanced for the majority of end users and can be skipped in training.

## Device Buttons

The Device Buttons feature allows users to tie existing shortcuts to microphone buttons or certain keyboard hotkeys. This can save a user time by having shortcuts at their fingertips. Often, recommended group-level mappings will be published to end users.

- Click "+Add" to create a new button mapping.
- Choose a hotkey for the intended action by clicking in the Device Button box and hitting the desired hardware button.
  - On the keyboard, F1-F12, Scroll Lock, Pause Break, or ~ are the only available hotkeys. It is recommended to avoid keys that are needed for other functions. For example, F1 is tied to many applications' Help menus which might be a needed function for the end user.
  - On a handheld microphone (Philips SpeechMike or Olympus DirectRec), any button not already associated with a recording function can be used, with the exception of the microphone's mouse buttons.
- Next, select the desired Action – Recording Mode, Command, or Keystroke.
  - Recording Mode is typically already selected during the Microphone Setup step, but more advanced options can be selected.
  - Command allows the user to tie an existing voice command (built-in, personal, or published) to a hotkey.
  - Keystroke allows the user to tie a keyboard shortcut (such as Ctrl+S) to a hotkey.
- Click "Save" and test out the device button mapping.

## CAPD

CAPD (Computer-Assisted Physician Documentation) is an additional feature within Fluency Direct that provides real-time feedback without disrupting the documentation workflow. Relevant messages are triggered by rules configured in M\*Modal's cloud-based Natural Language Understanding (NLU) platform, Catalyst. They can be triggered by text entered into the note through any modality – dictation, typing, text macros, or copy/paste. CAPD customers have the opportunity to deploy two different types of messages: CDI-Engage messages and/or Precyse University ICD-10 Education Tips.

### CDI Engage Messages

CDI Engage messages provide real-time feedback to providers notifying additional specificity for a given condition is not present in the note. CDI-Engage messages will resolve when the appropriate information is entered into the note by the physician. Not resolving the messages will not prevent the user from proceeding with their documentation workflow.

Often CAPD users begin using Fluency Direct with CDI Engage turned on in Silent Mode. That means that providers won't see CDI Engage messages until they are in Active Mode, which occurs a few weeks into production use of the system. Because of this, we recommend the trainer demonstrate the feature for the users if possible - letting them know they can expect to see it in the coming weeks.

- Dictate or type text to trigger a CDI Engage message.
  - Example: The patient is diagnosed with congestive heart failure and chronic kidney disease.
- Demonstrate how to view the CDI Engage messages by clicking on the CAPD ribbon next to the user's name in the Fluency Direct control bar to open the drawer.
- Demonstrate how to place the Fluency Direct toolbar into Sidebar Mode to view the messages at all times.

- Sidebar Mode can be activated by dragging the Fluency Direct control bar to the upper left- or upper right-hand corner of the screen and releasing when you see the translucent blue indicator.
- It can also be activated by going to the main menu and clicking "Sidebar."
- Sidebar Mode can be deactivated by dragging the control bar from its docked location.
- Show the Information button on a given CDI Engage message, and explain how all of the pertinent information in the note regarding said condition is pulled together by M\*Modal's natural language understanding.
- Demonstrate how to dismiss a CDI Engage message by clicking on the X on a given CDI Engage message.

## Precyse University ICD-10 Education Tips

M\*Modal partnered with Precyse to provide real-time ICD-10 education in order to providers through CAPD via the Precyse University Education Tips. These tips present various ICD-10 education materials to the provider through the CAPD drawer or sidebar. These tips are not messages that need to be resolved, but simply provide pertinent education materials to the provider based on what they have dictated in their current note.

- Demonstrate how to view the detail around a given tip by clicking on the condition card presented in the CAPD drawer or sidebar.

## Online Help

The [Fluency Direct User Guide \(/direct/index.php/user-guide\)](/direct/index.php/user-guide) can be reached via the Control Bar > Help > Online Help. This is a complete and searchable instruction manual for Fluency Direct. Relevant pieces of it can be reached by clicking on the "?" in any Fluency Direct window.

## Feedback

- Let users know that they have in-house staff to contact if they have any questions or need follow-up training.
  - These staff members have direct contact to M\*Modal Fluency Direct support.
- The user can submit a message through the Feedback feature within Fluency Direct to report technical issue details. This can be helpful if a specific example or a timestamp for the issue is needed. Unless an email address is provided, M\*Modal will only correspond with the user's on-site staff members to troubleshoot if needed.
  - Guide the user to the Control Bar > Help > Feedback.
  - Show them their last several utterances and how they can select one or more.
  - Adding details to the message lets M\*Modal better understand what was troubling the user, which allows them to more expediently find a solution or provide a helpful suggestion.

## Change Password

Under the Fluency Direct control bar, navigate to Change Password. The user can change their password from the generic password given to them at the beginning of training. The password complexity will depend on the site's preset regulations. We recommend changing the password to match the EMR password so that it's easy to remember.

# Sign Out and Quit

- Show them how to Sign Out of Fluency Direct if they are not using a Single-Sign-On client.
  - If the user will be working on shared workstations, signing out before leaving the workstation is highly recommended to avoid others polluting their voice profile.
- Finally, have them Quit Fluency Direct to close it completely.

Written by **Training Department** 📅 Created: 19 January 2016

📅 Last Updated: 08 April 2020