Courseware and Reference Guide

Dragon® Medical Enterprise Network Edition

Version 10.1

Introduction

Objectives

After completing this chapter, you will be able to:

- Present an overall agenda for both the Basic and the Advanced training sections

- List the instructor preparations for the Basic training section

- Explain the Basic training section agenda

- Explain the Advanced training section agenda

How to Use This Manual

The *Dragon Medical Network Edition 10.1 Courseware and Reference Guide* is designed to be used in various ways to help trainers, administrators, and providers train, use, and work with *Dragon Medical Client* 10.1.

This guide can be used in any of the following ways:

- As a guide for *trainers* who will be teaching other trainers the *Dragon Medical Client* 10.1 basic provider class, the advanced features class, or both, and need to become very familiar with the application's functions and use. (See the .)

- As an instructor guide for teaching the *Basic Provider* class. (See the .)

- As an instructor guide for teaching the *Advanced Features* class. (See the .)

- As a guide for *administrators* who will be working with *Dragon Medical Client* 10.1 and need to understand its basic and advanced functionality.

Instructor notes are located in the left column of most pages in this guide. These notes provide additional information about the product.

Look for the *Practical Exercises* throughout the manual. The examples that precede the practical exercises build on each other, reinforcing the learning for each topic.

Typeface Conventions Used in this Guide

- *Dragon Medical Client* 10.1 voice commands are shown in 12 point Times New Roman bold text enclosed in double quotation marks. For example:
  - **"New Paragraph"**
  - **"Delete That"**

- In the *Practical Exercises* and in some of the procedures, example text that the providers should dictate is shown in 10 point Courier New font. For example:
  - `Lungs: Clear to auscultation bilaterally.`
  - `Allergies: No known drug allergies.`

Preparation

Checklist

☐ Double check with IT that the *Dragon Medical Client* 10.1 application has been installed on the training computers.

☐ Make sure each participant has an account with a license to use Dragon on the Nuance Management Console (NMC) and knows the server/login information.

☐ Make sure each participant knows their server and login information.

☐ Have copies of handouts, exercises, and sample dictations on hand as needed.

☐ Find out each provider's specialties so you can help them pick the correct vocabulary.

☐ Check the vocabulary for new drugs or specialized names that *Dragon Medical Client* 10.1 might not recognize. Add those words to the exercises. This provides something for *Dragon Medical Client* 10.1 to learn (demonstrating correcting and vocabulary).

☐ Discuss and determine the Auto-Formatting choices with a system administrator or provider before configuring **Auto-Formatting** and **Options** for users.

Questions

Find out this information before you begin your training:

• How many people will be trained?

• Do any of the providers have strong accents? If so which ones: Indian, Chinese, Russian?

• What is their level of general comfort using a computer? Typing, using a mouse, using applications?

• What, if any, electronic health record software (EHR) is being used? If so, how long has it been in use?

• Is the EHR accessed from a server or is it local on their machines?

• What type of computers will they be using with *Dragon Medical Client* 10.1: desktops, laptops, tablets?

• Will they always use the same computer or do they share computers?

• What type of microphones do the providers use: Andrea headsets, PowerMic IIs, other?

Train-the-Trainer Sample Agenda

Note: This train-the-trainer outline works best with a class size of no more than six trainers at a time. It is important for all new trainers to have ample time to observe and to teach, with a Nuance coach observing, providing assistance, and mentoring as needed.

Day 1	Time (Hrs)
Cover the topics in the **Basic Class**, including how, why, and troubleshooting	4.0
Students observe a **Basic Classes** being taught by the instructor	2.0
Trainers practice using *Dragon Medical Client* 10.1's basic features	1.5
Wrap-up, feedback, and questions	0.5
Day 2	
Cover the topics in the **Advanced Topics Class**, including how, why, and troubleshooting	4.0
Students teach the **Basic Class** while the instructor coaches/mentors	4.0
Day 3 (Optional/Recommended)	
Students teach the **Basic Class** while the instructor coaches/mentors	4.0 – 6.0
Trainers practice using *Dragon Medical Client* 10.1 basic and advanced features	1.5
Wrap-up, feedback, and questions	0.5
Total Time (Optional/Recommended time shown in parentheses)	**16 (24)**

Note: We strongly suggest adding two hours of training time for each provider/trainer while the Nuance trainer is on-site. This allows more time for the Nuance trainer to observe and coach the new trainers while they practice delivering the initial training to providers.

Basic Class Sample Agenda

Basic Class Objectives	Timing (mins)
Introduction 1. Overview of *Dragon Medical Client* 10.1 2. Review the training objectives 3. Plug in headset or handheld microphone 4. Properly position a headset or handheld microphone 5. Start/stop *Dragon Medical Client* 10.1	5
Creating a User Profile with the New User Wizard 1. Create a user profile and select from a list 2. Select the correct vocabulary 3. Add a dictation source 4. Go through the enrollment process 5. Set best practice options for user profile	20
Using the DragonBar 1. Identify **DragonBar** 2. Learn how to use the microphone (icon/sleep/on/off)	5
Dictating/Correcting Reports 1. Dictate using **DragonPad** 2. Use the Selection and Correction features 3. Use the Spell dialog 4. Use basic navigation commands 5. Use basic formatting commands	30
Building a Vocabulary 1. Tour the Vocabulary Editor 2. Add words 3. Train words 4. Add spoken forms 5. Edit and delete words	15
Creating Custom Commands 1. Create a basic Text-and-Graphics Command 2. Identify the MyCommands window in the Command Browser 3. Edit and delete a basic Text-and-Graphics Command	15
Practicing with the EHR or other application 1. Dictate, select, correct, and edit in the EHR, Dictation Box, or other application.	10
Resources 1. Review provider handout(s) 2. Help Topics 3. Tutorial or Final Exercise	15

Wrap Up	5
Total Time	**2 hours**

Advanced Class Sample Agenda

- Verify that your students have either already completed the Basic Training class in this guide, or have already used and know how to use *Dragon Medical Client* 10.1.

- This class should be taught after the provider has had a few weeks of practice using *Dragon Medical Client* 10.1 every day.

Advanced Class Objectives	Timing (mins)
Introduction 1. Review voice commands and basic use of *Dragon Medical Client* 10.1 2. Review Correction 3. Review Vocabulary Properties	15
Text-and-Graphics Commands 1. Review basic Text-and-Graphic commands 2. Create a Text-and-Graphic command with Lists 3. Create a DragonTemplate	30
Advanced Commands 1. Create a Step-by-Step command 2. Create a Macro Recorder command 3. Create an Advanced Scripting command 4. Use the Command Browser 5. Assign Voice Commands to the PowerMic II	60
Advanced Features (*cover as many items as time allows*) 1. Use the Dictation Box 2. Search Medical Websites 3. Import/Export Commands 4. Import/Export Words List 5. Add a New Source 6. Add a Vocabulary 7. Use the Accuracy Center	60
Resources 1. Provider Packet 2. Help Topics	10
Wrap Up	5
Total Time	**3 hours**

Basic Provider Class

Objectives

After completing this chapter, you will be able to:

- Demonstrate how to properly connect and use a microphone

- Create user profiles

- Explain the basic functions of the **DragonBar**

- Set the options and Auto-Formatting choices for a user

- Dictate, punctuate, and correct a report

- Navigate, edit, and format a report

- Add words to your vocabulary

- Create and edit a basic **Text-and-Graphics** voice command

- Edit a voice command using the **MyCommands Editor**

Welcome to Dragon Medical 10.1

Dragon® Medical Client 10.1 lets you talk to your computer instead of typing. As you talk, your words are transcribed and displayed on your screen, in your reports, documents, or e-mail messages.

Speaking into a microphone that is connected to a computer running *Dragon Medical Client* 10.1 is called *dictating*. You can dictate, rather than type, into any program that accepts text.

You can use *Dragon Medical Client* 10.1 to:

• Dictate medical reports into an EHR system.

• Compose letters, memos, and reports, and send e-mail messages.

• Cut and paste inside your documents as well as revise and format text.

• Create custom voice commands to insert commonly used reports, such as a normal exam.

• Work on the Web. You can search the Web, access information, and navigate Web pages by speaking URLs and links.

• Start programs and open menus.

• Create custom voice commands to navigate an application, such as Microsoft® Word.

System Requirements

Nuance Communications recommends the following minimum system requirements for running *Dragon Medical Client* 10.1:

• **Bluetooth (Optional):** For Bluetooth wireless microphone support, visit http://support.nuance.com/compatibility**.**

• **Cache:** 512 KB minimum L2 Cache. Recommended: 1 MB L2 Cache.

• **DVD-drive:** Required for installation.

• **Hard disk space**: 2 GB for localized non-english versions. Recommended: 2.5 GB (US English Medical).

• **Internet Browser**: Microsoft® Internet Explorer 6 or higher (free download available at www.microsoft.com)

• **Microphone**: Nuance-approved noise-canceling headset microphone. For a complete listing of Dragon-compatible audio input devices, visit the Hardware Compatibility List on the Dragon Support Web pages. The Dragon Medical Enterprise 10.1 - Network Client supports the Plantronics Calisto Bluetooth mic.

Dragon Medical Enterprise Edition has built-in support for the Nuance PowerMics. For more information, see the following topics in the Dragon Help:

- **Using the Nuance PowerMic I** (the beige PowerMic)
  Only newer beige PowerMic I microphones work with Dragon Medical Enterprise Edition on Windows Vista.

- **Using the Nuance PowerMic II** (the black PowerMic)
  PowerMic II packaging should display Vista compliance labeling. If you are unsure about the compatibility, confirm that the firmware version is v2.02 or higher. Refer to http://www.nuance.com/naturallyspeaking/medical/powermic/

- **Network:** A connection to the local intranet for access to the Nuance Management Server.

- **Operating system**:

  - **32-bit operating systems**: Windows XP Home or Windows XP Professional with Service Pack 2 or higher, Windows Vista™ Home or Professional service pack 1. and Windows 7.

  - **64-bit operating systems**: Windows Vista Home or Professional Windows Vista with Service Pack 1 or Windows Server 2008, and Windows 7. **Note**: Windows XP 64-bit is not supported.

- **Processor**: Intel® Pentium4 ® or later or AMD Athlon 64 1GHz or later.processor). Recommended: 2.4 GHz processor or greater. Faster processors produce faster performance.

- **RAM**: 512 MB RAM for Windows XP Home or Professional, 1 GB RAM for Windows Vista, 2GB RAM for Windows 7,32-bit and 64-bit. Recommended: 4 GB RAM for Windows 7 64-bit.

- **Sound card**: Sound card capable of recording, set to 16 bit 11 KHz for audio recording (if an audio-in microphone is to be used).

- **Speakers**: For playback of recorded speech and text-to-speech features (if the microphone does not have a built-in speaker or earphone).

Starting Dragon Medical Client 10.1

Make sure each provider uses their primary dictation device (microphone) for this training, and that the device is properly connected to the computer.

At the end of the training, make sure each provider knows how to connect their microphone to the computer.

To start Dragon Medical Client 10.1, perform one of the following steps:

•Double-click the **Dragon Medical Client 10.1** icon on your desktop

•From the Windows **Start** menu, choose **Start > All Programs> Dragon Medical 10.1**.

Connecting the Headset or Handheld Microphone

For a list of all compatible headsets and microphones refer to the hardware compatibility list found at http://support.nuance.com/ compatibility/. At the site, click the product drop-down list and select **Dragon Medical**. Then click **Continue** to proceed.

Note that, in most cases, the built-in mics found on many desktops, laptops, and tablet computers do not have noise canceling ability, which makes them perform poorly with voice recognition.

You can use *Dragon Medical Client* 10.1 with either a headset or a handheld microphone. A headset is more practical if you dictate for long periods of time, or if you are in an environment that is not conducive to holding a microphone in your hand, such as pathology.

Microphone Jacks

Microphone jacks are located on your computer, sound card, or monitor. Consult your computer documentation if you need help locating your microphone jack.

USB Microphones

USB microphones do not connect to a sound card. If you have a USB microphone, plug it into one of your computer's USB ports. If you experience trouble plugging in your USB device, follow the instructions that came with it instead of this description.

Positioning a Headset Microphone

To position your headset microphone correctly and consistently for optimal speech recognition:

1. Adjust the headset so that it fits comfortably on your head.

2. Move the microphone element to the side of your mouth to avoid noise from breathing (about a thumb's width from the side of your mouth).

3. Confirm that the front of the microphone points toward the side of your mouth. The front of the microphone might be indicated by a colored dot, or some other label.

Positioning a Handheld Microphone

To position your handheld microphone correctly for optimal speech recognition:

1. Hold the microphone in a comfortable position. Be sure not to hold it in an awkward, tiring position.

2. Point the microphone head close to and directly in front of your mouth.

3. Hold the microphone consistently every time you use it.

4. Do not use a microphone stand or holder because it will be harder to keep a consistent position and the stand could conduct noise.

5. Do not dictate into the side of the microphone.

Logging into Dragon

With Dragon Medical Network Edition 10.1, you must log into the system that connects the Dragon client to the Nuance Management Server. You log into the system through the Dragon client. See the Dragon Help for more information.

1. Start Dragon Medical Client 10.1.

2. In the Dragon Login window, in the **Login Name** field and the **Password** field, enter the user ID and password that your administrator provides to you.
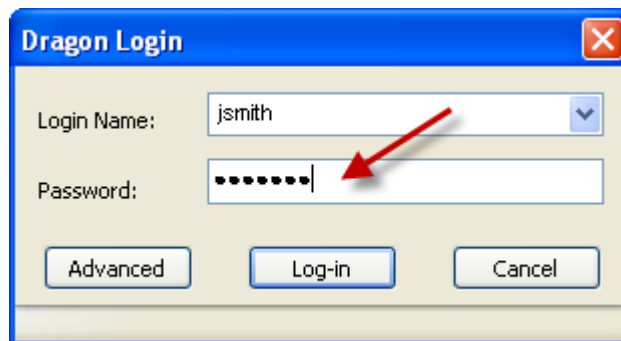
3. Click **Log-in**.
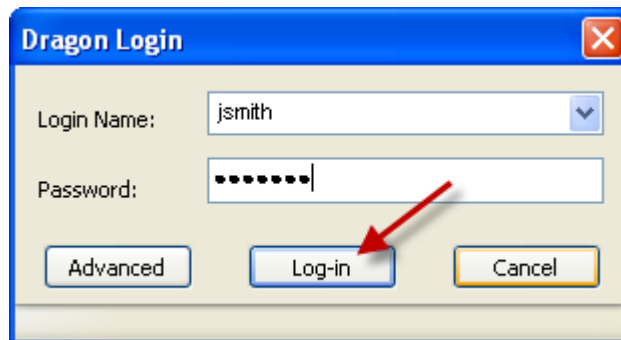
Note: The first time you log-in through Dragon, you may need to set the address of the Nuance Management Server. On the Dragon Login window, click **Advanced**. In the **Address** field, type the IP address or network name of

the Nuance Management Server, or click **Default** to accept the default IP address or network name. Click **OK**
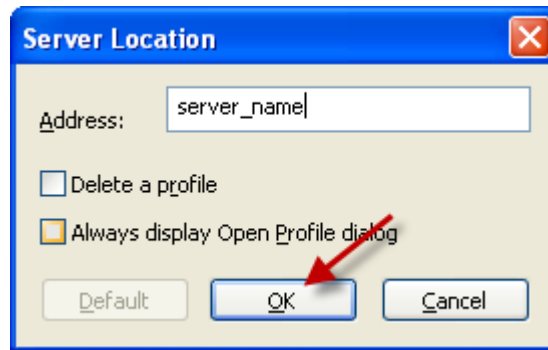
See "Logging into Dragon Medical Client 10.1" in the Dragon Help or the Dragon User Guide for more information on logging in to the system through the Dragon Medical 10.1 client.

Working with User Profiles

If you have an author license, when you first open Dragon Medical Client 10.1 and log into your user account one of two things occur.

- If you do not have an existing user profile, Dragon Medical Client 10.1 displays the New User wizard to let you create a new user profile.

- If you have an existing user profile, Dragon Medical Client 10.1 displays the Open Profile dialog box that you can use to select your user profile.

    1. On the **DragonBar,** select **Dragon** > **Open Profile**.
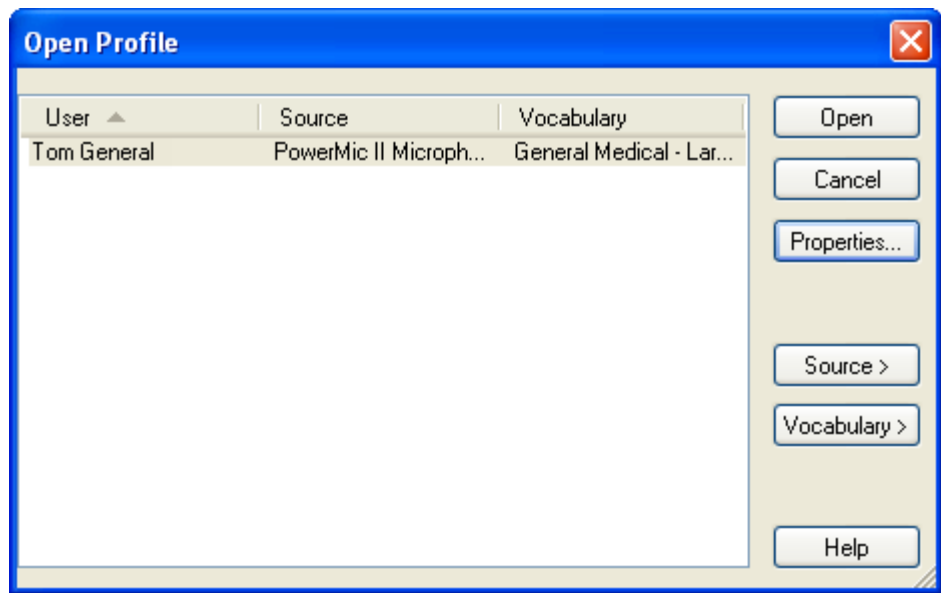
Performing initial training when creating a user profile enhances your recognition accuracy. Initial training\ includes reading aloud for several minutes from text provided.

None: Never select this option! However, If you do skip the initial training for a user profile, it is important to read
aloud the text exactly as presented when the New User Wizard leads you through the volume and quality checks for your microphone.

Short, where Dragon Medical guides you through reading for about five minutes to help ensure better recognition. This is the most commonly used option

    2. In the **Open Profile** dialog box, click **Source** > **New** to display the **New Dictation Source** dialog box.
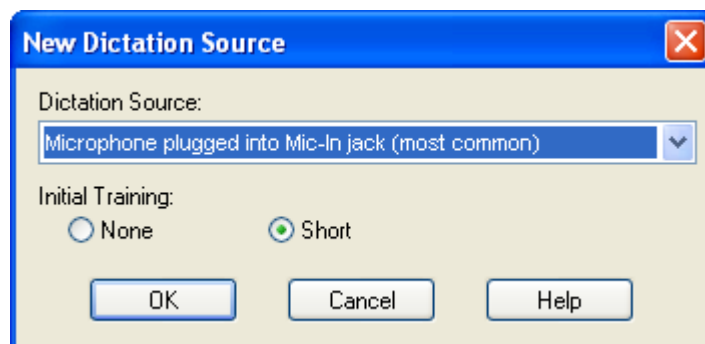
    3. Select the appropriate audio device from the **Dictation source** drop-down list.
       Note: If you are using a PowerMic and you do not see PowerMic listed

This step automatically adjusts the volume controls on your computer for the microphone you are using.

NOTE: If **None** was chosen as the initial training type in the previous dialog box, Dragon Medical uses the text in two dialog boxes to train the user profile. In this case, make sure the provider reads the text exactly as it is written.

If the blue bar isn't moving, or if a error message appears, check to make sure the microphone is plugged in, the volume is not muted, and the mic jack/port is working.

as a dictation source, make sure that it is set as your default device for recording and playback.

4. Select an **Initial training** option. **Note**: If the **None** option is chosen as the initial training type, Dragon Medical Client 10.1 displays text in two dialog boxes to train the user profile. In this case, make sure the provider reads the text exactly as it is written.

5. Click **OK**. *Dragon Medical Client* 10.1 starts the Audio Setup Wizard.

6. On the dialog screen that displays 'The Audio Setup Wizard has not yet been successfully run for this user', click **OK**.

7. On the **Choose your sound system** screen, choose a sound system or select Default to have the Audio Setup Wizard choose a sound system for you. Click **Next**.

8. On the **Position your microphone** screen, click **Next**.

9. On the **Adjust Your Microphone: Volume Check** screen, click the **Start Volume Check** button and read the text in the box above it.

10. When the microphone volume has been adjusted, you'll hear a beep.Click **Next** to continue to the next dialog box.
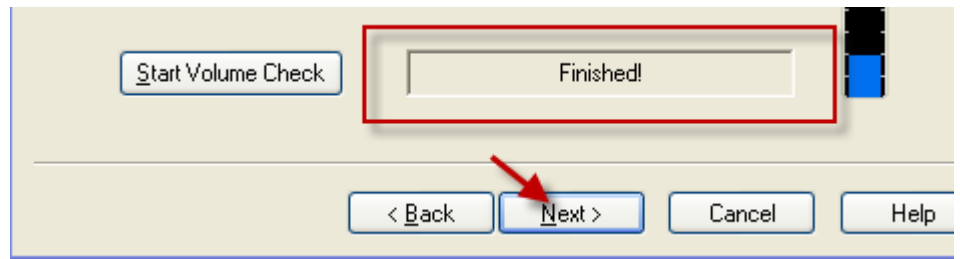
📌 *Note: If you go to another computer, you will be prompted to perform these steps again so that the new computer's volume can be adjusted and Dragon can check the sound hardware quality.*

11. On the **Adjust Your Microphone: Quality Check** screen, click the **Start Quality Check** button and read the text in the box above it.

12. When the microphone quality has been adjusted, you'll hear a beep.Click **Next** to continue to the next dialog box. **Note**: If you use the **Play** button you may hear electrical noise or other interference. Try moving to a different location (away from copiers or other large machines that could be interfering.

The **Quality Check** dialog box checks the computer's sound system. It is a pass/fail type of test. The **Speech-to-noise ratio** number is not an indicator of Dragon Medical Client 10.1's accuracy. The number can be as low as 16 and still pass.

If you receive a **FAILED** message in the **Quality Check** dialog box, click the **Back** button and go through the dialog boxes again.

The yellow portion of the bars indicates background noise.
If you receive a warning that says **The sound level is too high, low, or unacceptable**, try running the test again. Have the provider reread the text. If this warning continues to appear, there might be a problem with your sound system. You can proceed; however, you might receive poor recognition accuracy.

13. When the first **Train Dragon Medical** dialog box opens, click **Go** and read the text in the box.
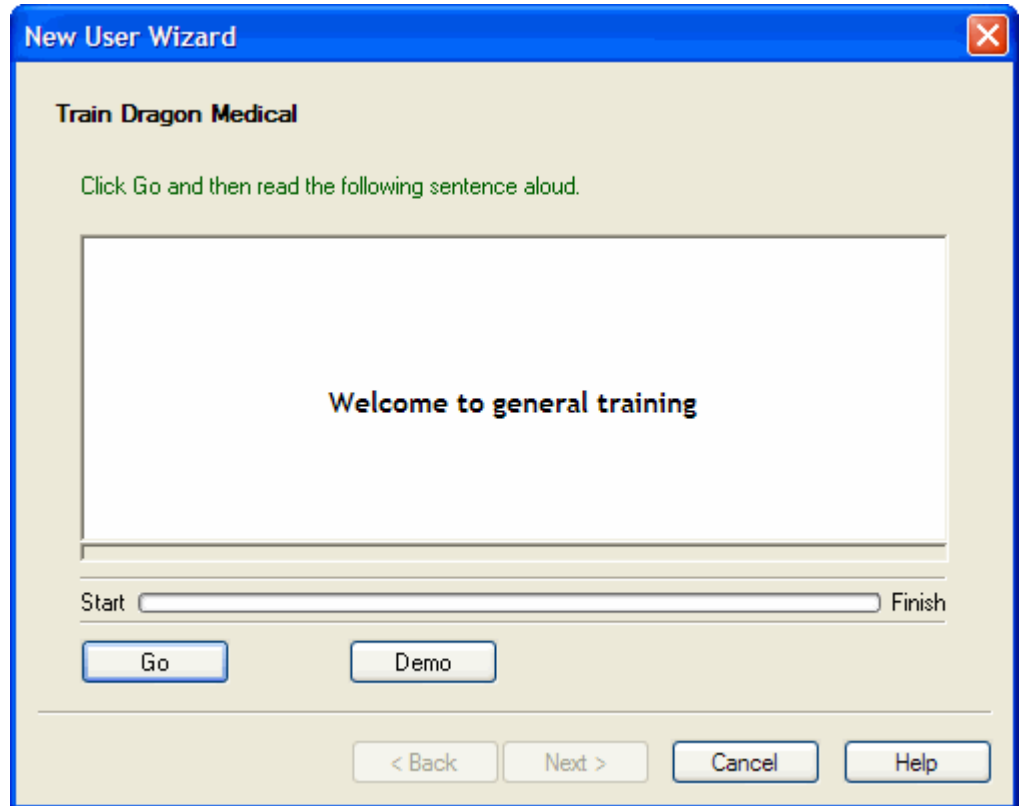
Tell your providers to read at a natural pace, and to read exactly what is in the dialog box at a normal volume and tone.

If they skip, add, or substitute a word they will need to redo the phrase.

There will be a green progress bar moving from start to finish to let them know how much more they have to read. It generally takes about five minutes

Let the providers know that the short training works great and that they will need to read carefully and smoothly.

99% of the time have your providers read the first one, **Talking to your computer**.

14. When the **Select Text** dialog box opens, select the text you want to read from the list of choices and click **OK**.
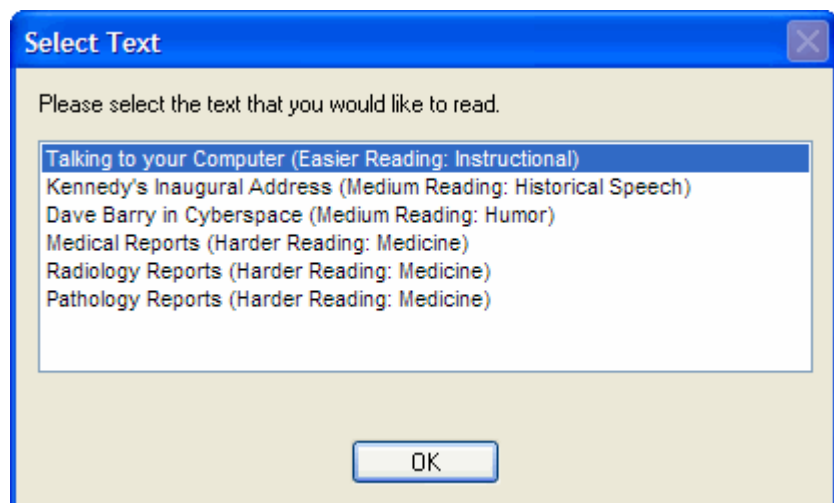
It teaches them about Dragon Medical and how to dictate as they are reading.

If a provider has a very pronounced accent, have them read the Radiology Reports. For a Pathology provider, have them read the Pathology Reports.

Before your providers begin reading:

Watch the providers carefully or have someone else watch them carefully.

In a classroom situation, have them take turns watching each other. Position the microphone carefully.

Have the providers sit up straight and speak as clearly as possible.

Demo mispronouncing and show them how to use the **Redo** feature.

If they mispronounce, skip, or add a word, have them:

- Select the **Redo** button.
- Place their cursor before the mistake until they see the yellow arrow.
- Reread the phrase.

Providers can use the **Skip** button if the yellow arrow gets stuck on a word they have trouble pronouncing. But, **Skip** will not decrease the amount of training time.

15. Read the text that appears in the next several dialog boxes.
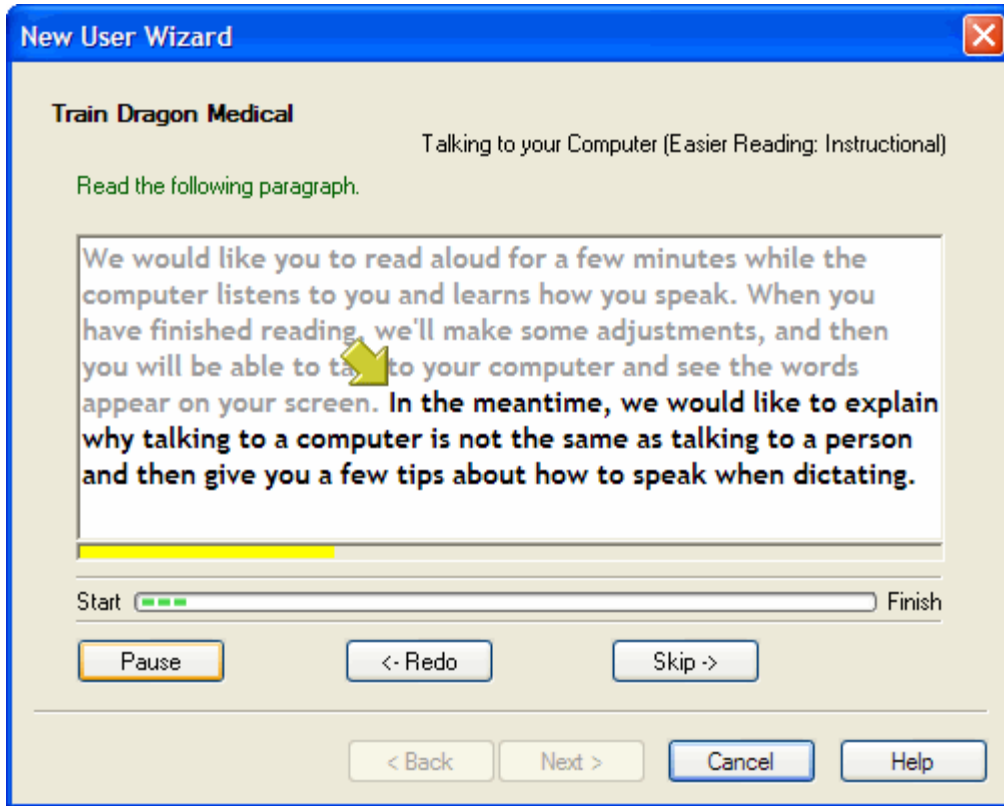
While you read, the text you have already read becomes gray, and text to be read remains black. A yellow arrow points to where you should resume reading.

You can click **Pause** if you need to stop reading, **Redo** if you want to start the dialog box over, or **Skip** to skip the text.
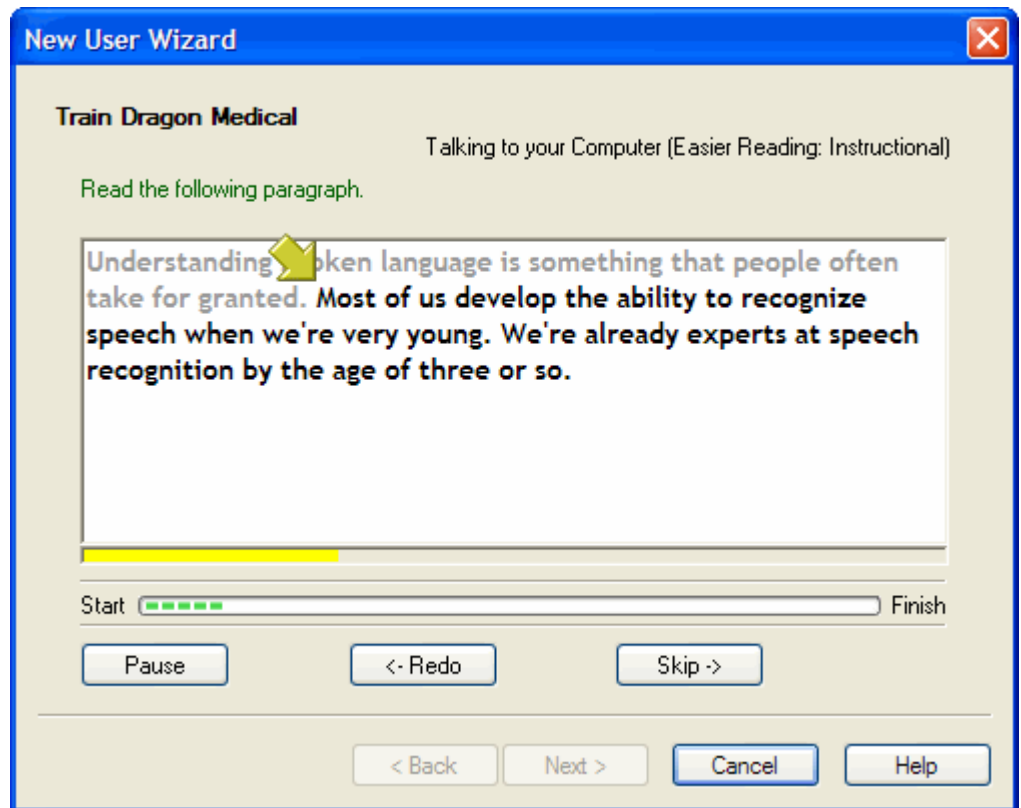
The progress bar (Start/Finish area) gives a visual indicator of a provider's progress. Sometimes five minutes can seem like a long time.

Explain that *Dragon Medical Client* 10.1 is learning, and improving its recognition, based on the way the providers speak. By reading the text exactly as it appears, *Dragon Medical Client* 10.1 is learning correctly.

16. After you have finished reading the training passages, click **OK** in the dialog box that congratulates you on completing the training. *Dragon Medical Client* 10.1 then begins to adapt the user profile; this may take a few minutes.

The DragonBar

Show the providers that the **DragonBar** appears at the top when they have *Dragon Medical Client* 10.1 open.

The **Extras** icon displays the **Correction** menu; **Playback** toolbar; **Transcribe** button; and **User's name**.

Let the providers know that for this basic training they can use either **DragonPad** or Microsoft Word. And tell them, for future reference, that any application in which they can type can use *Dragon Medical Client* 10.1.

The **Extras** icon should be opened, and the provider should double-check to ensure that it is their user profile if they are sharing machines with multiple profiles on each machine.

Important Note

Tell the providers to make sure that they close the *Dragon Medical Client* 10.1 application at the end of each day. Explain that doing this saves the user profiles so the training, words, and commands they've created are saved.

The **DragonBar** is a special toolbar in *Dragon Medical Client* 10.1 that appears at the top of your screen when you start the program for the first time. You can later change its appearance and behavior to suit your working style.
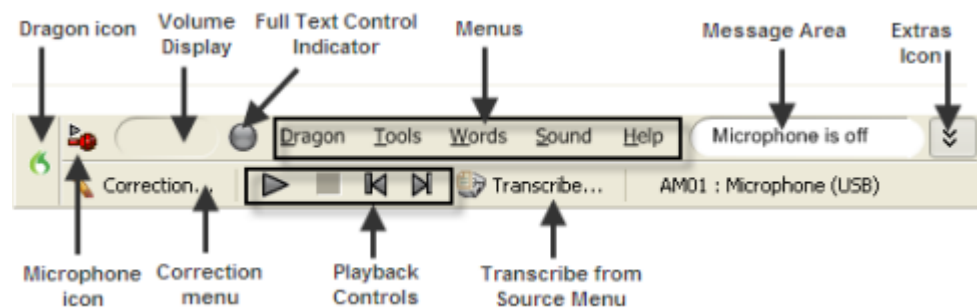
*Tip: To position the **DragonBar** in a different location, click the Dragon Icon on the left side of the **DragonBar** to open the **DragonBar** shortcut menu and select one of the following modes: **Docked to Top**; **Docked to Bottom**; **Floating Mode**; **Cling Mode**; or **Tray Icon Only Mode**.*

Closing a user profile

To close a user profile:

1. On the **DragonBar**, click **Dragon**.
2. Select **Log out**.

Closing Dragon Medical

To close Dragon Medical:

1. On the **DragonBar**, click the **Dragon** icon.
2. From the menu that appears, click **Close**.

Opening Dragon Medical

To open Dragon Medical:

Double-click the **Dragon Medical 10.1** icon on your desktop.

Setting the Recommended Options and Auto-Formatting Rules

In *Dragon Medical Client 10.1*, you can set several options that affect how you interact with the system.

- The **Options** dialog box contains several tabs, each one relating to a different set of options.

- Nuance has several recommendations for the **Options** and **Auto-Formatting** tabs. These are highlighted in the illustrations with a rectangle drawn around the recommended options. You can also see the appendix topics in the Nuance Management Server Administrator Guide for more information on the options that are set in the Dragon Medical 10.1 client and in the Nuance Management Client (by an administrator) Other than these recommendations, the options tabs are shown with their default settings.

- See the "What's new in Dragon Medical Client 10.1" topic in the *Dragon Help* or the *Dragon User Guide* for information on new and updated options and features in *Dragon Medical Client* 10.1.

Options Settings

To access the Options menu:

On the **DragonBar**, click **Tools > Options**.

Correction Tab

Note that if a provider does not have a *PowerMic II* installed on the workstation, the **PowerMic II** tab will not appear at all.

Turning on the **Enable double-click to correct** option allows the user to double-click on a word to launch the **Correction Menu**.

Some trainers like to change the **Show no more than x choices** to **9**. Doing this allows the maximum number of correction options appear. Nine choices will not always show.
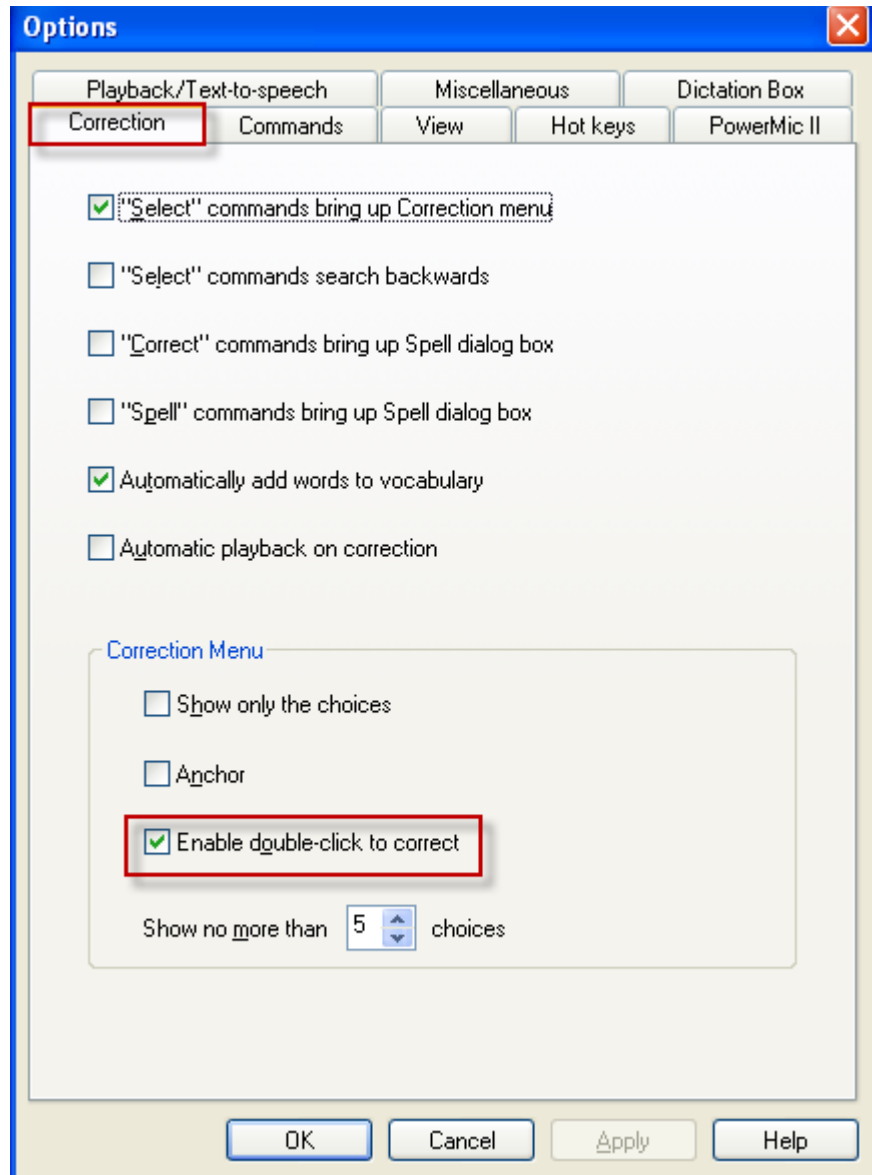
Commands Tab

Note: No additional recommendations on this tab.

For many web-based EHRs, it is good to enable the **Require "Click" to select menus and controls** option so Dragon doesn't accidentally click a link.
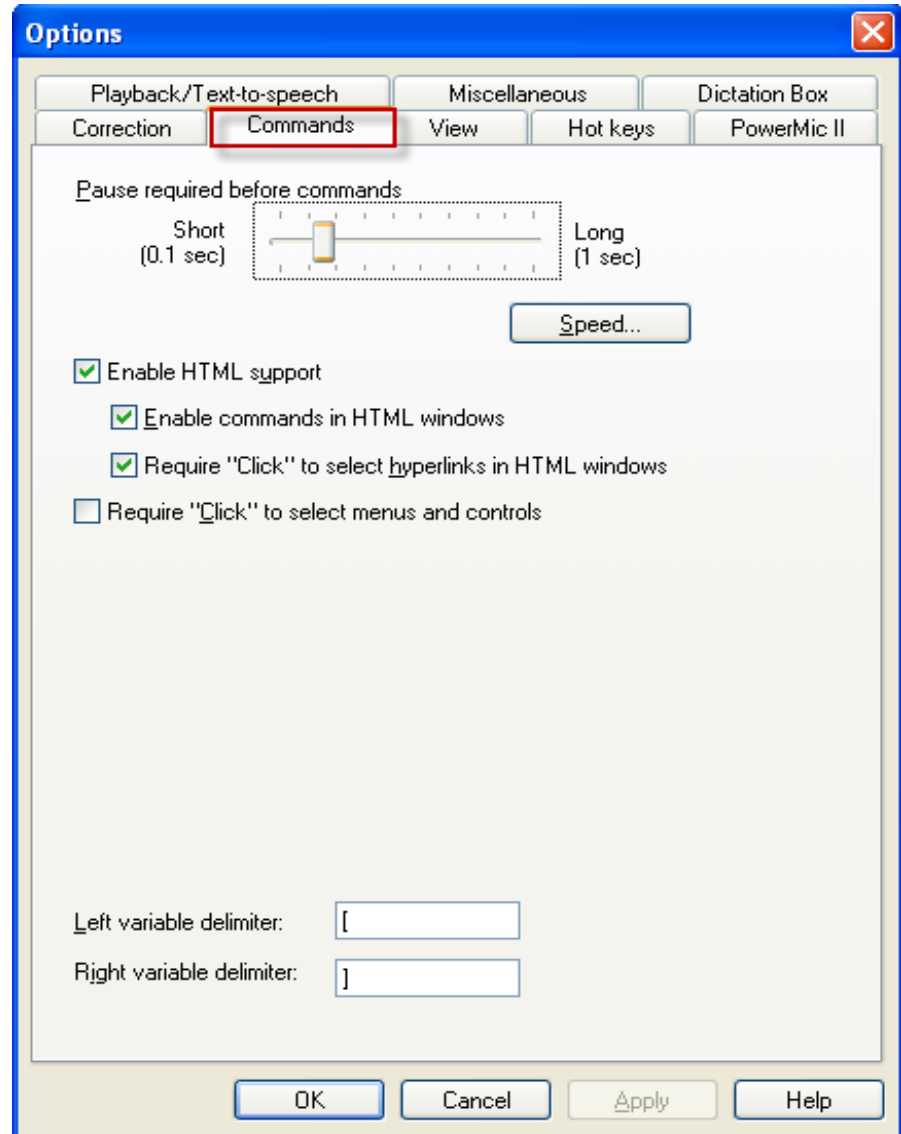
View Tab

Changing the **Auto-hide delay** to **5** seconds allows enough time for the provider to see that *Dragon Medical Client* 10.1 is understanding what is being dictated, but not so long that the results box gets in the way or becomes distracting.
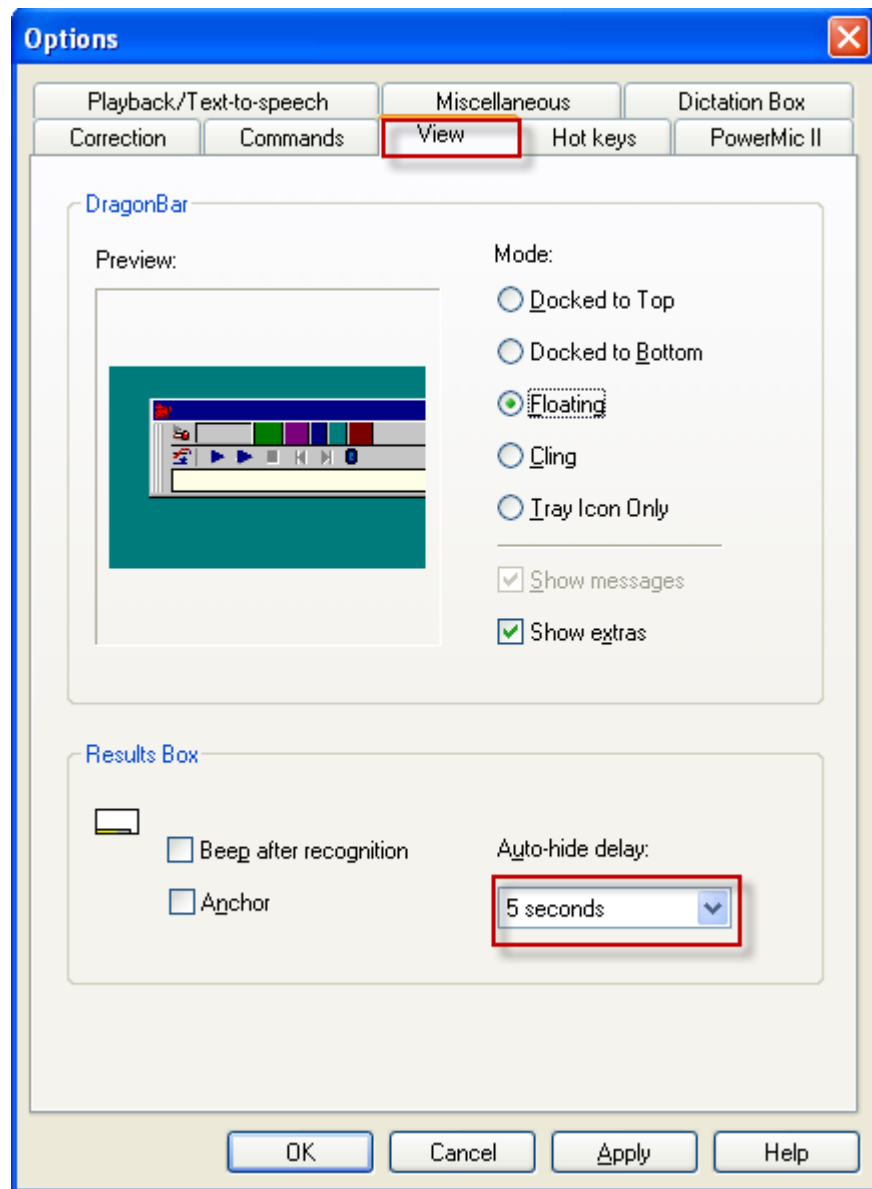
Hot Keys Tab

On laptops and touchscreens, there is no **NumKey+** key. Choose a function key that is not being used, such as **F10**.

Remind providers that these dialog boxes show the default settings.

Note: *No additional recommendations on this tab.*
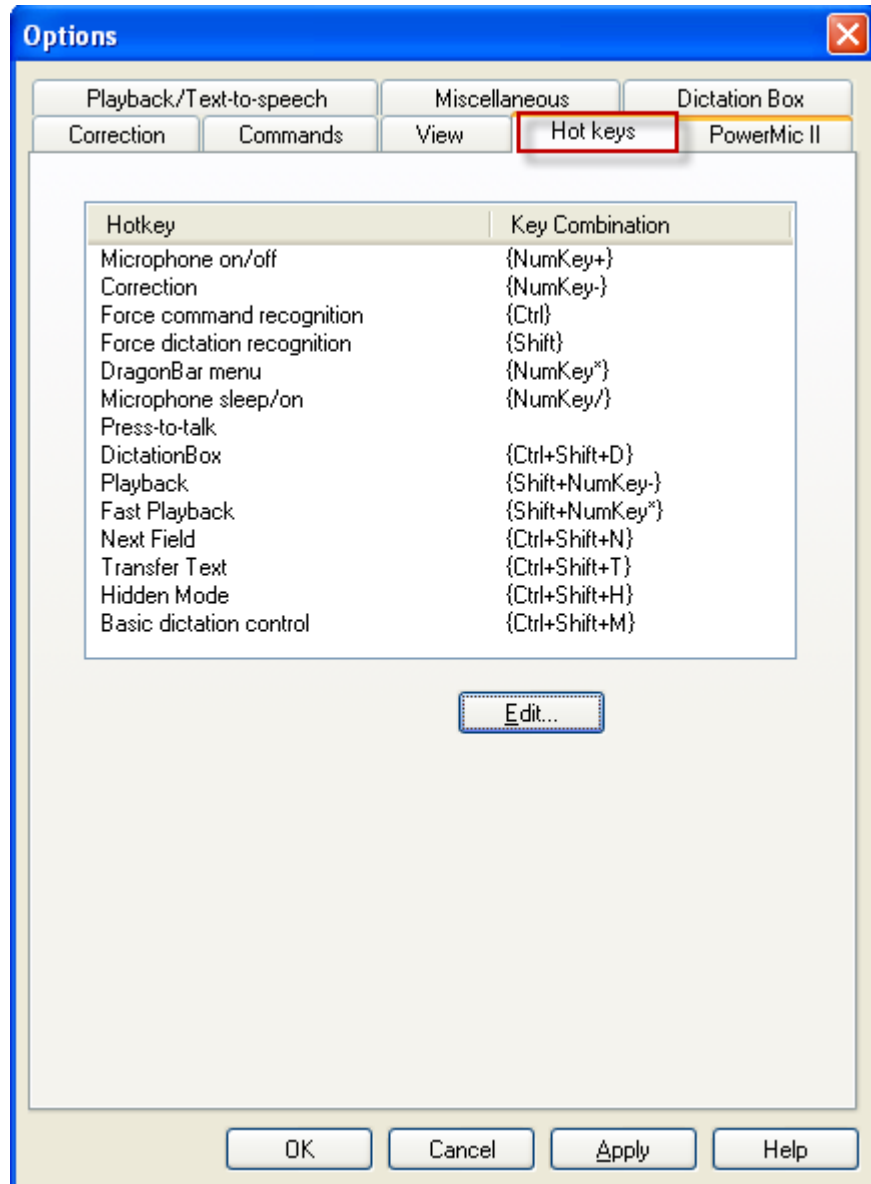
To set a hot key, click the function button to which you want to apply the hot key and type the key combination into the dialog box. See the **Set Hot Key** illustration on this page.
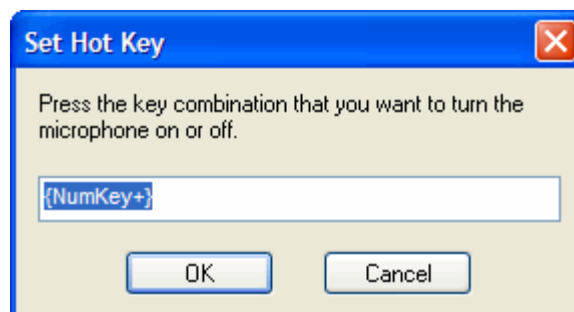
PowerMic II

*Note: The **PowerMic II** (or **PowerMic**) tab appears only if a PowerMic is installed on your system and currently selected as the dictation source.*

Note that if a provider does not have a *PowerMic II* installed on the workstation, this tab will not appear at all. This tab does not appear if the dictation source of the currently open user profile is not a PowerMic II.

On the **Dictate** drop-down list:
Press-to-talk is the default. You may want to discuss with the providers the other **Dictate** options, like **Microphone on/off**,

Playback/Text-to-speech Tab

See the *Dragon Help* or the *Dragon User Guide* for more information on setting the Playback options.

Note: No additional recommendations on this tab.
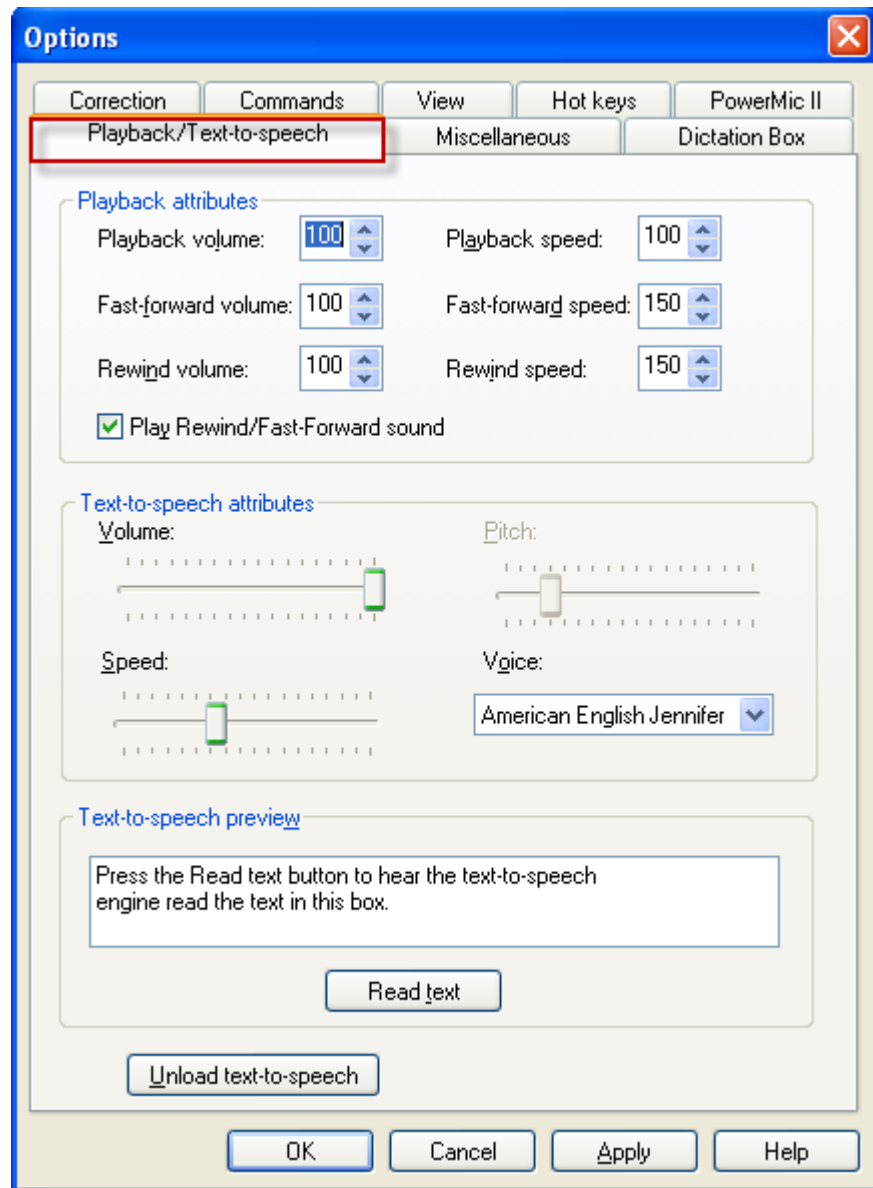
Miscellaneous Tab

Warning: Tell the providers *not* to adjust the **Speed vs. Accuracy** slider. Possibly experiment with moving the slider over ½ a tick to see if their recognition improves, but only if absolutely necessary.

User Close: Selecting this check box ensures that all corrections, updates to the vocabulary, and commands are saved when a user profile is closed in *Dragon Medical Client* 10.1.
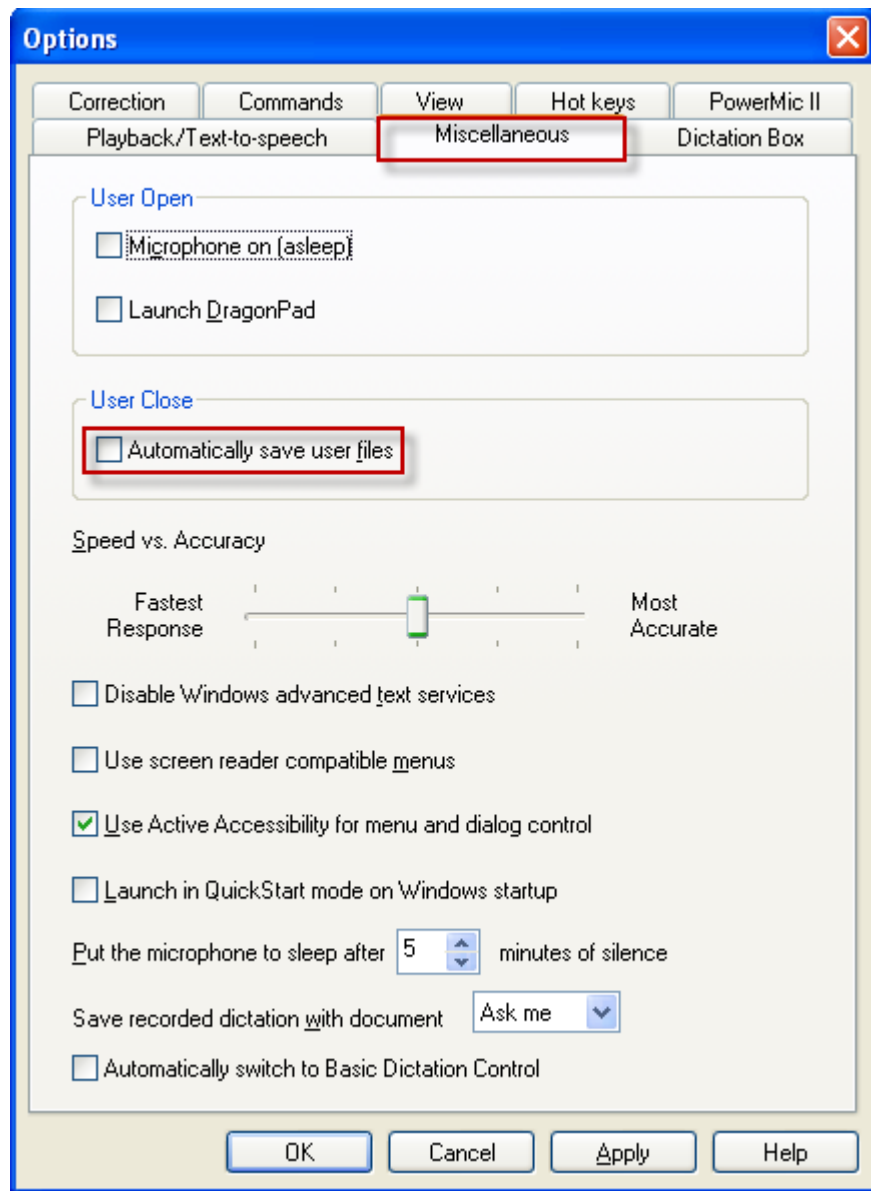
Dictation Box Tab

If you enable the **Anchor dictation box to application** optional the other options in the **Dictation Box** tab are grayed out.

Some providers like to see the **character count** when using the dictation box.

Keep transferred text in clipboard ensures that the text is saved in case the **"Transfer Text"** command fails to transfer the text.
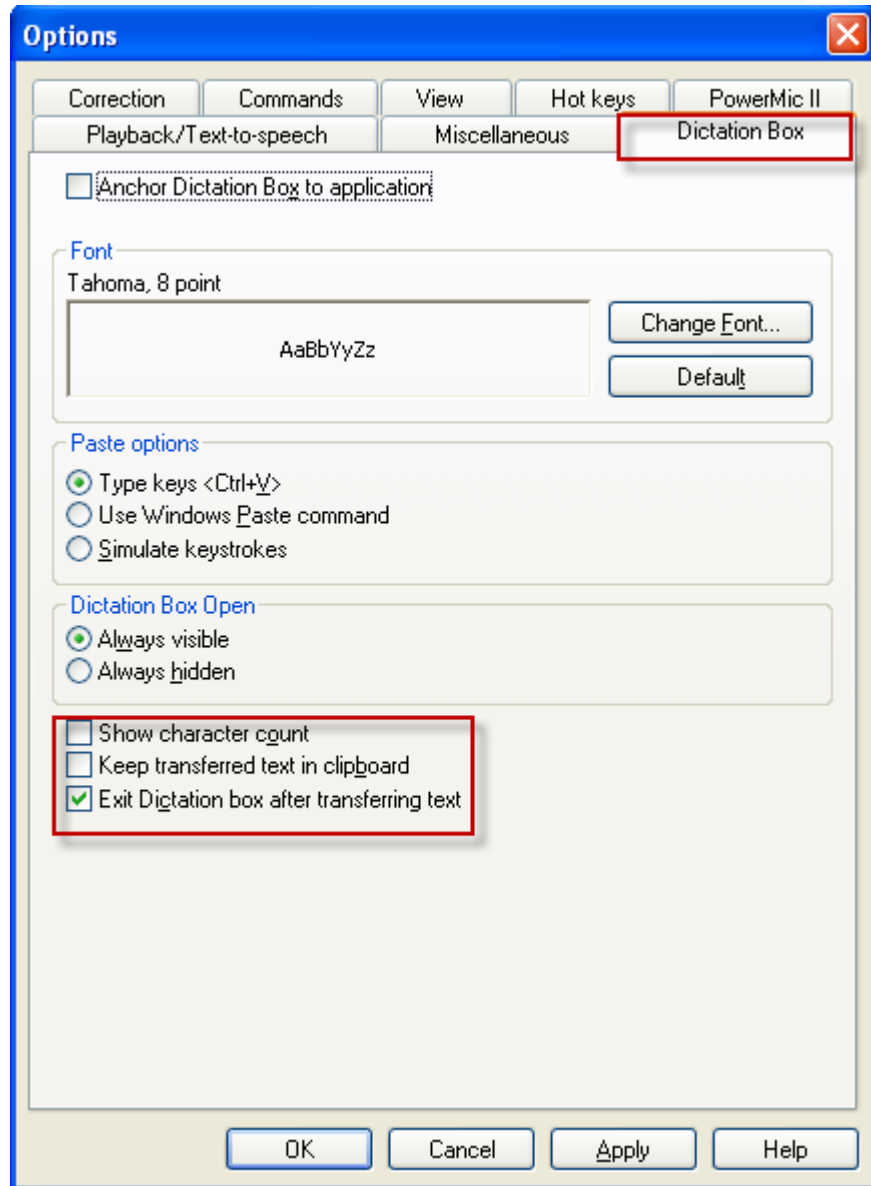
Details About the *Exit Dictation Box After Transferring Text* Option

The **Exit Dictation box after transferring text** automatically closes the **Dictation Box** after transferring text.

If you *select* this option (default setting), the following statements apply:

- If the **Dictation Box** is *visible* (**Dictation Box Open** option is set to **Always visible**), the **Dictation Box** closes when the text is transferred into the target application, and *Dragon Medical Client* 10.1 retains its current mode. (For example, if *Dragon Medical Client* 10.1 was in the **Normal** mode when **Dictation Box** was opened, it remains in the

Normal mode after the **Dictation Box** is closed. This was the behavior in *Dragon Medical,* version 10.0.)

- If the **Dictation Box** is *hidden* (**Dictation Box Open** option is set to **Always hidden**), the **Dictation Box** closes when the text is transferred into the target application. However, in this case, *Dragon Medical Client* 10.1 switches to the **Normal** mode at this time (since **Hidden Mode** is actually a *Dragon Medical Client* 10.1 operational mode).

If you *clear* this option, the following statements apply:

- If the **Dictation Box** is *visible* (**Dictation Box Open** option is set to **Always visible**), the **Dictation Box** remains open after the text is transferred into the target application, and *Dragon Medical Client* 10.1 retains its original mode. (For example, if *Dragon Medical Client* 10.1 was in the **Normal** mode when **Dictation Box** was opened, it remains in the **Normal** mode after the **Dictation Box** is closed.)

- If the **Dictation Box** is *hidden* (**Dictation Box Open** option is set to **Always hidden**), *Dragon Medical Client 10.1* remains in **Hidden Mode** after the text is transferred into the target application. (This was the behavior in *Dragon Medical,* version 10.0.)

> ***Note:*** *To see your current mode, on the **DragonBar**, click **Words** and look for the mode with the black dot beside it.*

Auto-Formatting Settings

To access the Auto-Formatting menu:

On the **DragonBar**, click **Tools > Formatting**.

Besides the General formatting settings, an NMS administrator can set more advanced Auto-Formatting settings in the Nuance Management Console. The settings can be set at the group level or individual level.

Dragon Medical Client 10.1 only includes the General formatting tab. The other formatting options are now set by an administrator in the Nuance Management Console.

General Tab

Work with your NMC administrator to discuss and determine the best formatting choices.

Controlling the Microphone

Point out the color and position of the **Microphone** icon on the **DragonBar**.

Other ways to turn the microphone on and off:

• Click the **Microphone Icon** in the Windows taskbar.

• Say **"Stop Listening"** or **"Listen To Me."**

Hands-On Demo: Show the providers the **Mic on and off** feature. Have them practice using the plus sign or whichever hotkey was assigned to it.

To turn the microphone on and off do one of the following:

• Press the **Dictate/Record** button on your handheld microphone.

• Click the **Microphone Icon** on the **DragonBar**.

• Press the plus key (+) on the numeric keypad.

To make the microphone stop listening temporarily:

• Say "**Go to Sleep**."

To reactivate the microphone:

• Say "**Wake Up**."

Microphone Icon and Volume Display

When you click the **Microphone Icon** to turn the microphone on and off, notice how the icon appearance changes:

• When the icon is **red and horizontal**, the microphone is **Off**.

• When the icon is **green and vertical**, the microphone is **On**.

• When the icon is **yellow and slanted** to the right, the microphone is in **Sleep** mode.

To the right of the **Microphone Icon** is an oval-shaped **Volume Display**. The **Volume Display** indicates how well the program is hearing your voice. When the microphone is on, this bar indicates the input volume using yellow for low volume, green for normal volume, and red for high volume.

Full Text Control Indicator 🟢

Normally you can dictate and use *Dragon Medical Client* 10.1 voice commands in any text window of any application. However, you might occasionally find an application or a specific window where some voice commands do not work or do not work consistently. Such a window is called a *non-standard window.*

The **Full Text Control Indicator** turns green when the cursor is in a window where all of *Dragon Medical Client* 10.1's functionality is supported.

When you are in a non-standard window, the **Full Text Control Indicator** goes out, indicating that you might have some difficulty selecting and editing dictated text using voice commands.

Also, when you start dictating into a non-standard window, the **DragonBar** displays an appropriate message like one of these:

Dictating to a non-standard window

Dictation not available here
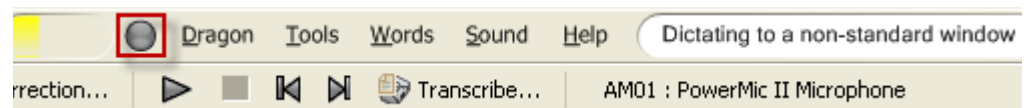
Hidden Mode Indicator

When you are dictating in **Hidden Mode**, the yellow **Full Text Control** indicator on the **DragonBar** indicates whether the **Dictation Box** (which is where *Dragon Medical Client* 10.1 stores text while it is in hidden mode) contains text or whether it is empty. If the **Dictation Box** contains text, a plus sign (+) appears on the **Full Text Control** indicator. If the **Dictation Box** is empty (text has already been transferred), the plus sign does not appear.

The Full Text Indicator behaves differently when you use Dragon with an application published from a Citrix server. See 'Using the Full Text Control Indicator with a published Citrix application' in the Dragon Help for more information.

Dictating Text into DragonPad

Let the providers know that *Dragon Medical Client* 10.1 is designed to work with all applications, such as Word, an EHR, and so on.

For training purposes, and to practice, we will first use a small application that comes with *Dragon Medical Client* 10.1 called **DragonPad**.

You will say the sentences and commands and the providers will mimic you with their mics on.

When you start *Dragon Medical Client* 10.1, before you open an application, only commands are available; once you open an application both dictation and commands are available.

To start DragonPad:

*   Press the dictate button on your microphone and say **"Start DragonPad"** (or, on the **DragonBar**, select **Tools > DragonPad**). The **DragonPad** dialog box opens.

Ask the providers to dictate a note or provide them with a sample to use (from the appendix in this guide). Have them dictate a few sentences.

Review *Dragon Medical Client* 10.1's accuracy. It should be about 99% accurate. The most common mistakes are small words like, a, the, an, and.

Use the dictated text and have them practice the skills on the next few pages. Have them add more dictation as needed.

Have the providers practice selecting, correcting, navigating, and editing.

For Practical Exercise:

The mic should still be asleep from the last exercise. Have the providers start by turning on the microphone, by using either a voice command or a keyboard command.

Practical Exercise

Turn on your microphone and dictate the following:

> **The patient said I am going to go to sleep.** (pause)
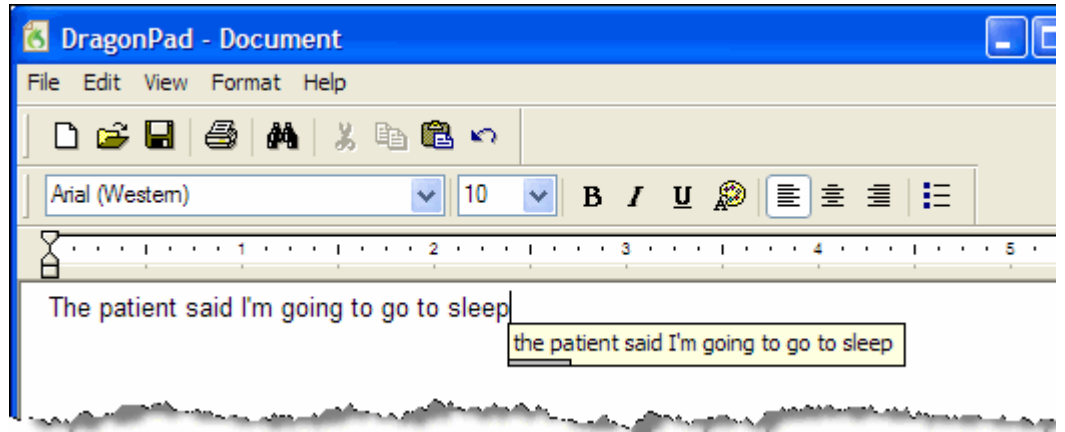
      (pause) "**New line**" (pause)

      (pause) `Go to sleep the doctor said.` (pause)

      (pause) "**New line**" (pause)

      (pause) "**Go to sleep**" (pause)
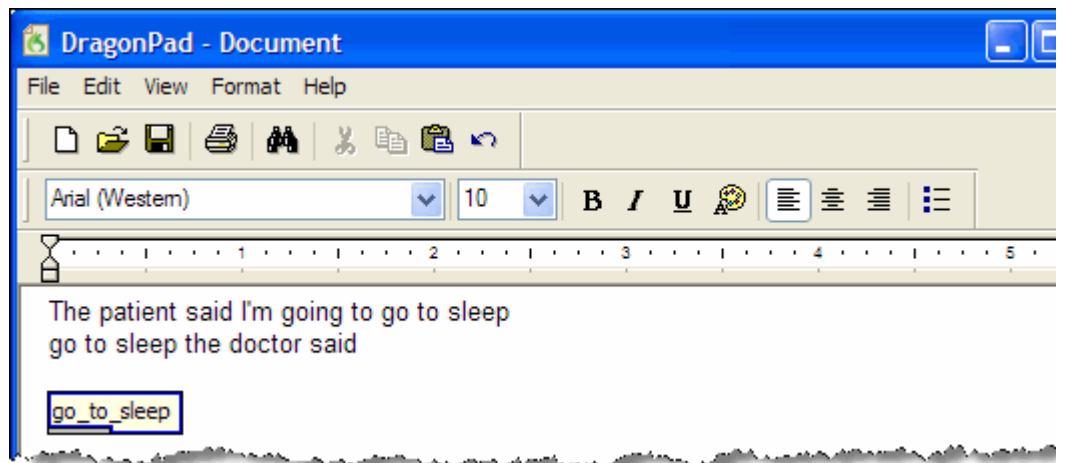
*Note: If the **Results** box contains a small red button* *, this indicates that Dragon Medical Client* 10.1 *is in the process of recognizing dictation. Click the red button to stop recognition and turn the microphone off.*

Key Points to Remember While Dictating

- You do not need to capitalize the first word of a sentence. *Dragon Medical Client* 10.1 automatically capitalizes after colons and periods.
- Dictate punctuation (period, comma, etc.), new line, and new paragraph.
- Dictate acronyms, units of measure, blood pressures, dosages, and so on as you normally would.
- Speak in continuous phrases to provide contextual clues about what you said and helps Dragon choose between homophones like ":" the punctuation mark, and "colon" the body part.
- Your first dictated words might take a few moments to appear on the screen. This is normal.
- Collect your thoughts and plan your words before speaking.
- Turn the microphone off when you are not speaking or if you move away from it.
- Speak naturally at your normal rate, not too quickly or too slowly. You should not:
  - Taaaalksloooowwwlyyy.
  - Or. Say. Only. One. Word. At. A. Time.
- Fast dictation is acceptable as long as the words are spoken clearly and not slurred.
- Speak as you would to someone sitting across the desk from you. Do not speak too loudly or too softly.
- Avoid watching the screen as you dictate.
- Word beginning and ending sounds are important for recognition accuracy.
- Take more time when saying small words. Don't run the words together. For example, "and there was," "there is no," and similar small word phrases.
- Pause slightly before and after small words such as a and the if they are being lost or misrecognized.
- Speak in cadences of 6-8 word phrases followed by a brief pause.
- Dictate in a quiet area to minimize background noise as much as possible.
- Avoid clearing your throat and yawning while you are dictating. Stop dictating if you yawn or clear your throat.
- Eliminate utterances (urs, ahs, coughing) and similar sounds.
- Do not chew gum or eat while dictating.

Dictating Punctuation Marks

You reminded your providers before to dictate punctuation. Show them the ones that aren't so obvious.

"dot"
"point"
"full stop"
"begin quote"
"end quote"
"begin single quote"
"end single quote"
"left parenthesis"
"open parenthesis"
"left paren" (US)
"right parenthesis"
"close parenthesis"
"right paren" (US)

Below is a partial list of common punctuation marks you can dictate.

To enter	Say
,	**"comma"**
.	**"period"**
?	**"question mark"**
!	**"exclamation mark"**
"	**"open quote"**
"	**"close quote"**
'	**"open single quote"**
'	**"close single quote"**
(	**"open parenthesis"**
)	**"close parenthesis"**

If anyone asks, yes, you can turn on Auto Punctuation in *Dragon Medical Client* 10.1. On the **DragonBar**, click **Tools > Formatting** and select the **General** tab. Check the **Automatically add commas and periods** option. We do not recommend enabling this option because it tends to over- punctuate.   So, adding punctuation by voice is easier than manually removing it later.

Practical Exercise

1.   Turn on the microphone.
2.   Dictate a few paragraphs. (Refer to the appendix of this guide for dictation samples, or dictate something from work to be completed.)
3.   Turn off the microphone.

Selecting, Correcting, and Navigating Text

Selecting Text

Emphasize that correcting is the most important thing they can do.

Like working a muscle (or training a dog), as you make corrections, *Dragon Medical Client* 10.1*'s* accuracy improves.

Select any words that are incorrect and use **Choose** or **Spell that** to correct.

Show them how to correct any misrecognized words in the dictation. If there are none, have the providers dictate more to see if you can get *Dragon Medical Client* 10.1 to misunderstand them.

Point out how accurate *Dragon Medical Client* 10.1 is already, with very little training.

To select a specific word or phrase:

When you select text by saying **"Select"** followed by the text you want to correct, *Dragon Medical Client* 10.1 finds the instance of the text nearest to the current insertion point. Sometimes the program selects the wrong words or selects the right words, but not from the correct location.

Say	Then Say
"Select"	"patient"
	"patient presents today"
	"patient" Through "injury"

To unselect the selected text (without deleting it):

• Say **"Unselect That"**

When the wrong text is selected:

• Try saying **"Select <text>"** again. This time, *Dragon Medical Client* 10.1 searches for different text with a similar pronunciation.

• Try using a longer phrase to provide *Dragon Medical Client* 10.1 more information; then it is more likely to select the correct text.

• If the correct words were selected but not from the correct location, say **"Select again"** to select the previous or next occurrence of the same text.

Practical Exercise

1. Select a word in your dictation. Then unselect the word.

2. Select a phrase. Then unselect the phrase.

Correcting Text

When you correct recognition errors, *Dragon Medical Client* 10.1 adapts your user profiles, so that the same errors are less likely to occur again.

The text must be visible on the screen for you to select it.

To select and correct your text:

1. Look for the first misrecognition and say "**Select**" immediately followed by the text that is incorrect. *Dragon Medical Client* 10.1 highlights the word or phrase.

   The **Correction** menu opens, showing a number of alternatives.
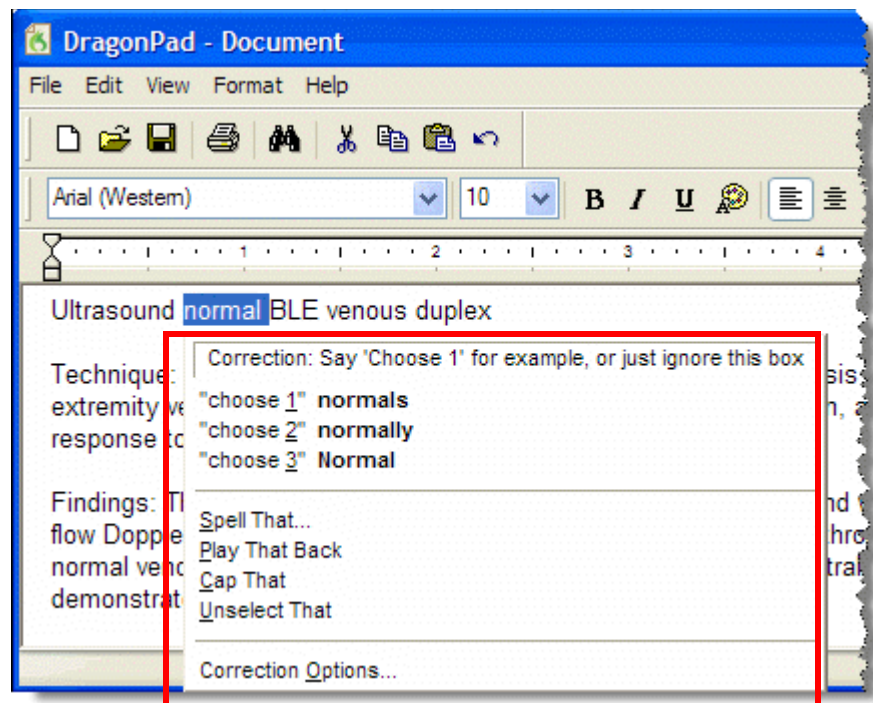
2. If one of the alternatives is correct, say "**Choose**" followed by the number of the alternative. For example, say: "**Choose two**." The text you selected is replaced with the word or words you chose.

If the correct word or words do not appear as an alternative:

3. Say "**Spell That**" to open the **Spell** dialog box.
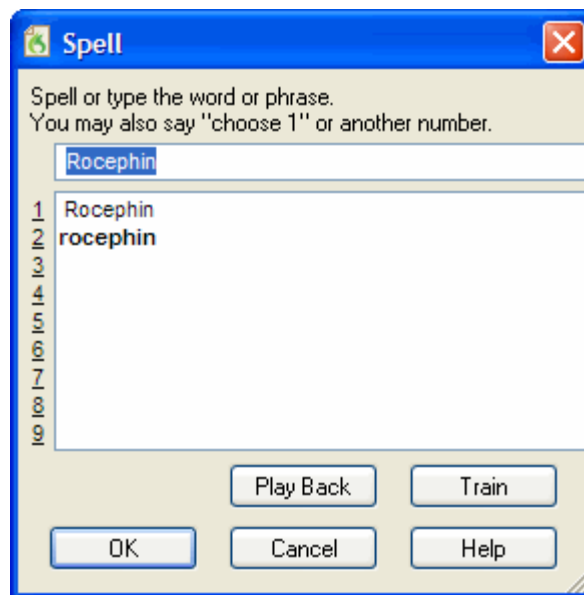
4. Either choose one of the spelling alternatives, or spell (or type) the correct word or words.

5. Say "**OK**" to replace the selected text with the word or words you spelled (or typed).

Navigating Text

Insertion point movement commands deselect any text that is selected.

You can select punctuation marks by voice; for example, say **"Select comma."**

You can cancel a selection by saying **"Unselect That**," selecting different text, or moving the insertion point in the document.

To dictate the word **Select** as the first word after a pause, and not have it interpreted as a command, either say **"Select"** and then pause, or hold down the **Shift** key while you dictate to force *Dragon Medical Client* 10.1 to recognize the word as dictation and not as a command.

Say: **"Move Right 3"**
Say: **"Move Back 15 characters"**
Say: **"Move Left 3 Words"**
Say: "Mo**ve Forward a Word"**
Say: **"Move Up 3 Lines"**
Say: **"Move Down 5"**
Say: **"Move Up a Paragraph"**
Say: **"Move Forward 8 Paragraphs"**

To move the text insertion point to the top or bottom of a document and the beginning or end of a line:

Say	Then Say
"Go to" or **"Move to"**	**"Top"**
	"Top of Document"
	"Beginning of Document"
	"Start of Document"
	"Bottom"
	"Bottom of Document"
	"End of Document"
	"Beginning of Line"
	"Start of Line"
	"End of Line"

To issue common keyboard commands with a voice command:

Say	Then say	Then say
"Press" or **"Type"**	**"Enter"**	*Not applicable*
	"Tab"	
	"Shift"	*<any letter, number, symbol, arrow key, or other key>*
	"Control"	
	"Alt"	

Practical Exercise

1. Dictate a portion of a report (one that you use frequently, or choose a section of a report in Appendix C of this guide) into an application, such as **DragonPad**, Microsoft Word, or your EHR.
2. Place your cursor anywhere near the middle of your report.
3. Say **"Go to Top"** and note the cursor location.
4. Say **"Go to Bottom"** and note the cursor location.
5. Say **"Go to Beginning of Line"** and note the cursor location.
6. Say **"Go to End of Line"** and note the cursor location.

Deleting Dictated Text

Tell your providers that if they delete a word that was misrecognized, they have *not* trained that word in *Dragon Medical Client* 10.1.

Deletion should be used for changing their mind.

You can repeat **"Scratch That"** up to ten times to delete words you just said one at a time, or you can just say **"Scratch That <2-10> Times."**

The **"Undo That"** and **"Undo Last Action"** commands send an undo (**Ctrl+Z**) command to the active program. The result of the command depends on which program is active and how it handles the Undo command. For example, if you say **"Undo That"** twice in a row in the **DragonPad** window, the second Undo reverses the first command and restores the original dictation. Other programs may behave differently.

Use the following procedure to remove text from a document.

To delete the last words you dictated:

Say: **"Scratch That"**

To delete any text:

1. Select the text.
2. Say: **"Scratch That"**
    or **"Delete That"**

Deleting by Backspacing

To delete characters to the left of the insertion point:

Say: **"Backspace"**

or **"Backspace"** *<number of characters to delete from 2 to 20>*

Examples:

Say: **"Backspace"** to delete one character or space.

Say: **"Backspace 5"** to delete back 5 characters.

Practical Exercise

1. Dictate a portion of a report (one that you use frequently, or choose a section of a report in Appendix C of this guide) into an application, such as **DragonPad**, Microsoft Word, or your EHR.
2. Practice selecting and deleting words from your report.
3. Place the cursor in the report body and practice backspacing to delete letters and words from your report.

Auto-Formatting Text

Dictate a command, without pausing, to affect the word or phrase you say immediately after it.

To change what you just said or change the selected text:

To	Say
Capitalize The First Letter Of Each Word	**"Cap That"**
APPLY ALL UPPERCASE	**"All-Caps That"**
apply all lowercase	**"No-Caps That"**
Bold	**"Bold That"**
Italics	**"Italicize That"**
<u>Underline</u>	**"Underline That"**

Practical Exercise

1. Dictate a portion of a report (one that you use frequently, or choose a section of a report in Appendix C of this guide) into an application, such as **DragonPad**, Microsoft Word, or your EHR.

2. Using voice commands, perform the following formatting steps:

    a. Select a heading.

    b. Make the heading bold.

    c. Select the same heading.

    d. Capitalize the first letter of each word.

Working with Vocabularies

Point out the following about the **Vocabulary Editor** to your providers:

- Dictation commands, such as backslash, and other symbols, are located at the top of the list.
- Words stored only in the backup dictionary are not listed.
- A *red* star next to a word indicates that it is a custom word that has been added to the vocabulary.
- A *blue* star next to a word indicates that the properties of the word have been changed from the default properties.
- A *green* star next to a word indicates that a word was moved from the backup dictionary to the active vocabulary due to a correction. (The backup dictionary contains all vocabulary words.)

You are not required to train new words because *Dragon Medical Client* 10.1 automatically guesses the pronunciations based on their spelling. If, however, your new words are not recognized correctly, you can train them.

A vocabulary in *Dragon Medical Client* 10.1 is a body of information that includes a word list and a language model. *Dragon Medical Client* 10.1 uses a vocabulary to recognize words correctly based on not only the sound of the words, but their context as well.

Personalizing Your Vocabulary

You can personalize a vocabulary to more closely match your writing style and to recognize any special words that you dictate. You can do this in any of the following ways:

- add individual words
- add words through the **Vocabulary Editor**
- add entire documents that you've written
- add lists of words that you've prepared
- spell words into the **Spell** dialog box

The software adds these new words to the vocabulary and updates the vocabulary with information about your word usage, improving the likelihood that *Dragon Medical Client* 10.1 will correctly recognize what you say.
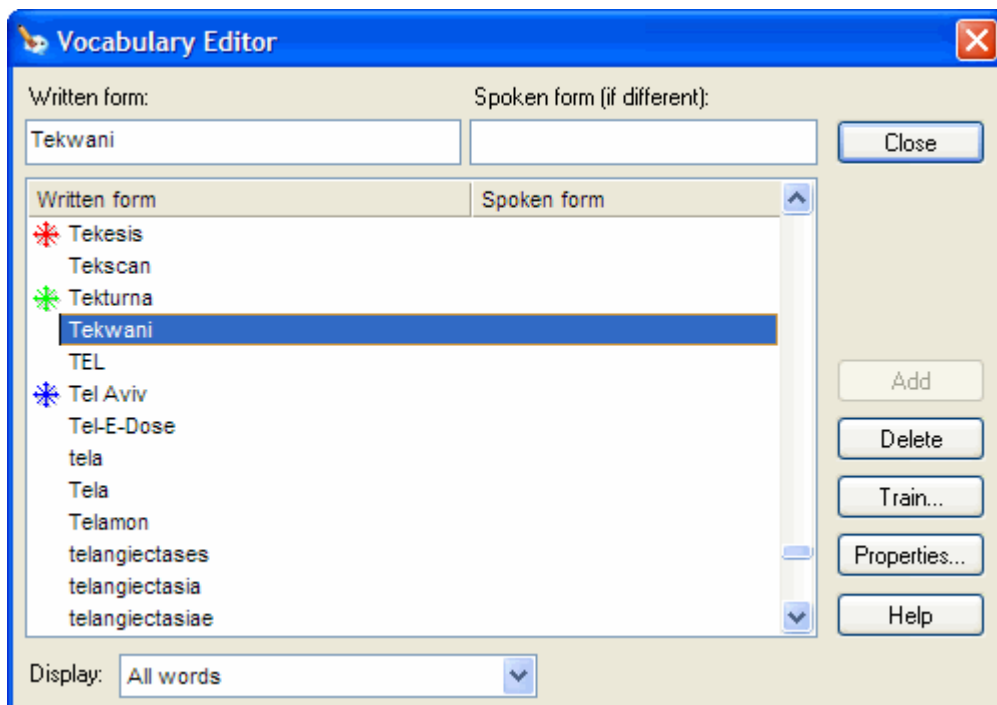
Adding Words to Your Vocabulary

Good examples of words to add include new drugs, doctor names, and facility names.

We'll add the facility name in this section using the spoken word method.

One reason you might want to add a facility to name is to let *Dragon Medical Client* 10.1 know how to capitalize the name.

For example, *Dragon Medical Client* 10.1 would probably type **Burlington Family Clinic** as **Burlington family clinic** the first time you say it because the words **family** and **clinic** are not usually capitalized. To ensure that *Dragon Medical Client* 10.1 knows this is a title, add it to your vocabulary now so you won't have to correct it in the future.

To add words to your vocabulary using the written form:

1. Open the **Vocabulary Editor** dialog box (say **"Edit Vocabulary"** or, on the **DragonBar**, select **Words > View/Edit**).
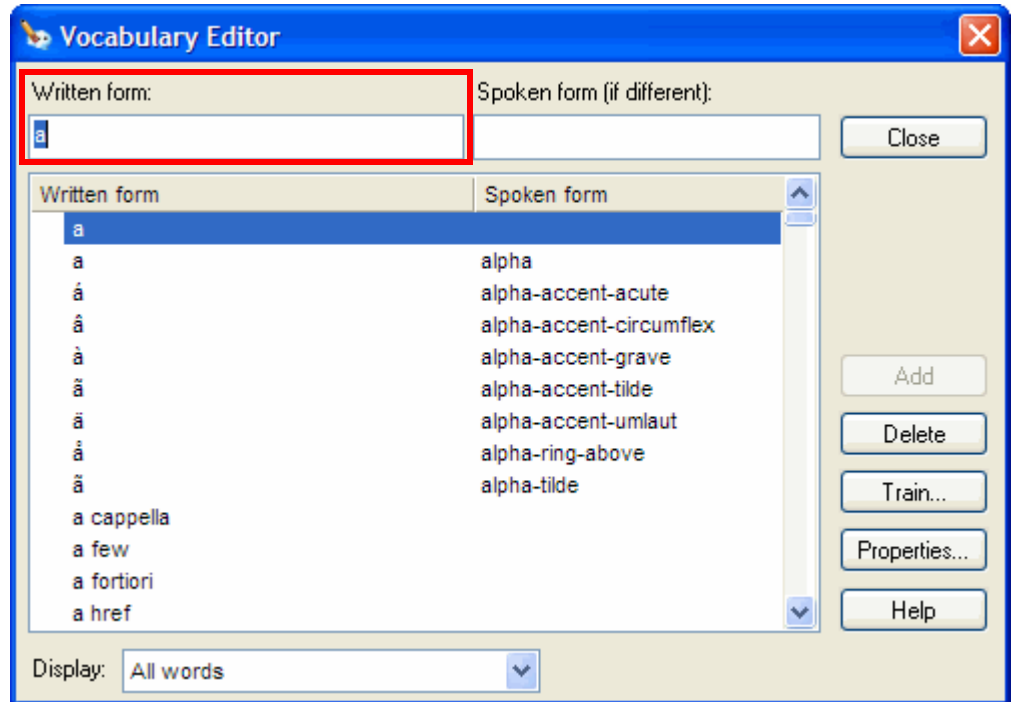
2. With your cursor in the **Written form** field, dictate or type the word you want to add.

3. Click **Add** to add the word to your vocabulary list.

Practical Exercise

1. Add your facility name, using the correct capitalization.

2. Dictate the facility name in a sentence, using **DragonPad**, Word, or your EHR.

To add words to your vocabulary using the spoken form:

1. Open the **Vocabulary Editor** dialog box (say **"Edit Vocabulary"** or, on the **DragonBar**, select **Words > View/Edit**).

2. With your cursor in the **Written form** field, type the word or words you want to add. In this example, we'll add the facility name **Burlington Nuance Specialized Speech Clinic**.

3. With your cursor in the **Spoken form** field, type the abbreviated form **burn sea**. This is the voice command you will use for the facility name.
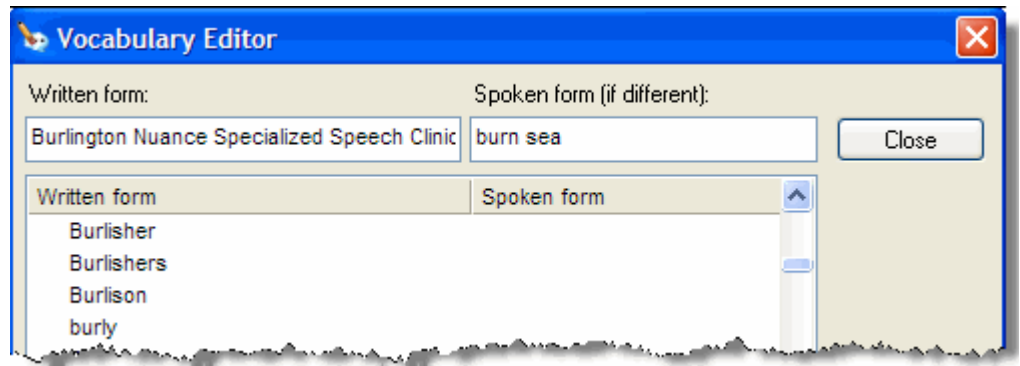
4. Click **Add** to add the facility name to the vocabulary.

5. Click **Close**.

Training Individual Words

Have your providers train a word using the **Vocabulary Editor** dialog box.

You can also use the **Train** button in the **Vocabulary Editor** dialog box. When you train a word or phrase using the **Train Words** dialog box, you add to the acoustic data stored for later use by the **Acoustic and Language Model Optimizer**. This data includes your pronunciation and the acoustic differences between the trained correction and the misrecognized word or phrase.

To train individual words and phrases immediately after dictating them:

1. Correct the misrecognized word or phrase you want to train and say **"Train That."**

2. Click **Go** in the **Train Words** dialog box and dictate the word or phrase you want to train.

- Clicking **Done** ends the recording process.
- Clicking **Cancel** stops recording and erases all recording since you last clicked **Go**.

3. When you have finished recording the text, click **Done**.

Practical Exercise

Tell the providers that the concept of training is the same for both commands and words.

1. Open the **Vocabulary Editor** dialog box (say **"Edit Vocabulary"** or, on the **DragonBar**, select **Words > View/Edit**).

2. Add a single word, such as a drug name. For example, **Avalide**.

3. Add a multiple-word phrase. For example, use the name of your facility.

4. Add a word that has a written form different from its spoken form.

   Most facilities have an acronym or abbreviated version of their name (for example, Holmes Regional Medical Center is HRMC). In this step, add the written from as the full facility name and the spoken form as the abbreviation or acronym.

Deleting Words

If *Dragon Medical Client* 10.1 has trouble recognizing the correct form, or spelling, of a word, delete the incorrect version.

For example, when you say **"Smythe"** (the spelling of a provider's last name) *Dragon Medical Client* 10.1 spells it as **Smith**. You then train and add **Symthe** to your vocabulary. It might be a good idea to delete **Smith**.

If you delete a word using the **Vocabulary Editor** dialog box, but that word exists in the current document, the word might be automatically added back into your active vocabulary.

There are several thousand common words in the active vocabulary that you cannot delete.

Normally, you do not need to delete words from the active vocabulary. If a word is regularly confused with another one that you never use, however, you might want to delete the word you never use.

To delete words from the active vocabulary:

1. On the **DragonBar**, select **Words > View/Edit** to open the **Vocabulary Editor** dialog box.
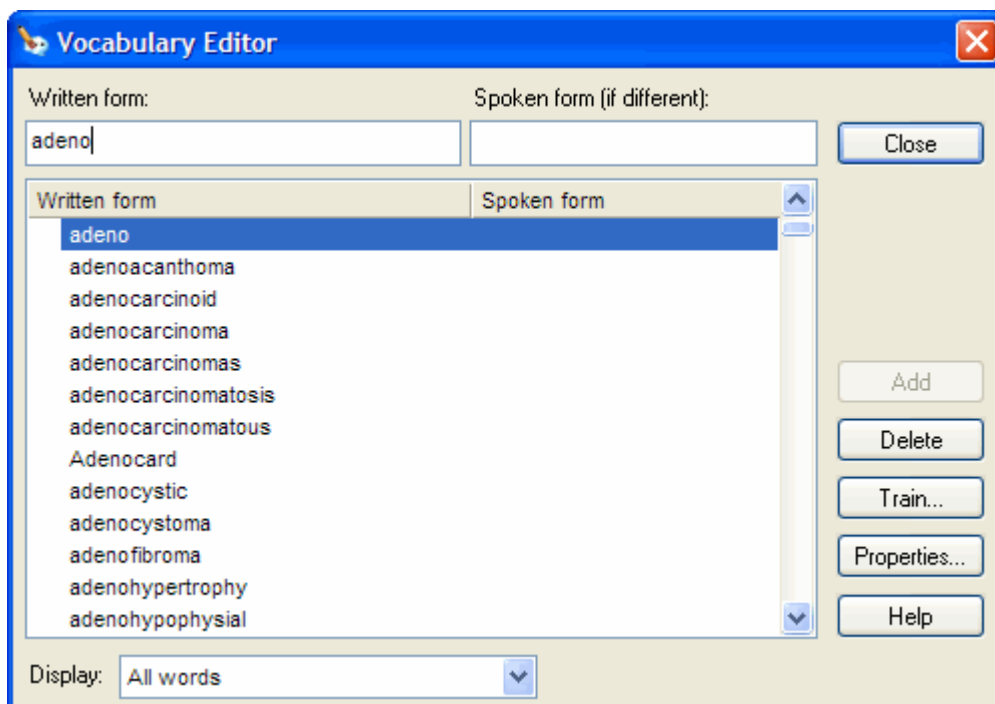
2. In the **Written form** box, type the letters of the word until the word appears in the list. Or scroll the list to find the word and select it.

3. Click **Delete** and confirm the delete operation. Then, close the **Vocabulary Editor** dialog box.

Understanding Command Types

We will cover only the basic **Text and Graphics** command in this class.

The advanced class teaches additional command types.

On the **DragonBar**, select **Tools > Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

If you decide to type the command name, be sure to put spaces between multiple words.

We recommend making command names that are between two to four words in length.

Selecting **Plain Text** will ensure that wherever you invoke this command the text will take on the formatting of the text already entered.

This information is also referenced in the Provider Packet.

Custom commands in *Dragon Medical Client* 10.1 are called **MyCommands**.

You can create four types of **MyCommands** that work inside almost any Windows application:

- **Text-and-Graphics** to enter text and graphics of your choosing. Useful for reporting normal exam results, recording routine procedures, developing standard treatment plans and patient instructions, or developing other documents requiring routine tasks or standard input.
- **Macro Recorder** to record a sequence of mouse and keystroke actions.
- **Step-by-Step** to activate menu and keystroke commands to control your application.
- **Advanced Scripting** to program voice commands that can perform virtually any function on the computer.

Creating a Text-and-Graphics Command

You can use the **MyCommands Editor** to create your own custom voice commands to insert text and graphics. These commands let you automate repetitive text and graphics insertion tasks. For example, you can use this kind of command to insert standard text, drawings of relevant information, and scanned signatures in EHRs.

To create a Text-and-Graphics command:

1. Open an application into which you can dictate, such as your EHR (or **DragonPad**, or **Dictation Box**).
2. Dictate the following text to begin creating a new voice command:

   ```
   There was no psychomotor retardation or agitation. There
   were no abnormal movements or posturing. The patient was
   sociable, maintained good eye contact and gave relevant
   answers to questions. The patient was cooperative
   throughout the interview.
   ```
3. With your microphone turned on, say **"Select All"** to select the text you just dictated.

You can create multiple commands with the same name only if each command is specific to a certain window within an application. For example, in Microsoft Word, if one command works in the Print dialog box and another in the Paragraph dialog box, the commands can have the same name. Otherwise, *Dragon Medical Client* 10.1 tells you that there is already a command with that name.

Improper naming can lead to misrecognition, infrequent recognition, or commands that do not work properly.

4. Say **"Make that a command."** The **MyCommands Editor** dialog box opens and the text you selected appears in the **Content** section.
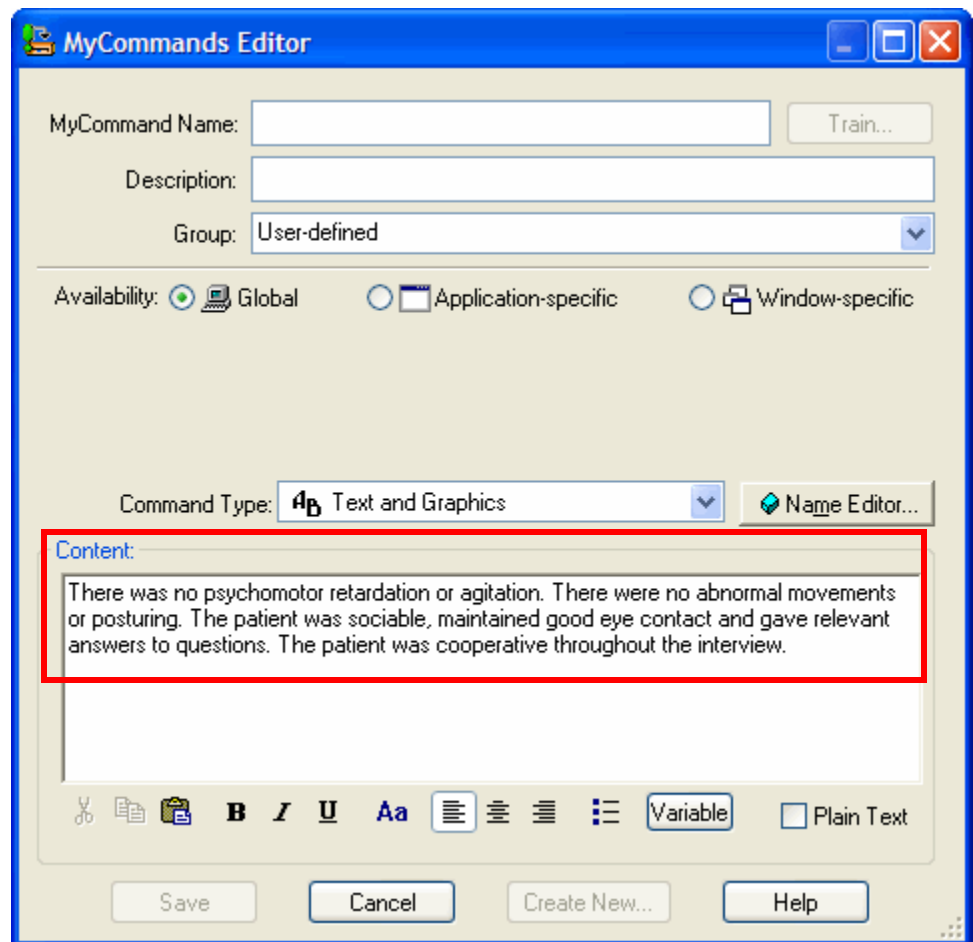
5. Make sure the cursor is in the **MyCommand Name** box.

6. Using your microphone, dictate the name **"normal mental status"** for your new command.

Although placing a command in a group is optional, doing so makes it easier for you to find commands in the **Command Browser** under the **Manage** mode.

Text-and-Graphics commands create *rich text* that includes the formatting that you specify. Programs that cannot accept rich text formatting, such as Notepad and many EHR systems, will show a plain text version of the command's contents.

Command names can have as many as 200 characters and can contain spaces, periods, apostrophes, hyphens, numbers, and letters. However, if the command name becomes too long or complicated to say and/or type, it defeats the purpose of using custom commands.
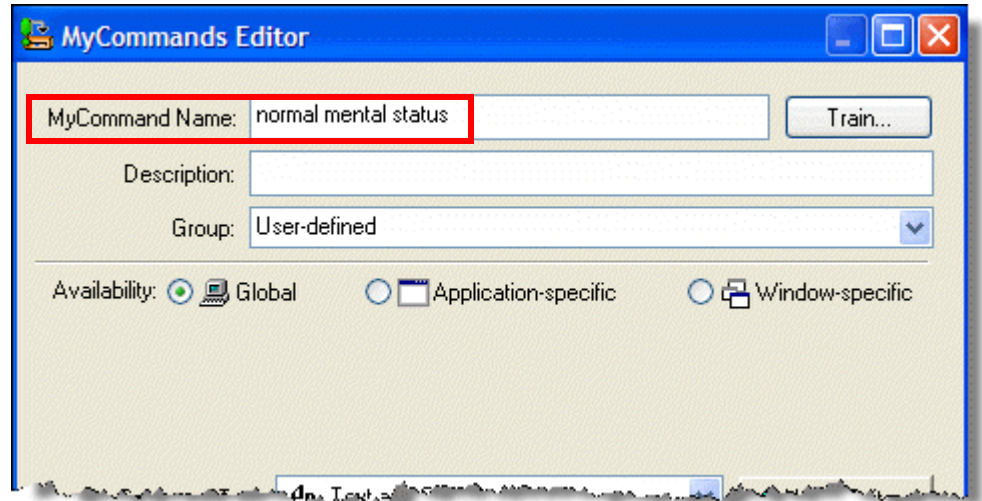
Note: If you decide to type the command name, be sure to put spaces between multiple words. A command name cannot contain symbols, such as *, @, #, $, %, or the underscore character.

We recommend command names be two to four words in length or an acronym that is as descriptive as possible. All acronyms should be capitalized and all other words should be in lowercase for better clarity. Here are some specific examples:

- CT head
- brain scan
- MRI lumbar
- lateral chest

7. (Optional) If you want to teach *Dragon Medical Client* 10.1 your pronunciation of the command name, click the **Train** button.

8. (Optional) In the **Description** box, dictate a short description of the command's function.

9. (Optional but recommended) From the **Group** drop-down list, select a group, or create a new group. To add or change a group name, dictate or type over **User-defined** with a group name of your choosing. The new group name appears in the list the next time you create a command.

10. For **Availability**, keep the default setting of **Global**. This setting ensures the command will work in all Windows applications.

11. From the **Command Type** drop-down list, select **Text and Graphics** (default).

Select the **Plain Text** check box if you want the contents to be entered in the same font style and size as the text preceding it in the document. However, if your command contains graphics, do not select the **Plain Text** check box.

12. Say **"Plain Text"** to select the **Plain Text** check box.
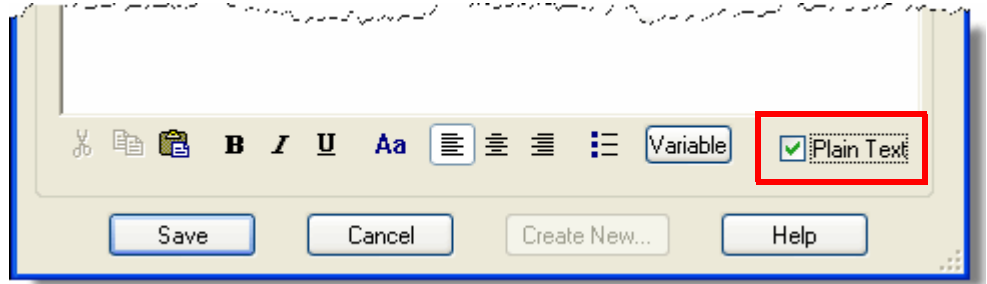
13. When you are finished, click **Save**.

Practical Exercise

In this exercise, you will create a basic text and graphic command called **"normal exam**.**"**

1. Open an application into which you can dictate, such as your EHR (or **DragonPad**, or **Dictation Box**).

2. Dictate the following text for this exam, including paragraph breaks and punctuation:

   ```
   Normal exam:

   Vital signs are stable. Afebrile.

   Patient appears well-developed, well-nourished, in no
   acute distress.

   HEENT: Unremarkable.

   Neck: Supple with no adenopathy.

   Heart: Regular rate and rhythm with no murmur, rub, or
   gallop.

   Lungs: Clear to auscultation bilaterally.

   Abdomen: Soft, nontender, no organomegaly.
   ```

3. Select the text

4. Say **"Make that a command."**

5. Using your microphone, dictate a name for your new command. In this example, use a name such as **normal exam** or **insert normal exam**.

6. Say **"Plain Text"** to select the **Plain Text** check box.

7. When you are finished, click **Save**.

Dictating Your Command

For the Practical Exercise, remind the providers that commands need a pause before and after the phrase.

They could also add the word **Insert** as part of the command name to make sure the command never gets mixed up with the content.

This practical exercise reinforces and demonstrates that words used to create a command can be dictated in a sentence.

• In the first sentence there was a pause after **"normal exam."**

• In the second sentence there was a pause before **"normal exam."**

• In both cases Dragon heard **"normal exam"** as dictation and typed it out.

The third time, with a pause before *and* after **"normal exam,"** *Dragon Medical Client* 10.1 heard the words as a command and added the text and graphic command you created in the previous practical exercise.

To use a Text-and-Graphics command that you have created:

1. Open the application you want to use and position the cursor where you want the results of the command to appear.

2. With your microphone turned on, dictate the **"Return Visit"** command name you created earlier. The result of the command appears in your application.

Practical Exercise

1. Say the following, making sure to pause where indicated:

   `The patient was given a normal exam.` (pause)

   (pause) **"New Line"** (pause)

   (pause) `Normal exam is what the doctor expected.` (pause)

   (pause) **"New Line"** (pause)

   (pause) **"Normal Exam"** (pause)

Editing Commands in the Command Browser

The **Command Browser** is the most comprehensive place to see commands available in each application.

Command Browser allows you to view commands provided with the software, as well as commands you or your system administrator added (custom commands) in either **Browse**, **Script** or **Manage** mode.

The **Command Browser** allows you to perform the following activities:

- view and train commands
- create and modify commands
- import and export commands
- change the availability of custom commands

To open the Command Browser and edit a command:

1. On the **DragonBar**, select **Tools** > **Command Browser** or say **"Open Command Browser."**
2. Click **Mode** and select **MyCommands**.
3. Click **User-defined**.
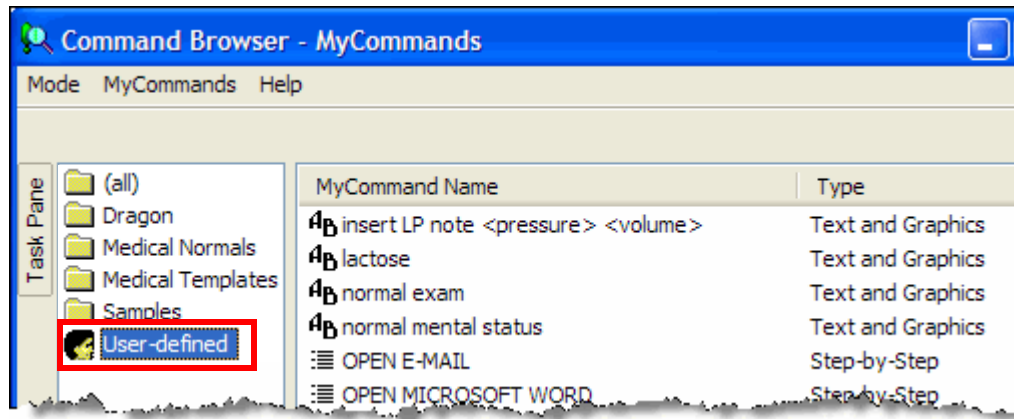
4. Double-click the command you want to edit. The **MyCommands Editor** dialog box opens, allowing you to edit your command.
5. Modify the command as needed.
6. When you have finished modifying the command, click **Save** to save the command. The **MyCommands Editor** dialog box closes.
7. Click the **X** in the upper right corner of the **Command Browser** to exit.
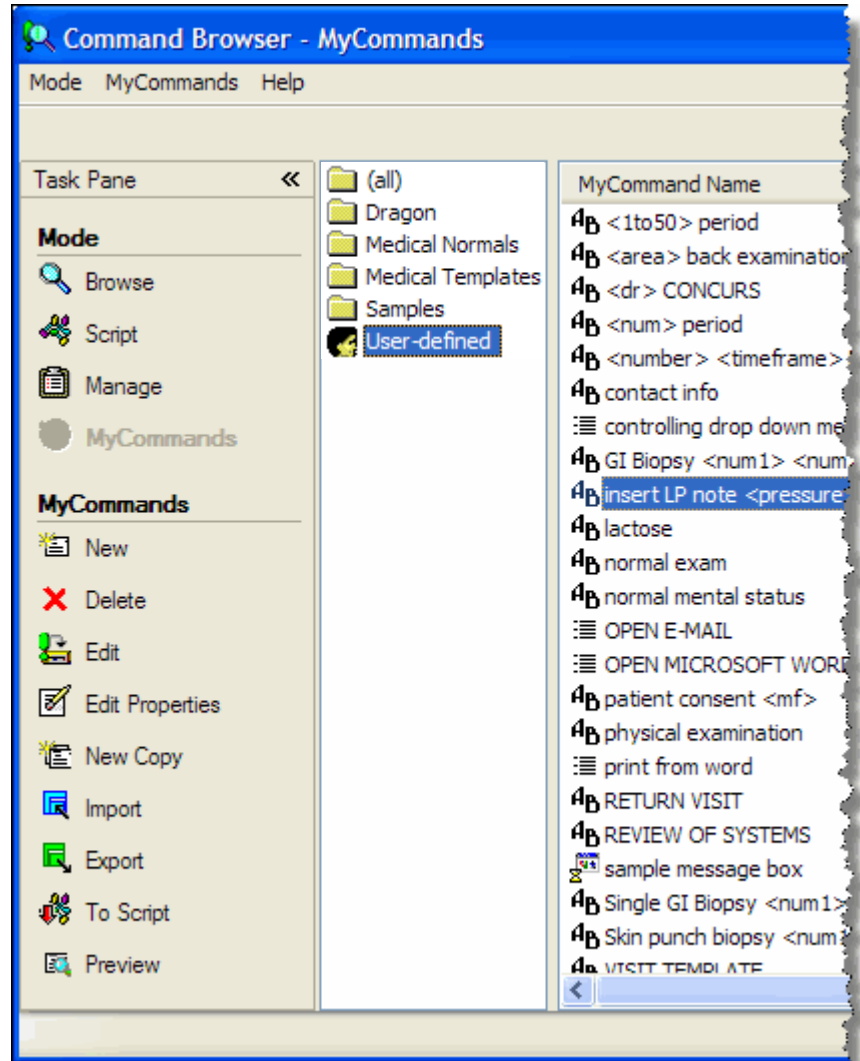
Practical Exercise

If providers create a command for **female physical exam**, they can use the **New Copy** feature in the **Task Pane** to create a **male physical exam**.

Another example would be creating a **left** exam, then using **New Copy** to create a **right** exam.

1. On the **DragonBar**, select **Tools** > **Command Browser** or say **"Open Command Browser."**

2. Click **Mode** and select **MyCommands**.

3. Click **User-defined**.

4. Double-click the **normal exam** voice command you created earlier. The **MyCommands Editor** dialog box opens.

5. Add the following lines to the command:

   ```
   Extremities: No edema, clubbing, or cyanosis.
   Neuro: Intact.
   ```

6. Click **Save** to save your changes.

Deleting Commands in the Command Browser

After this practical exercise, tell your providers to go into their EHR, or work templates, and use real dictations to practice what they've learned so far. They can use the samples in the appendix of this guide if they don't have any real dictations to use.

You can use the **Command Browser** to delete commands that you have either created or imported into *Dragon Medical Client* 10.1.

To delete a command:

1. On the **DragonBar**, select **Tools** > **Command Browser** or say **"Open Command Browser."**
2. Click **Mode** and select **MyCommands**.
3. Click **User-defined**.
4. Select the command you want to delete and click **Delete** in the task pane at the left.
5. Click **Yes** to confirm that you want to delete the command.
6. Click the **X** in the upper right corner of the **Command Browser** to exit.

Practical Exercise

Using the **Command Browser**, delete the **normal exam** command you created earlier.
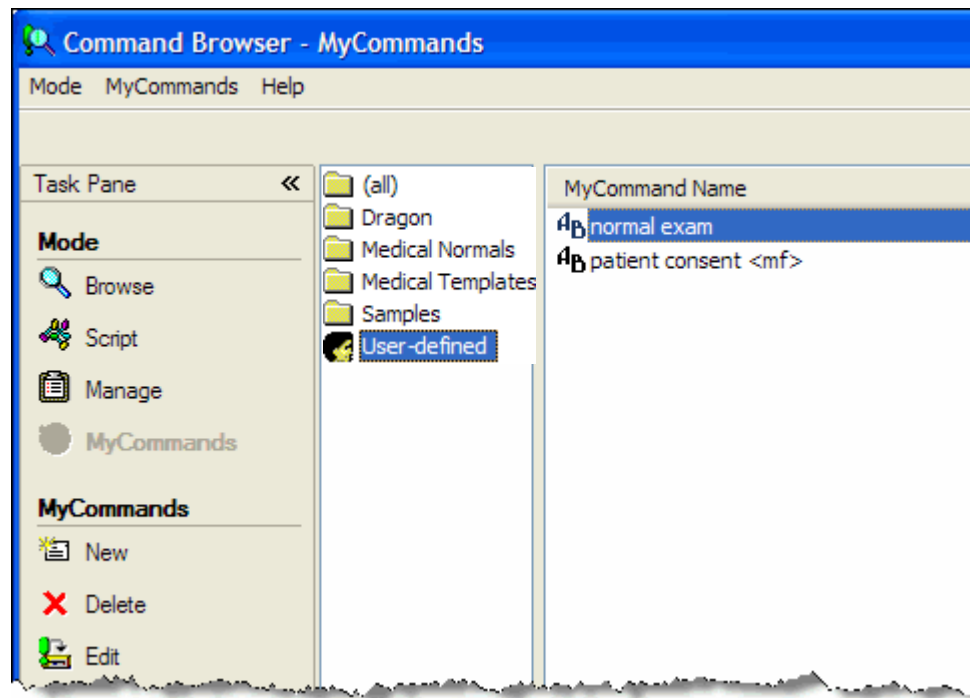
Help and Tutorial

Discuss the resources that are available.

Have your providers go through the tutorial and/or complete the final exercise.

Note: If the **Getting Started** topic contains a link that says **Take me there**, click the link to make sure you see the **Getting Started** topics.

The tutorial introduces you to *Dragon Medical Client* 10.1, guiding you through the fundamentals of using the product. The tutorial has four main parts:

- Getting Started
- Basic Dictation
- Correction
- Applications

To begin using the Getting Started section of the Tutorial:

1. On the **DragonBar**, click **Help > Tutorial**.
2. From the **Topics** list on the left side of the tutorial window, click **Getting Started** (if it is not already selected).
3. In the right side of the tutorial window, click the **DragonBar** link to begin learning more about this topic.
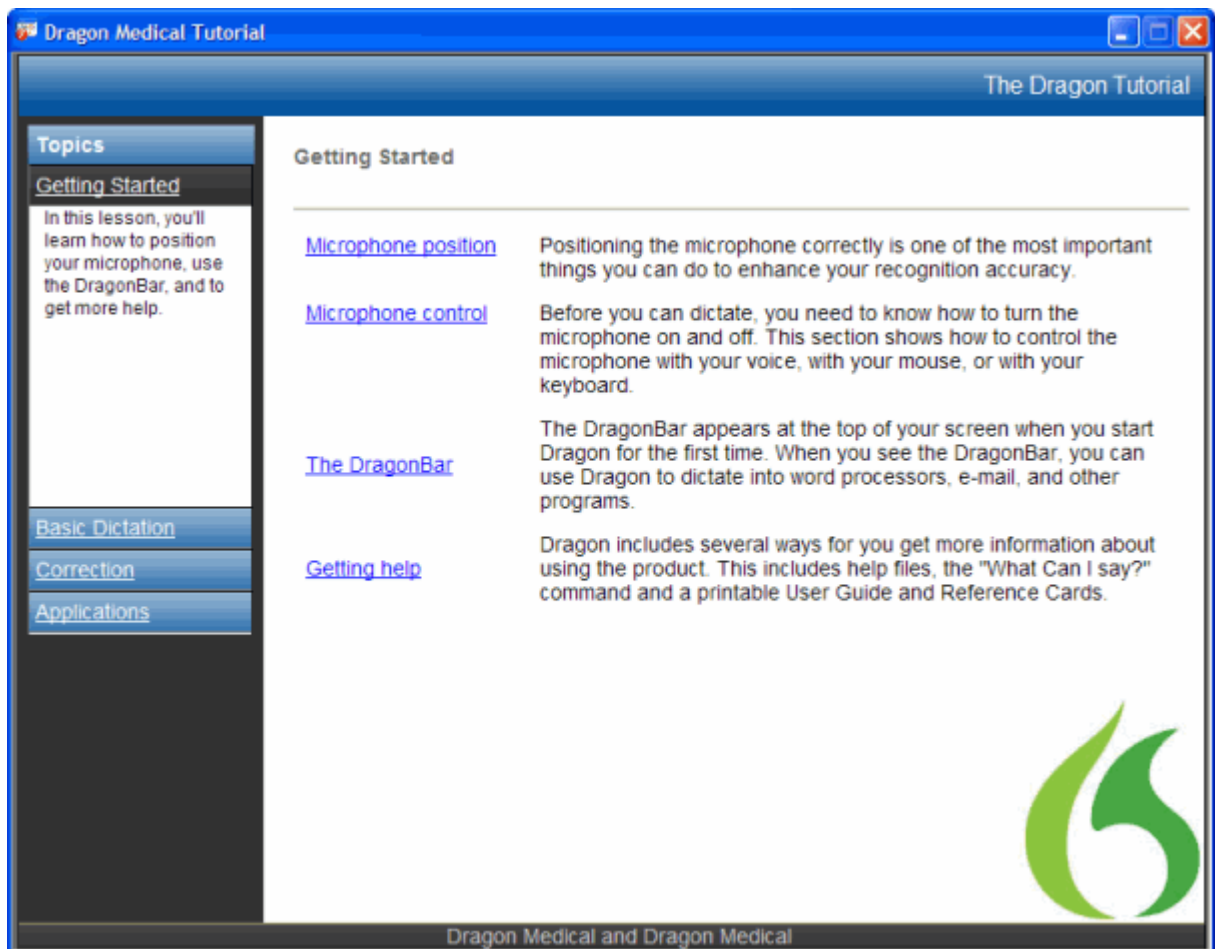
Basic Training Final Exercises

If the providers have some work to finish, have them do that work while you observe them. And remind them to correct!

If not, observe as they perform this final exercise.

Give hints if needed.

For step 1, make sure the providers dictate the formatting (bold, paragraph breaks).

1. In Word or **DragonPad**, dictate the following:

   History of Present Illness: The patient is a 31 year-old male, who presents to Pennsylvania Adult Medical Services with pain in the lumbar area since injuring his back three weeks ago. Dr. Braginsky saw this patient two weeks ago when he had only minor pain and no swelling. Over the past few days this area has become stiff and he now has difficulty walking. He is also suffering from stomach aches.

   Medications: Tylenol, Mylanta, and TUMS.

   Allergies: No known drug allergies.

   Physical Examination: Weight 185 lb., pulse 75, blood pressure 136/78. The lungs are clear. Cardiovascular exam shows a regular rate and rhythm. The spine is tender in the lumbar and thoracic area. Significant pain in the lumbar area with leg movements but no radicular pain in the lower extremities. Motor function is excellent in the lower extremities.

2. Correct as needed.

3. Add the facility name **Pennsylvania Adult Medical Services** to your vocabulary.

4. Add the facility name so that you can use the abbreviation **"PAMS"** and have *Dragon Medical Client* 10.1 spell out the full name.

5. Dictate the sentence **The patient will be seen for a follow-up at PAMS in two weeks.**

6. Create a Text-and-Graphics command for this **Negative Upper GI Series**:

   The patient swallows the barium without difficulty. The esophagus is normal in outline and shows normal mucosal pattern and peristaltic activity. The stomach filled without delay and shows normal contours. Gastric peristalsis is active through the distal stomach. The duodenum filled without delay and the duodenal bulb is not deformed. The duodenal loop is normal in its course and caliber. There are no findings to suggest peptic ulcer disease.

7. Insert this command at the end of your dictation - edit as needed

8. Finally, delete this command.

9. Close *Dragon Medical Client* 10.1.

10. Launch *Dragon Medical Client* 10.1 and open your user profile.

Advanced Topics Class

Objectives

After completing this chapter, you will be able to:

- Create a **DragonTemplate**

- Create advanced voice commands, including commands with lists and step-by-step commands

- Use advanced features in the **Command Browser**

- Add words from documents and lists to your vocabulary

- Explain other advanced topics, including importing and exporting words

Review: Voice Commands and Correction Techniques

Go through this voice command list as needed.

Voice Command	Action
Commands to Control Your Microphone	
Go to Sleep	Microphone stops listening temporarily
Wake Up	Allows you to resume dictating (microphone starts listening again)
Commands for Correcting	
Correct That	Opens the **Correction** dialog box, allowing you to choose a correction option.
Spell That	Opens the **Spell** dialog box, allowing you to enter or select an alternate spelling for a word.
Commands for Navigating	
Go To Beginning of Line	Moves the cursor to the beginning of the current line
Go To End of Line	Moves the cursor to the end of the current line
Go To Top	Moves the cursor to the beginning of the current document
Go To End	Moves the cursor to the end of the current document
Move Up <number> Line(s)	Moves up a specific <number> of lines
Move Down <number> Line(s)	Moves down a specific <number> of lines
Commands for Dictating and Editing	
Select <text>	Selects the word or phrase that is spoken
Select <text> Through <text>	Selects a continuous string of text For example, "**Select** infection **through** infancy"
Select All	Selects the whole document
Unselect That	Unhighlights the selected text
Scratch That	Deletes the selected text
Undo That	Undo the last action (do not use if your site uses the AHLTA application)
New Line	Starts a new line
New Paragraph	Starts a new paragraph (inserts two lines)
Delete That	Deletes the selected text or the last words or phrases dictated
Delete <text> Through <text>	Deletes a continuous string of text. For example, "**Delete** infection **through** infancy"
Backspace <number>	Deletes the previous <number> of characters
Insert Before <text>	Inserts the cursor before the selected word(s)
Insert After <text>	Inserts the cursor after the selected word(s)
Commands for Formatting	
All Caps That	Changes the selected words to all capital letters
Bold That	Changes the selected text to bold (might not work in all applications)

You can repeat **"Scratch That"** up to ten times to delete the last things you said, one at a time. Or, you can just say **"Scratch That <2-10> Times."**

Voice Command	Action
Cap That	Changes the first letter of each word in the selected text to upper-case
Set Font <font type>	Changes the current font to one of your choice. (Does not work in all applications.)
Commands for Dictating Punctuation	
Period	.
Comma	,
Colon	:
Hyphen (or Dash)	-
Open Quote	"
Close Quote	"
Open Paren (or Parentheses)	(
Close Paren (or Close Parentheses)	)
Dictation Box Commands	
Show Dictation Box (or Hidden Mode Off)	Makes **Dictation Box** the active application.
Hide Dictation Box (or Hidden Mode On)	Allows you to dictate into the **Dictation Box** while browsing in your EHR or PACS-RIS system, or other application.
Transfer Text	Moves the text from the **Dictation Box** to the active application.

Add Your Own Commands

To create a command, click **Tools > Add New Command**, or select text and say "**Make that a command**." Write your command names here.

Voice Command	Action

Advanced Techniques for Correction

In the Basic Training section of this courseware, on page 40, you saw how to perform corrections using the **Correction** menu. This method is usually the most successful and should be the first you try when correcting a word.

In this section you'll go through three other methods for making corrections in case you cannot make the correction from the **Correction** menu.

Use the Spell and Train Words Dialog Boxes

If adding a word using the **Correction** menu does not work, use the following method, which incorporate both the **Spell** and **Train Words** dialog boxes. This example uses the drug name **Tekturna**, and we'll assume that the system misrecognized the name as the phrase **tech turn a**.

1. Say **"Select tech turn a"** to highlight the misrecognized term. The **Correction** menu appears.
2. Say **"Spell that."** The **Spell** dialog box opens with **tech turn a** in the text box.
3. Spell or type **Tekturna**, replacing **tech turn a** in the text box.
4. Click **Train**. The **Train Words** dialog box opens.
5. Click **Go** and say **Tekturna** when prompted. (Optionally, you can say **tech turn a** when prompted.)
6. Click **Done**. The **Train Words** dialog box closes and you are returned to your dictation.

Use the Vocabulary Editor

If adding a word using the **Correction** menu, or the **Spell** and **Train Words** method, does not work, try correcting the word using the **Vocabulary Editor**. This example also uses the drug name Tekturna.

1. On the **DragonBar** click **Words > View/Edit**. The **Vocabulary Editor** dialog box opens.
2. Type **Tekturna** in the **Written form** field.
3. Type **tech turn a** in the **Spoken form** field.
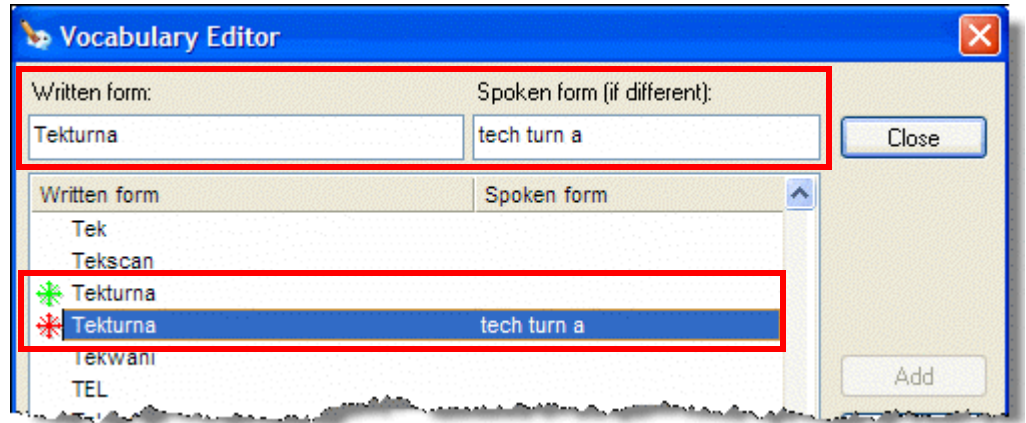
4. Note that **Tekturna** now appears twice, once without a spoken form and once with a spoken form. Optionally, you can delete the one without the spoken form. Also optionally, you can train the one with the spoken form.

Use the Word in a Phrase

If the word is still misrecognized, and if the word is used only in a limited number of contexts, add a phrase that contains the word. Perform this method in the **Vocabulary Editor** as well.

For example, if **Hrkach** is the name of another provider, you would always dictate it as **"Dr. Hrkach."** Therefore, add **Dr. Hrkach** to the vocabulary as a phrase (also **Dr. Tom Hrkach** if you sometimes dictate his full name) and it should get recognized more reliably than **Hrkach** by itself. Add a spoken form if necessary (such as **doctor her cash**).
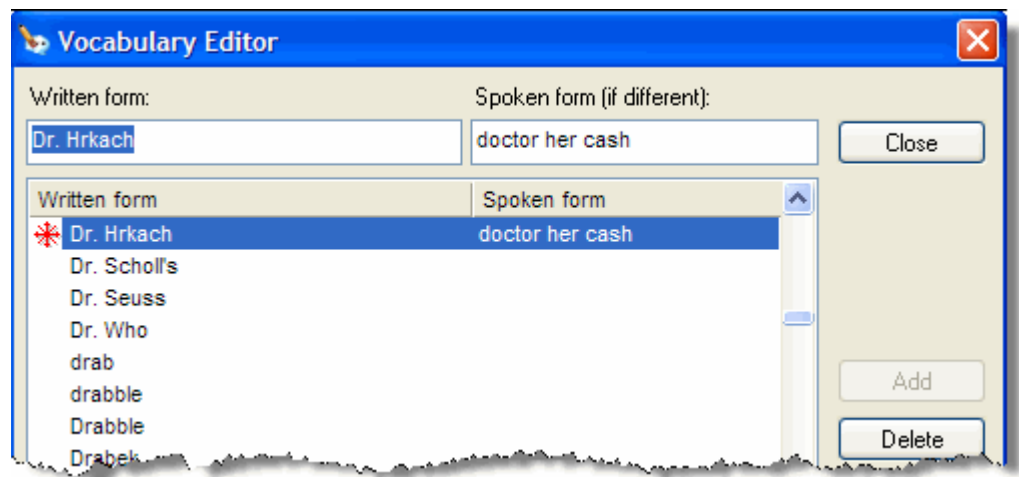
Changing the Properties of a Word

There might be occasions when a word does not get recognized in the way you want it to be recognized. In many cases, changing the word's properties allows you to have it recognized according to your needs. For example, a provider might want to insert the word **"to**" between a pair of dictated numbers instead of the default dash **-** symbol.

Use the following steps to change a word's properties.

1. Open the *Dragon Medical Client* 10.1 **Vocabulary Editor** by using the voice command **"Open Vocabulary Editor**."

2. Find the word whose properties you want to change by typing it in the **Written form** field. (We'll use the **"to"** and dash scenario described above for this example.)
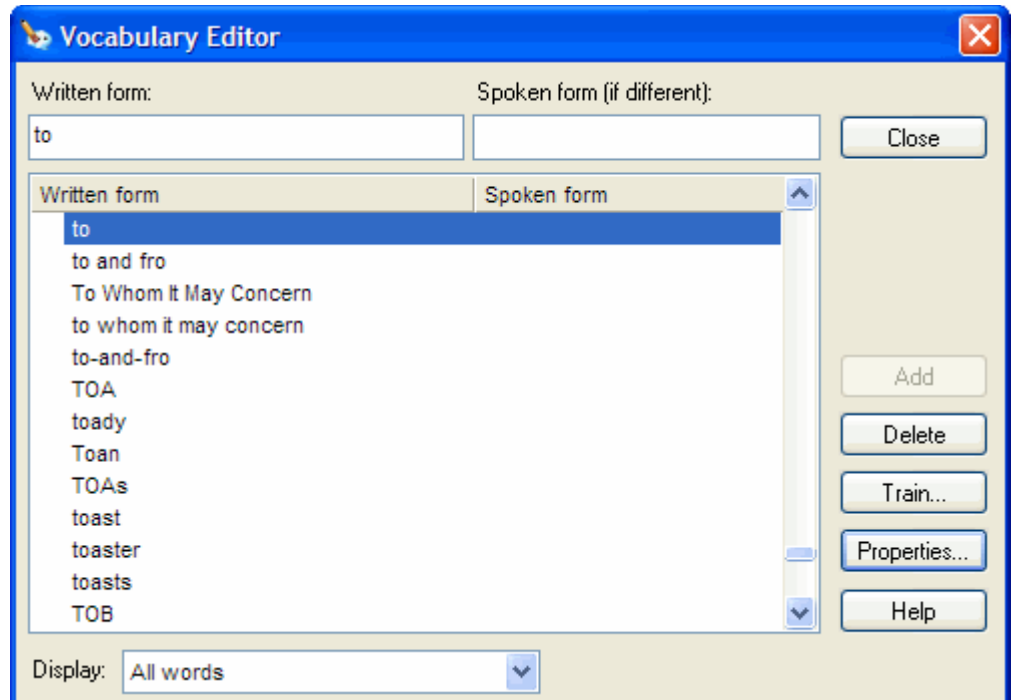
3. With the word selected, click **Properties**. The **Word Properties** dialog box opens.
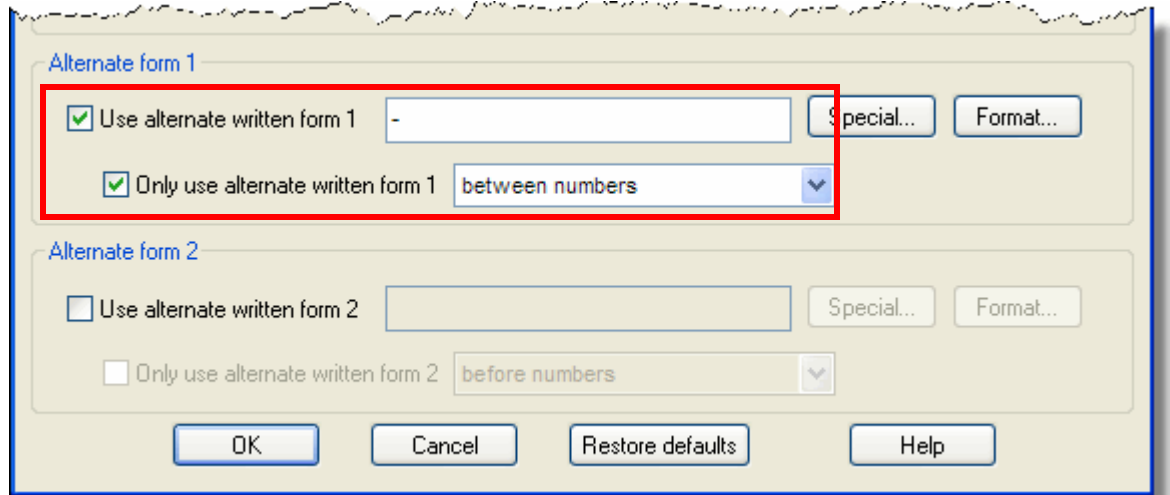
By default, the **Use alternate written form 1** checkbox is selected and that it contains a dash in the field. Also notice that the **Only use alternate written form 1** checkbox is selected and has **between numbers** selected.

4. To prevent *Dragon Medical Client* 10.1 from inserting a dash between numbers when you dictate the word "to," clear the **Use alternate written form 1** checkbox. (By default, the **Only use alternate written form 1** checkbox becomes inactive.)
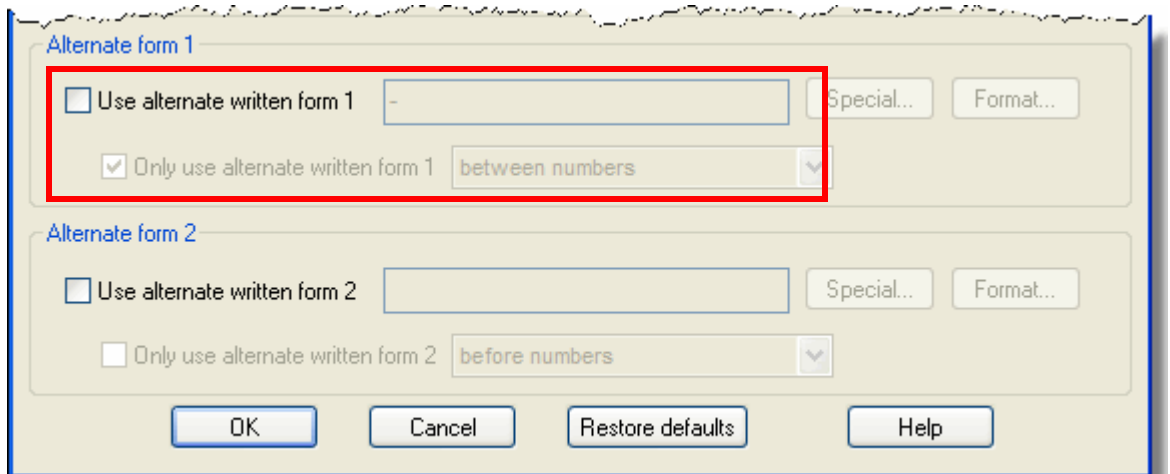
5. Click **OK** to save your changes and exit the **Word Properties** dialog box. *Dragon Medical Client* 10.1 will now insert the word **"to"** between a pair of dictated numbers.

Review: Adding a Text-and-Graphics Command

1. Say **"Add new command."** (or, on the **DragonBar**, click **Tools > Add New Command.**) The **MyCommands Editor** dialog box opens.
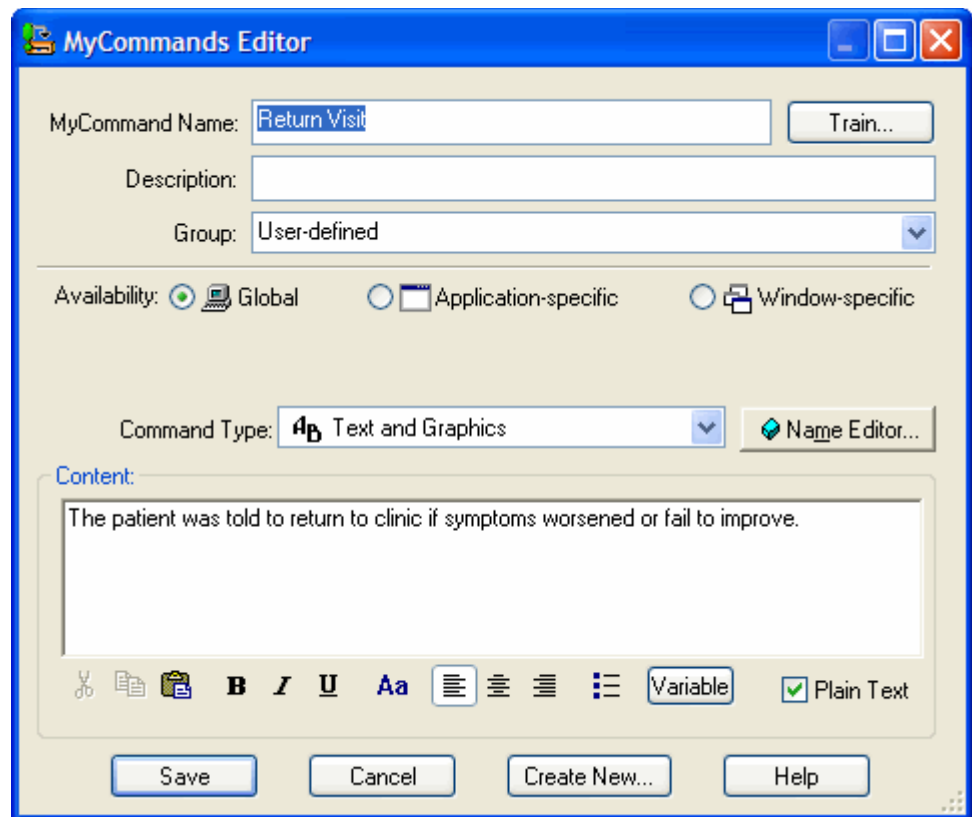
2. Make sure the cursor is in the **MyCommand Name** field and, using your microphone, say a name for your command. For this example, create a command called **"Return Visit."**

3. From the **Command Type** drop-down list, select **Text and Graphics** (default).

4. In the **Content** section, dictate the text and/or insert the graphics of your choice into your command.

> Note: (Optional) Select the **Plain Text** check box if you want the contents to be entered in the same font style and size as the text preceding it in the document. However, if your command contains a graphic, do not select the **Plain Text** checkbox.

5. When finished, click **Save**.

Creating a DragonTemplate

DragonTemplates allow providers to create Text-and-Graphics voice commands that contain default values, surrounded by delimiting characters, in the voice fields.

To create a DragonTemplate:

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

2. Click the **Name Editor** button. The **MyCommands Name Editor** dialog box opens.

3. Type a name for your new command in the **MyCommand Name** box.

4. Begin dictating the text of your command in the **Content** section.

5. At each place you want to insert a variable, click the **Variable** button, located below the **Content** box. By default, each new variable appears as **[default value]**. The **[ ]** characters are the variable delimiting characters and indicate the presence of a variable field. (The square brackets [ ] are the default delimiters. Your site may have chosen different delimiting characters.)

If your providers already have a command called **Physical Exam**, have them edit it and add the appropriate brackets for the variables. Otherwise, use the example shown here.
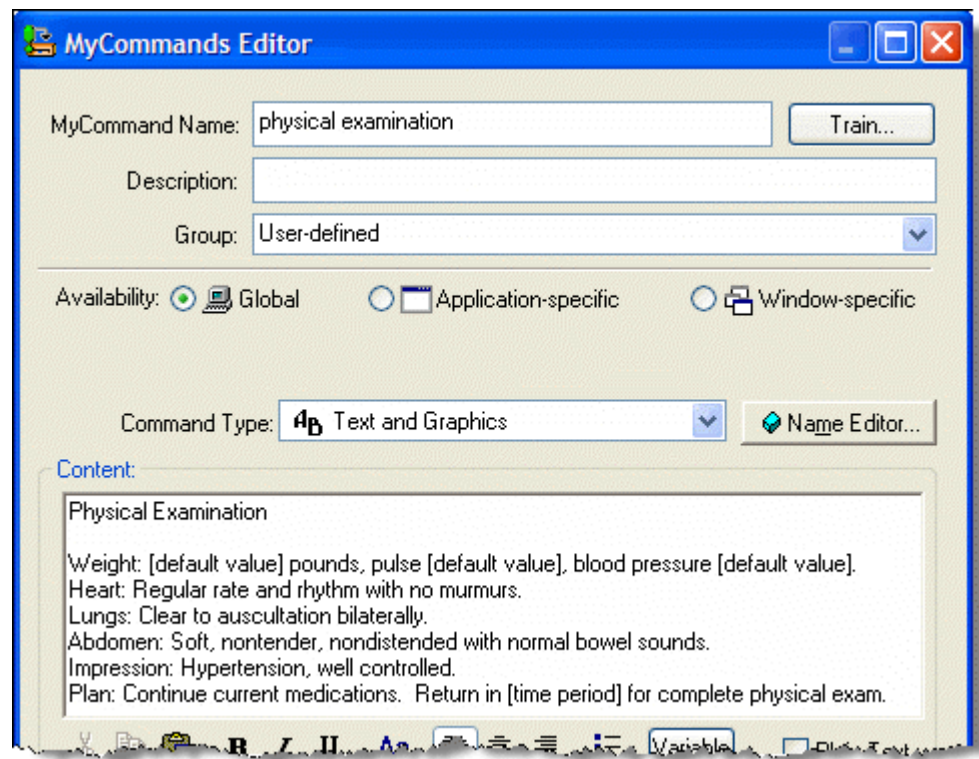
6. To change or delete the default value of the variable, edit the text between the variable delimiters. The text between the variable delimiters is the value that appears when the command is used. You can also enter text before and after the variables.
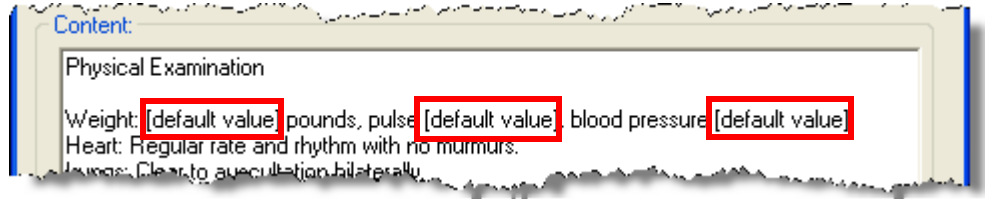
7. When finished, click **Save**.

Using a Voice Command that Contains a DragonTemplate

1. Open the application you want to use and place the cursor where you want the command result to appear.

2. With your microphone turned on, say the command name. The text and/or graphics appears on your screen.

3. Use the voice commands **"Next Variable"** (or **"Next Field"**) and **"Previous Variable"** (or **"Previous Field"**) to select the variables in your command.

> *Note: If you accept the default value for a variable, the delimiting characters are not automatically removed.*

4. Use the voice command **"Accept Defaults"** to remove the delimiting characters from your document.

You can overwrite the default value in a variable by typing or dictating into the field, or accept the default by leaving the field's value as it appears.

When you dictate or type into a variable, the default value is replaced with the new text and the **[ ]** delimiting characters are removed.

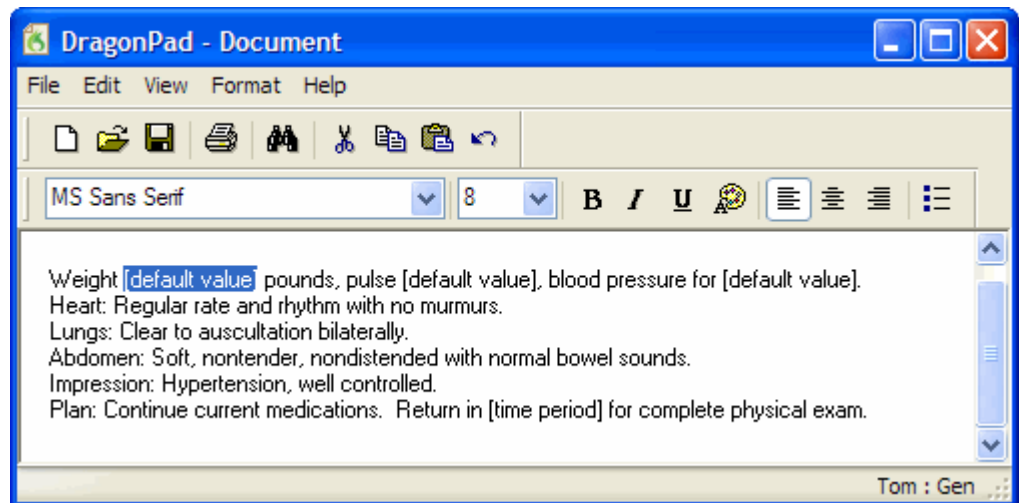If you accept the default value, the **[ ]** delimiting characters are not automatically removed. To remove the voice field delimiting characters, say either **"Accept Defaults"**, **"Clear Field Delimiters"**, or **"Clear Variable Delimiters."**

Have providers create a keystroke to execute the **Next Field** command, since in some cases, they may want to use a keystroke instead of a voice command.

Practical Exercise

An example of the finished command might look something like this one:

Patient presents who complains of headaches for the past 6 months. Patient reports that the headaches are mainly located in the left part of the head. Duration of individual headaches is 24 to 36 hours. The usual frequency is every week. Associated symptoms are generally nausea and sensitivity to light. Patient has been taking for pain relief: Excedrin, Motrin, naproxen. Precipitating factors include red wine and beer. Patient denies a history of recent head injury.

Using the text provided below, create a DragonTemplate that includes several variables (indicated by the square brackets).

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

2. Click the **Name Editor** button. The **MyCommands Name Editor** dialog box opens.

3. In the **MyCommand Name** field, dictate the name **headache history** for your new command.

4. With your cursor in the **Content** section, dictate the following text:

    ```
    Patient presents complaining of headaches for the past
    []. Patient reports that the headaches are mainly located
    in the [] part of the head. Duration of individual
    headaches is []. The usual frequency is every [].
    Associated symptoms are generally []. Patient has been
    taking for pain relief: []. Precipitating factors include
    []. Patient denies a history of recent head injury.
    ```

5. For each of the variable locations indicated above:

    a. Place your cursor at the end of the word that precedes the variable.

    b. Press the space bar on your keyboard to add a space before the variable.

    c. Click **Variable** to insert the variable delimiters.

6. Check your command for proper punctuation. (Are the periods where they are supposed to be? Is there a space before each variable?)

7. Open an application, such as Word, your EHR, or **DragonPad**, and say the **headache history** command name.

8. Use the **"Next Field"** (or **"Next Variable"**) and **"Previous Field"** (or **"Previous Variable"**) commands to move from variable to variable, and dictate a value for each variable.
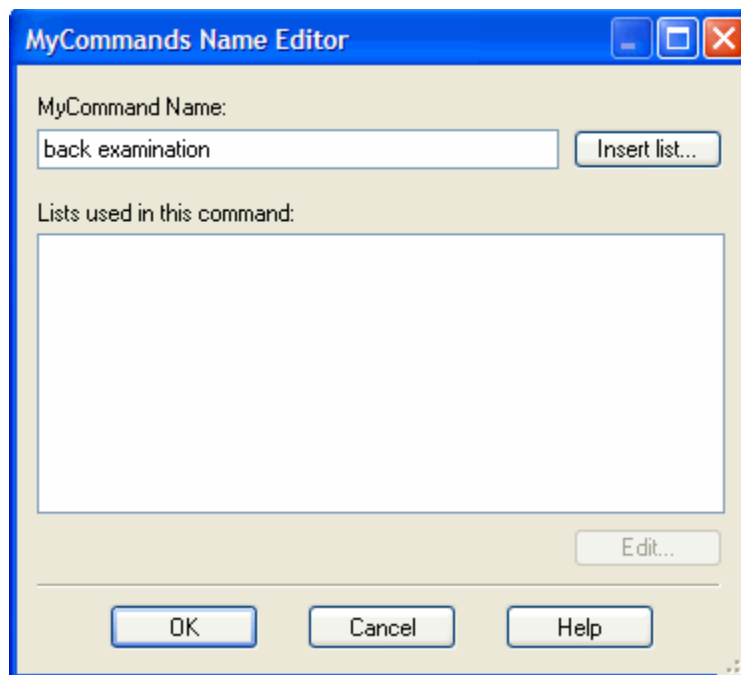
Creating a Text-and-Graphics Command with Lists

When you use a **Text-and-Graphics** command to insert frequently used blocks of text into a report, the text can contain a list of variables that let you choose the appropriate value each time the text block is used in a particular report.

A list is a set of valid values you can choose to replace a variable in the command.

> **To create a Text-and-Graphics command with lists in the MyCommands Editor dialog box:**

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

2. Click the **Name Editor** button. The **MyCommands Name Editor** dialog box opens.

3. Type a name for your new command in the **MyCommand Name** box. For this example, enter the name **back examination**.

Dragon Medical Client 10.1 interprets the text inside the angle bracket as a variable whose value you later choose when you dictate a report.

4. To add a list to the command:

   a. Before the command name you just entered in the **MyCommand Name** box, type the less than angle bracket (<) to begin the list.

   b. Enter the name for the list. In this example, type **<area**

   c. Type the greater then angle bracket (>) to end the list.

   d. You now see, for this example, **<area>** after the command name and **area** in the **Lists used in this command** section of the dialog box.

Variables with lists of values are already available in the **MyCommands Name Editor** dialog box. To open one of those variables, click the **Insert list** button. The **Insert list** dialog box appears. Use the drop-down list to choose from several list names and view their list contents. Click **OK** when you have found a list to use. It automatically appears in the **MyCommand Name**.

5. Once you have entered the command name with its list, select the list name and click the **Edit** button (to the lower right of **Lists used in this command**). The **View List** dialog box opens.

6. In the **View List** dialog box, enter all possible values for the list. In the example shown below, you see values **lower, mid,** and **upper** that identify the part of the back to which this exam relates.

Each list value can have both a written form and a spoken form. Enter the written form first followed by a backslash (\) and then the spoken form. If you do not specify a spoken form for a value, the spoken and written forms are the same.
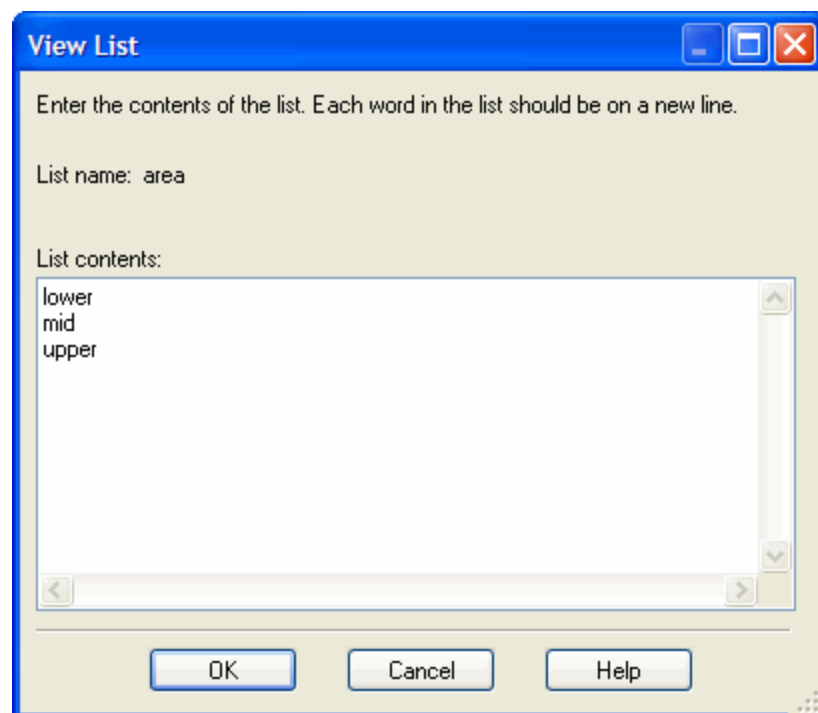
7. When you are finished, click **OK**. You now return to the **MyCommands Name Editor** dialog box.

8. Repeat steps 6 through 8 for any remaining lists in the command. When there are no more lists to enter, click **OK** to return to the **MyCommands Editor** dialog box.

9. In the **Content** section, dictate or type your text. (If your command uses a graphic, you also insert your graphic in the **Content** section). Within the text, place **<<list-name>>** wherever a provider should select a value from that list; for example, see the **Content** section below:
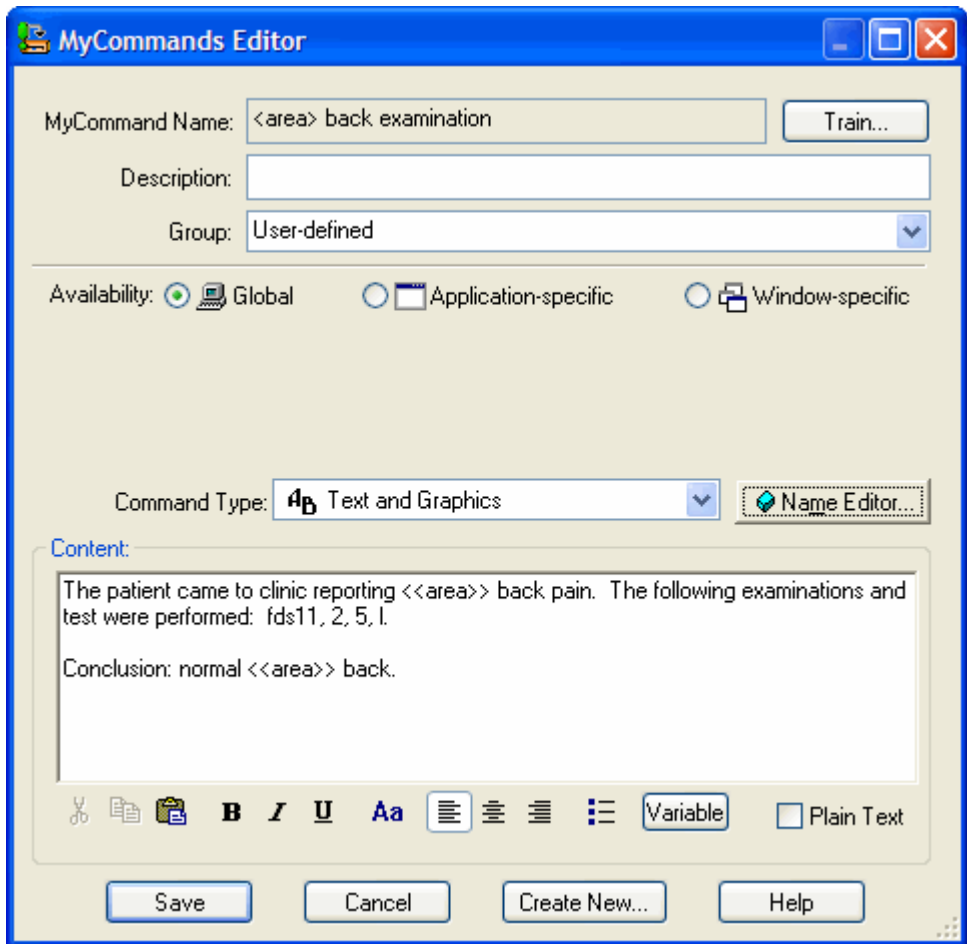
When you later execute the command, all instances of **<<list-name>>** are replaced with spoken values from the appropriate list. This use of variables makes **Text-and-Graphics** commands dynamic.

Select the **Plain Text** check box if you want the contents to be entered in the same font style and size as the text preceding it in the document. However, if your command contains graphics, do not select the **Plain Text** check box.

10. When you are finished, click **Save**.

Using a Text-and-Graphics Command Containing Lists

1. Open the application you want to use and place the cursor where you want the command result to appear.

2. With your microphone turned on, say the command name. Using the previous example, you could say either **"lower back examination,"** **"mid back examination,"** or **"upper back examination."** The text and/or graphics is displayed. Remember to include a valid value for each list in the command name.

> *Note: Do not pause before or after saying any of the list values.*

The following illustration shows an example of the completed **"back examination"** command, using the **"upper"** list item, dictated into **DragonPad**:
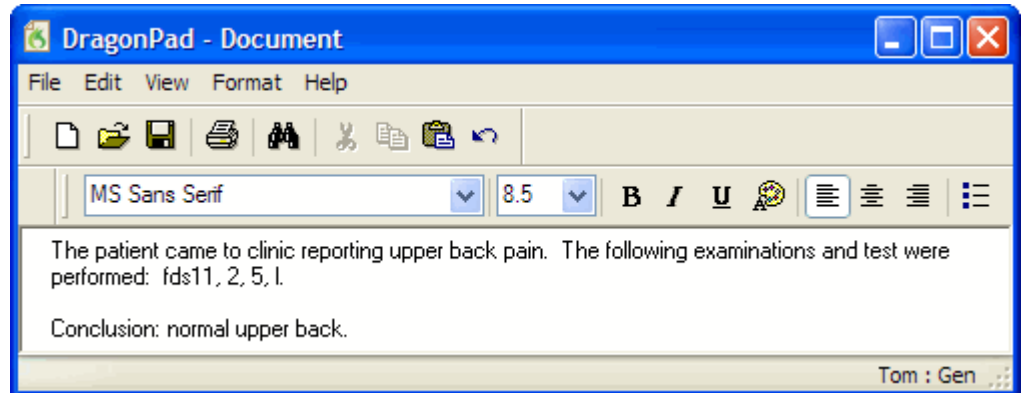
Editing a Text-and-Graphics Command List

You can make the list you create for a command more flexible by adding multiple things the doctor can say. By using the **written\spoken** form, you can add several verbal triggers for the same item in the list. To do this, type the written form that you would like to appear in your report, followed by a backward slash \, and then the spoken word you want to use to trigger the list item. In the following steps you'll modify the **<area> back examination** command you just created.

1. Open **Command Browser** and double-click the **<area> back examination** command you created. The **MyCommands Editor** dialog box opens.

2. Click the **Name Editor** button. The **MyCommands Name Editor** dialog box opens.

3. Select the **area** list you created and click **Edit**. The **View List** dialog box opens.

4. Edit the list so that it looks like the following example:

Editing the list used in this example allows the provider to say **"lower"** or **"low"** and *Dragon Medical Client* 10.1 types **lower** in either case, or **"mid"** or **"middle"** and *Dragon Medical Client* 10.1 types **middle** in either case.
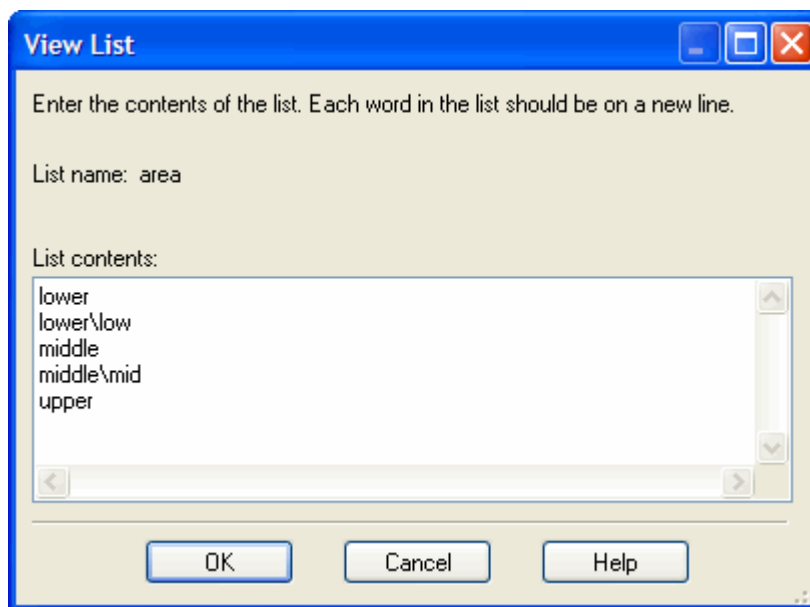
5. When finished editing, click **OK**, **OK**, and **Save** to exit the **MyCommands Editor**.

Practical Exercise

Explain to the providers that as soon as you type the **<** character, the **My Commands Name Editor** dialog box opens, whether you've finished naming the command or not.

Point out the difference between the lists in the name (using the single **< >** characters), and the appearance of the list indicators **<< >>** in the **Content** section.

Also point out that you do not have to begin a command with the **<** character. The lists can be inserted anywhere in the name.

1. Say **"Add New Command"** to open the **MyCommands Editor** dialog box.

2. With the cursor in the **MyCommand Name** field, type the less than **<** symbol. The **MyCommands Name Editor** dialog box opens.

3. Finish naming this example command by typing **number> <timeframe> Follow Up**. Notice that the list names **number** and **timeframe** now appear in the **Lists used in this command** field.

4. From the **Lists used in this command** field, select **number** and click **Edit**. The **View List** dialog box opens.

5. Add the following numbers to the **List contents** field: **1** through **10**, **30**, **60**, and **90**. Place each number on a separate line by pressing **Enter** after each entry.

6. When finished adding the numbers, click **OK**.

7. Now select **timeframe** from the **Lists used in this command** field. The **View List** dialog box opens once again.

8. Add the following timeframes to the **List contents** field: **day**, **days**, **month**, **months**, **week**, and **weeks**. Place each timeframe on a separate line by pressing **Enter** after each entry.

9. When finished adding the timeframes, click **OK**.

10. Click **OK** again to close the **MyCommands Name Editor** dialog box.

11. Add the following text to the **Content** section of your command, making sure to put the double opening and closing characters **<<** and **>>** around each of the two list names:

    ```
    The patient was told to return to the clinic in <<number>>
    <<timeframe>> if symptoms worsened or failed to improve.
    ```

12. When finished, click **Save**.

13. Test your command in one of your applications.

Additional Command Types

In addition to the Text-and-Graphics command, there are three more types of commands you can create that work inside almost any Windows application:

- **Step-by-Step** to activate menu and keystroke commands to control your application.
- **Macro Recorder** to record a sequence of mouse and keystroke actions.
- **Advanced Scripting** to program voice commands that can perform virtually any function on the computer.

Tip: When creating any of these additional command types, go through the steps in the command (either by voice, keystrokes, or mouse). Then create the command, mimicking the walk-through steps. In addition, if a command has many steps, or navigates from screen to screen, create the command in sections. Test each set of steps to make sure they work before creating additional steps.
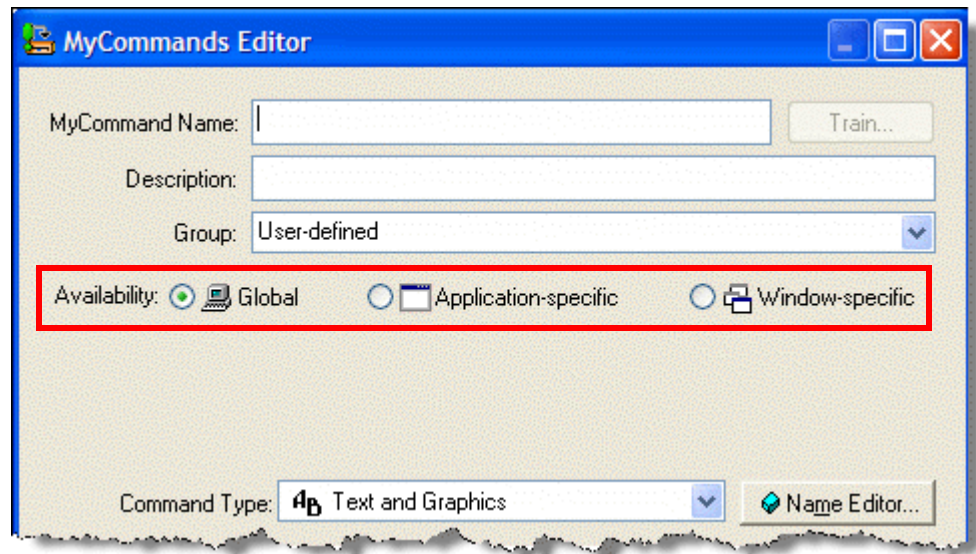
Command Availability

Tips for Availability

- Decide when and where you want to make a command available before you begin to create the command.
- Open the application in which you want to use the command before you open the **MyCommands Editor**.

Each command that you create can be made available as either a **Global**, **Application-specific**, or **Window-specific** command. The following table and illustrations show the differences between the three types of availability.

| Availability	Description
Global	Available in all applications.
Application-specific	Available only in the application that you specify. For example, a command that is specific to Microsoft Word.
Window-specific	Available only in a specific window (or dialog box) of a specific application. For example, a command that performs a function in the Microsoft Outlook **Print** dialog box.

Global Availability

Application-specific Availability
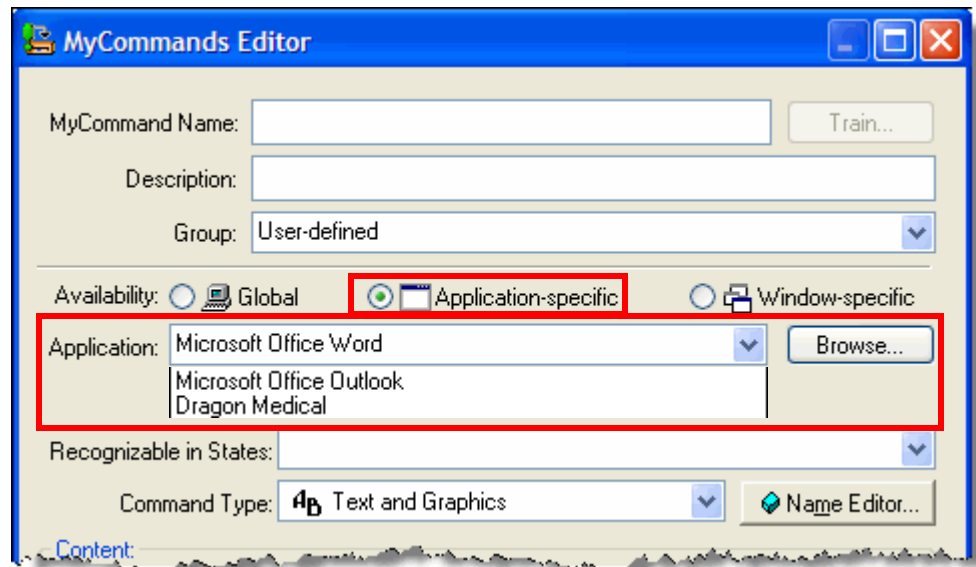
Window-specific Availability
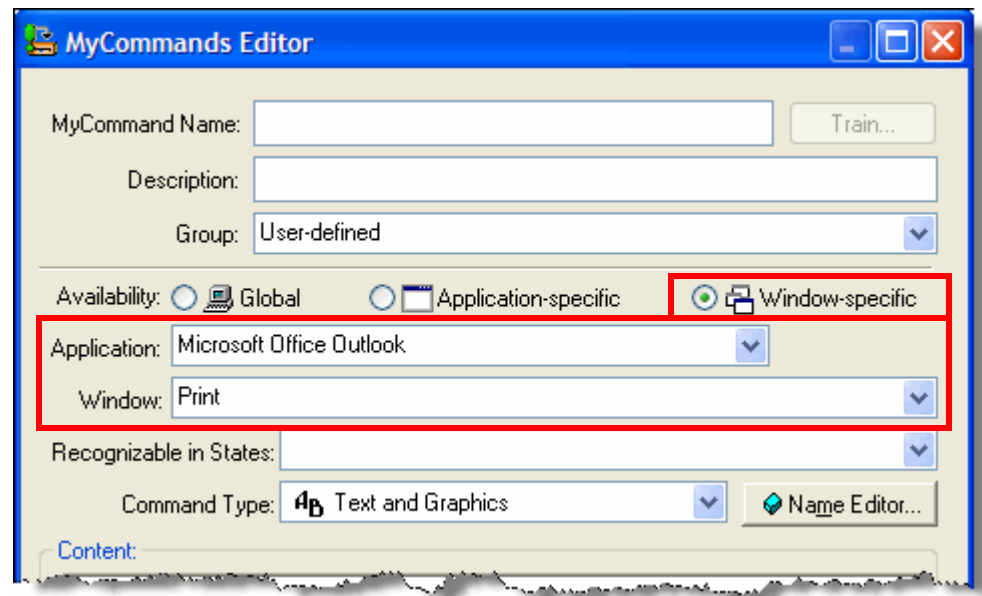
Creating a Step-by-Step Command

You can create a **Step-by-Step** command that helps you navigate an EHR system, open an application, send a keystroke combination, control a microphone, navigate through an application, or any combination of these items.

This type of command carries out a series of steps where each step can take one of these actions:

- Execute keystrokes on the keyboard to enter particular characters of text.
- Execute control key sequences on the keyboard.
- Open an application.
- Wait a specified number of seconds.
- Turn the microphone on and off.
- Put *Dragon Medical Client* 10.1 into a paused state (Sleep mode)

This example may or may not work in their EHR. If you want to, create this command within the EHR, or use an example that you know works in this particular EHR.

To create a step -by-step command that opens an application:

1. Open the application for which you want to use the command. In this example we will use Microsoft Word.

2. Since Microsoft Word is our target application, make sure that it is open before you open the **MyCommands Editor**.

3. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

4. Make sure the cursor is in the **MyCommand Name** box and say **"Open Word"** for the command name.

5. Using your microphone, dictate a name for your new command.

6. For **Availability**, select **Global** (default).
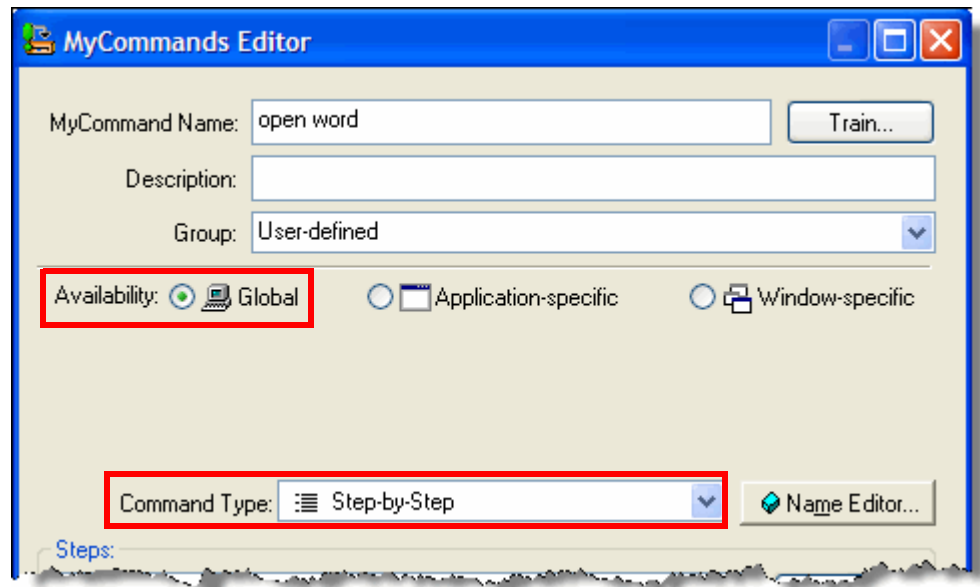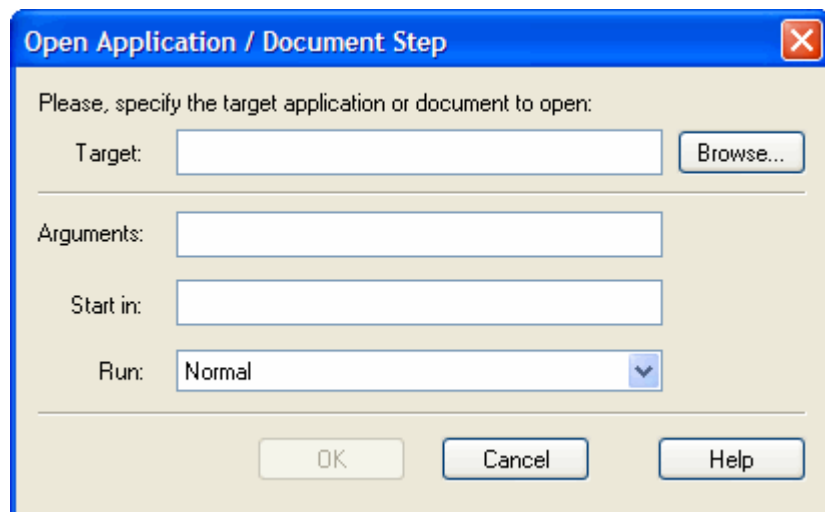

7. From the **Command Type** drop-down list, select **Step-by-Step**.

8. In the **Steps** section, click the **New Step** drop-down list.
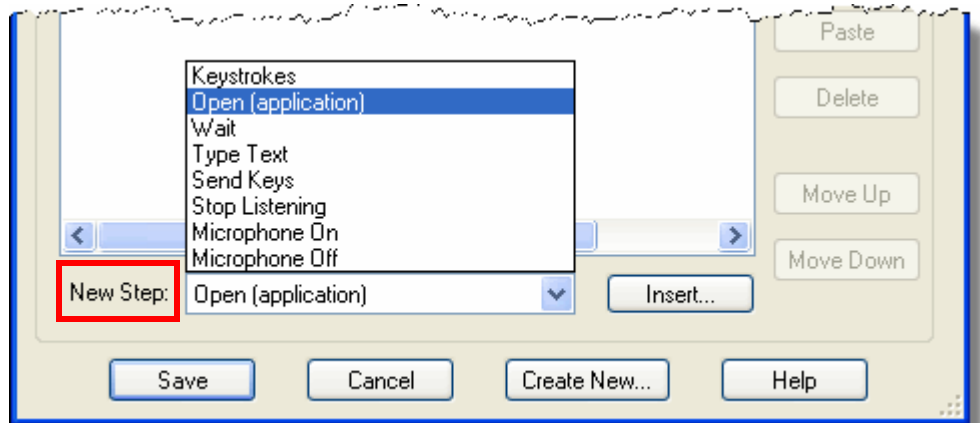
9. Select **Open (application)** from the and click **Insert**. The **Open Application/Document Step** dialog box opens.

In many cases, the default location for the Microsoft Word executable file is **C:\Program Files\Microsoft Office\Office11** (or possibly a later version number than **11**).

If your providers create this example (of adding a command that opens Word), they can use that command in an upcoming Practical Exercise.

10. To supply a **Target** to open:

   a. Click the **Browse** button. The **Choose Application or Document** dialog box opens.

   b. Find the **.exe** file for the application to be opened and click **Open**.

11. Enter any arguments needed in the **Arguments** box.

12. In **Run**, set the size to open the application's window to **Normal**, **Minimized**, or **Maximized**.
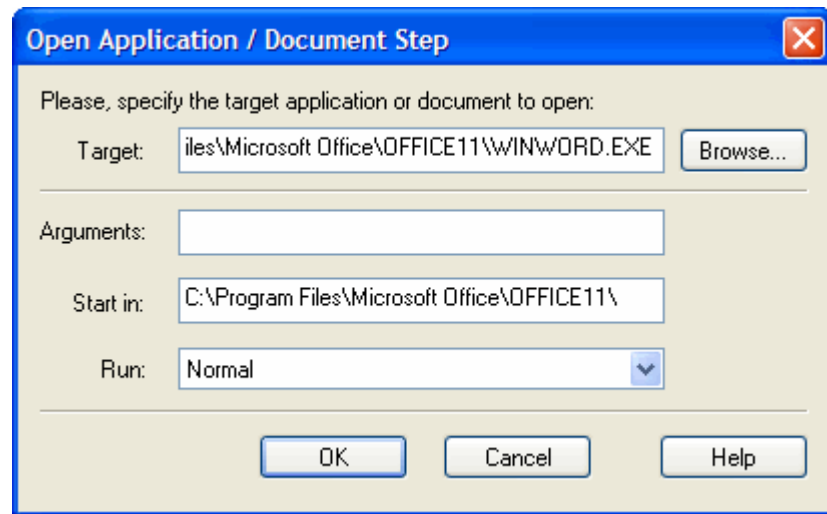
13. Click **OK** in the **Open Application/Document Step** dialog box.

    The step appears in the **Steps** section.

14. Click **Save** to save the entire **Step-by-Step** command.

# Creating an Application-Specific Step-by-Step Command

To create an Application-specific Step-by-Step command that sends a keystroke sequence:

1. Open the application in which you want the command to work. For example, to have the Step-by-Step command work in your EHR, open the EHR application.

2. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

3. Make sure the cursor is in the **MyCommand Name** box.

Before you begin to create an application-specific a command, open the target application so it will appear in the **Application** drop-down list.

4. Using your microphone, dictate a name for your new command. For example, you might use a name such as **notes tab** to open up a patient's notes tab in your EHR.
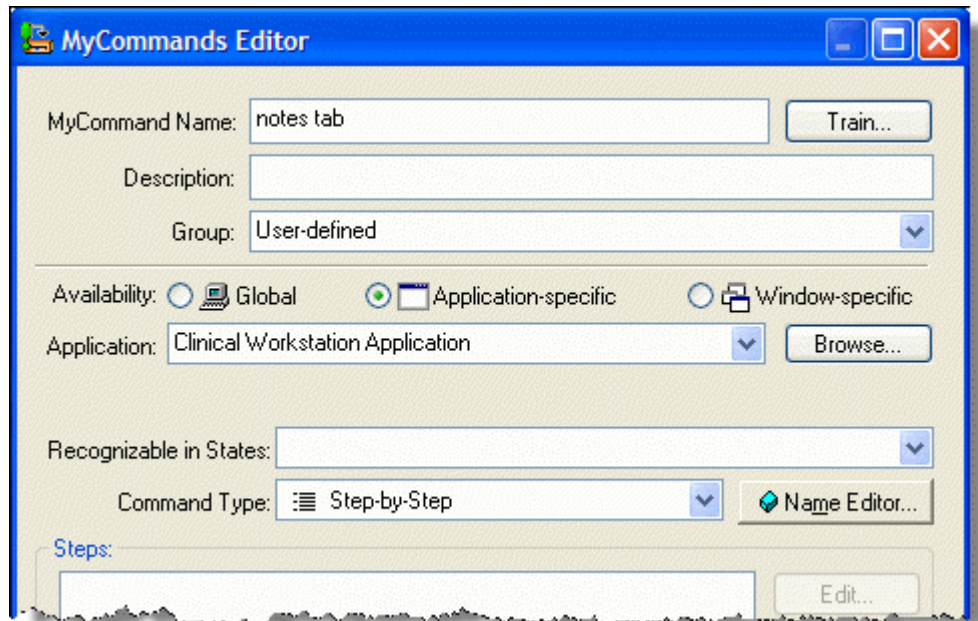
5. For **Availability**, do not select **Global**. You want this command to work only in a particular application rather than all applications.

   To associate the Step-by-Step command with a particular application:

   a. In the **MyCommands Editor**, select the **Application-specific** button (next to **Global**) and go to the **Application** text box that then appears just below the line of **Availability** buttons.
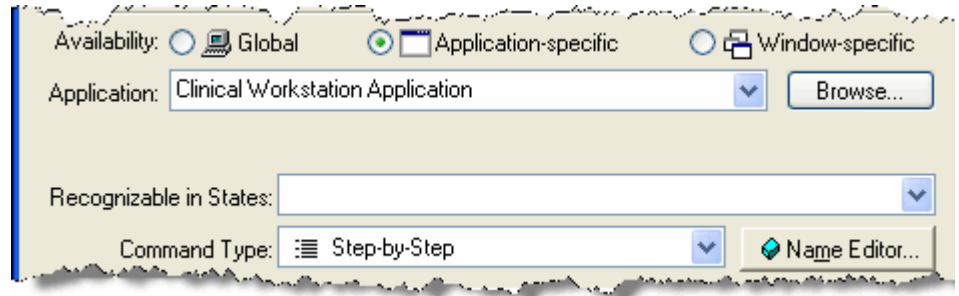
b. Click the drop-down list, which contains only open applications; find your application in the list and select it.

6.   From the **Command Type** drop-down list, select **Step-by-Step**.
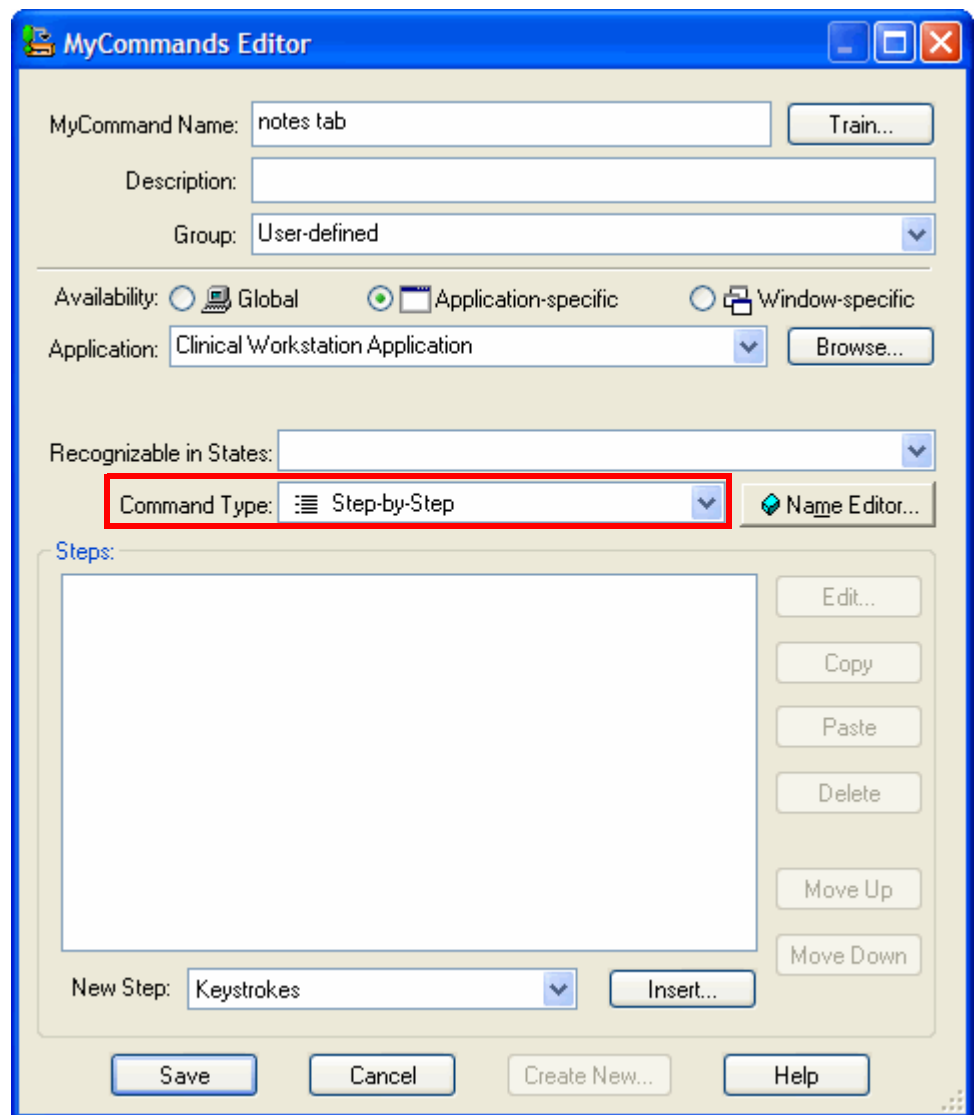
After you have created several steps, select one of the steps in the **Steps** section; the buttons to the right of the steps then become available:

Edit—Allows you to modify the step.

Copy—Allows you to copy the step (and then click Paste to paste it).

Delete—Allows you to remove the step.

Move Up/Move Down— Allows you to move the step up or down in the list of steps.

In the **New Step** drop-down list, you see all types of actions the step could take (see below):

Keystrokes: Acts as if you pressed a particular key.

Open (application): Opens a particular application or document, or switches to that application or document if it is already open.

Wait: Take no action for a specified time. This step is useful when a command needs to wait for something to happen, such as an application opening.

Type Text: Enters the text you specify.

Send Keys: Types a sequence of keys, including **Ctrl**, **Alt**, and **Shift** key sequences.

Stop Listening: Puts *Dragon Medical Client* 10.1 into Sleep mode.

Microphone On: Turns the microphone on.

Microphone Off: Turns the microphone off.

7. In the **Steps** section of the dialog box, enter the steps you want the command to take by first selecting the type of step from the **New Step** drop-down list near the bottom of the dialog box.
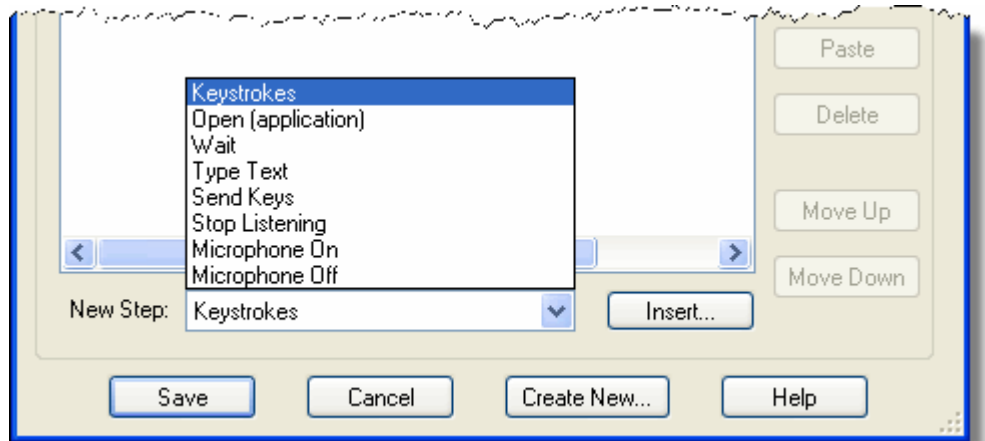
In this example, you enter keystrokes (default) in the **New Step** field.

8. Click the **Insert** button and an appropriate dialog box appears. For **Keystrokes**, the **Send Keystrokes** dialog box appears.

9. Enter the appropriate information in the dialog box. For **Keystrokes**, type the actual keystrokes you want the step to execute; they appear in the box provided.

For example, to have the **notes tab** command open the notes tab in an EHR using the **Ctrl** and **N** keys on the keyboard, you would press those keys and they would appear in the **Send Keystrokes** dialog box as shown below:
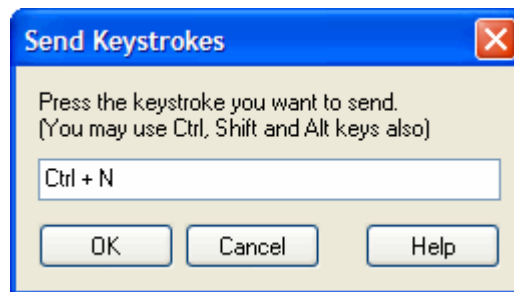
Ctrl + N is an example of the type of keystrokes you can enter.

10. Click **OK** in the dialog box. You can then see the keystrokes appear in the **Steps** section as **Press Ctrl + N** as shown in the illustration below.
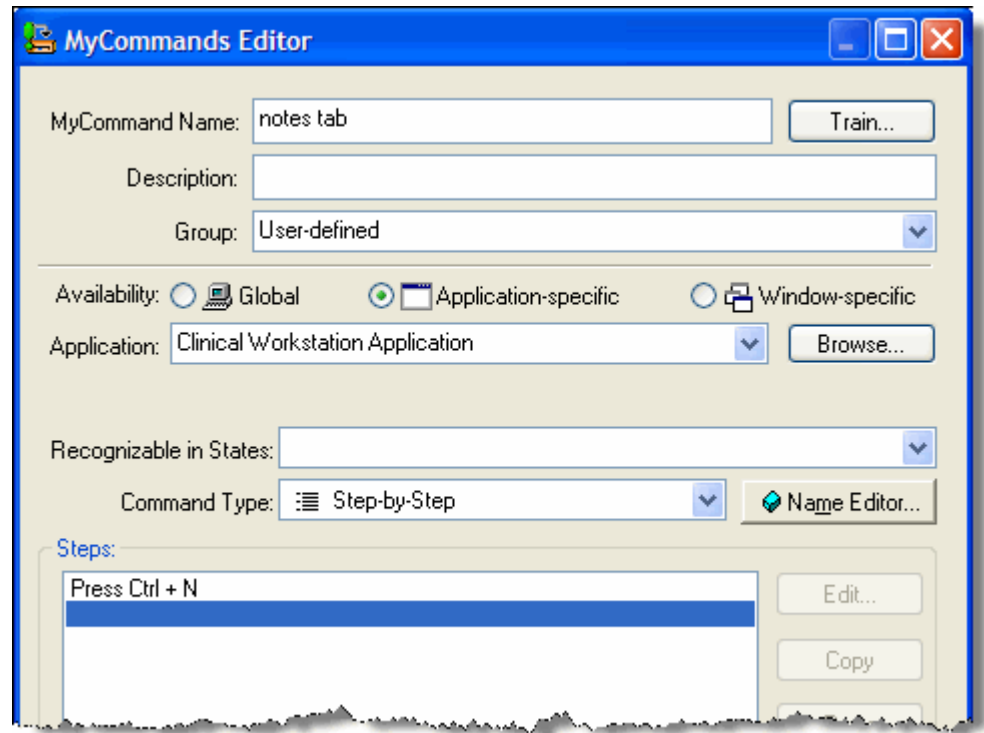
You can continue to insert and position as many **New Step** combinations as needed.

11. Click **Save** to save the entire **Step-by-Step** command.

Using a Step-by-Step Voice Command

With your microphone turned on, say **"Open Word"** to use your new command. Microsoft Word opens momentarily.

Practical Exercise

In this exercise, create another Step-by-Step command that allows you to print from Microsoft Word.

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.
2. With your cursor in the **MyCommand** Name field, dictate (or type) the name **"print from word."**
3. Select **Application-specific** for the **Availability**.
4. Select **Microsoft Office Word** from the **Application** drop-down list.
5. Select **Step-by-Step** for the **Command Type**.
6. Select **Keystrokes** from the **New Step** drop-down list.
7. Click **Insert**. The **Send Keystrokes** dialog box opens.
8. Press and hold the **Ctrl** key, and press the letter **p**. The command should appear as **Ctrl + P**.

If the **Ctrl+P** command does not work, have the providers try the **Ctrl+Shift+F12** command instead. This should open the **Print** dialog box.

9. Click **OK**.
10. Click **Save**.
11. Use your **"open word"** voice command to open Microsoft Word.
12. Dictate a report into Word (use either a report you have memorized or use one of the reports in Appendix C of this guide).
13. Use the **"print from word"** voice command you created to print the report from Word.

*Tip: This practical exercise opens the **Print** dialog box in Word. If you want to make the command actually send the document to the printer, insert a step in this command to press the **Enter** key. Make sure it appears after your **Ctrl+P** keystroke.*

Creating a Macro Recorder Command

This is the same command we did in the previous exercise. In some cases, if you can't figure out how to add a command using one of the earlier command types, use the **Macro Recorder**.

Macro Recorder commands can be tricky. The windows have to be in the *exact* same place when you run the command as when you created the command. For example, if the window's position differs by even a pixel or two (probably unnoticeable to the human eye), the mouse cursor might be out of position enough so that the command doesn't work.

You can create a **Macro Recorder** command that executes a recorded sequence of mouse movements and keystrokes.

To create a Macro Recorder command:

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

2. Make sure the cursor is in the **MyCommand Name** box.

3. Using your microphone, dictate a name for your new command. For example, you might use a name such as **chart** to open up a patient's chart in your EHR.

4. (Optional) In the **Description** box, dictate a short description of the command's function.

5. (Optional but recommended) From the **Group** drop-down list, select a group, or create a new group.

6. Select the type of **Availability** for the command.
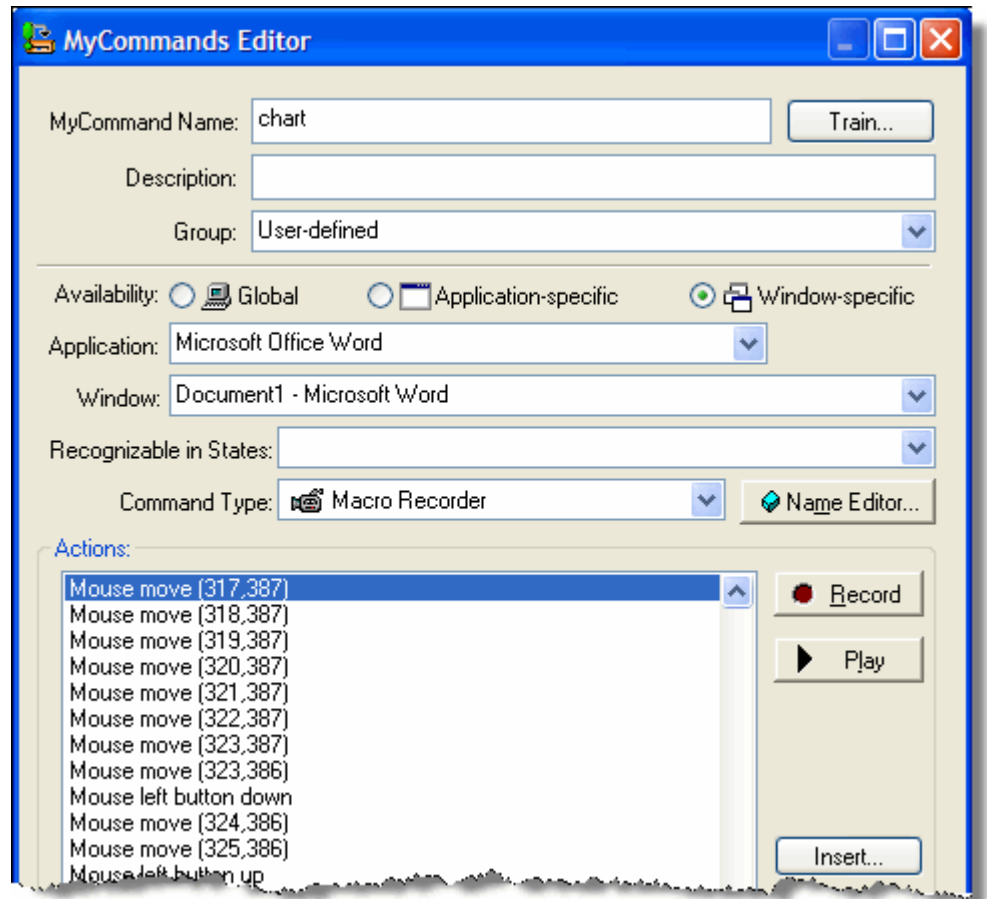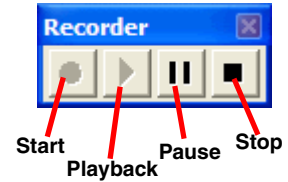
To record the macro actions:

The **Actions** section of the dialog box displays the sequence of mouse movements and keystrokes that were recorded.

You use the buttons to the right of the **Actions** box to control the recording process:

- **Record**—Click to begin recording.

- **Play**—Click to play back the macro.

- **Insert**—Click to open the **Macro Recorder Action** dialog box and then execute the mouse clicks and keystrokes of the macro you want recorded. You can also use the **Macro Recorder Action** dialog box in a later session to add clicks and keystrokes to the end of the sequence already in the **Actions** list or at the location of a selected step.

- **Edit**—Click to open the **Macro Recorder Action** dialog box and change the selected mouse movement or keystroke in the **Actions** list.

- **Delete**—Click to remove the selected step from the sequence of mouse movements and keystrokes in the **Actions** list.

7. Click **Record** to begin recording. The **MyCommand Editor** window minimizes, disappearing from your view.

When the **Floating Recorder** window opens, recording is already in process, so the far left (**Start**) button is disabled. You can click **Play**, **Pause**, and **Stop** as needed during recording.

When you click the **Pause** button during recording to pause and take actions you do not want recorded as part of the macro, you can later click the **Start** button to resume recording again.

8. When you have finished, click the **Stop** button on the **Floating Recorder**.

9. Click the **X** in the upper right corner of the **Floating Recorder** to close the recorder and redisplay the **MyCommand Editor** dialog box.

10. When you have finished, click **Save** to save the macro.

If you click the **Record** button while you are recording a macro, the recorder deletes the entire sequence of keystrokes and mouse movements previously recorded in the session and begins recording a new sequence of actions. Actions in the same macro from previous sessions are not erased.

Creating an Advanced Scripting Command

This section presents how to create an **Advanced Scripting** command. You can use this type of command to run a *script*, instructions that carry out a series of actions much the way a programming language would. *Dragon Medical Client* 10.1 scripts use the Visual Basic scripting language, embedded in Microsoft Office applications.

To create an Advanced Scripting command:

1. On the **DragonBar**, select **Tools** > **Add New Command** or say **"Add New Command."** The **MyCommands Editor** dialog box opens.

2. Make sure the cursor is in the **MyCommand Name** box.

3. Using your microphone, dictate a name for your new command. For this example, use the name such as **insert current date**. The command you'll create in this example inserts the current date into a Microsoft Word document.

4. (Optional) In the **Description** box, dictate a short description of the command's function.

5. (Optional but recommended) From the **Group** drop-down list, select a group, or create a new group.

6. For **Availability**, keep the default setting of **Global**. This setting ensures the command will work in all Windows applications.

7. From the **Command Type** drop-down list, select **Advanced Scripting**.
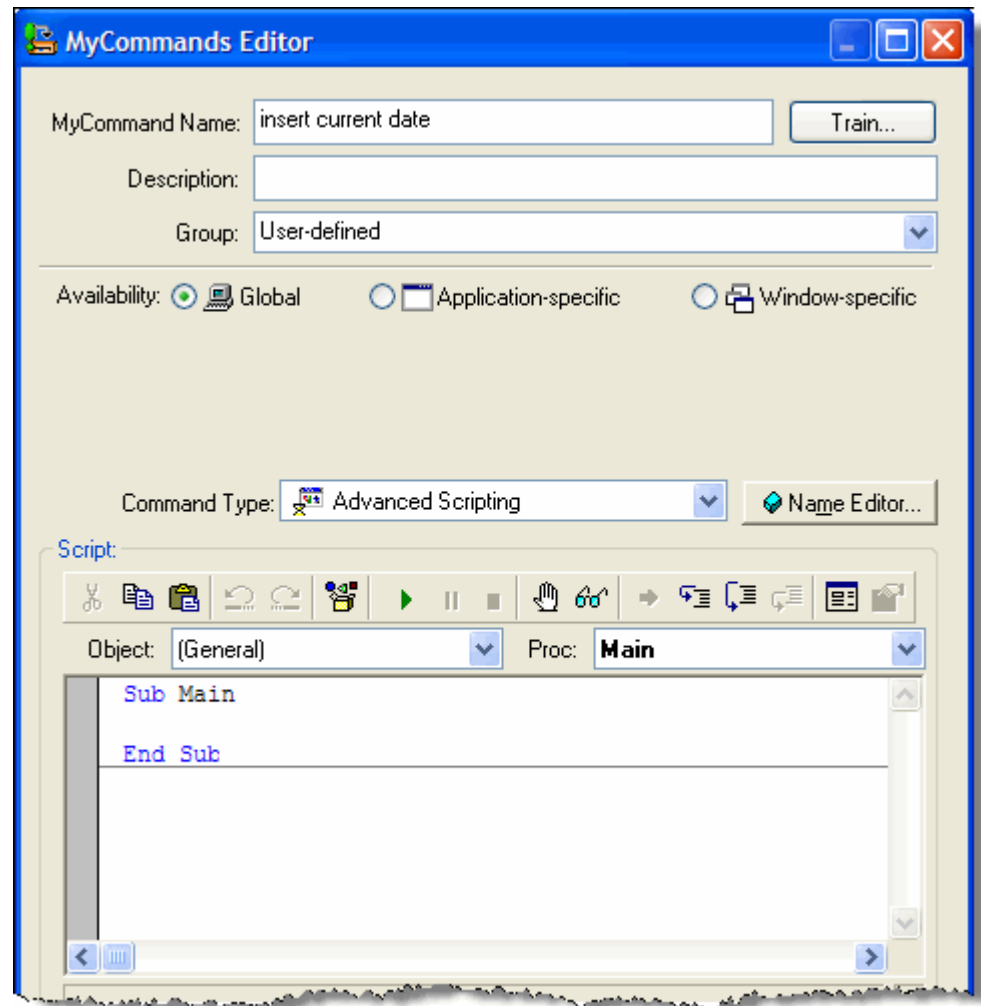
8. To indicate the action that the custom **Advanced Scripting** command should take, in the **Script** section, type statements between **Sub Main** and **End Sub** to form the script. Select action statements or keystrokes for the script following the Visual Basic commands shown in the table on the next page.

Statement or Keystroke	Usage Description	Syntax/Example
Statements—Keywords that take action in the script.		
SendKeys	Sends one or more keystrokes to the active window as if they were typed using the computer keyboard. % (percentage sign) = is used to represent the Alt key ^ (caret) = is used to represent the Ctrl key + (plus sign) = is used to represent the Shift key	SendKeys "{Enter 3}" SendKeys "The lungs are normal in size." SendKeys "^%{Delete}" ' presses CTRL+ALT+Delete **Note:** Double-quotes around all keys or text entered are required.
SendSystemKeys or SendDragonKeys	Sends one or more keystrokes to the active window as it they were typed using the computer keyboard. It can be used with characters higher than ASCII 127. It may operate correctly in Citrix or Terminal Services environments. {Ctrl}, {Shift}, {Alt} can be used with SendSystemKeys	SendSystemKeys "supple, non-tender" SendSystemKeys "{Ctrl+p}" SendSystemKeys "{Enter}" **Note**: Double-quotes around all keys or text entered are required.
HeardWord	Works as if the specified word, word sequence, or voice command was actually spoken.	HeardWord "edit", "vocabulary" Note: Words must be individually enclosed in double quotes, and are case-sensitive.
Wait	Pauses the script for the specified amount of time before executing the next command. The time is indicated in seconds. For example, if you told Dragon to open an application such as Microsoft Word or Notepad and then type some text, you would want to allow Microsoft Word to fully open before the command to type the text was executed.	Wait .3 Wait .5 **Note**: Start with longer waits between steps, then shorten the length as you become more familiar with the command.
Beep	Generates the default Windows sound.	Beep
' (an apostrophe, also known as a single quote)	Indicates the beginning of a comment. After each statement you can write notes that will not interfere with the command. Use comments to describe what a command does or how it functions.	' This selects the entire document.

| Statement or Keystroke	Usage Description	Syntax/Example
BACKSPACE	Inserts the press of the corresponding key.	{BACKSPACE}, {BS}, or {BKSP}
BREAK	Inserts the press of the corresponding key.	{BREAK}
CAPS LOCK	Inserts the press of the corresponding key.	{CAPSLOCK}
DEL or DELETE	Inserts a press of the key. The syntax requires the curly braces around each key name.	{DELETE} or {DEL}
DOWN ARROW	Inserts the press of the corresponding arrow key.	{DOWN}
END	Inserts a press of the key. The syntax requires the curly braces around each key name.	{END}
ENTER	Inserts a press of the key. The syntax requires the curly braces around each key name.	{ENTER}
ESC	Inserts the press of the corresponding key.	{ESC}
F1 (other F keys follow suit)	Inserts a press of the corresponding function key.	{F1}
HELP	Inserts the press of the corresponding key.	{HELP}
HOME	Inserts a press of the key. The syntax requires the curly braces around each key name.	{HOME}
INS or INSERT	Inserts the press of the corresponding key.	{INSERT} or {INS}
LEFT ARROW	Inserts the press of the corresponding arrow key.	{LEFT}
NUM LOCK	Inserts the press of the corresponding key.	{NUMLOCK}
PAGE DOWN	Inserts the press of the corresponding key.	{PGDN}
PAGE UP	Inserts the press of the corresponding key.	{PGUP}
PRINT SCREEN	Inserts the press of the corresponding key.	{PRTSC}
RIGHT ARROW	Inserts the press of the corresponding arrow key.	{RIGHT}
SCROLL LOCK	Inserts the press of the corresponding key.	{SCROLLLOCK}
TAB	Inserts the press of the corresponding key.	{TAB}
UP ARROW	Inserts the press of the corresponding arrow key.	{UP}

To specify repeating keys, use the form {key #}. You must put a space between key and number. For example, {LEFT 42} means press the LEFT ARROW key 42 times; {h 10} means press H 10 times.

The illustration below shows a script using some of these VBA statements. The sequence of commands in the script take these actions:

- Presses the **Alt+I** and **T** keys
- Presses the **down** arrow key twice (to select the proper date format)
- Presses the **Enter** key (to insert the date into your document)

The **Script** section of the dialog box contains a row of icons for formatting, editing, debugging, and other aspects of developing your script. Below the **Script** section are several buttons. More detail on the **Advanced Scripting** feature is available in the **Help** file. Look under the following topics for more information:

- **Advanced Scripting** menu
- **Object Browser**
- **Script Editor** toolbar
- **Reference** dialog box
- **Object and Proc** lists
- **MyCommands Editor** dialog box
- **Break Bar**
- **Script Editing** window
- **Status Bar**
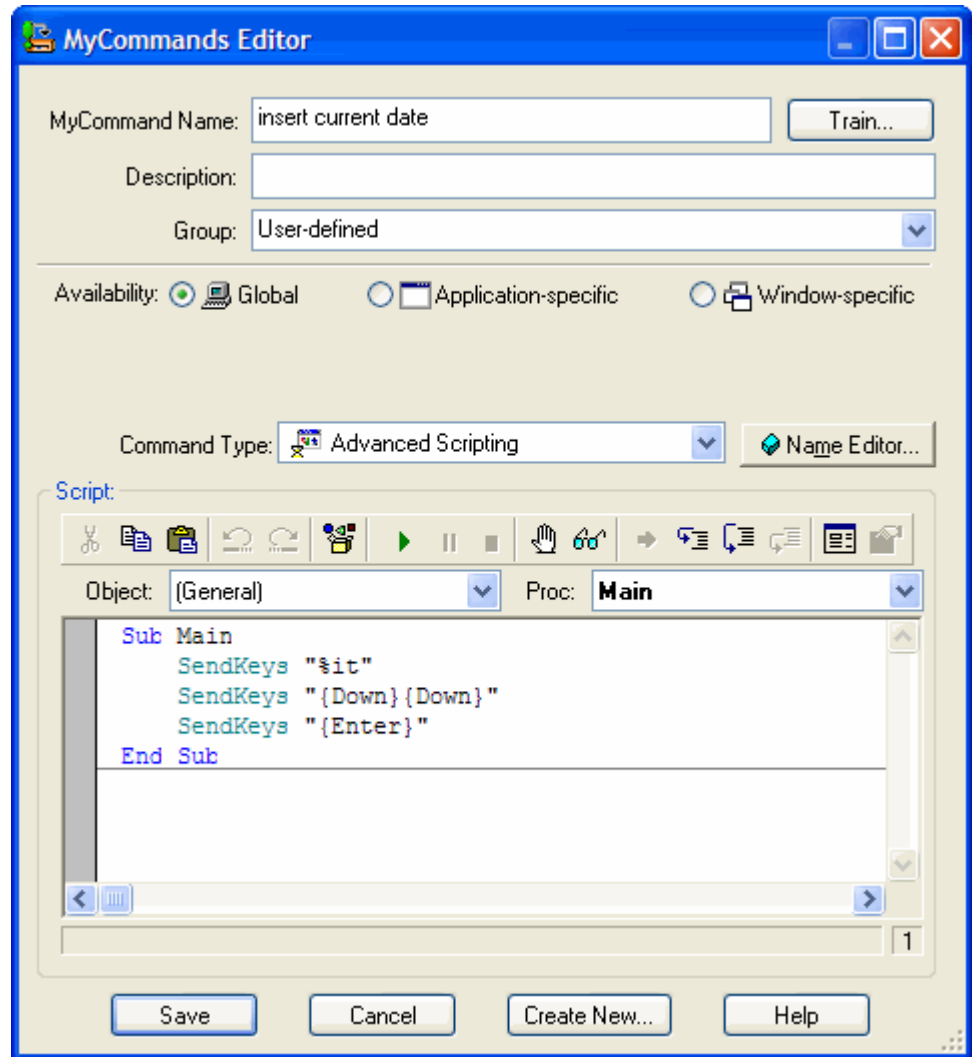
9. Click **Save** to save the command.

10. Open a Word document and dictate the **"insert current date"** voice command you just created. The current date, with the appropriate formatting, appears at the cursor location in the Word document.

*Note: If you entered any incorrect syntax in the command, when you save the command, VBA highlights the line or lines in red and presents a dialog box that displays this message: **Please, correct syntax error(s) before saving a macro**. Click **OK** in the dialog box, make the corrections, and save the command again.*

Practical Exercise

Hint: The keystrokes are Alt+V, Z, down arrow, Enter.

In this exercise you'll use an **Advanced Scripting** voice command to zoom the text in a Microsoft Word document from 100% to 75%.

1. Open Microsoft Word and determine the keystrokes required to zoom the text in a Word document from 100% to 75%.

2. After determining the keystrokes you need, open the MyCommands Editor.

3. Name your command **zoom to 75**.

4. Select **Advanced Scripting** for the **Command Type**.

5. Use the table that begins on to find the correct characters to enter in your command. When finished, your command should look like the illustration below.
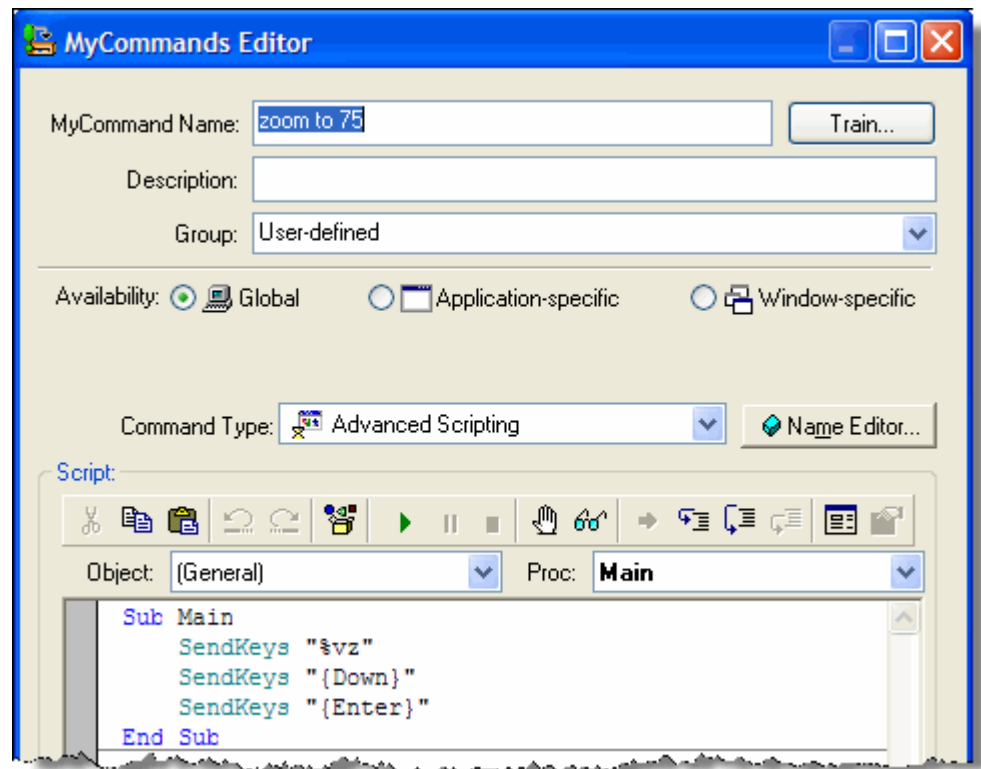
6. Click **Save**.

7. Open Word (if you closed it earlier), begin a new document, and dictate the **"zoom to 75"** voice command you just created. The text in the Word document should decrease in size to 75% of its original size.

8. **Extra Credit**: Create a command that zooms the Word doc text back to 100%.
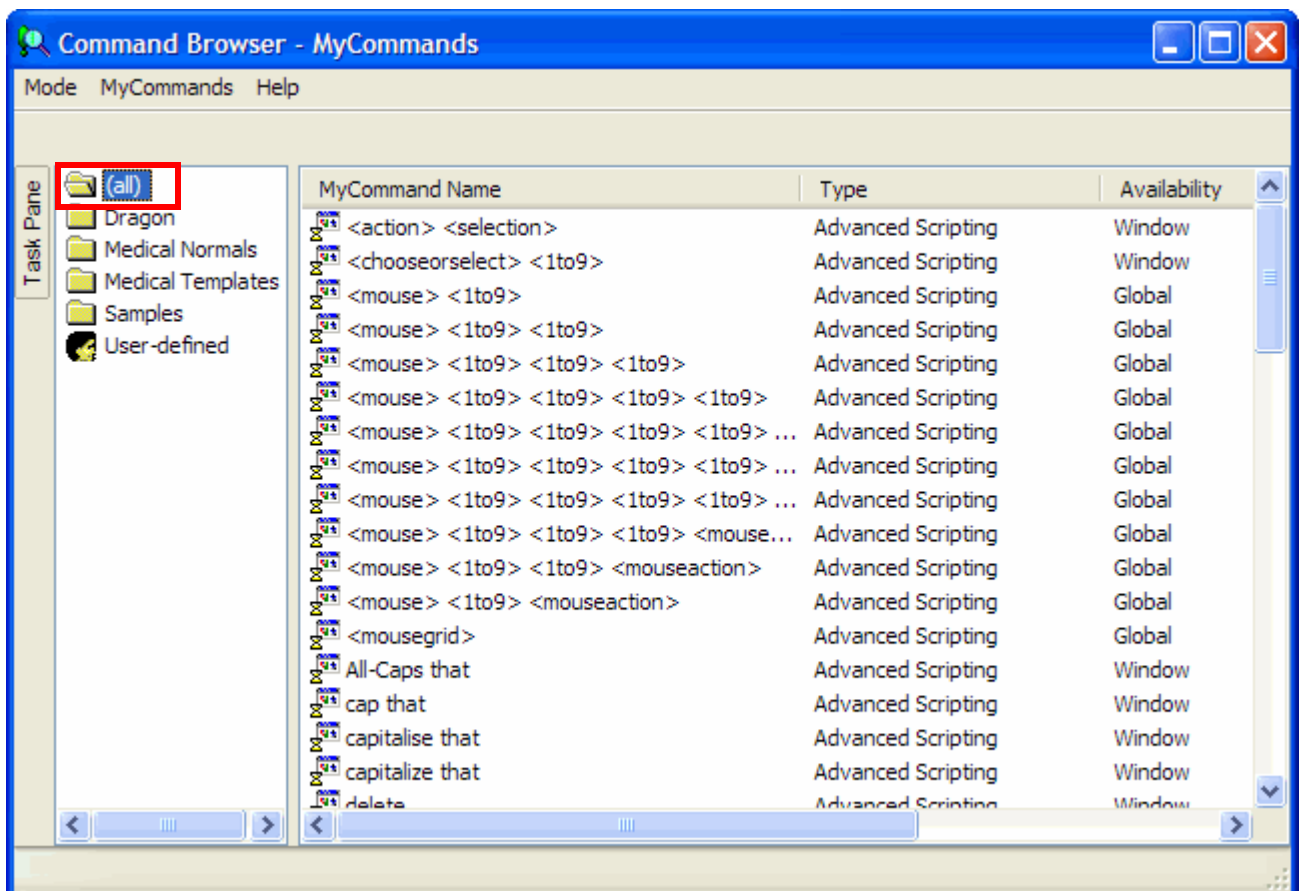
Using the Command Browser

Command Browser allows you to view voice commands that *Dragon Medical Client* 10.1 recognizes, including commands provided with the software as well as commands you or your system administrator might have added (custom commands) in either **Browse**, **Script**, or **Manage** mode. The **Command Browser** is the most comprehensive place to see commands available in each application.

You use the **Command Browser** to:

- view and train commands
- create and modify commands
- import and export commands
- change the availability of custom commands

To view all commands available for Dragon Medical Client 10.1:

1. On the **DragonBar** select **Tools > Command Browser** or say **"Open Command Browser."** The **Command Browser** dialog box opens.

2. View the command groups by clicking the group name in the **Command Browser**'s left-hand pane.

Group	The right-hand pane displays:
(all)	All custom commands, including the commands that ship with *Dragon Medical Client* 10.1 and those installed or created later.
Dragon	All custom *Dragon Medical Client* 10.1 commands. These commands ship with *Dragon Medical Client* 10.1.
Medical Normals	Templates that contain typical content for several normal reports frequently encountered by providers. The normal voice commands are shown below. Note that each command starts with the word **Dragon**. • **"dragon brief female exam"** • **"dragon brief male exam"** • **"dragon full exam"** • **"dragon normal abdomen"** • **"dragon normal chest"** • **"dragon normal extremities"** • **"dragon normal head"** • **"dragon normal heart"** • **"dragon normal lungs"** • **"dragon normal neck"** • **"dragon normal neuro"** • **"dragon normal post op chest"** • **"dragon normal skin"**

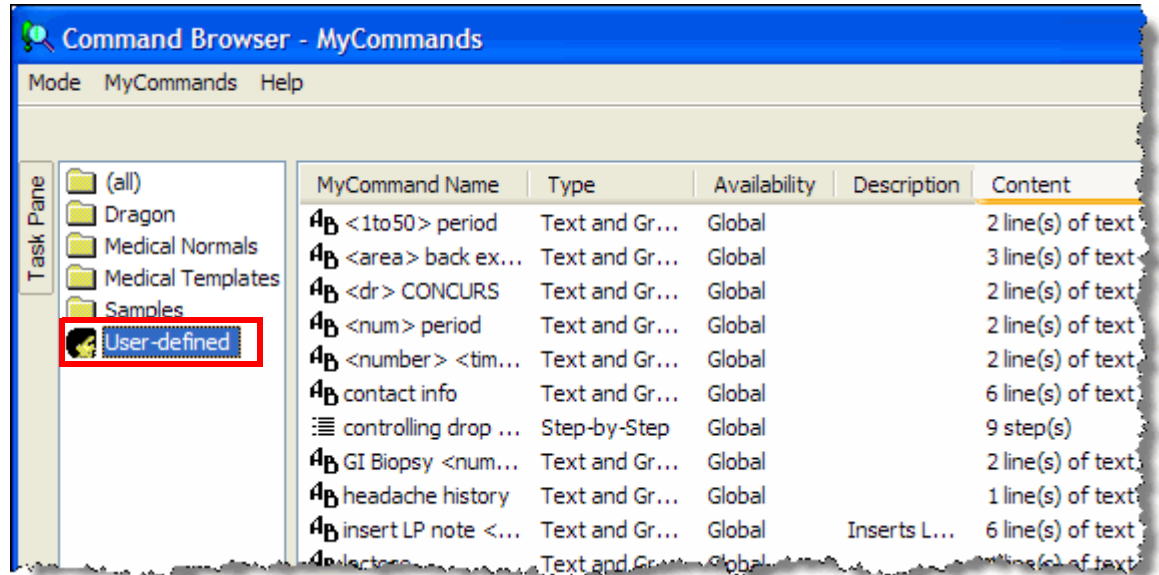Providers cannot Export specialty commands and/or groups from **Medical Templates** or **Medical Normals**.

Remind the providers that all of these voice commands start with the word **"Dragon."**

The custom commands are displayed in the right-hand pane with the following information:

- **My Command Name**: Name of the command as defined in the **MyCommands Editor**.
- **Type**: The command type as defined in the **MyCommands Editor**.
- **Availability**: The command availability as defined in the **MyCommands Editor**. The command availability can be **Global**, **Application-specific**, or **Window-specific**.
- **Description**: Any description supplied in the **MyCommands Editor**.
- **Content**: List the number of lines code in the command.

| Group	The right-hand pane displays:
Medical Templates	Templates for creating several types of common reports. The template voice commands are shown below. Note that each voice command begins with the word **Dragon** and ends with the word **template**. • **"dragon brief procedure template"** • **"dragon CCU fellow admit template"** • **"dragon discharge summary template"** • **"dragon fellow admit template"** • **"dragon fellow backup template"** • **"dragon fellow consult template"** • **"dragon inpatient admit template"** • **"dragon inpatient consult template"** • **"dragon new patient template"** • **"dragon outpatient consult template"** • **"dragon progress note template"** • **"dragon soap template"** • **"dragon staff inpatient note template"**
Samples	All of the sample custom commands that ship with *Dragon Medical Client* 10.1.
User-defined	All user-created custom commands created in the default **User-defined** group. This group appears when a user creates a new custom command using the **MyCommands Editor**, and chooses the **User-defined** group for that command.
<user supplied group name>	All user-created custom commands residing in a group that a user defined (as opposed to the default **User-defined** group). This group appears when a user creates a new custom command using the **MyCommands Editor**, and creates their own group name for that command.

3. Click **User Defined** to see all the commands you created.

The command types available are shown in the following table:

Symbol	Command Type
A_B_	**Text-and-Graphics**, which you can use to enter text and graphics of your choosing.
▤	**Step-by-Step**, which lets you activate menu and keystroke commands to control your application.
🎥	**Macro Recorder**, which lets you record a sequence of mouse movements and keystrokes.
🗿	**Advanced Scripting**, which allows people familiar with programming languages such as Microsoft VBA to program commands that can perform virtually any function on the computer with voice commands.

*Note: Double-clicking a command opens that command in the MyCommands Editor.*
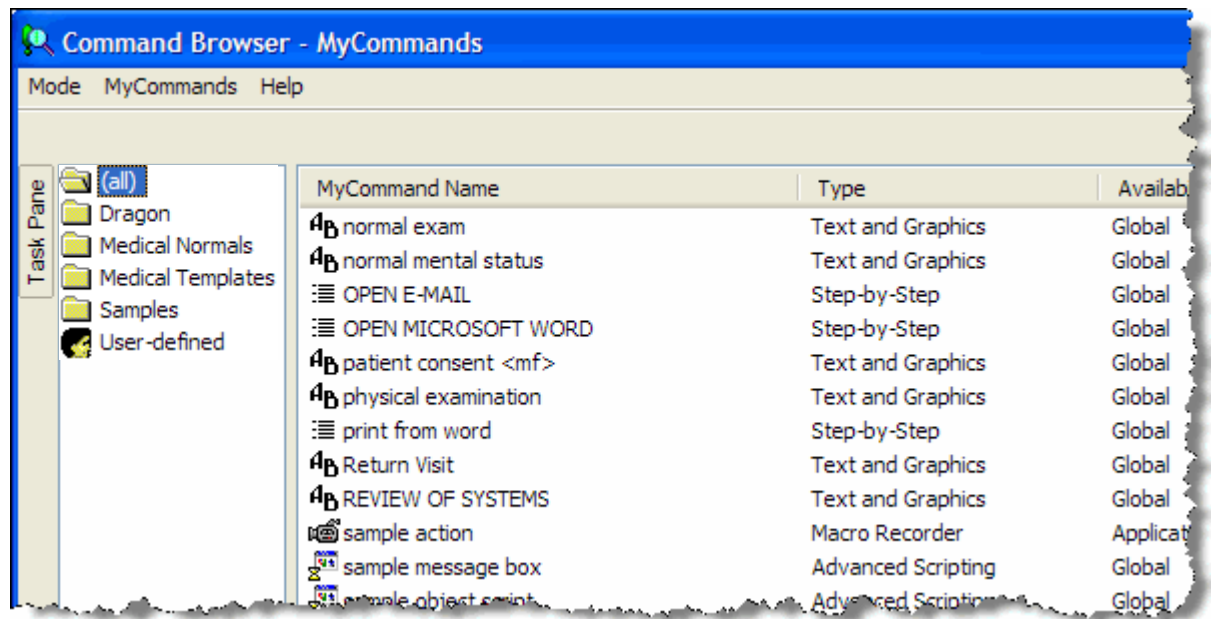
4. To view a list of available tasks for a command, click the **Task Pane** tab, and select a command.
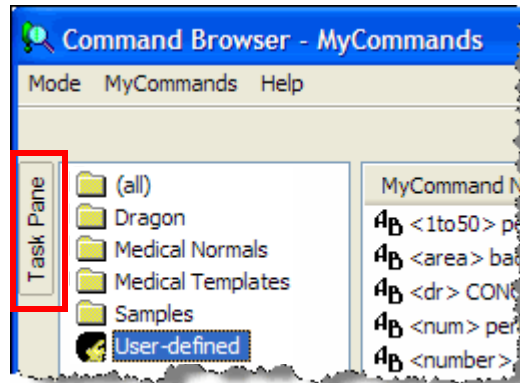
Use the tasks shown in the list to work with your commands. (You can also right-click a command to access the available tasks.)

About the commands in the **Browse** mode:

- Words without brackets or parentheses must be spoken for the command to work
- A bracketed word [ ] is optional
- Words in parentheses ( ) and separated by a pipe | can be used interchangeably
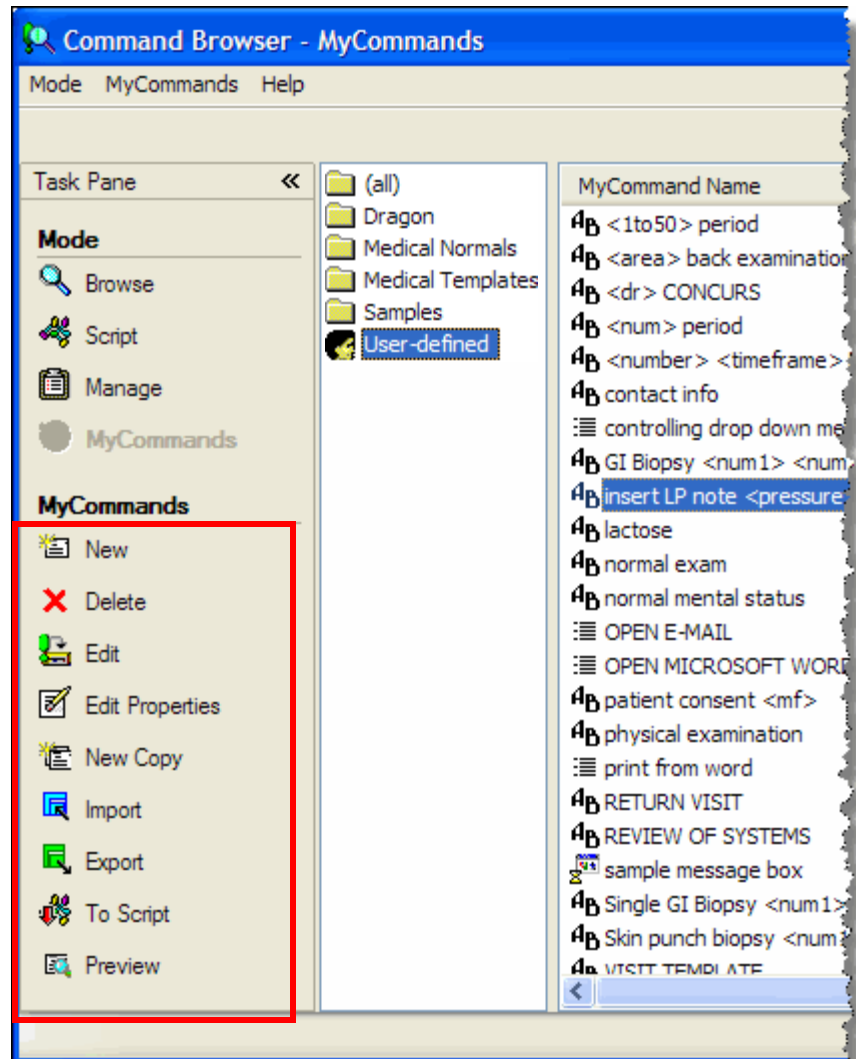
The following table describes the tasks found in the task list:

Click	To
New	Create a new command in the current context. Clicking **New** displays the **MyCommands Editor**.
Delete	Delete the selected command.
Edit	Edit the selected command. Clicking **Edit** opens the **MyCommands Editor** with the current command displayed.
Edit Properties	Edit the **Group** or **Availability** of the selected command. Clicking **Edit Properties** displays the **MyCommands Properties** dialog box.
New Copy	Use the selected command as the basis for a new command. Clicking **New Copy** opens the **MyCommands Editor** with current command displayed, but with a unique name.
Import	Import a command (or group of commands) in a voice command file (for example, My_Commands.dat).
Export	Export the selected command or commands to an XML or DAT file.
To Script	Load the selected command in the **Command Browser Script** editing window.
Preview	Display a description of the command and its contents in the **Command Preview** area of the **MyCommands** window.

Remind the providers that **New Copy** is a fast way to create exams that have most of their content in common, such as left/right exams or male/female.

You *cannot* export the **Medical Templates** or the **Medical Normals** commands.
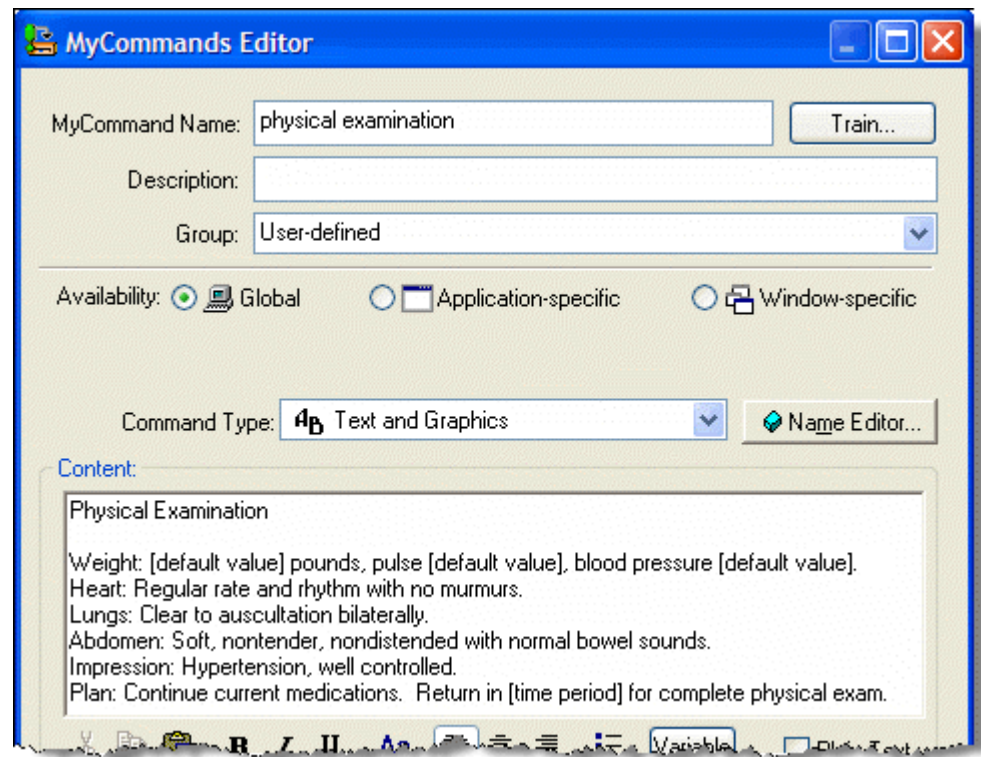
Editing Commands in the Command Browser

You can edit existing voice commands.

To open the Command Browser and edit a command:

1. On the **DragonBar**, select **Tools** > **Command Browser** or say **"Open Command Browser."** The **Command Browser** dialog box opens.

2. Click **Mode** and select **MyCommands**.

3. Select the **User Defined** folder.

4. Select the command you want to edit and click **Edit** in the task pane to the left. The **MyCommands Editor** dialog box opens with the command in it, ready for you to edit. In this example, modify the **physical examination** Text-and-Graphics command.

Reminder: Any time you select a command, you can right-click it to see the task list (instead of selecting a command and then clicking the task from the **Task List** frame).

In step 4, if your providers have a specific voice command they would like to modify, have them select that one instead of **physical examination**.

5. For this example, insert additional square bracket delimiters around some of the existing text to make them variable fields as well.

6. When you have finished modifying the command, click **Save** to save the command. The **MyCommands Editor** dialog box closes.

7. Click the **X** in the upper right corner of the **Command Browser** to exit.

Deleting Commands in the Command Browser

You can use the **Command Browser** to delete commands that you have either created or imported into *Dragon Medical Client* 10.1.

To delete a command:

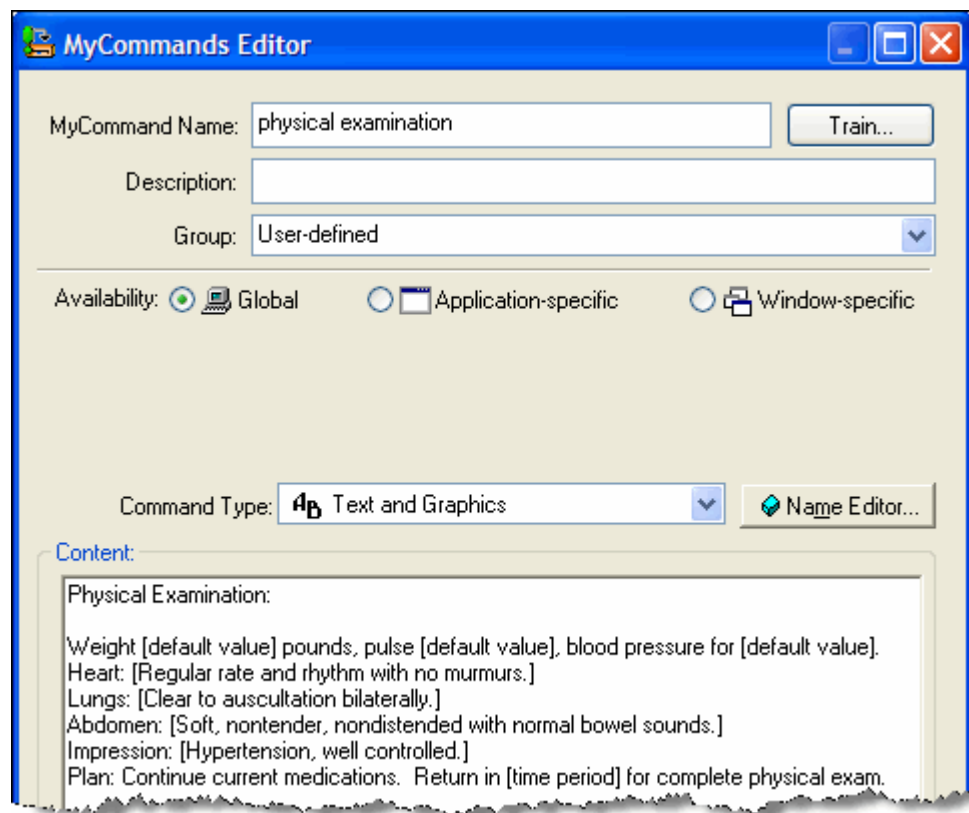1. Say **"Open Command Browser"** (or on the **DragonBar**, select **Tools** > **Command Browser**.) The **Command Browser** dialog box opens.

2. Click **Mode** and select **MyCommands**.

3. Select the **User Defined** folder.

4. Select the command you want to delete and say **"Delete**.**"**

Reminder: Any time you select a command, you can right-click it to see the task list (instead of selecting a command and then clicking the task from the **Task List** frame).
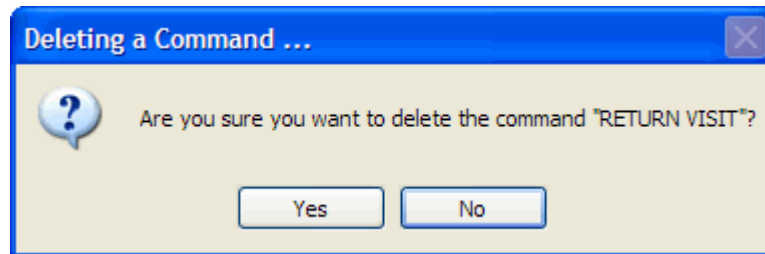
5. Say **"Yes"** to confirm that you want to delete the command (or say **"No"** if you decide not to delete the command).

6. Click the **X** in the upper right corner of the **Command Browser** to exit.

Exporting and Importing Commands

You *cannot* export the **Medical Templates** or the **Medical Normals** commands.

You can share custom commands with other users by exporting them to a file and then having the other user import that file. Likewise, you can import custom commands from a user who has created an export file.

Both the import and export command files you create will have a **.dat** file extension.

To create an export file for your commands:

1. Say **"Open Command Browser"** (or on the **DragonBar**, select **Tools** > **Command Browser**.) The **Command Browser** dialog box opens.

2. Click **Mode** and select **MyCommands**.

3. Select the **User Defined** folder.

4. Select the command or commands that you want to include in your export file. (You can use standard Windows **Ctrl+click** and **Shift+click** commands to select more than one command at a time.)

5. Right-click the command or commands that you have selected and click **Export** (or just click **Export** from the **Task Pane**). The **Export Commands** dialog box opens.
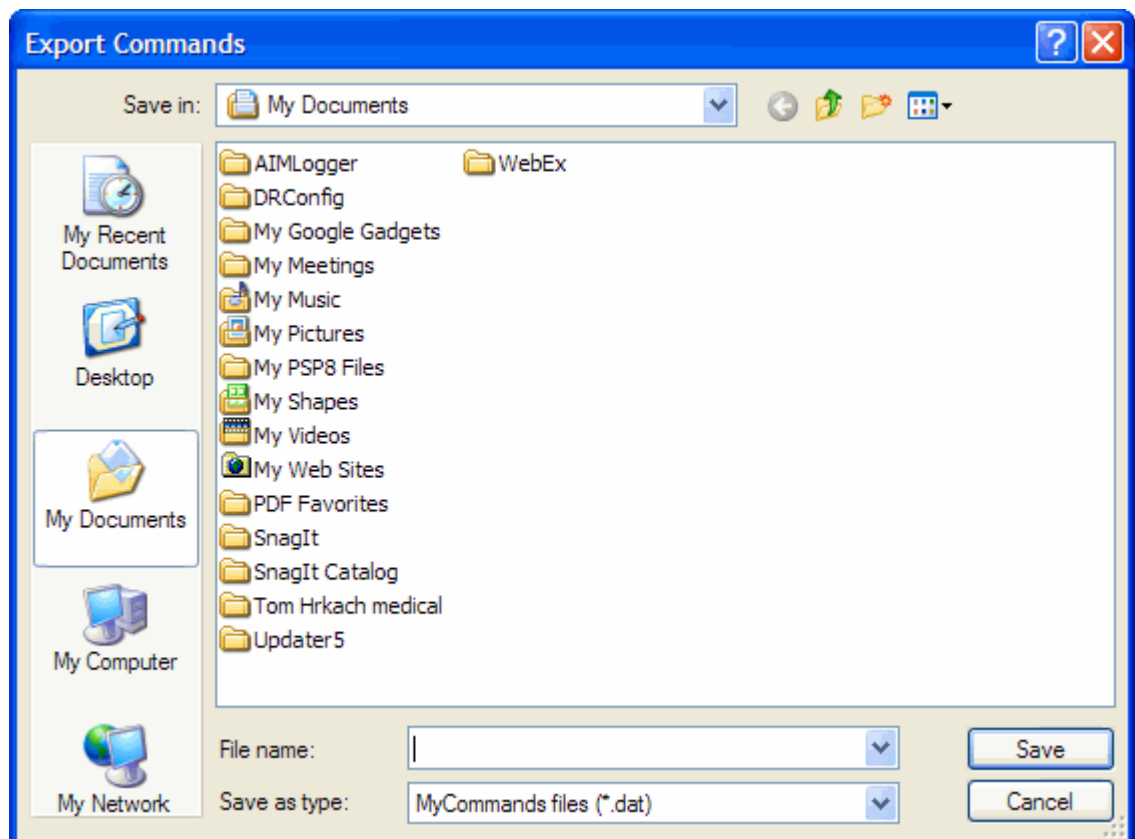
6. Select a location to store your export file. The initial default location is the Windows **My Documents** folder.

7. Enter a name for your export file in the **File name** field.

8. Click **Save**. The file is saved (with a **.dat** extension) to the location you selected.

To import a command file:

1. Say **"Open Command Browser"** (or on the **DragonBar**, select **Tools > Command Browser**.) The **Command Browser** dialog box opens.

2. Click **Mode** and select **MyCommands**.

3. Select the **User Defined** folder.

4. From the **Task Pane**, click **Import**. The **Import Commands** dialog box appears.

5. Navigate to the location of the file that you want to import. (Remember that it will have a **.dat** extension.)

6. Select the file and click **Open**. The **Import Commands** dialog box displays several options for the commands in the import file.
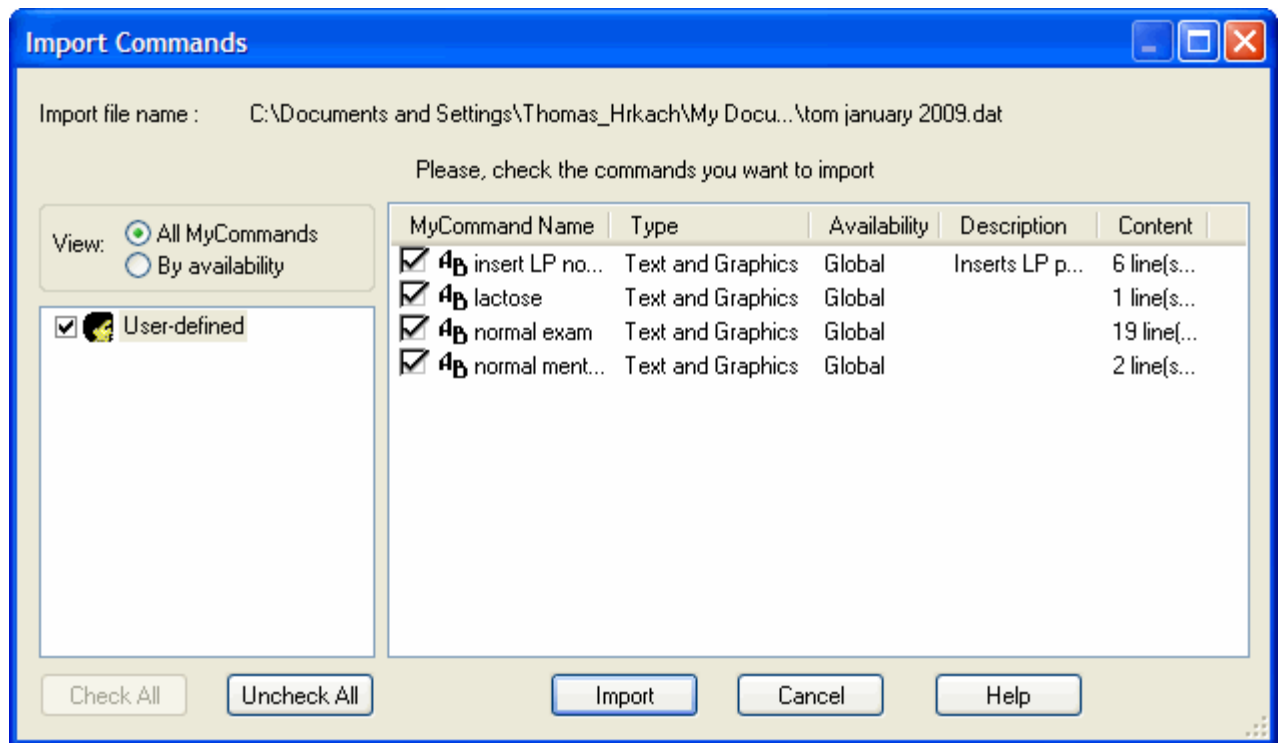
7. Select the commands you want to import and click **Import**.

8. If one or more of the commands you are importing already exists, you are asked if you want to overwrite the existing commands with the imported ones.
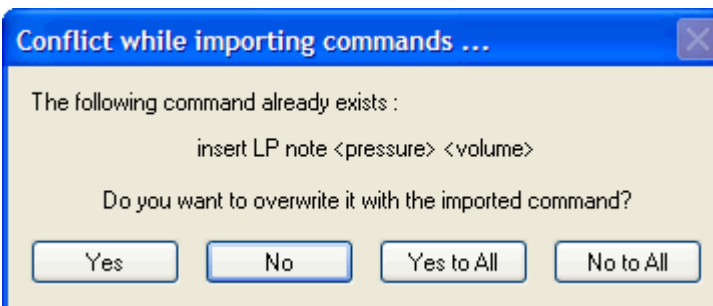
9. If you select **Yes** (or **Yes to All**), the commands are imported and you receive the following message.
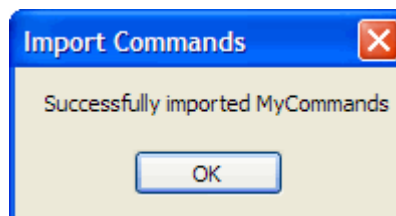
*Note: For more information on using the **Command Browser**, refer to the Dragon Medical Client 10.1 application's online help files. From the **DragonBar**, click **Help > Help Topics**. Click the **Contents** tab and open the **Using Your Command Browser** topic.*

Searching Medical Websites

You can use voice commands to search for information on the **PubMed**, **WebMD**, **UpToDate**, and **ICD9** Web sites. The voice commands can be issued at any time; a Web browser does not have to be open.

The following table shows a list of the voice commands that you can use:

Voice Command
"Search PubMed for <xxx>"
"Search WebMD for <xxx>"
"Search WebMD Drugs for <xxx>"
"Search WebMD Condition for <xxx>"
"Search UpToDate for <xxx>"
"Search ICD9 Diseases and Injuries for <xxx>"
"Search ICD9 Procedures for <xxx>"
"Search ICD9 Drugs for <xxx>"
"Search ICD9 Dictionary for <xxx>"
"Search ICD9 HCPCS for <xxx>"

For example, the following illustration shows the results that appear automatically when you dictate the voice command **"Search PubMed for angioplasty."**
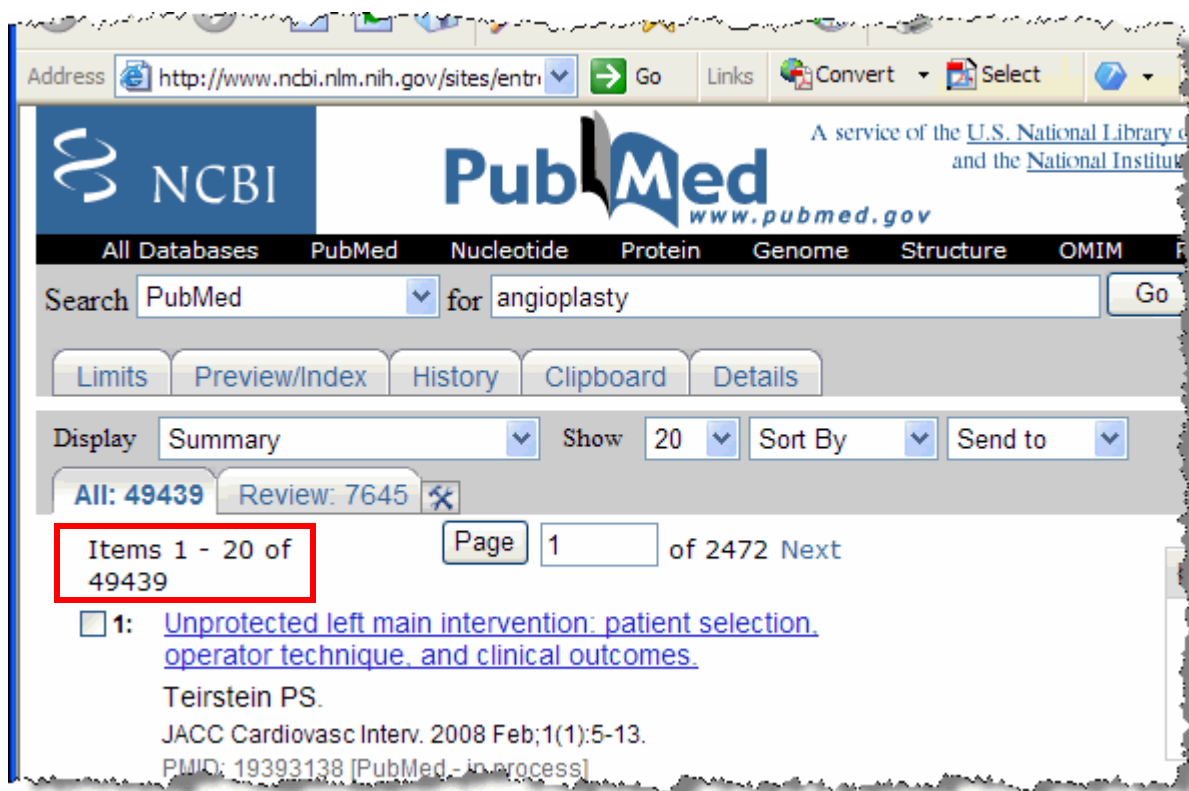
Assigning Voice Commands to the PowerMic Buttons

If you dictate into a *PowerMic II* (or a *PowerMic*), you can assign specific voice commands to buttons on the microphone.

To assign a voice command to a PowerMic button:

You *cannot* assign a voice command to a command that contains a variable list. The command name in a variable list can change each time you speak it (for example, the voice command **<area> back examination** could refer to either upper, mid, or lower back). The buttons need to mapped to something absolute that does not change.

If it is an assigned command, it will stay in the list. Otherwise, it will be cleared each time you log off.

For more help on this topic, click **Tools** > **Options**, select the **PowerMic** tab and click the **Help** button at the bottom of the dialog box.

1. In the **DragonBar**, click **Tools > Options**, and select the **PowerMic II** (or **PowerMic**) tab.
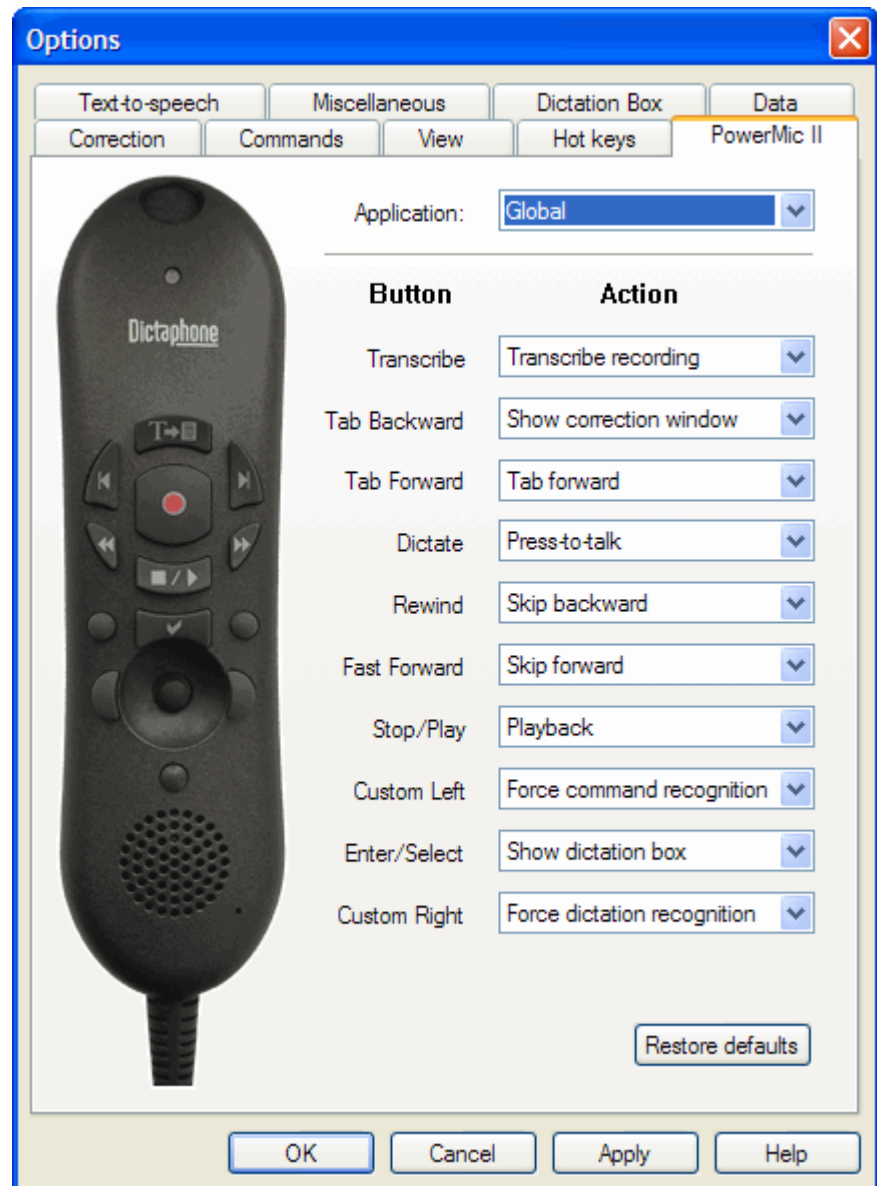
2. Click the drop-down list next to the button to which you want to assign a voice command.

3. Select **User Commands**. A list of recently used voice commands appears. In the following illustration, the **Tab Forward** button was selected.

The **User Commands** list can hold up to 20 commands.
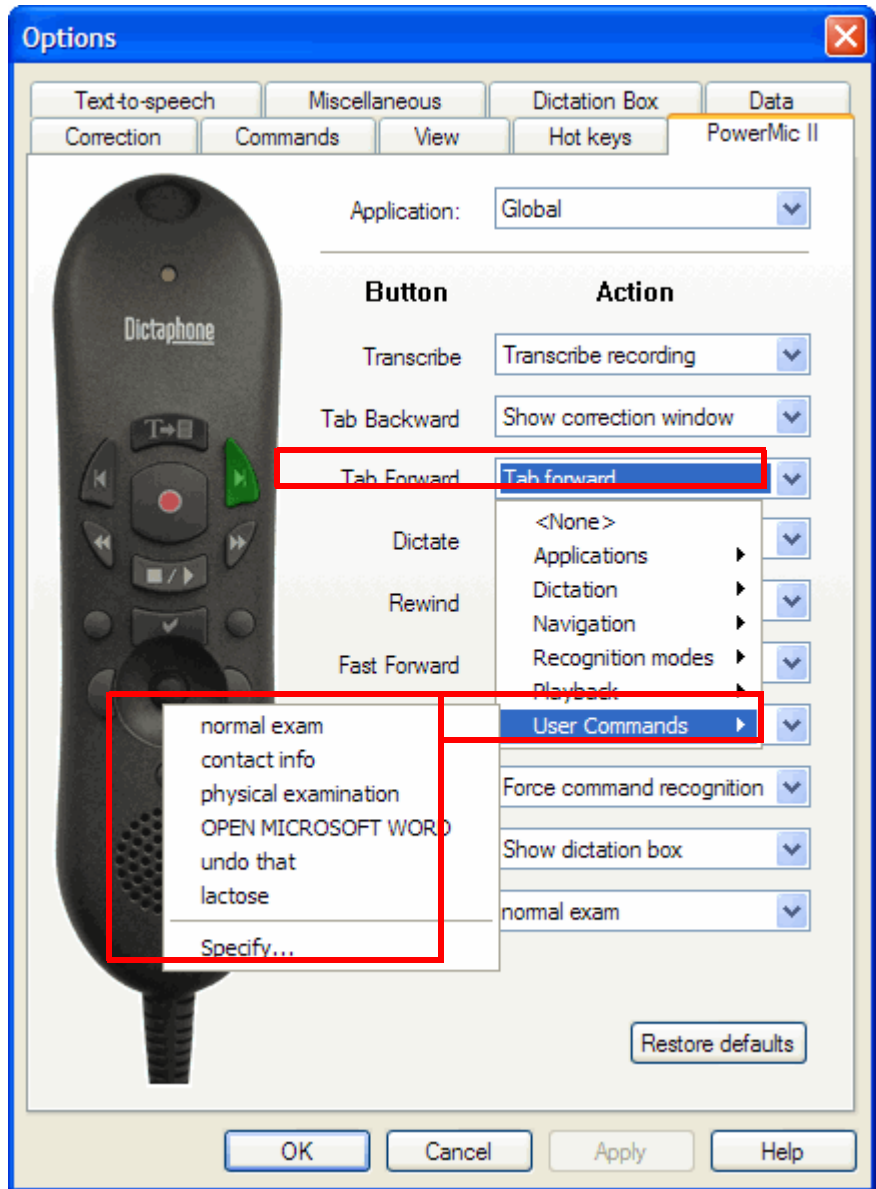
Note: *If no voice commands were used recently,* **Specify** *is the only item in the list. Skip to* *in this procedure if you see only* **Specify**.

4. Select the voice command you want to assign to the button.

5. Click **OK** to close the **Options** menu.

**If the command you want to assign does not appear in the User
Commands list:**

6. If **Specify** is the only item in the list, you have two options for
    assigning voice commands:

    *   Click **Specify** and type the *exact name* of the voice command you
        want to assign to the button, or

    *   Exit the **Options** dialog box and *use* the voice command you want to
        assign (for example, use the command in **DragonPad**; then just
        close the application since you don't need to keep it). Then re-open
        the **Options** box; the voice command now appears on the **User
        Commands** list.

Practical Exercise

1. Open **DragonPad** (or another application).
2. Add a **DragonTemplate** command to the document.
3. Say the command **"Accept Defaults"** to remove all the [ ] in the
    DragonTemplate.
4. Assign the command **"Accept Defaults"** to the **Stop/Play** button on
    the *PowerMic II*.

Dictation Box

Some applications or particular windows in applications might not support dictation or voice commands. In this situation, the **Full Text Control Indicator** is gray rather than green and the **Message Area** displays a message stating that you are *dictating into a non-standard window*. When you see that message, you should use the **Dictation Box** to receive your new dictation or to revise misrecognized text.

To open the **Dictation Box**, on the **DragonBar** select **Tools > Dictation Box** or say **"Show Dictation Box."**

Adding Text in Dictation Box

If you have difficulty adding text in an EHR or other application:

1. Place your cursor in the active application window or document where you want the text to appear.

2. With your microphone turned on, say **"Show Dictation Box."** The **Dictation Box** opens.
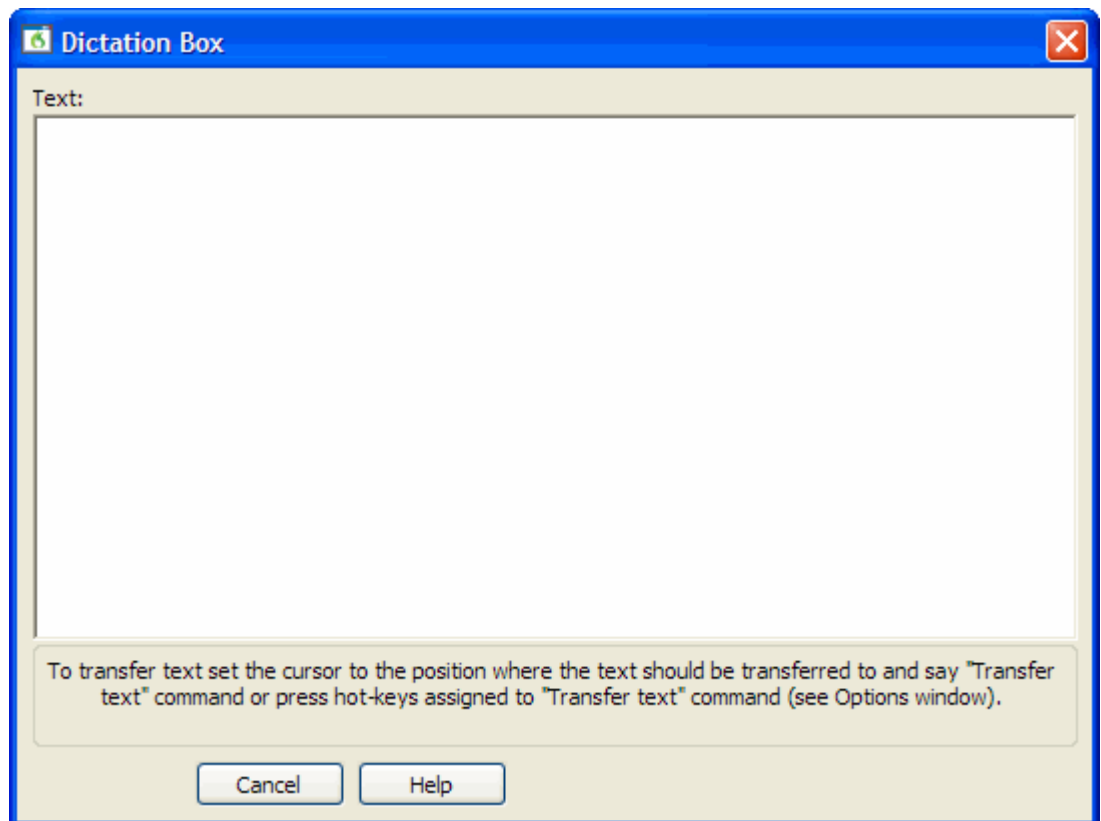
3. Dictate into the **Dictation Box**, making edits as necessary.

4. When you have finished dictating, click the **Transfer** button (or say **"Transfer Text"**). *Dragon Medical Client* 10.1 automatically transfers recognized text to the window of the application you were using when you opened the **Dictation Box**.

Revising Text in Dictation Box

If you have difficulty revising selected text in an EHR or other application:

1. In an active application window or document, highlight the text you want to revise.

2. With your microphone turned on, say **"Edit Selection."**

   The **Dictation Box** opens, displaying the previously selected text.

If the **Keep transferred text in clipboard** option (located in **Options > Dictation Box** or Dictation Box: Settings) is selected, the **"Paste That"** voice command can be used if **"Transfer Text"** fails to paste the text into the desired location. Also, if the provider would like the same text pasted in multiple locations, they can use **"Transfer Text"** the first time and **"Paste That"** in the additional locations.

Dictation Box

Text:

Patient presents with intermittent episodes related to history of neurocardiogenic syncope.

To transfer text set the cursor to the position where the text should be transferred to and say "Transfer text" command or press hot-keys assigned to "Transfer text" command (see Options window).

Help   Cancel

3. When you have finished revising the text, say **"Transfer Text."**

   Dragon Medical Client 10.1 automatically transfers the corrected text to the window of the application you were using when you opened the **Dictation Box**.
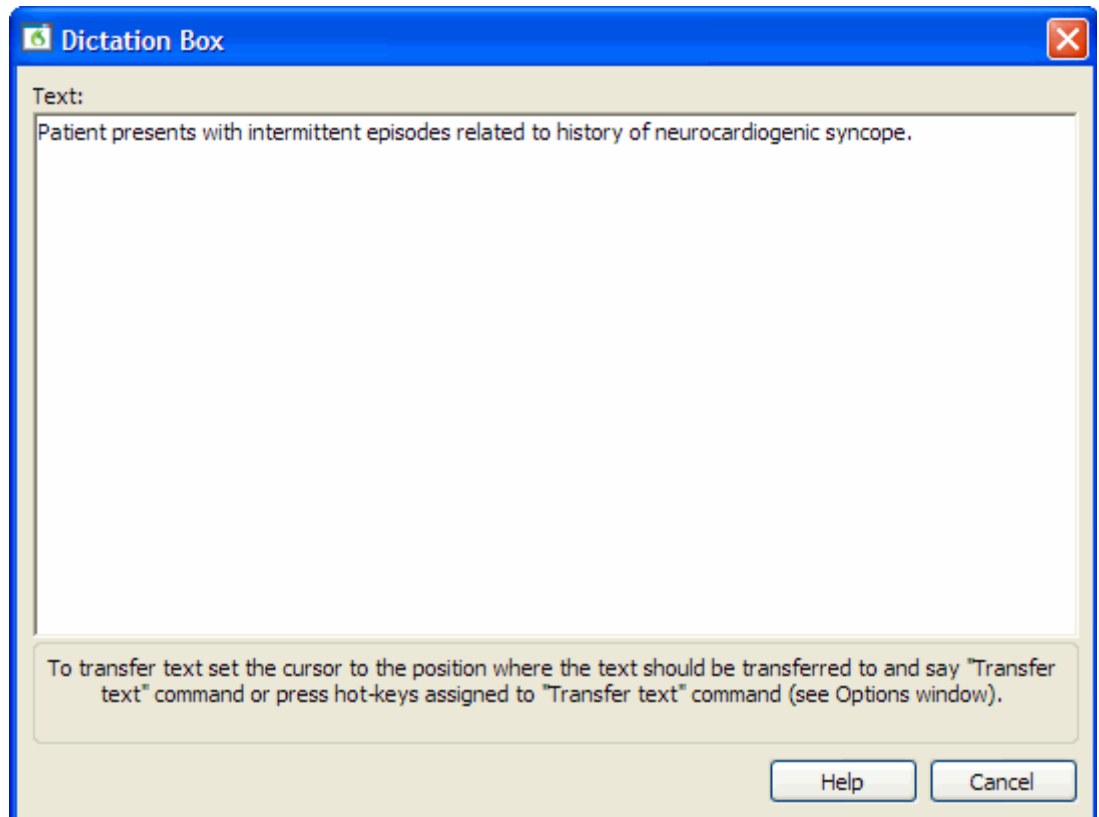
Using the Dictation Box in Hidden Mode

In **Hidden** mode, the **Dictation Box** is active but does not appear, allowing you to navigate within your application. While in **Hidden** mode, the dictated text is added to the **Dictation Box** regardless of the cursor location and focus. Then, with your cursor in your EHR application, for example, use the **"Transfer Text"** voice command to paste the text from the **Dictation Box** into your application.

Depending upon the settings in **Tools > Options** on the **Dictation Box** tab, the **Dictation Box** can always be visible or always be hidden:

In **Hidden Mode**, some **DragonBar** menu choices are disabled:

To**ols > Accuracy Center**
Tools > Command Browser
Tools > Add New Command
Words > New
Words > View/Edit
Words > Train
Words > Import
Words > Export
Extra tool bar > Correction

The **Dictation Box** in **Hidden** mode supports the following voice commands:

"Show Dictation Box"
"Display text"
"Play back document"
"Play back that"
"Transfer text"
"Send for transcription"

- **Always visible**: The **Dictation Box** appears on the screen when it starts.

- **Always hidden**: The **Dictation Box** starts in **Hidden** mode. In this mode, the **Dictation Box** is active but does not appear. In **Hidden** mode, all dictated text is added to the **Dictation Box** regardless of where you place the cursor, allowing a healthcare provider to browse an EHR or (in radiology) a PACS-RIS system while dictating.

Use any of the following methods to place the **Dictation Box** into the **Hidden** mode:

- Use the voice command **"Hidden Mode On"** to hide the **Dictation Box**.

- Start the **Dictation Box** and select **Words > Hidden Mode** from the **DragonBar**.

Use any of the following methods to place the **Dictation Box** into the visible mode (when it is hidden):

- Use the voice command **"Show Dictation Box"**

- From the **DragonBar**, click **Tools > Dictation Box**.

- From the **DragonBar**, click **Words > Normal Mode**.

*Tip: For more information about dictating in **Hidden** mode, open the Online Help in Dragon Medical Client 10.1, click the Index tab, and type the words **hidden mode** to see a list of topics on the subject.*

If an NMC administrator enables the **Anchor Dictation Box to application** option, providers must transfer the text in the **Dictation Box** to the target application before they can continue to use the target application.

Using the Dictation Box in Anchored Mode

To use the Dictation Box in the Anchored mode:

1. Open your EHR application, or another application into which you want to dictate.

2. Place your cursor where you want the text to appear in your document.

   Note: Make sure you place your cursor in the proper location *before* *you open the* ***Dictation Box****.*

An administrator uses the Nuance Management Console to enable or disable **Anchored Mode** for the DictationBox. They can enable or disable AnchorMode for a specific user or a group of users.

3. Use the voice command **"Open Dictation Box"** and wait until the **Dictation Box** opens.

4. Dictate your report.
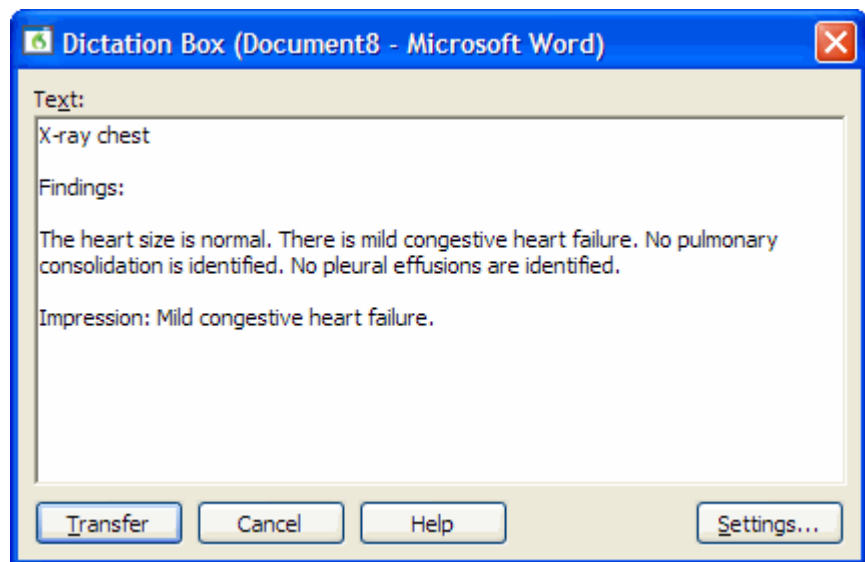
5. When finished, use the voice command **"Transfer"** (or click the **Transfer** button). The **Dictation Box** closes and you can continue to use your application as you normally would.

Adding a New Dictation Source

In some cases, providers might need multiple dictation sources (microphone devices). For example, a provider with a roaming user profile may benefit from adding a new dictation source. By adding a dictation source to an existing provider user profile, the provider still has access to any commands they created, and any words that they added to their vocabulary.

To add a new dictation source to a provider's user profile:

For more information about adding a new source, open the *Dragon Medical Client* 10.1 online help, click the **Index** tab, and type the words **dictation sources** to see a list of topics on the subject.

1. Make sure the new microphone is installed and plugged in to your computer.

2. From the **DragonBar**, click **Dragon > Open Profile**.

3. Select the user profile for whom you want to add a dictation source.

4. Click **Source > New**. The **New Dictation Source** dialog box opens.
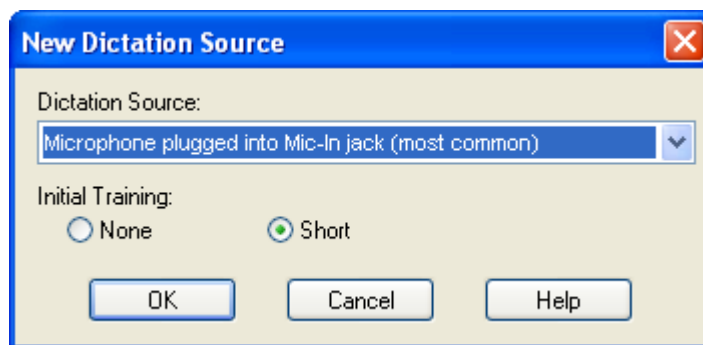
In some cases, you might also see a couple of calibration dialog boxes for the new device. Follow the instructions in the boxes and continue with the rest of the steps in this topic.

Choose **None** in step six since you've already trained the user profile itself previously.

Tell the providers that they must now choose which microphone they will use when they open their profile. Explain to them that this new mic uses the same profile, so the vocabulary, custom words, and commands are available for all sources.

5. From the **Dictation Source** drop-down list, select a new source. (Depending on your computer's configuration, the contents of this source list might vary.)

6. Choose **None** for the **Initial Training** type.

7. Click **OK**. You might have to run the Audio Wizard once again for this new dictation source (as shown earlier in this guide, beginning on).

8. When finished, the user profile's name appears again in the list, associated with the new dictation source.
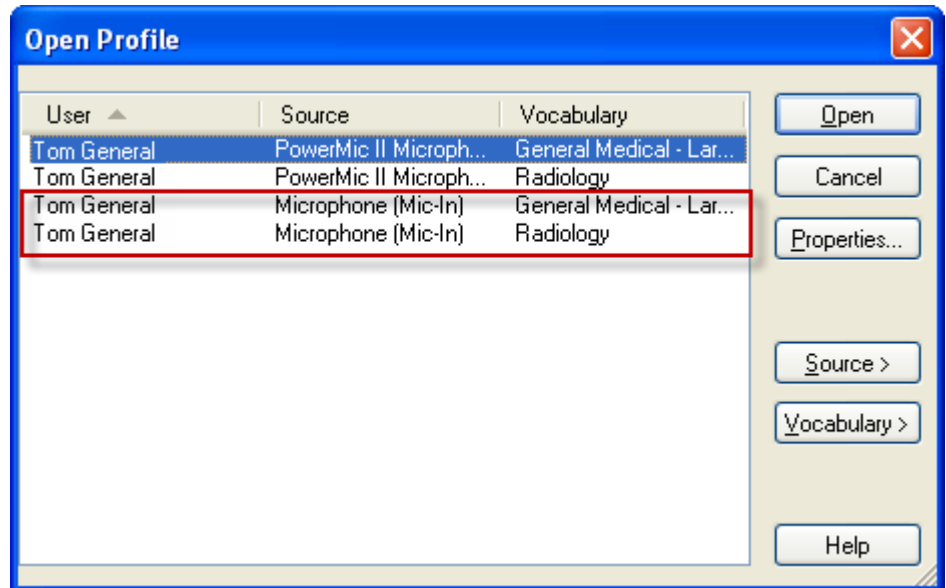
Adding a New Vocabulary

Providers can add a new vocabulary to their user profile at any time. Adding a new vocabulary is recommended when a provider dictates on more than one type of medical discipline, or a provider would like to use *Dragon Medical Client* 10.1 for standard, non-medical dictation, such as email.

To see the most recently used vocabularies for the current user profile, click **Dragon > Open Recent Vocabulary**.

If a provider wants to add a new vocabulary for non-medical memos, documents, and email, suggest that they name the new vocabulary **Non-medical** or **Email**.

However, if the new vocabulary's accuracy seems low, it could be because the initial vocabulary is so specialized that *Dragon Medical Client* 10.1 resists learning or understanding more common words. In this case, suggest that the provider create a second user profile using the new vocabulary.

For step 5, refer to the Resources appendix in this guide for a description of all the available vocabularies. This appendix also contains a cross-reference table showing the relation between the 14 *Dragon Medical Client* 10.1 voice models and their available vocabularies.

For more information about vocabularies, open the *Dragon Medical Client* 10.1 online help, click the **Index** tab, and type the word **vocabularies** to see a list of topics on the subject.

To add a new vocabulary to a provider's user profile:

1. On the **DragonBar**, select **Dragon > Open Profile**.

2. Select the user profile to add a vocabulary to.

3. On the Open Profile dialog box, select **Vocabulary > New**.

4. Click **New**. The **New Vocabulary** dialog box opens.
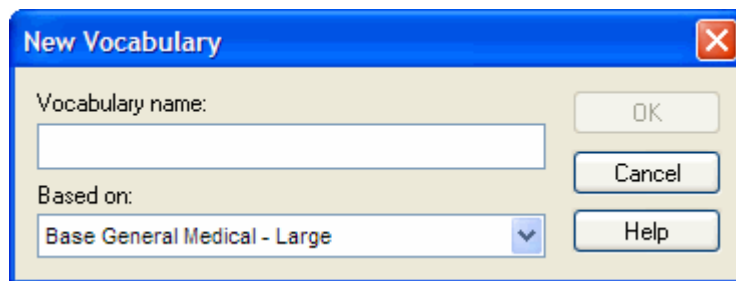
5. In the **Vocabulary name** field, type an easy to remember name for the vocabulary.

6. From the **Based on** drop-down list, select a vocabulary.

7. Click **OK**. The new vocabulary appears in the Vocabulary list.

8. Click **Close**.

9. To switch between two vocabularies, click **Dragon > Open Recent Vocabulary**, and select the vocabulary you want to use.
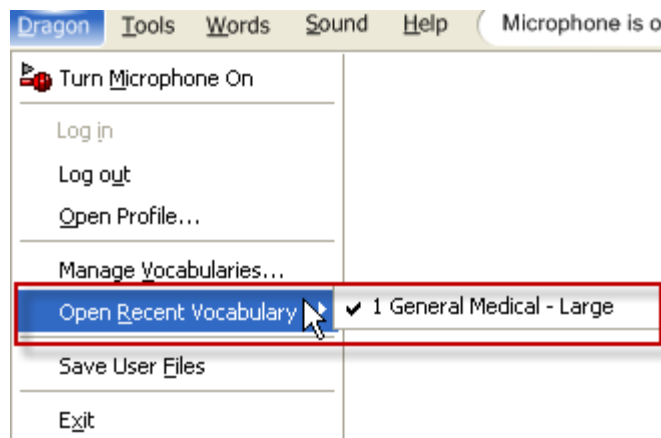
Note: *The illustration below shows the choices a provider has when multiple vocabularies and multiple dictation sources are available. This example shows two vocabularies and two dictation sources for one user profile.*
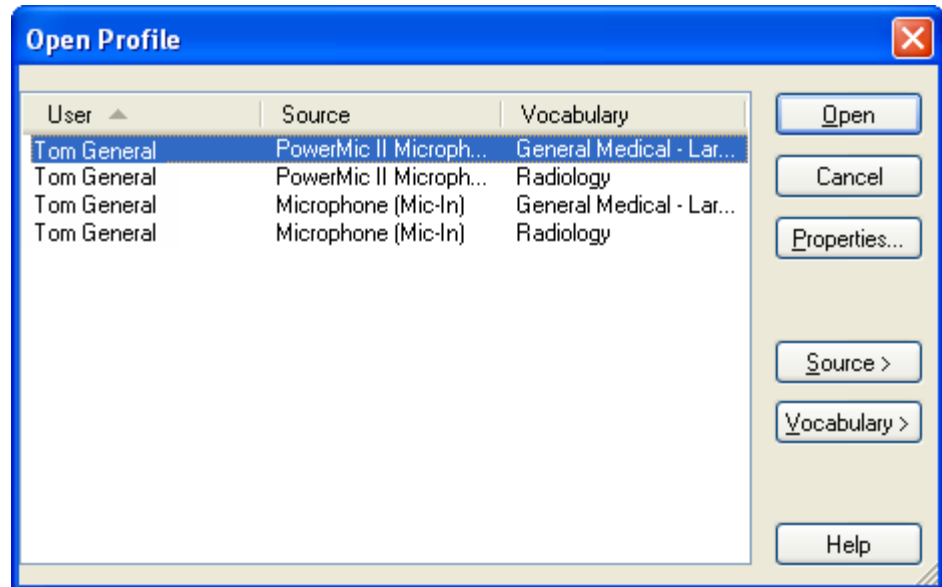
Adding Words to Your Vocabulary

In the Basic Class, you learned how to add words to your vocabulary using the **Vocabulary Editor**. You can also add words using the following methods:

- **Add words from documents:** Using one or more of your existing documents or reports, *Dragon Medical Client* 10.1 detects words that are not currently in your vocabulary and places them in your vocabulary.

- **Add words from lists:** Create or import a list of words in a .txt document format, then add them to your vocabulary.

Adding Words from Documents

You can use the **Add Words From Documents** tool to add words from documents to your vocabulary. *Dragon Medical Client* 10.1 uses these words and phrases to update the vocabulary with information about your word usage. To achieve the best results, remove all formatting from the documents you use.

Preparing Documents to Add Words From

To prepare documents to add words from, follow these guidelines:

- **Paragraphs:** Separate each paragraph with a blank line.

- **Tables and bulleted lists:** Unconverted content will be processed, but due to limited context, might not include useful information for determining your writing style.

- **Columns:** Convert text in two or more columns to a single column.

- **Captions:** Convert captions to text if they contain relevant information. Otherwise they will be ignored.

- **Bold or italicized text:** This text might contain coding tags that can decrease accuracy if you do not convert it.

- Remove:
  - **Graphics:** Graphics slow processing. Text within bitmap graphics is not processed.
  - **Headers, footers, and titles:** If they contain important information, move them into the body of the document, otherwise remove them.
  - **Tables containing numbers:** Numbers provide no useful input.
  - **Duplication:** Because it might adversely affect statistical information, remove duplication when possible.

Note: *If you use several documents that contain the same medical text, leave that text in one document and remove it from the others.*

Adding Words from Documents

To add words from documents:
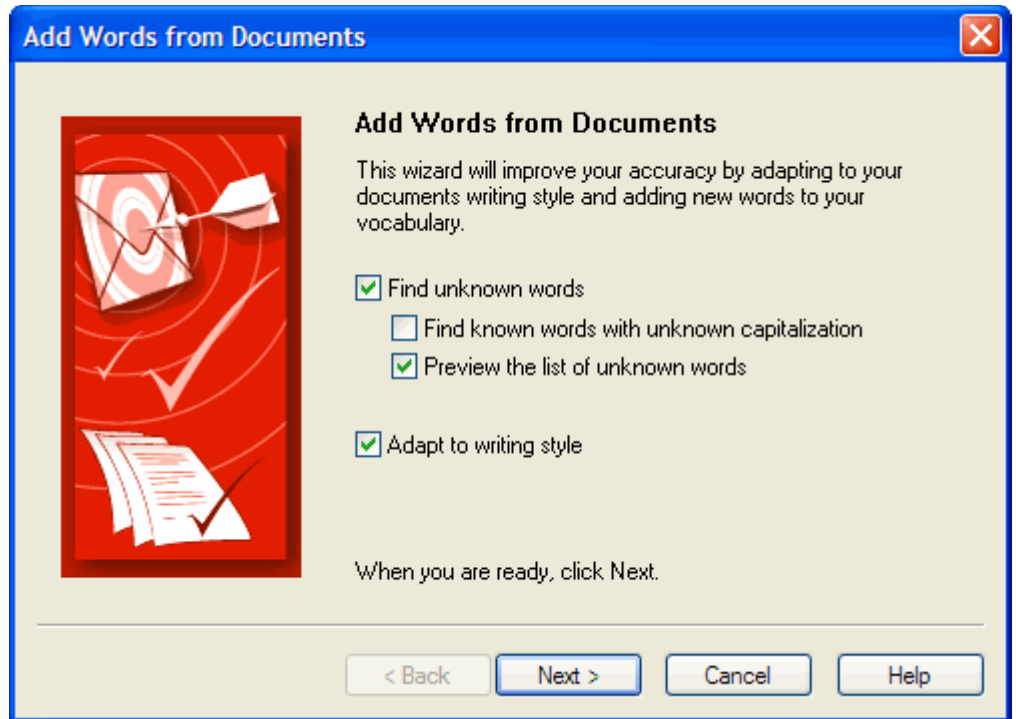
1. On the **DragonBar**, select **Tools** > **Accuracy Center**.

2. In the **Accuracy Center** dialog box click or say **"Add words from your documents to the vocabulary."**

3. In the **Add Words from Documents** page of the **Add Words from Documents** wizard dialog box, place a check mark next to one or more of available options that apply:

   • **Find unknown words**
      – **Find known words with unknown capitalization**
      – **Preview the list of unknown words**
   • **Adapt to writing style**

4. Click **Next** and the **Add Documents** page of the wizard opens.

5. Use the **Add Folder** and **Add Document** buttons to browse and find the files. The documents then appear in the **Document List**.
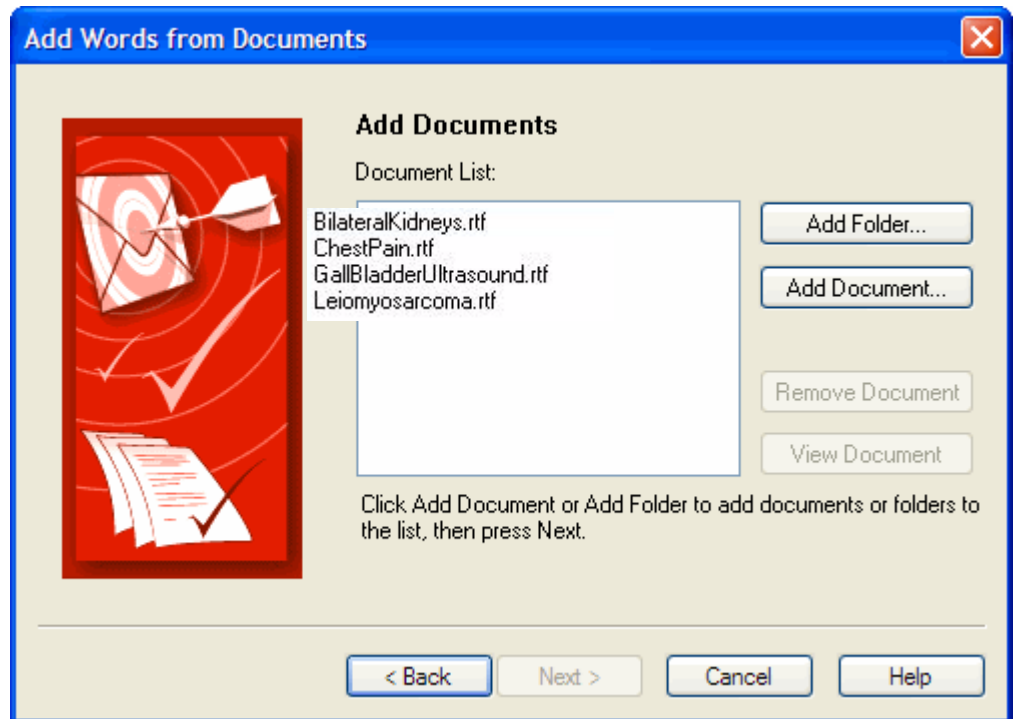
Notice that the **Remove Document** and **View Document** buttons are grayed out until you select the name of a file to remove or view.

a. If you make a mistake, to get rid of a file you imported, click the file name in the list, then click the **Remove Document** button.

b. To preview a document, click the file name in the list, then click the **View Document** button.

6. Click **Next**. The **Document Analysis** dialog box displays while the analysis occurs.
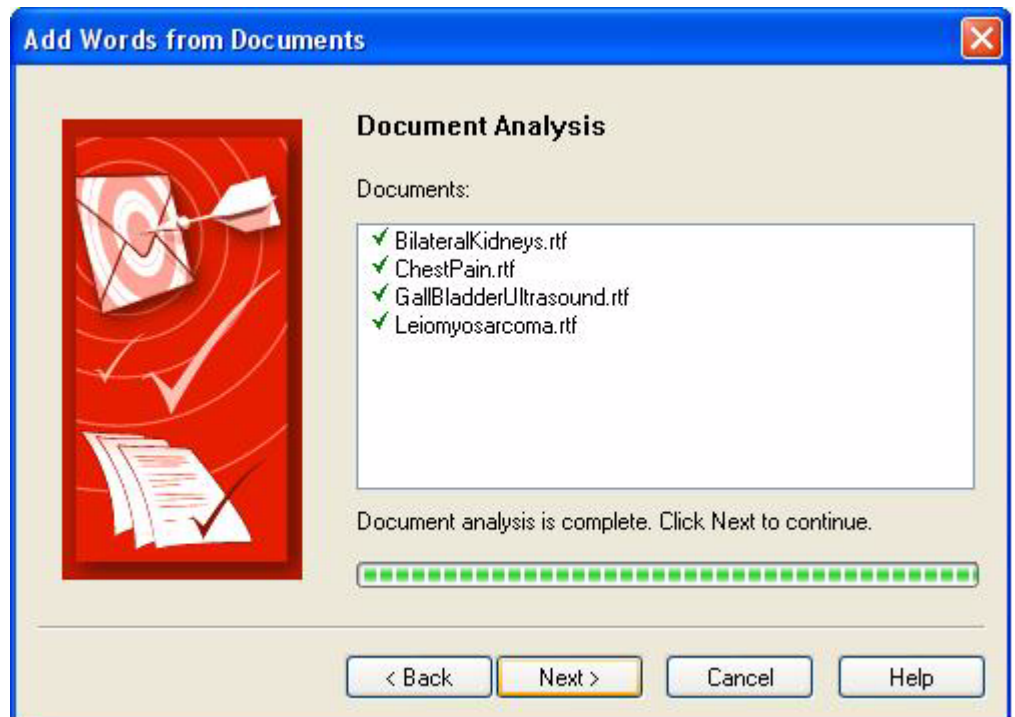
7. When the analysis completes, click **Next**.

*Note: If Dragon Medical Client 10.1 finds no new words to add, a message stating that appears. Click **OK**, then click **Next** to move to the **Summary** dialog box where you then click the **Finish** button.*

If new words were found, the **Add Words to Vocabulary** page of the wizard opens.
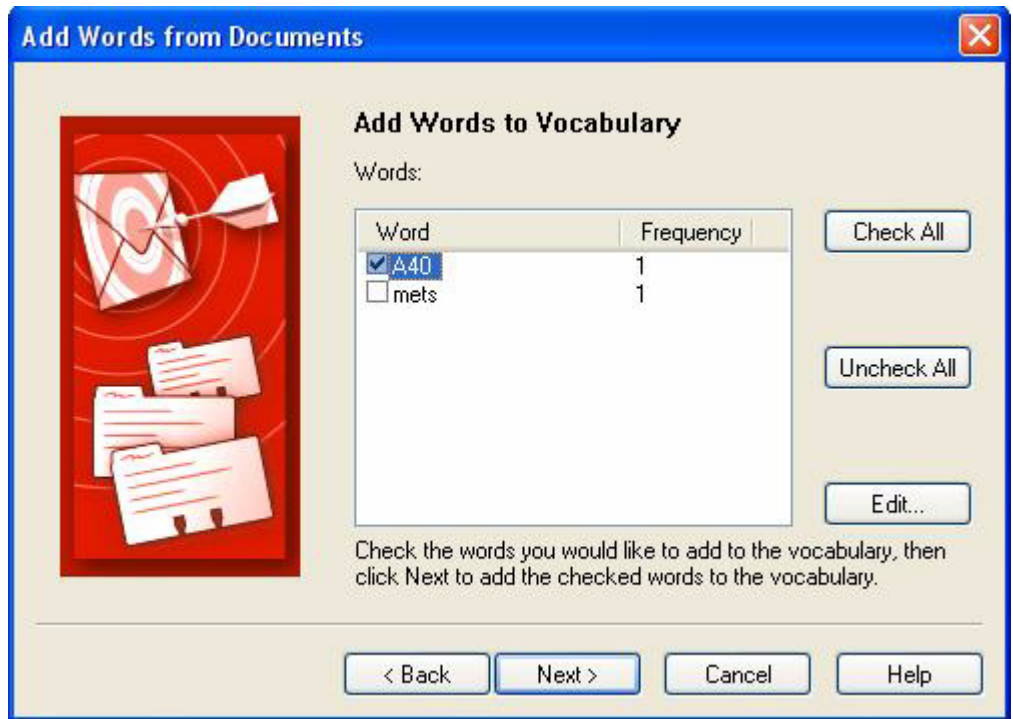
8. Place check marks next to words to be downloaded and uncheck the ones you do not want.

   a. The **Check All** or **Uncheck All** button lets you check or uncheck all words to make selecting and deselecting the words easy.

   b. Click **Edit** to edit the word before adding it to the vocabulary.

9. Click **Next**.

10. (Optional) When the **Train Words** page of the wizard opens, you have the opportunity to check off the words you want to train. If you selected words, you can now train them by clicking the **Train** button.

11. Whether or not you selected words to train, click **Next** and the process of adapting to your writing style begins.
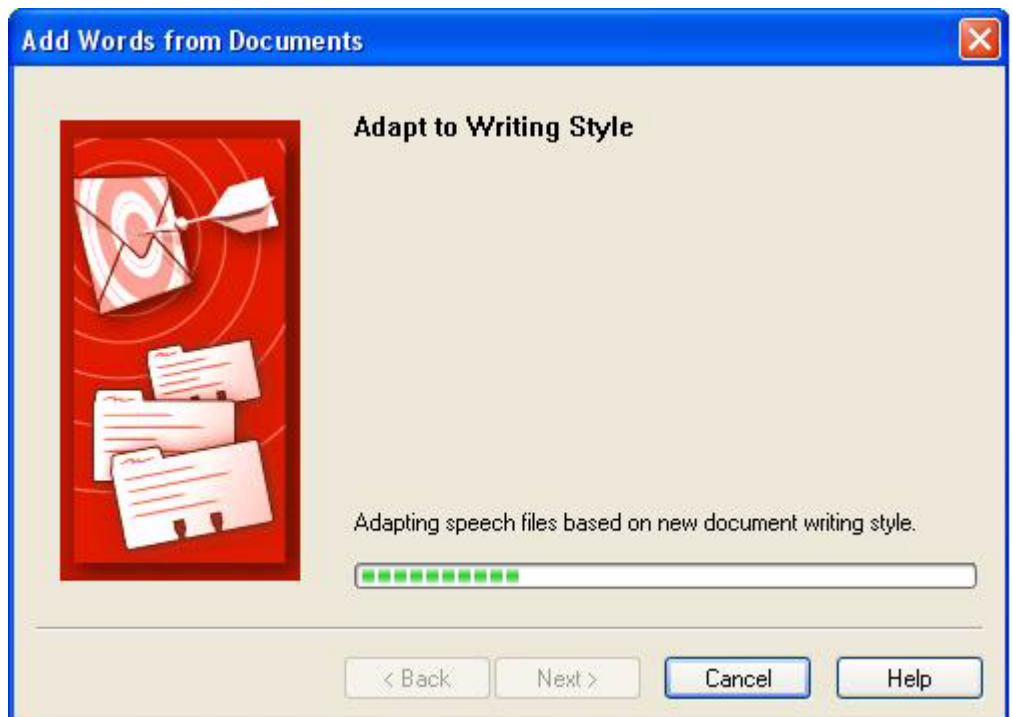
12. When the adapting to your writing style completes, click **Next**. The **Summary** page of the wizard then displays the number of words found, the number of words added to the vocabulary, and a message that the adaptation of your writing style was successful.
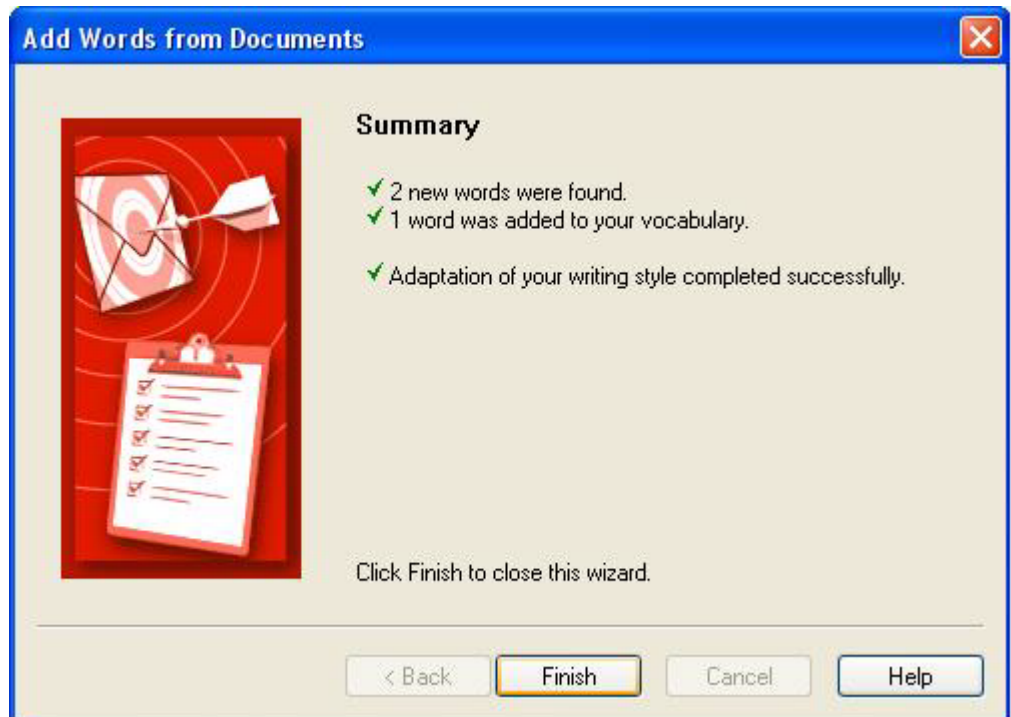
13. Click **Finish** to close the dialog box.

Notes:

- *If you make a mistake and do not want to add the words, avoid making additional changes to the vocabulary that you want to save. Then exit Dragon Medical Client 10.1. When you are prompted to save your user profiles, click **No**.*

- *The **Add Words from Documents** dialog box sometimes adds words that differ from words in the vocabulary only in case (upper- or lowercase). It is a good idea to use **Preview Words** to make sure you do not add any unnecessary words.*

Adding Words from Lists

You can create a list of words to add directly to your vocabulary. Or you can import a list of words created by another user into your vocabulary.

Preparing Lists of Words to Add

To prepare a list of words to add to a vocabulary:

1. Create a document for the new words. You can use any word processor to create the document as long as you can save the final version as a text (**.txt**) file.

2. Enter each word on a separate line. Make sure words are spelled and capitalized correctly.

3. To add a multiple-word phrase, such as **Accu-Check Advantage**, enter it on one line.

4. To include a spoken form for a word, type the word followed by a backslash (\) and the spoken form. For example, to have *Dragon Medical Client* 10.1 enter **University of Pittsburgh Medical Center** when you say **"UPMC"** type: **University of Pittsburgh Medical Center\UPMC**

5. Save the document as a text (**.txt**) file.

6. (Optional) Create a folder for storing all word lists you create.

If the Word Properties have been changed for a word, those properties will not be exported.

Exporting Custom Words to a File

You can create a list of the custom words that have been added for a provider by exporting these words to a **.txt** file. You can then add those words to another provider's vocabulary by importing the **.txt** file into that provider's vocabulary.

To export custom words:

1. Open the user profile whose custom words you want to export.

2. On the **DragonBar**, select **Words > Export**.

3. When the **Export Custom Words** dialog box opens, navigate to the directory to export the file into and assign the file a name with a **.txt** extension.

4. Click **Save** to save the file.

Adding Lists of Words

**To add words from a list**

1. On the **DragonBar**, select **Tools** > **Accuracy Center**.

2. In the **Accuracy Center** dialog box, click or say **"Add a list of words to your vocabulary."**

3. (Optional) In the **Add Words from Word Lists** page of the **Add Words from Word Lists** wizard dialog box, place a check mark next to **Preview the list of unknown words**.

4. Click **Next**.

5. In the **Add Word Lists** page of the wizard, use the **Add File** button to browse and find files. The document names appears in the **File List**.
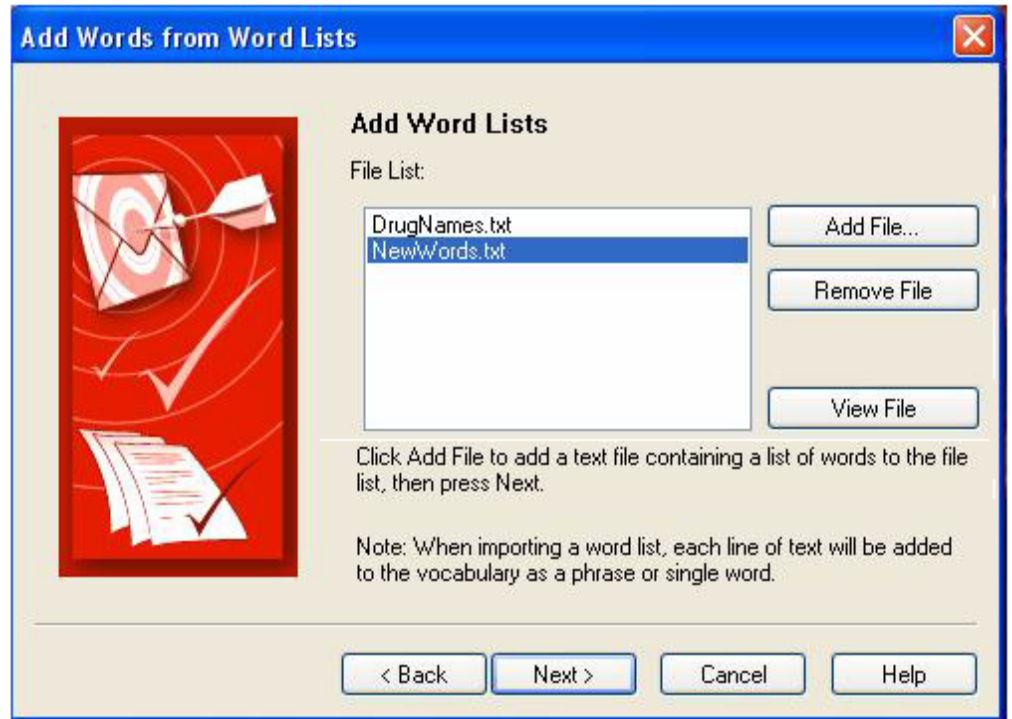
Notice that the **Remove File** and **View File** buttons are grayed out until you select the name of a file to remove or view.

   a. If you make a mistake and want to get rid of the file you imported, click the file name in the list, then click the **Remove File** button.

   b. (Optional) To preview your document, click the file name in the list, then click the **View File** button.

6. Click **Next**, then click **Next** again.

*Note: If you did not select **Preview the list of unknown words** earlier, the **Summary** dialog box now displays the number of words added to the vocabulary. Click **Finish** to close the dialog box and skip the remaining steps.*

7. If new words were found, the **Add Words to Vocabulary** dialog box opens. Place check marks next to words to be downloaded and uncheck the ones you do not want.

   a. The **Check All** or **Uncheck All** button lets you check or uncheck all words to make selecting and deselecting the words easier.

b. Click **Edit** to edit the word before adding it to the vocabulary.
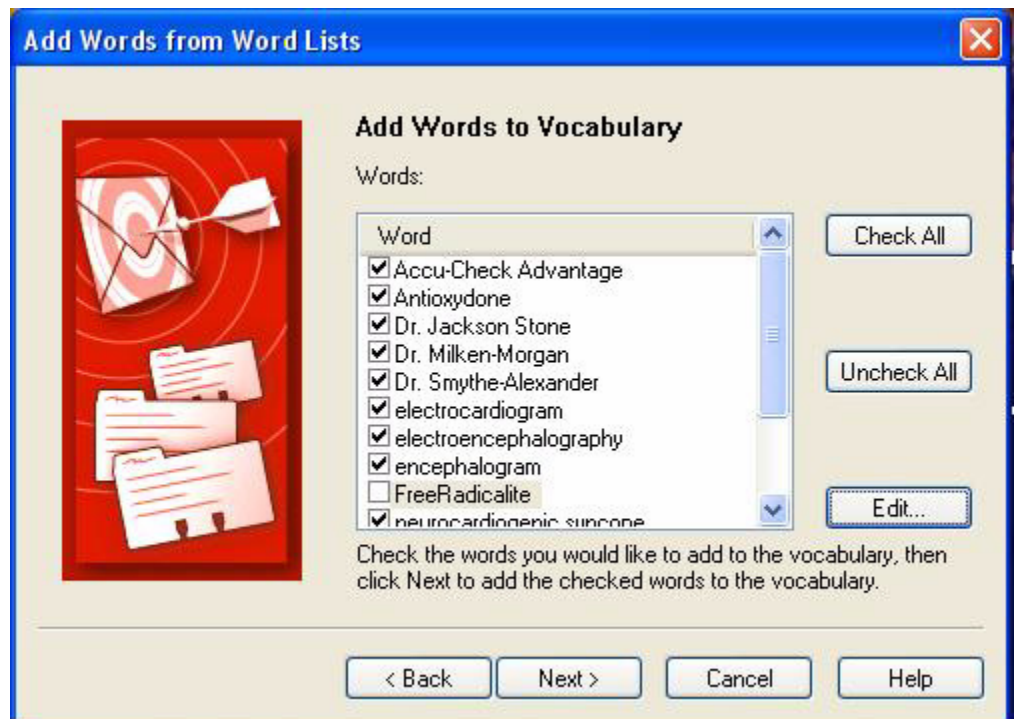
8. Click **Next**. The **Train Words** page of the wizard opens.
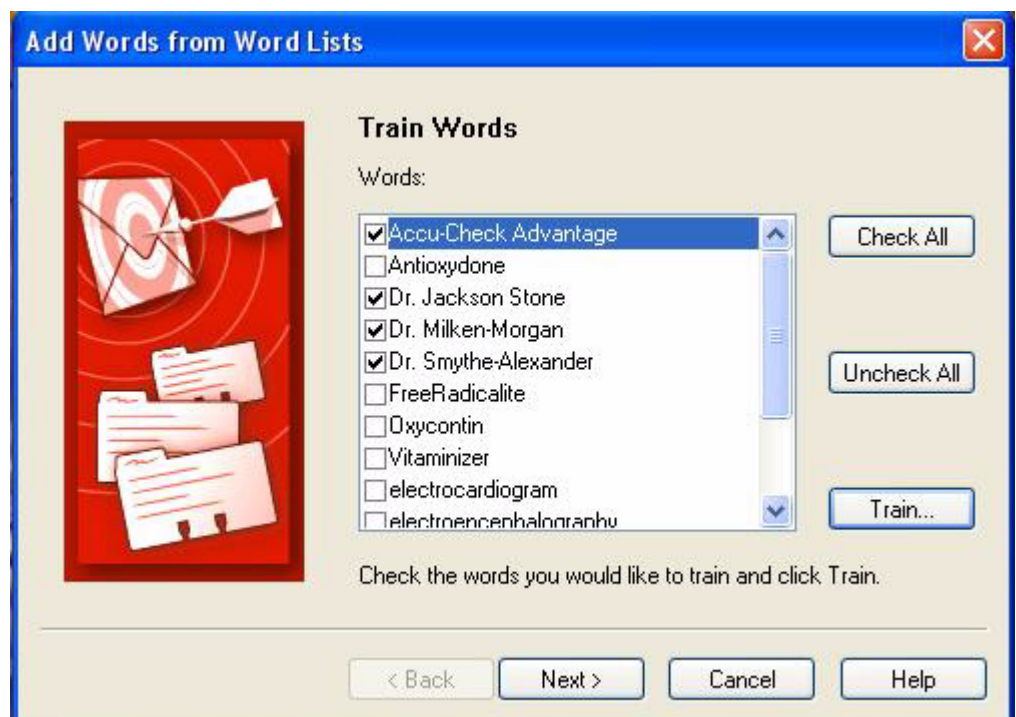
9. (Optional) You now have the opportunity to place check marks next to the words you want to train. If you select words to be trained, you can train them by clicking the **Train** button.

10. Whether or not you selected words to train, click **Next**. The **Summary** dialog box then displays the number of words found and the number added to the vocabulary.
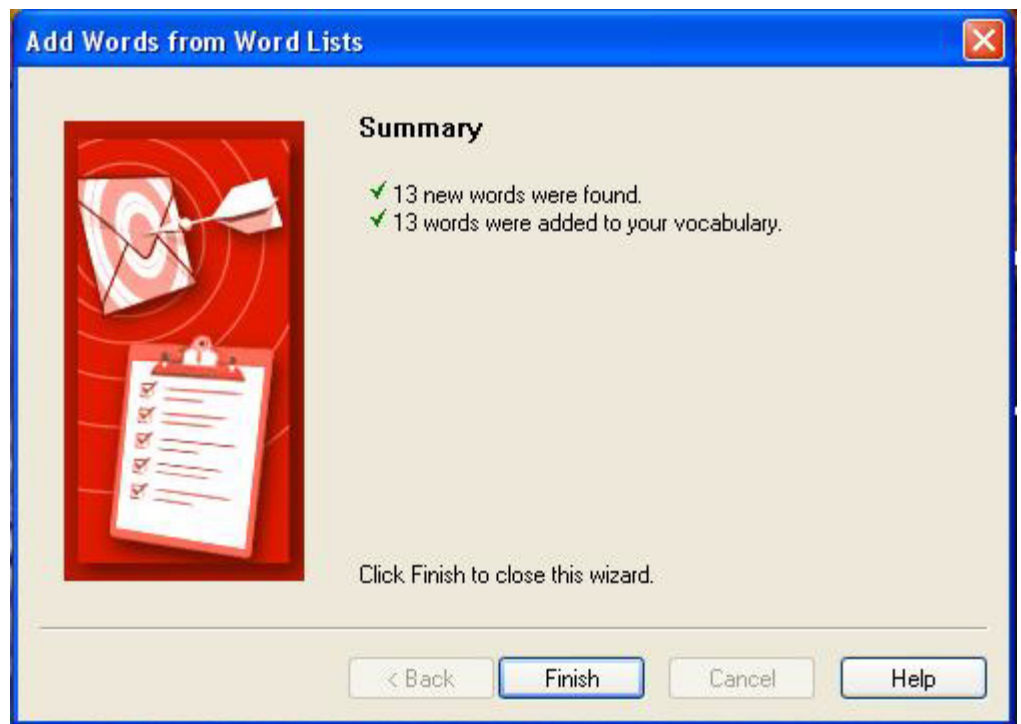
11. Click **Finish** to close the dialog box.

📌 *Notes:*

- *Use the **Add Words from Word List** wizard if you want to add multiple-word phrases to your vocabulary, even if they are used in documents that you will process using the **Add Words from Documents** wizard. You should do this because the **Add Words from Word List** wizard adds words from documents as single words, not phrases.*

- *You can create a list of the custom words you have added to a user profile by exporting these words to a file.*

Using the Accuracy Center

The Accuracy Center provides "one-stop shopping" for tools and information you can use to ensure excellent recognition. The link in the description of each feature opens a topic describing that feature more completely.
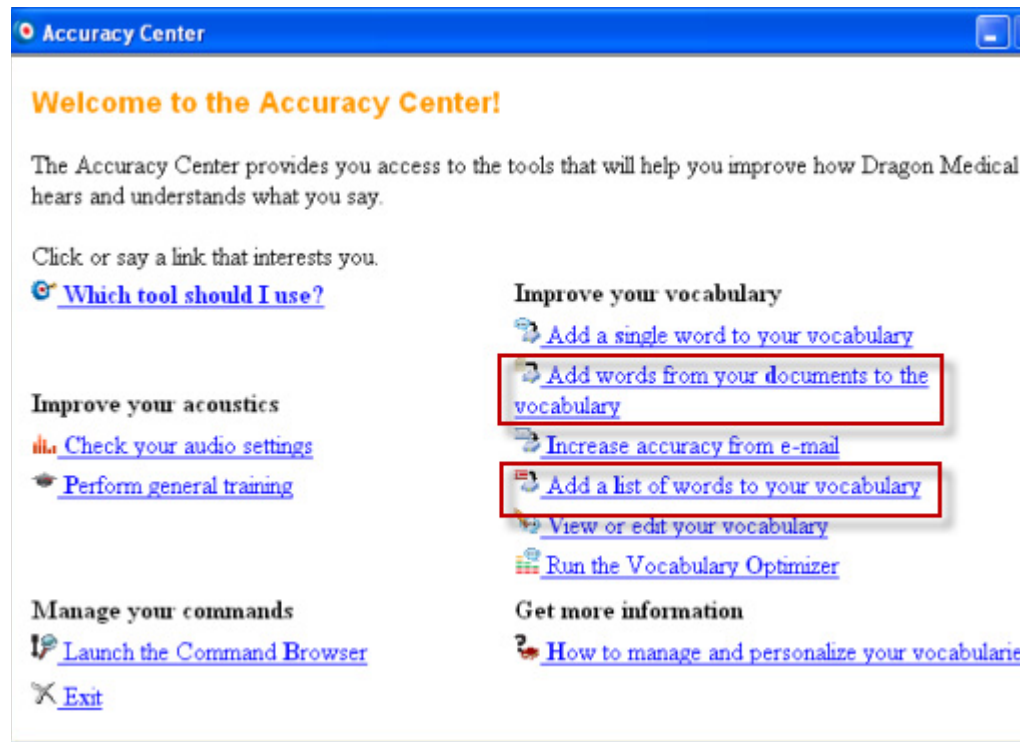
Which tool should I use?

Click or say this link to open the Accuracy Assistant, a tool that helps you determine what you should do to improve accuracy on your system.

Improve your acoustics

Check your audio settings

Click or say this link to adjust the volume settings and to check the sound quality of your microphone and sound card.

Perform general training

Click or say this link to run General Training so that you can perform additional training to enhance the accuracy of the current user profile.

Manage your commands

Launch the Command Browser

Click or say this link to open a tool showing the commands available on your system.

Improve your vocabulary

In the Accuracy Center, there are two ways to have Dragon analyze your emails and documents and improve recognition accuracy.

The **Run the Vocabulary Optimizer** link launches a wizard that lets you pick the location(s) that Dragon scans - your sent email, your documents, or both. Dragon scans everything in the locations you choose.

The **Add words from your documents to the vocabulary** link launches a wizard that lets you choose where and how Dragon scans. Like the 'Run the Vocabulary Optimizer' option, you can set Dragon to scan your emails, your documents, or both. However, the 'Add words from your documents to the vocabulary' wizard gives you more control over the scanning process than the 'Run the Vocabulary Optimizer' wizard. You can choose what Dragon scans in your emails and documents and you can specify what Dragon looks for when it scans the items.

To customize how Dragon scans your emails and documents and to have granular control over the scanning process, Nuance recommends you use the 'Add words from your documents to the vocabulary' option to improve recognition accuracy instead of the Run the Vocabulary Optimizer' option.

- **Add a single word to your vocabulary** - Click or say this link to open the Add Individual Word dialog box.

- **Add words from your documents to the vocabulary** - Click or say this link to open the Add Words From Documents tool.

- **Increase accuracy from e-mail** - Click or say this link to open the Increase Accuracy from E-mail tool.

- **Add a list of words to your vocabulary** - Click or say this link to open the Add Words From List tool.

- **View or edit your vocabulary** - Click or say this link to open the Vocabulary Editor dialog box.

- **Run the Vocabulary Optimizer** - Click or say this link to open the Vocabulary Optimizer dialog box.

This appendix contains several topics designed to help you perform common tasks while using *Dragon Medical Client* 10.1.

This section cover the following topics:

Choosing the Correct Vocabulary

Medical **Vocabulary** types that Nuance Communications recommends you select are in the table below.

Provider Specialty	Dragon Vocabulary	Provider Specialty	Dragon Vocabulary
Addiction Psychiatry	Addiction Psychiatry	Developmental-Behavioral Pediatrics	Pediatrics
Adolescent Medicine	Family Medicine, Internal Medicine, or Pediatrics	Diagnostic Radiology	Radiology
Allergy and Immunology	Allergy and Immunology	ENT	ENT
Anesthesiology	Anesthesiology	Ear, Nose, and Throat	ENT
Bariatric Surgery	Surgery	EEG	Psychiatry
Behavioral Health	Psychiatry	Emergency Medicine	Emergency Medicine
Blood Banking/ Transfusion Medicine	Pathology	EMG Examinations	Neurology
Breast Surgery	Surgery	Endocrinology	Endocrinology Diabetes and Metabolism
Cardiac Surgery	Cardiac Surgery	Epidemiology	Epidemiology
Cardiology	Cardiology	Family Medicine	Family Medicine
Cardiothoracic Surgery	Surgery	Fetal Medicine	Fetal Medicine
Cardiovascular Disease	Internal Medicine	Forensic Pathology	Pathology
Chemical Pathology	Pathology	Forensic Psychiatry	Psychiatry
Child Abuse Pediatrics	Pediatrics	Gastroenterology	Gastroenterology
Child and Adolescent Psychiatry	Psychiatry	General Medicine	General Medical
Clinical Cardiac Electrophysiology	Cardiology	Geriatric Medicine	Geriatric Medicine or Family Medicine
Critical Care Medicine	Anesthesiology or Internal Medicine	Geriatric Psychiatry	Psychiatry
Dentistry	Dentistry	Hand Surgery	Hand Surgery or Plastic Surgery
Dermatology	Dermatology	Hematology	Hematology
Dermatopathology	Pathology		

Provider Specialty	Dragon Vocabulary	Provider Specialty	Dragon Vocabulary
Hospice and Palliative Medicine	Pain Medicine, Emergency Medicine, Family Medicine, Internal Medicine, Pediatrics, or Physical Medicine and Rehabilitation	Obstetrics and Gynecology	Obstetrics and Gynecology
Infectious Disease	Infectious Disease	Oncology	Oncology
Internal Medicine	Internal Medicine	Ophthalmology	Ophthalmology
Interventional Cardiology	Internal Medicine	Oral and Facial Surgery	Oral and Facial Surgery
Medical Education and Writing	Medical Education and Writing	Orthopaedic Surgery	Orthopaedic Surgery
Medical Microbiology	Pathology	Osteopathy	Osteopathy
Medical Oncology	Internal Medicine	Otolaryngology	ENT
Medical Toxicology	Emergency Medicine, Pediatrics	Pain Medicine	Pain Medicine
Mental Health	Addiction Psychiatry, Endocrinology Diabetes and Metabolism, Psychiatry, or Psychology	Pathology	Pathology
Midwifery	Midwifery	Pediatric Cardiology	Pediatric Cardiology
Neonatal and Perinatal Medicine	Neonatal and Perinatal Medicine	Pediatric Critical Care Medicine	Pediatrics
Nephrology	Nephrology	Pediatric Dentistry	Pediatric Dentistry
Neurodevelopmental Disabilities	Pediatrics	Pediatric Dermatology	Dermatology
Neurology	Neurology	Pediatric Emergency Medicine	Emergency Medicine or Pediatrics
Neuromuscular Medicine	Physical Medicine and Rehabilitation	Pediatric Endocrinology	Pediatrics
Neuropathology	Pathology	Pediatric ENT	Pediatrics
Neuropsychology	Psychiatry, Neurology	Pediatric Gastroenterology	Pediatric Gastroenterology
Neurosurgery	Neurosurgery	Pediatric Hematology-Oncology	Pediatrics
Neurotology	ENT	Pediatric Infectious Diseases	Pediatrics

Provider Specialty	Dragon Vocabulary	Provider Specialty	Dragon Vocabulary
Nuclear Medicine	Nuclear Medicine	Pediatric Nephrology	Pediatrics
Nuclear Radiology	Radiology	Pediatric Otolaryngology	ENT
Nursing	Nursing	Pediatric Pathology	Pathology
Pediatric Pulmonology	Pediatrics	Radiologic Physics	Radiology
Pediatric Rehabilitation Medicine	Physical Medicine and Rehabilitation	Radiology	Radiology or Nuclear Medicine
Pediatric Rheumatology	Pediatrics	Rheumatology	Rheumatology
Pediatric Surgery	Surgery	Sleep Lab	Sleep Lab
Pediatric Transplant Hepatology	Pediatrics	Sleep Medicine	Family Medicine or ENT
Pediatric Urology	Urology	Speech and Language Pathology	Physical Medicine and Rehabilitation
Pediatrics	Pediatrics	Spinal Cord Injury Medicine	Physical Medicine and Rehabilitation
Physical Medicine and Rehabilitation	Physical Medicine and Rehabilitation	Sports Medicine	Emergency Medicine, Family Medicine, or Physical Medicine and Rehabilitation
Plastic Surgery	Plastic Surgery	Surgery	Surgery
Plastic Surgery within Head and Neck	ENT	Thoracic Surgery	Thoracic Surgery
Podiatry	Podiatry	Transplant Hepatology	Internal Medicine
Proctology	Colon and Rectal Surgery	Trauma Surgery	Surgery
Psychiatry	Psychiatry or Addiction Psychiatry	Undersea and Hyperbaric Medicine	Emergency Medicine
Psychology	Psychology	Urology	Urology
Pulmonary Disease	Pulmonary Disease	Vascular Surgery	Vascular Surgery
Radiation Oncology	Radiology	Vascular and Interventional Radiology	Vascular and Interventional Radiology
Radiation Therapy	Radiation Therapy		

Determining When to Add a Vocabulary

Dragon Medical Client 10.1 uses one of its 14 vocabularies for each provider, based on the specialty choice. If a provider's specialty choices fall under the same vocabulary (for example, **Internal Medicine** and **Nephrology** both fall under the **General Practice** vocabulary), it might not be necessary to add a vocabulary. Experiment by dictating reports for each of the specialties and examining the results for dictation errors.

📝 **Note:** *Nuance recommends adding the **General** vocabulary anytime a provider wants to dictate non-medical memos, documents, or emails.*

Use the following table to help determine whether to add a new vocabulary for a provider.

Vocabulary	Associated Specialties
Cardiology	Cardiology, Pediatric Cardiology
Emergency	Emergency Medicine
Gastroenterology	Gastroenterology, Pediatric Gastroenterology
General Medicine	Allergy and Immunology, Dermatology, Epidemiology, Family Medicine, Geriatric Medicine, Hematology, Infectious Disease, Internal Medicine, Medical Education and Writing, Nephrology, Nursing, Osteopathy, Pulmonary Disease, Rheumatology, Sleep Lab
Medical	General Medicine (no specialty; not recommended)
Mental Health	Addiction Psychiatry, Endocrinology, Diabetes and Metabolism, Psychiatry, Psychology
Neurology	Anesthesiology, Neurology, Pain Medicine, Physical Medicine and Rehabilitation, Speech and Language Pathology, Vascular and Interventional Radiology
ObGyn	ENT, Fetal Medicine, Midwifery, Obstetrics and Gynecology, Ophthalmology
Oncology	Oncology, Radiation Therapy
Orthopaedic	Dentistry, Hand Surgery, Neurosurgery, Orthopaedics, Oral and Facial Surgery, Orthopaedic Surgery, Plastic Surgery, Podiatry
Pathology	Pathology
Pediatrics	Pediatrics, Neonatal and Perinatal Medicine, Pediatric Dentistry
Radiology	Nuclear Medicine, Radiology
Surgery	Cardiac Surgery, Colon and Rectal Surgery, Surgery, Thoracic Surgery, Urology, Vascular Surgery

📝 **Note:** *In some cases, the specialty name and its associated vocabulary might not seem logical (for example, **Ophthalmology** falling under **ObGyn**). However, the specialties are associated with the vocabulary that contains the greatest number of words common to both.*

Sample Dictation Scripts

Cardiology

History: Patient has been a smoker of two packs per day for 24 years and is known to be hypertensive since age 20. He has elevated cholesterol LDL and triglycerides in company with reduced HDL level.

Cardiac Evaluation: His heart rhythm is regular. An S4 gallop is heard along the LSB together with a blowing grade three holosystolic murmur. No S3 is found. A grade two bruit is noted over the left iliac artery. Both dorsalis pedis and posterior tibial pulses are absent. An echocardiogram was performed revealing a thickened left ventricular wall with a hypodynamic segment superiorly and anteriorly. The ejection fraction was 50%. The mitral valve is seen to prolapse and is associated with moderate regurgitation. No thrombi were seen in the atria although the left atrium is dilated. Right ventricle dynamics appeared normal.

Diagnosis: In summary this 55-year-old man with multiple risk factors presents with the clinical history and physical findings of coronary heart disease. He has modest mitral regurgitation as a consequence.

Plan: Recommend coronary arteriography to assess the status and potential for intervention by CABG. Preoperative carotid Doppler ultrasonography should be done.

New Patient Encounter

Chief Complaint: Left knee injury.

The patient was playing basketball, running down the court and slipped on a wet floor. As he was falling he grabbed another player to try to stabilize himself and felt a pop in the knee.

Past History: The patient had surgery on his eye in 1998. He has a history of gastroesophageal reflux disease and hiatal hernia. He has also been treated for depression and anxiety.

Allergies: The patient is lactose intolerant. He is allergic to penicillin and aspirin. He is taking Allegra-D for seasonal allergies. No other medications at this time.

Family History: Positive for hypertension.

Physical Examination

General: Well-developed male in no acute distress.

Head: Benign.

Chest: Clear.

Heart: Regular rate and rhythm without murmur, gallops or rub.

Abdomen: Bowel sounds positive. Negative for masses. Negative for tenderness.

Extremities: There is no edema noted on his hands and feet. Swelling of the left knee.

History and Physical

Chief Complaint: Fever.

History: The patient is a 4-year-old Hispanic female with a history of recurrent infections and a recent urinary tract infection. She has a history of gastroesophageal reflux in infancy. She was hospitalized in November 2004 with gastroenteritis and a white blood cell count of 34,000. She had negative blood cultures and urine cultures performed at that visit. She was also admitted in January 2001 for dehydration.

Allergies: The patient is lactose intolerant.

Physical Examination:

Vitals: Temperature 99.3, pulse 1.8, respiratory rate 24.

Eye exam: Her bilateral conjunctivae are injected.

Nose exam: She has some mild upper airway congestion.

Throat: Mucous membranes are moist and pink. Tonsils are 2+.

Lungs: Clear to auscultation bilaterally.

Cardiovascular: Regular rate and rhythm. No appreciable murmur.

Abdomen: Soft, nontender, nondistended with active bowel sounds.

Extremities: Warm and well perfused. There is no edema noted of her hands or feet.

Treatment: She was started on Rocephin 50 mg per dose intravenous q.24h. pending outcomes from her cultures.

Discharge Diagnosis

1. Fever.
2. Leukocytosis.
3. Bronchitis.
4. Conjunctivitis.

The patient shows some features of Kawasaki's disease.

Plan: Will discuss with pediatric infection disease doctors and request their input about possible atypical Kawasaki's disease. Will closely monitor her p.o. intake and will hold off on intravenous fluids currently.

SOAP Note

S: Patient states that she has always been overweight. She is very frustrated with trying to diet. Her 20 year class reunion is next year and she would like to begin working toward a weight loss goal that is realistic. NKDA.

O: Weight = 210 lbs, Height = 60", Cholesterol = 255, BP = 120/75

A: Obese at 183% IBW, hypercholesterolemia

P: Long Term Goal: Change lifestyle habits to lose at least 70 pounds over a 12 month period. Short Term Goal: Client to begin a 1500 Calorie diet with walking 20 minutes per day. Instructed patient on lower fat food choices and smaller food portions. Patient will keep a daily food and mood record to review next session. Follow-up in one week.

Oncology

Chief Complaint: Mr. Jackson is a 73-year-old gentleman with a history of prostate cancer. He is receiving treatment with Depo injections and Zoladex, with known bone metastases. He had been on the intermittent androgen blockade protocol, but had a suboptimal PSA response. Currently he is receiving ketoconazole at a dose of 200 milligrams t.i.d. He has had a PSA response to the ketoconazole with a drop in the PSA from 48 to a most recent value of 12.7. He tolerates the ketoconazole better now than he did initially without symptoms of nausea.

Mr. Jackson does complain of diminished energy and fatigue. He has no complaints of pain. He does suffer from some urinary urgency and nocturia times 1.

Physical Examination: His weight is 170, blood pressure 142 over 80. There is no spinal tenderness to percussion. Lungs were clear. Heart is regular with normal S1 and S2. He does have a systolic ejection murmur heard best at the right upper sternal border.

PSA is pending from today. CBC shows a hematocrit of 37.4, white count 7.2, platelet count 351, liver function tests are normal.

Impression: Mr. Jackson is clinically stable on treatment with Zoladex and ketoconazole. I will continue with treatment pending today's PSA. Assuming the PSA is stable, I will see him back again in three months with repeat blood work at that time.

Other Advanced Topics

This section points out other topics that might be of interest to providers and administrators. Information for these topics can be found in the online help files for *Dragon Medical Client* 10.1. Specific keywords are provided below to help you find information on each topic.

Transcribing Recorded Text

Dragon Medical Client 10.1 allows you to use a recording device to dictate while away from your computer and then have the software transcribe your recorded speech.

You can transcribe recordings from:

- Sony recorders
- Panasonic digital recorders
- Olympus digital recorders
- Pocket PC devices
- Other digital recordings (including from Palm OS devices)
- Analog recordings

For more information on this topic, refer to the *Dragon Medical Client* 10.1 online help:

1. From the **DragonBar**, click **Help > Help Topics**.
2. Click the **Index** tab and type the word **transcribing** into the keyword field.

Tips and Troubleshooting

Log Files and File Locations

When reporting a problem to Nuance, you can provide the dragon.log file to help Nuance troubleshoot the issue. The Dragon.log file is located here:

```
C:\Documents and Settings\<username>\Application
Data\Nuance\NaturallySpeaking10
```

Location of Dragon files

Dragon 10 directory structure on Windows 2000/XP Pro/XP Home/Windows Server 2003

```
C:\Program Files\Nuance\NaturallySpeaking10\Help
```

```
C:\Program Files\Nuance\NaturallySpeaking10\Program
```

```
C:\Program Files\Nuance\NaturallySpeaking10\Tutorial (optional)
```

```
C:\Documents and Settings\All Users\Application
Data\Nuance\NaturallySpeaking10\Data
```

```
C:\Documents and Settings\All Users\Application
Data\Nuance\NaturallySpeaking10\Data\Training
```

Local cache profile

```
C:\Documents and Settings\<User Name>\Application
Data\Nuance\NaturallySpeaking10\Cache\
```

Dragon 10 directory structure on Windows Vista

```
C:\Program Files\Nuance\NaturallySpeaking10\Help
```

```
C:\Program Files\Nuance\NaturallySpeaking10\Program
```

```
C:\Program Files\Nuance\NaturallySpeaking10\Tutorial (optional)
```

```
C:\ProgramData\Nuance\NaturallySpeaking10\Data
```

```
C:\ProgramData\Nuance\NaturallySpeaking10\Data\Training
```

Local cache profile

```
C:\Users\<User Name>\AppData\Roaming\Nuance\NaturallySpeaking10\Cache\
```

Improving Dictation Accuracy

If a provider tells you that they believe their dictation accuracy has decreased, or that *Dragon Medical Client* 10.1 isn't performing the way it used to, check the suggestions in the following table to help improve accuracy.

Suggestion	Description
Check the microphone placement	Make sure the provider is speaking into the microphone. With some headset microphones, the mic itself can get twisted and point in the wrong direction, which would cause a decrease in accuracy.
Check the microphone's connection to the computer	Make sure the microphone is plugged in to the correct connectors. Some headset mics have two plugs, one for the mic and one for the headphones. It's easy to get them mixed up so check these connections.
Make sure that the provider is using the correct microphone (if more than one microphone is connected to the computer)	In some cases, more than one microphone might be connected to a computer (for example, one USB mic and one with the small mic/headphone connectors). Make sure the provider is dictating into the microphone that is assigned as the **Sound recording** default device on the **Audio** tab of the Windows **Sounds and Audio Devices Properties** dialog box.
Check that *Dragon Medical Client* 10.1 is in **Normal Mode**.	On the **DragonBar**, click **Words**. Make sure that **Normal Mode** has a black dot beside it, which indicates the current mode. If not, click **Normal Mode** to make it the current mode. For more information on *Dragon Medical Client* 10.1 recognition modes, see *Checking Your Recognition Mode*, beginning on page 153.
Make sure the provider has selected the correct vocabulary	Some providers might have two or more vocabularies in *Dragon Medical Client* 10.1 (for example, Radiology and a non-medical vocabulary). To check which vocabulary is being used, on the **DragonBar**, click **Dragon > Open Profile** and check which user profile /vocabulary combination is selected. If you need to make a change, select the correct user profile/vocabulary and click **Open**.
Check audio quality	Have the provider run the *Dragon Medical Client* 10.1 audio check again. To do this, on the **DragonBar**, click **Tools > Accuracy Center** and select **Check your audio settings**. Follow the instructions to run the **Audio Setup Wizard** again.
Check for a bad sound card	There might be a problem with the actual sound card on the computer. To test this, plug a known-good microphone into the suspect computer and run the **Audio Setup Wizard** as described above. If that test fails, check the Windows audio settings, or see if the Windows Sound Recorder application (**Start > All Programs > Accessories > Entertainment**) detects any audio.

Checking Your Recognition Mode

If a provider tells you that *Dragon Medical Client* 10.1 has stopped responding to commands, or that it won't accept any dictation, check the *recognition mode*. Depending on what you want to do in *Dragon Medical Client* 10.1, you can select one of several recognition modes.

To verify (or change) what mode you are in:

On the **DragonBar**, click **Words**. The lower half of the **Words** drop-down shows the six modes currently available in *Dragon Medical Client* 10.1: The mode with the black dot beside it indicates your current mode.

Mode	Description
Normal Mode	Used to dictate and say commands interchangeably. This is the mode that is most frequently used by *Dragon Medical Client* 10.1 providers.
Dictation Mode	Used to dictate rapidly without looking at your computer monitor.
Command Mode	Used to format an existing document
Spell Mode	Used to spell words or insert alphanumeric characters
Numbers Mode	Used to insert numeric characters
Hidden Mode	Used to dictate into the **Dictation Box** while browsing in an EHR or PACS/RIS system

*Tip: You can change your mode by using the voice command **"Start"** followed by the mode you want to use. For example to change to the **Spell Mode**, say **"Start Spell Mode."** In addition, you can select a new mode from the **Words** menu using your mouse.*

Stopping the Dragon Medical Client 10.1 natspeak.exe Process

In rare instances, the *Dragon Medical Client* 10.1 application will stop responding. Use the following steps if this occurs:

To stop and restart Dragon Medical Client 10.1 when the application becomes unresponsive:

1. On your computer, press **Ctrl+Alt+Del**. The **Windows Security** dialog box opens.
2. Click **Task Manager**. The **Windows Task Manager** dialog box opens.
3. Click the **Processes** tab.
4. In the **Image Name** column, select the **natspeak.exe** process.
5. With **natspeak.exe** selected, click the **End Process** button located in the lower right portion of the dialog box.
6. In the **Task Manager Warning** dialog box that appears, click **Yes**. The *Dragon Medical Client* 10.1 application, most noticeably the **DragonBar**, closes.
7. Restart *Dragon Medical Client* 10.1 by double-clicking the **Dragon Medical** icon on your computer's desktop.

References

Other Documentation

You can find documentation for both Dragon users and administrators on the Dragon Medical Enterprise Network Edition 10.1 DVDs.

- **Dragon Users** - see the following documentation:
  - *Dragon Help* - task and reference information for Dragon
  - *Dragon User Guide* - information on how to use Dragon to perform common tasks
- **Administrators** - see the following documentation:
  - *Data Distribution Tool and Nsadmin Help* - task and reference information for the Nuance Management Server (NMS), the Nuance Management Console (NMC), and the Data Distribution Tool that is part of the NMC.
  - *Dragon Medical Enterprise Network Edition Installation Guide* - information on how to install the different components of the product
  - *Dragon Medical Enterprise Network Edition Planning and Deployment Guide* - information on how to plan for and deploy Dragon Medical Enterprise Network Edition 10.1
  - *Nuance Management Server - Administrator Guide* - information for NMS administrators
  - *Dragon in a Citrix environment - Administrator guide* - information on how to use Dragon with Citrix servers and clients, including the new vSync features

Online Support

- For online support, go to the Nuance iSupport Website located at https://isupport.nuance.com. You will need a user ID and password in order to access this site. Check with your *Dragon Medical Client* 10.1 system administrator, or your Nuance project manager, to get this information.

Telephone Support

- If you encounter a problem that you cannot resolve by referring to your online Help or the printed or electronic documentation, you can obtain technical support from Nuance by calling 800-833-7776.

Other Useful Websites

- http://www.nuance.com Nuance Communications main page
- http://www.nuance.com/healthcare/products/dragon_medical.asp *Dragon Medical* main page
- http://support.nuance.com/compatibility Nuance hardware compatibility lists
- http://www.nuance.com/naturallyspeaking/support/ Technical and non-technical support for all *Dragon Medical* and *Dragon NaturallySpeaking* customers

Index