



Clintegrity 360 | Computer Assisted Physician Documentation User  
Guide

Version 2.1

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# What is Clintegrity 360 | Computer Assisted Physician Documentation?

Clintegrity 360 | Computer Assisted Physician Documentation (Clintegrity 360 | CAPD) is a product that helps physicians ensure that their clinical reports are complete, accurate, and readily codeable.

Clintegrity 360 | CAPD uses Nuance's Clinical Language Understanding (CLU) technology and CDI guidelines to help physicians improve clinical reports at the point of documentation. It monitors a report's content and prompts the physician for additional information to clarify any ambiguities. The increased clarity and accuracy of reporting means that the documents are ready for easy coding, allowing hospitals to get appropriate reimbursement for treatment.

Clintegrity 360 | CAPD works in the context of ICD-9 today and of ICD-10 tomorrow, helping to train physicians in ICD-10 documentation while also reducing the burden of the transition on the coding staff.

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# Benefits of Clintegrity 360 | Computer Assisted Physician Documentation

## **Integrates With the Current Clinical Documentation Workflow**

Clintegrity 360 | Computer Assisted Physician Documentation is designed to integrate into a physician's clinical documentation workflow and deliver clarifications before physicians complete and sign their documentation. This design increases acceptance by physicians and improves the response rate to queries. All queries and responses are recorded in a detailed audit trail that can be used to generate operational and administrative reports to help evaluate organizational compliance and identify challenging areas for additional focused training.

## **Saves Staff Time**

By focusing on improving quality while clinical documents are being created, computer-assisted physician documentation can help reduce disruptions to physicians that may result from manual queries later. Clintegrity 360 | Computer Assisted Physician Documentation can also increase staff efficiency by automating most common queries and reducing the time that CDI specialists and coders spend looking for details and waiting for physicians to respond to queries long after the documentation was generated.

## **Contributes to Accurate Reimbursement**

Clintegrity 360 | Computer Assisted Physician Documentation automates the most common queries, making the current review/query process more efficient and speeding up coding and billing. documentation queries move from retrospective and manual to concurrent and automated. By capturing the documentation they need from physicians proactively—while patients are still in the hospital—coding and documentation review teams are more effective, efficient, and productive. Accurate capture of patient complexity, risk of mortality, and complications can help improve hospital's case mix index, which has a direct impact on reimbursement.

# How Clintegrity 360 | Computer Assisted Physician Documentation Works

Physicians interact with Clintegrity 360 | CAPD in one of the following ways:

- **Direct Dictation Workflow:** Doctors use Dragon Medical Edition to dictate reports directly into an EHR using Dragon Medical Edition. Clintegrity 360 | CAPD then prompts the physician to clarify any vague or ambiguous statements about a patient's condition.
- **Traditional Dictation Workflow:** Doctors dictate their reports into a recorder or smart phone and a transcription of the report is created. Clintegrity 360 | CAPD processes the transcription and prompts the physician to clarify any vague or ambiguous statements about a patient's condition.

The following sections describe these workflows in greater detail.

## Direct Dictation Workflow

Figure 1 shows the basic workflow when a physician uses Clintegrity 360 | Computer Assisted Physician Documentation with Dragon Medical Edition. This section leads you through the steps of this workflow.

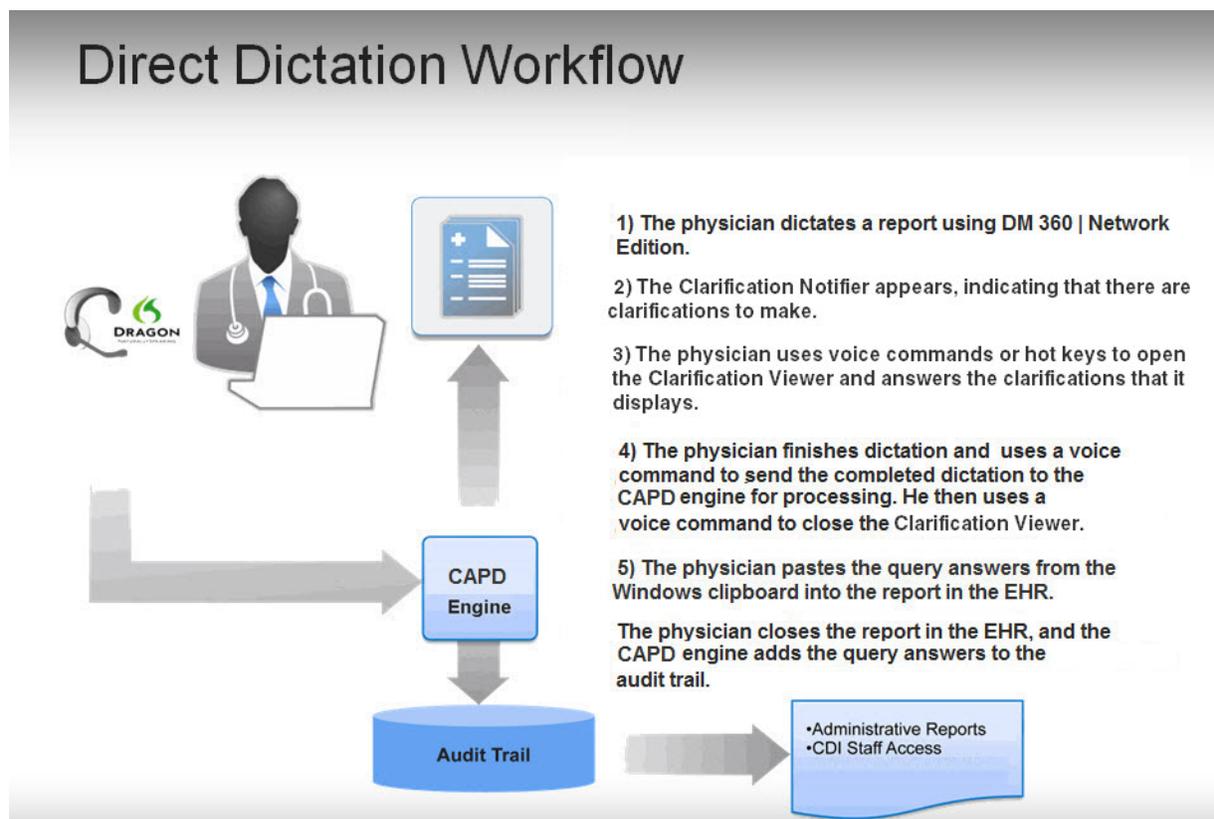


Figure 1: Direct Dictation Workflow

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1. The physician dictates a clinical report into an EHR system where Dragon Medical Edition is installed.
  2. Behind the scenes, Clintegrity 360 | Computer Assisted Physician Documentation captures the physician context, patient, and visit information and sends it to the Clintegrity 360 | CAPD engine. If necessary, the engine generates queries to clarify vague or ambiguous information in the patient report, increasing specificity. If you see a Security Information message, click **Run** in the message and follow the step on the screen.
  3. If the Clintegrity 360 | CAPD engine generated any queries, the Clarification Notifier appears. See *The Clarification Notifier and Clarification Viewer* on page 10 for more information about the Clarification Notifier.
  4. The physician uses the "Show queries" voice command or a hotkey combination to open the Clarification Viewer. When the Clarification Viewer appears, it contains the clarifications that Clintegrity 360 | CAPD generated for the current visit.
  5. At this point, the physician can choose one of the following options:
    - Answer the queries using the Clarification Viewer. See *Responding to Clarifications* on page 21 for more information about the Clarification Viewer.
    - Dictate a response to a query directly into the EHR.
    - Finish dictating the patient note.
  6. When the physician has responded to the clarifications and dictation is complete, he says "Close queries" to hide the Clarification Viewer.
  7. The physician pastes the clarification answers into the appropriate patient report in the EHR, signs it, and closes the report. Closing the report sends the final content to the Clintegrity 360 | CAPD engine, which logs the changes in the audit trail.

An audit report is available in the web portal for Administrative reports and for access by the clinical documentation improvement staff.

At any time during or after dictation, the physician can say "Process document" to capture the content of the dictation window (including any templates, typed text, or smart text in addition to the dictation) and send that content to the Clintegrity 360 | CAPD engine for reprocessing. The Clintegrity 360 | CAPD engine reprocesses the report, updates the queries list, and updates content of the Clarification Viewer.

## **Dictation With Nuance eScription or Dictaphone Enterprise Speech System— Traditional Dictation Workflow**

Figure 2 shows the workflow when a physician uses Clintegrity 360 | CAPD with software like eScription, iChart, or Dictaphone Enterprise Speech System (DESS).

## Traditional Dictation/Transcription with EHR Signature

eSCRIPTION or DICTAPHONE ENTERPRISE SPEECH

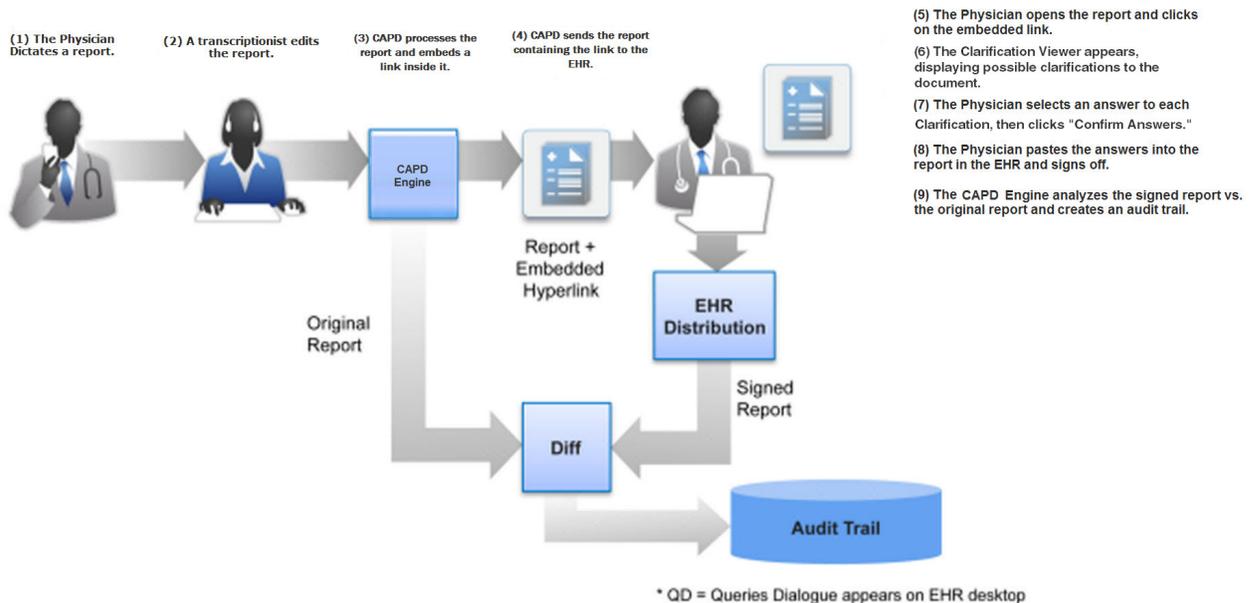


Figure 2: Traditional Dictation Workflow

1. The physician dictates a report into a device such as a recorder. The report is passed on to a transcriptionist.
2. The transcriptionist edits the report, and passes the edited file on to the Clintegrity 360 | CAPD engine.
3. The Clintegrity 360 | CAPD engine processes the information, reviews any outstanding questions for the report, and creates a filtered list of queries that clarify any vague or ambiguous information, increasing specificity.
4. The engine inserts a hyperlink to these queries in the report.
5. The transcription system sends the report with its embedded hyperlink to an EHR.
6. The physician opens the report and clicks on the hyperlink. The Clarification Viewer appears, allowing the physician to see and respond to the various clarifications. See *The Clarification Notifier and Clarification Viewer* on page 10 for more information about the Clarification Viewer. If you see a Security Information message, click **Run** in the message and follow the step on the screen.
7. The physician selects a response to each clarification, then clicks **Confirm Answers** to copy the responses to the clipboard and send the clarifications and answers to the server.
8. The physician clicks on the report in the EHR and pastes the responses on the clipboard into the report.
9. When the report is fully updated, the physician signs it in the EHR and sends the updated report to the server.

- 
10. The Clintegrity 360 | CAPD engine analyzes the signed report, comparing it to the original, and creates an audit report. The audit report is available in the web portal for Administrative reports and for access by the clinical documentation improvement staff.

# The Clarification Notifier and Clarification Viewer

Clintegrity 360 | CAPD uses the Clarification Notifier and the Clarification Viewer to display information about unresolved queries for the current patient and visit.

- The Clarification Notifier lets users of the direct dictation workflow know if unresolved queries exist for the current patient and visit.
- The Clarification Viewer lets users of all workflows view details about unresolved queries and respond to them. Clintegrity 360 | CAPD displays the Clarification Viewer when unresolved queries exist.

## The Clarification Notifier

If you are using the direct dictation workflow, Clintegrity 360 | CAPD displays the Clarification Notifier when you dictate the first word into a supported edit control. You will also see the Clarification Notifier if you say "Process document," but the current document has no unresolved queries.

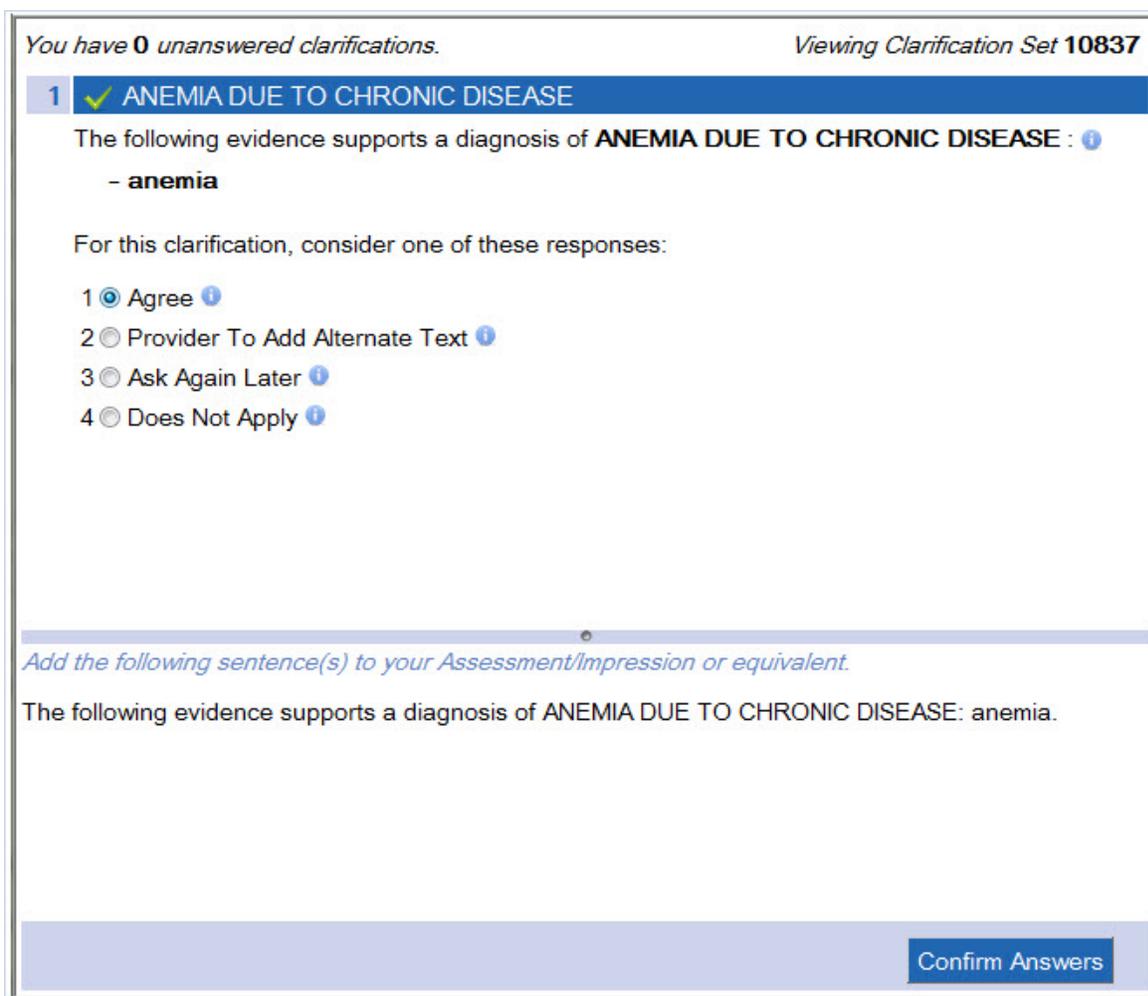
If the Clarification Notifier shows that unresolved clarifications exist, you can say "Show queries" to display the Clarification Viewer, and view and respond to the unresolved queries. See *Responding to Clarifications* on page 21 for more information.

## The Clarification Viewer

Regardless of which workflow they use, physicians use the Clarification Viewer to view and respond to the clarifications that the Clintegrity 360 | CAPD engine generates.

The first time the Clarification Viewer appears or a provider clicks the hyperlink, or if the Java Security Certificate is missing or out of date, you may see a Security Information message. On the message, click **Run** and follow the instructions on the screen.

Figure 3 shows the Clarification Viewer:



**Figure 3: The Clarification Viewer**

**Note:** The following screen capture is for the Clarification Viewer that appears in the traditional dictation workflow. The Clarification Viewer for the direct dictation workflow is slightly different.

The Clarification Viewer shares the screen with any other programs you are running at the time—an EHR, for example—allowing you to see the clinical report you are evaluating as you work on it.

- If you are using the Direct Dictation workflow, the Clarification Viewer is Dragon enabled and the physician can make selections via voice commands, without having to use a mouse or keyboard.
- If you are using the Traditional Dictation workflow, you click the hyperlink (displayed in the patient report in your EHR) to open the Clarification Viewer.

The window displays a filtered list of queries about the current patient visit, if you are using the direct dictation workflow, or the current document, if you are using the traditional dictation workflow. The clarifications are prioritized using settings that you can configure for your organization's preferences.

The physician answers a clarification by selecting the radio button next to the appropriate answer, or by choosing one of the following options:

- **Agree** – The physician agrees with the need to amend the documentation and will add the proposed clarification to the document. Selecting this option copies the proposed clarification to the clipboard so the physician can paste it into the document.
- **Provider to Add Alternate Text** – The physician agrees with the need to amend documentation but doesn't agree with the available options. The physician may choose to edit the report directly or to respond using the EHR structured data tools. When the physician selects this option, the query disappears from the query list and the audit trail will show "Agree" for this query.
- **Ask Again Later** – Not enough information is available to make a change at this time. In the direct dictation workflow, the audit trail shows "Deferred" for this session, and the query will appear when another dictation is created for the patient visit. In the traditional dictation workflow, the audit trail shows "Deferred".
- **Does Not Apply** – The physician disagrees with the need to amend documentation. When the physician selects this option, the query disappears from the list and the audit trail will show "Disagree" for this query.

You can also hover the mouse pointer over the blue "i" icon that follows each option for more information about that option.

As the physician makes his selections, the appropriate text for that choice appears at the bottom of the Clarification Viewer.

In the traditional dictation workflow, the physician completes his selections, then clicks **Confirm Answers**, located at the bottom of the Clarification Viewer, to send the query answers to the server and copy those answers to the clipboard. The physician then goes to the report in the EHR to paste in the content from the clipboard and to sign the report.

In the direct dictation workflow, when the physician completes his selections, he says "Close queries" to close the Clarification Viewer. The physician then goes to the report in the EHR to paste in the content from the clipboard and sign the report. When the physician closes the report, the final content is sent to the Clintegrity 360 | CAPD engine and becomes part of the audit trail.

See *Responding to Clarifications* on page 21 and *Updating Clarifications* on page 23 for instructions on using the Clarification Viewer.

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# Working in Supported Edit Controls

If you are using the direct dictation workflow, the voice commands and hot key combinations for Clintegrity 360 | CAPD work when the cursor is in an edit control that Clintegrity 360 | CAPD supports.

If the cursor is in an unsupported edit control, Dragon Medical Edition displays a warning message.

# Using voice commands with Clintegrity 360 | Computer Assisted Physician Documentation

If you are using the direct dictation workflow, the Dragon client for Clintegrity 360 | CAPD includes several voice commands that you can use in your dictation workflow.

The Dragon client for Clintegrity 360 | Computer Assisted Physician Documentation (Clintegrity 360 | CAPD) includes several voice commands that you can use to work "hands free".

## Dragon voice commands for Clintegrity 360 | Computer Assisted Physician Documentation

Command	Description
Show Queries	Displays the Clarification Notifier or the Clarification Viewer (whichever was last displayed). If the Clarification Notifier is visible and there are unanswered Clarifications, expands the Clarification Notifier into the Clarification Viewer.
Close Queries	Hides the Clarification Notifier or the Clarification Viewer - depending on which one is open.
Process document	Sends the content in the edit control to the Clintegrity 360   CAPD engine for processing. If unresolved Clarifications exist, Clintegrity 360   CAPD displays the Clarification Viewer. Otherwise, Clintegrity 360   CAPD displays the Clarification Notifier with the message: "CAPD has no requests for clarification."

# Using the PowerMic II with Clintegrity 360 | Computer Assisted Physician Documentation

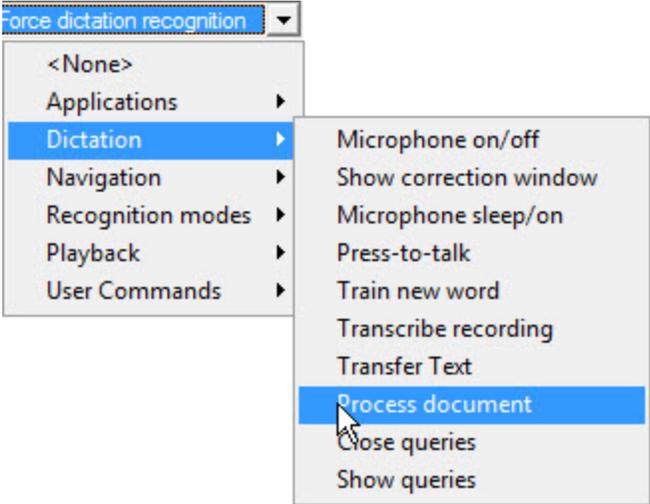
You can use a PowerMic II Mic to interact with Clintegrity 360 | Computer Assisted Physician Documentation(Clintegrity 360 | CAPD). On the PowerMic II, you assign buttons to perform the following actions:

Command	Description
Show Queries	Displays the Clarification Notifier or the Clarification Viewer (whichever was last displayed).  If the Clarification Notifier is visible and there are unanswered Clarifications, expands the Clarification Notifier into the Clarification Viewer.
Close Queries	Hides the Clarification Notifier or the Clarification Viewer - depending on which one is open.
Process document	Sends the content in the edit control to the Clintegrity 360   CAPD engine for processing. If unresolved Clarifications exist, Clintegrity 360   CAPD displays the Clarification Viewer. Otherwise, Clintegrity 360   CAPD displays the Clarification Notifier with the message: "CAPD has no requests for clarification."

## Set a PowerMic II button to perform an action with Clintegrity 360 | Computer Assisted Physician Documentation

To assign an Clintegrity 360 | CAPD action to a PowerMic II button, perform the following steps:

1. In the DragonBar, select **Tools > Options**.
2. In the **Options** dialog box, select **PowerMic II**.
3. Make sure the **Application** drop-down list is set to **Global**.



4. In the drop-down list beside a button, select one of the following:
  - **Dictation > Process document.**
  - **Dictation > Close queries.**
  - **Dictation > Show queries.**
5. Click **OK**.

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# Using Hot key combinations with Clintegrity 360 | Computer Assisted Physician Documentation

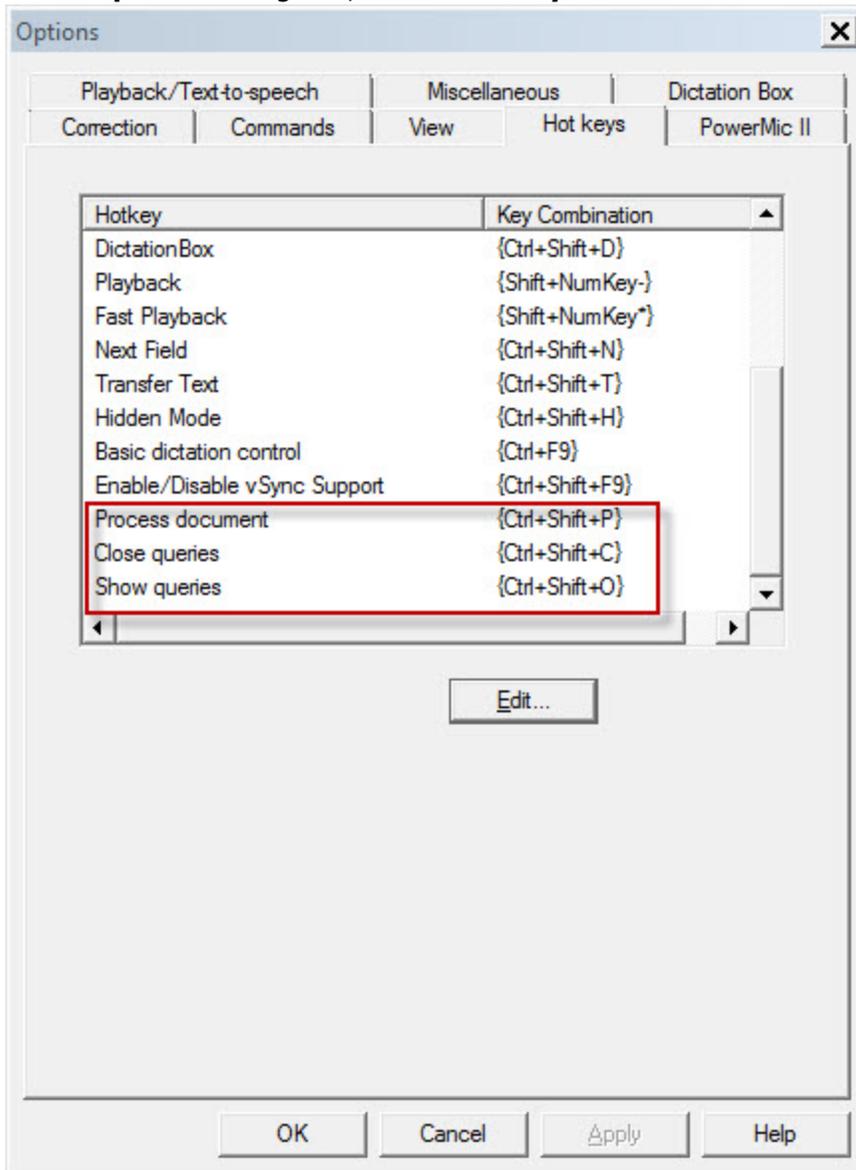
You can use hot key combinations to perform actions with Clintegrity 360 | Computer Assisted Physician Documentation (Clintegrity 360 | CAPD).

The following table describes the default hot key combinations:

Voice command	Description and action
<b>Ctrl+Shift+P</b>	Sends the content in the edit control to the Clintegrity 360   CAPD engine for processing. If unresolved Clarifications exist, Clintegrity 360   CAPD displays the Clarification Viewer. Otherwise, Clintegrity 360   CAPD displays the Clarification Notifier with the message: "CAPD has no requests for clarification."
<b>Ctrl+Shift+C</b>	Hides the Clarification Notifier or the Clarification Viewer - depending on which one is open.
<b>Ctrl+Shift+O</b>	Displays the Clarification Notifier or the Clarification Viewer (whichever was last displayed). If the Clarification Notifier is displayed and there are unanswered Clarifications, expands the Clarification notifer into the Clarification viewer.

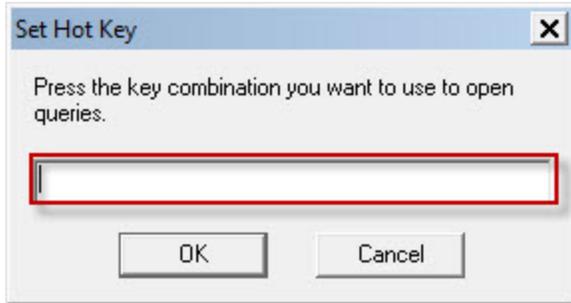
## Set a custom Hot key combination to perform an action with Clintegrity 360 | Computer Assisted Physician Documentation

1. In the DragonBar, select **Tools > Options**.
2. In the **Options** dialog box, select **Hot keys**.



3. Select one of the following menu items:
  - **Process document.**
  - **Close queries.**
  - **Show queries.**
4. Select **Edit**.

- 
5. In the Set Hot Key dialog, enter a hot key combination.



6. Click **OK**.

See [The Options dialog box Hot keys tab](#) for more details about Dragon hot keys.

## The Clarification Notifier

Clintegrity 360 | CAPD displays the Clarification Notifier when you dictate your first utterance into a supported edit control, or if you issue the process document command and there are no unresolved Clarifications.

The Clarification Notifier does not obtain the screen focus - you can continue your dictation without interruption.

The Clarification Notifier displays the following:

Context	The Clarification Notifier displays
Identifying unresolved Clarifications for the current patient and visit	The following message: "Processing"
Unresolved Clarifications exist	The number of unresolved Clarifications for the current patient and visit
Unresolved Clarifications do not exist	Displays the following message: "CAPD has no requests for clarification"
Cannot find the patient information	Displays the following message: "Failed to resolve visit id"  Afterwards, displays the <b>Visit Code</b> field. Enter the visit id information into the field and press <b>OK</b> .

If the Clarification Notifier shows that unresolved Clarifications exist, say "Show Queries" to expand the Clarification Notifier into the Clarification Viewer and view and respond to the unresolved Clarifications. See *Responding to Clarifications* on page 21

To hide the Clarification Notifier, say "Close Queries."

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**Note:** You cannot move the Clarification Notifier to a different location on the screen. However, an administrator can use the Management Console to set the location of the Clarification Notifier.

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# Responding to Clarifications

**Note:** The following screen capture is for the Clarification Viewer that appears in the traditional dictation workflow. The Clarification Viewer for the direct dictation workflow is slightly different.

Complete the following steps to answer Clarifications:

1. If you are using the traditional dictation workflow, click the hyperlink in your EHR to open the Clarification Viewer.  
If you are using the direct dictation workflow, dictate into a supported edit control. When you dictate, the Clarification Notifier appears, indicating that the Clintegrity 360 | CAPD engine is processing your dictation. Say "Show Queries" to expand the Clarification Notifier into the Clarification Viewer.
2. If there are unresolved Clarifications the Clarification Viewer appears, with the first query in the Clarifications list expanded:

The screenshot shows a window titled "You have 0 unanswered clarifications." and "Viewing Clarification Set 10837". The main content area displays a clarification for "ANEMIA DUE TO CHRONIC DISEASE" with a checkmark icon. Below the title, it states: "The following evidence supports a diagnosis of ANEMIA DUE TO CHRONIC DISEASE : anemia". Underneath, it asks: "For this clarification, consider one of these responses:". There are four radio button options: "1 Agree", "2 Provider To Add Alternate Text", "3 Ask Again Later", and "4 Does Not Apply". At the bottom of the window, there is a text area with the instruction: "Add the following sentence(s) to your Assessment/Impression or equivalent." and the text: "The following evidence supports a diagnosis of ANEMIA DUE TO CHRONIC DISEASE: anemia." A "Confirm Answers" button is located at the bottom right of the window.

Select the radio button next to the appropriate option:

- **Agree** – The physician agrees with the need to amend the documentation and will add the proposed clarification to the document. Selecting this option copies the proposed clarification to the clipboard so the physician can paste it into

the document.

- **Provider to Add Alternate Text** – The physician agrees with the need to amend documentation but doesn't agree with the available options. The physician may choose to edit the report directly or to respond using the EHR structured data tools. When the physician selects this option, the query disappears from the query list and the audit trail will show "Agree" for this query.
- **Ask Again Later** – Not enough information is available to make a change at this time. In the direct dictation workflow, the audit trail shows "Deferred" for this session, and the query will appear when another dictation is created for the patient visit. In the traditional dictation workflow, the audit trail shows "Deferred".
- **Does Not Apply** – The physician disagrees with the need to amend documentation. When the physician selects this option, the query disappears from the list and the audit trail will show "Disagree" for this query.

You can also hover the mouse pointer over the blue "i" icon that follows each option for more information about that option.

3. As you select answers, they appear at the bottom of the Clarification Viewer:

The screenshot shows a window titled "Viewing Clarification Set 10837". At the top left, it says "You have 0 unanswered clarifications." The main content area shows a selected item: "1 ✓ ANEMIA DUE TO CHRONIC DISEASE". Below this, it states "The following evidence supports a diagnosis of ANEMIA DUE TO CHRONIC DISEASE : i" followed by "- anemia". A prompt asks "For this clarification, consider one of these responses:" and lists four radio button options: "1 Agree i", "2 Provider To Add Alternate Text i", "3 Ask Again Later i", and "4 Does Not Apply i". At the bottom of the window, there is a text area with the instruction "Add the following sentence(s) to your Assessment/Impression or equivalent." and the text "The following evidence supports a diagnosis of ANEMIA DUE TO CHRONIC DISEASE: anemia." A "Confirm Answers" button is located in the bottom right corner.

4. Repeat steps 2 – 4 until you have answered all of the available Clarifications.
5. If you are using the traditional dictation workflow, go to the bottom of the Clarification Viewer and click **Confirm Answers** to save your Clarifications and answers to the server, and copy the answers to the Windows clipboard.  
If you are using the direct dictation workflow, the Confirm Answers button does not appear in the Clarification Viewer. Say "Close Queries" to close the Clarification Viewer.

- 
6. In the EHR, find the appropriate patient report and use **Ctrl-V** to paste the answers into the report.
  7. After you have made any additional changes to the patient report, sign it and close the report.

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**Note:** The first time the Clarification Viewer appears or a provider clicks the hyperlink, or if the Java Security Certificate issued by Thawte is missing or out of date, you may see a Security Information message. On the message, click **Run** and follow the instructions on the screen.

## Updating Clarifications

If you are using the direct dictation workflow, you can have Clintegrity 360 | CAPD reprocess the content in the dictation box at any time during dictation.

To update the Clarifications, say "Process document." This command sends your current dictation to the Clintegrity 360 | CAPD engine. The engine re-processes the report, updates the Clarifications list, and updates the content of the Clarification Viewer.

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