Courseware and Reference Guide

Dragon® Medical 360 | Network Edition

2.0

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 instructor preparations

- Explain the Basic training section agenda

- Explain the Advanced training section agenda

How to Use This Manual

The *Courseware and Reference Guide* for Dragon Medical 360 | Network Edition, 2.0, is designed to be used in various ways to help trainers, administrators, and providers train, use, and work with the *Dragon Medical Client*.

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* basic provider class, the advanced features class, or both, and need to become very familiar with the application's functions and use. (See the "Train-the-Trainer Sample Agenda" on page 4.)

- As an instructor guide for teaching the *Basic Provider* class. (See the "Basic Class Sample Agenda" on page 5.)

- As an instructor guide for teaching the *Advanced Features* class. (See the "Advanced Class Sample Agenda" on page 6.)

- As a guide for *administrators* who will be working with the *Dragon Medical Client* 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* 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* application is installed on the training computers.

☐ Make sure each participant has an account with a license to use Dragon on the Nuance Management Console (NMC).

☐ Make sure the appropriate Options and Auto-Formatting choices have been selected on the NMS and pushed out through the installation to the Dragon Medical Client.

☐ Make sure each participant knows their login information, unless Dragon Medical is configured for automatic login.

☐ 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 specialized names, such as provider names or place names, that *Dragon Medical Client* might not recognize. This provides something for *Dragon Medical Client* to learn (demonstrating correcting and vocabulary).

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* 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 Class** being taught by the instructor	2.0
Trainers practice using *Dragon Medical Client* 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* 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* 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*	5
Creating a User Profile with the New User Wizard 1. Create a new user profile 2. Select the correct vocabulary 3. Add a dictation source 4. Go through the enrollment process 5. Login to the Dragon Medical Client	20
Using the DragonBar 1. Identify **DragonBar** 2. Learn how to use the microphone	5
Dictating/Correcting Reports 1. Dictate using **DragonPad** 2. Use the Selection and Correction features 3. Use the Spell dialog 4. Use basic navigation and formatting commands	30
Building a Vocabulary 1. Tour the Vocabulary Editor 2. Add and train words 3. Add spoken forms 4. 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. 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*.
- This class should be taught after the provider has had a few weeks of practice using *Dragon Medical Client* every day.

Advanced Class Objectives	Timing (mins)
Introduction 1. Review voice commands and basic use of *Dragon Medical Client* 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	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. Using the PowerMic II 6. Add a New Source 7. Add a Vocabulary 8. 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 360 | Network Edition

The *Dragon® Medical Client* 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 the *Dragon Medical Client* is called *dictating*. You can dictate, rather than type, into any program that accepts text.

You can use the *Dragon Medical Client* 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 the *Dragon Medical Client*:

- **Bluetooth (Optional):** For Bluetooth wireless microphone support, visit http://support.nuance.com/compatibility**.**
- **Cache:** Required 2 MB.
- **DVD-drive:** Required for installation.
- **Hard disk space**: 5 GB.
- **Internet Browser**: Microsoft® Internet Explorer 8, 9, and 10 (free download available at www.microsoft.com).
- **Microphone**: Nuance-approved noise-canceling headset microphone. For details on Bluetooth microphones, recorders, Tablet PCs, and other hardware, please go to support.nuance.com/compatibility/.

Dragon Medical 360 | Network Edition has built-in support for the

Nuance PowerMics. For more information, see the following topics in the Dragon Help:

- **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. Visit http://support.nuance.com/compatibility to view Nuance hardware compatibility information.

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

- **Operating system**: A web connection is required for activation during installation. The software checks your system for minimum requirements. If they are not met, the software is not installed.

  - Microsoft® Windows® 8, 32 bit and 64 bit
  - Microsoft® Windows® 7 and higher, 32-bit and 64-bit
  - Microsoft® Windows Vista® Service Pack 2, 32-bit and 64-bit
  - Microsoft® Windows XP® Service Pack 3, 32-bit only
  - Microsoft® Windows Server 2008, Service Pack 1, Service Pack 2, and R2, 32-bit and 64-bit
  - Microsoft® Windows 2008 R2 64 bit Service Pack 2

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

- **RAM**:

  - 2 GB RAM for Microsoft® Windows XP® and Microsoft® Windows Vista®.
  - 4 GB for Microsoft® Windows® 7, 32-bit and 64-bit, Microsoft® Windows® 8, 32-bit and 64-bit, and for Windows Server 2008 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 the Dragon Medical Client

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 the Dragon Medical Client, perform one of the following steps:

- Double-click the **Network Edition** icon on your desktop

- From the Windows **Start** menu, choose **Start > All Programs> Network Edition**.

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 the *Dragon Medical Client* 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.

Using a mobile device as a wireless microphone

The dragon remote microphone application lets you use your mobile device is a wireless microphone with dragon.

The dragon remote microphone application supports the following devices:

- Apple iPhone 3 GS and higher, iPad 1, 2, and 3, and iPod touch and higher using IOS 4.2 and higher. For IOS devices, the app is available from iTunes and the App Store.
- Mobile devices and tablets using Android OS 2.2 and higher. For Android-based devices, the app is available from Google Play (formally called Android Market).

  For more information about downloading and installing the application, the latest list of supported devices, and steps for choosing an iPhone or an Android phone as a microphone, see the Dragon Help.

  Notes:

- To use the Dragon remote microphone application as a wireless microphone, both your mobile device and the computer where Dragon is running must be on the same wireless network.
- Cellular connections between Dragon and the devices running the Dragon remote microphone application are not supported.

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 DM360 Network Edition, 2.0, you must log into the system that connects the Dragon client to the Nuance Management Server - unless a system administrator has configured it for automatic login. You log into the system through the Dragon client. See the Dragon Help for more information.

1. Start the Dragon Medical Client.

2. If the Dragon Login window appears, 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**.

An administrator should have pushed the server name to the workstation during the DM360 Network Edition installation.

If they did not, you must obtain the server name from an administrator, click advanced and add the server name. This should only have to be done once.

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Note: Physicians use the Options button to delete or create user profiles, delete local user profiles, and to display the Open User Profile dialog. The server address should be only changed by the direction of the administrator.

Working offline if the network is slow

If you are working on a slow network, you can set Dragon to let you work offline and use the local cache version of your user profile.

If you enable this feature, it applies only to your current session.

When working offline or in disconnected mode, Dragon does not retrieve your master user profile from the network. This reduces the time it takes for you to start using Dragon. However, unlike disconnected mode, working offline requires a network connection for you to authenticate with the system before you can use Dragon.

Prerequisites for working offline

- physician login is successful
- physician's user profile was previously downloaded to the workstation
- the administrator has allowed the cache user profile to stay on the workstation

In the Dragon login dialog, check **If you know your network is slow, enable this option to work offline**.

Working with User Profiles

If you have an author license, when you first open the Dragon Medical Client and log into your user account, if you do not have an existing user profile, Dragon displays the New User wizard to let you create a new user profile.

1. On the **Profile Creation - Select your age group** screen, select an age group for the profile.
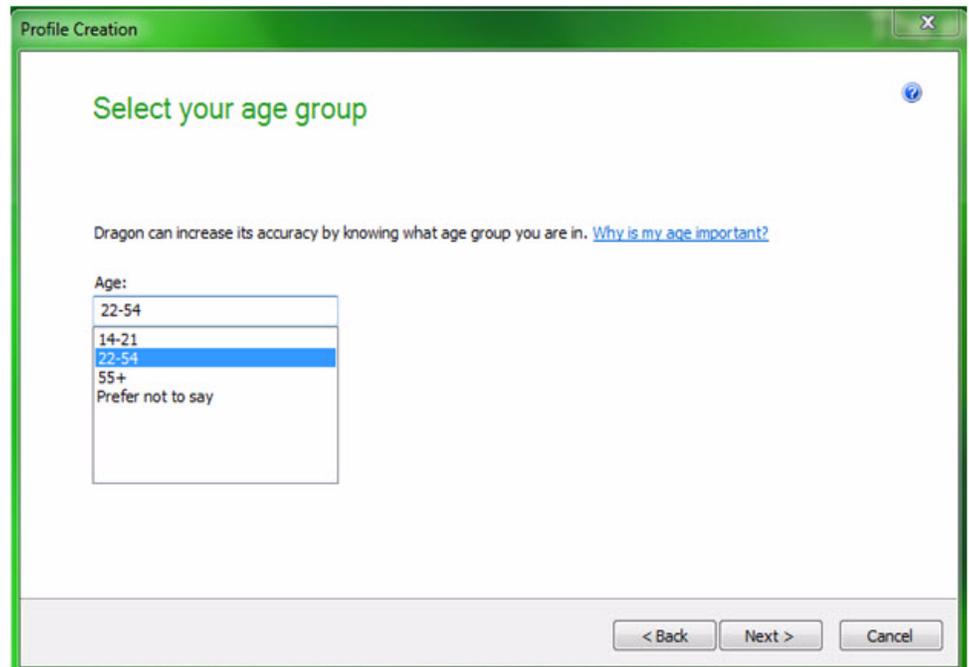
2. On the **Profile Creation - Choose your region** screen, select a region and a vocabulary.
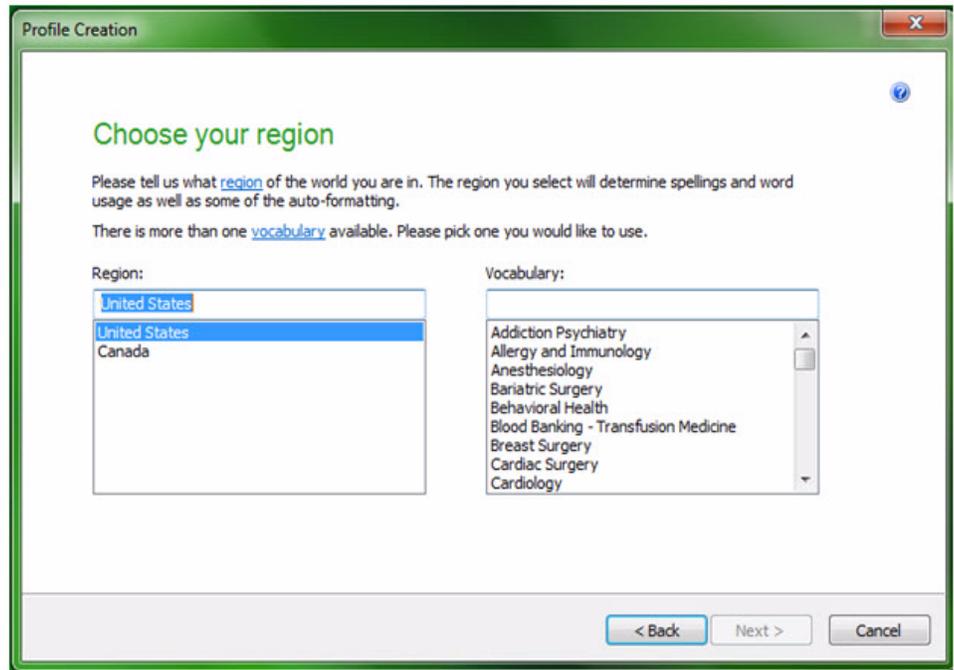
3.   On the **Profile Creation - Choose your accent** screen, choose the accent you use when you speak.
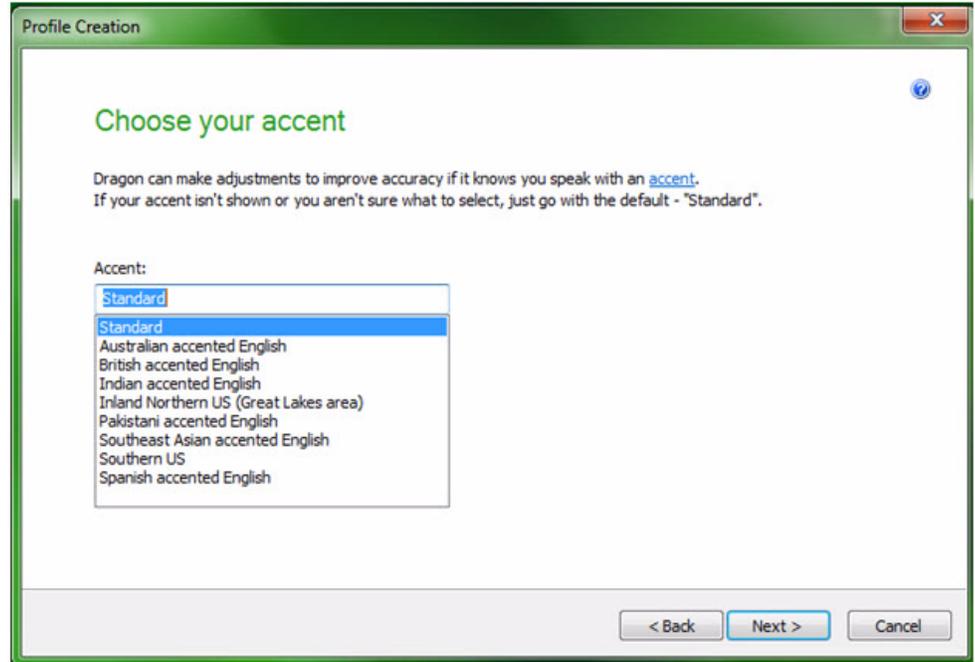
4. On the **Profile Creation - Choose a speech device** screen, choose a
   microphone or audio device.
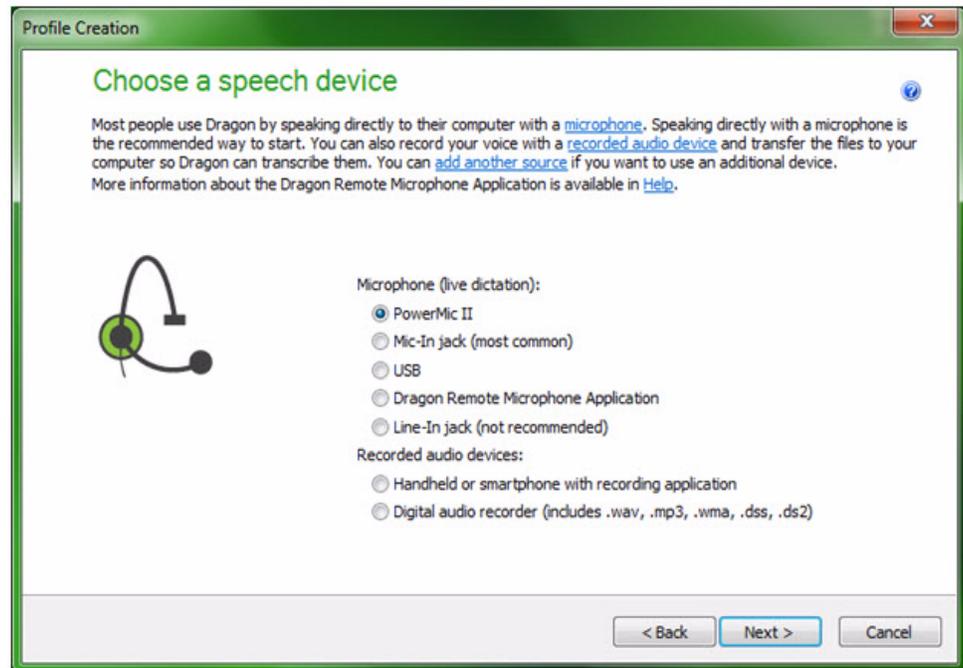
5. On the **Profile Creation - Review your choices** screen, verify your choices. To change the speech model/vocabulary, click **Advanced**.

6. On the **Advanced** screen, modify the **Speech model** and **Vocabulary type** fields, and click **OK**.
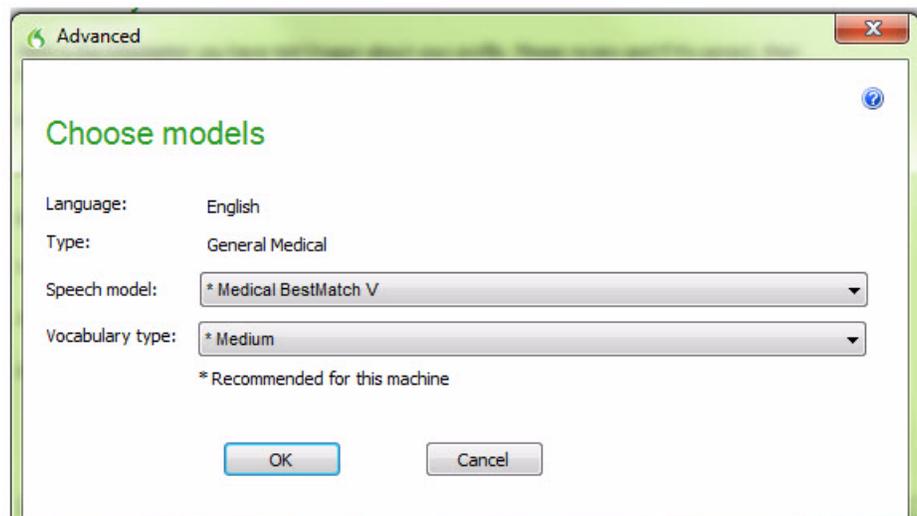
7. On the **Profile Creation - Review your choices** screen, click **Create**.

8. On the **Check Microphone** screen, click **Next**.

9. Click **Start Volume Check**.

This step automatically adjusts the volume controls on your computer for the microphone you are using.
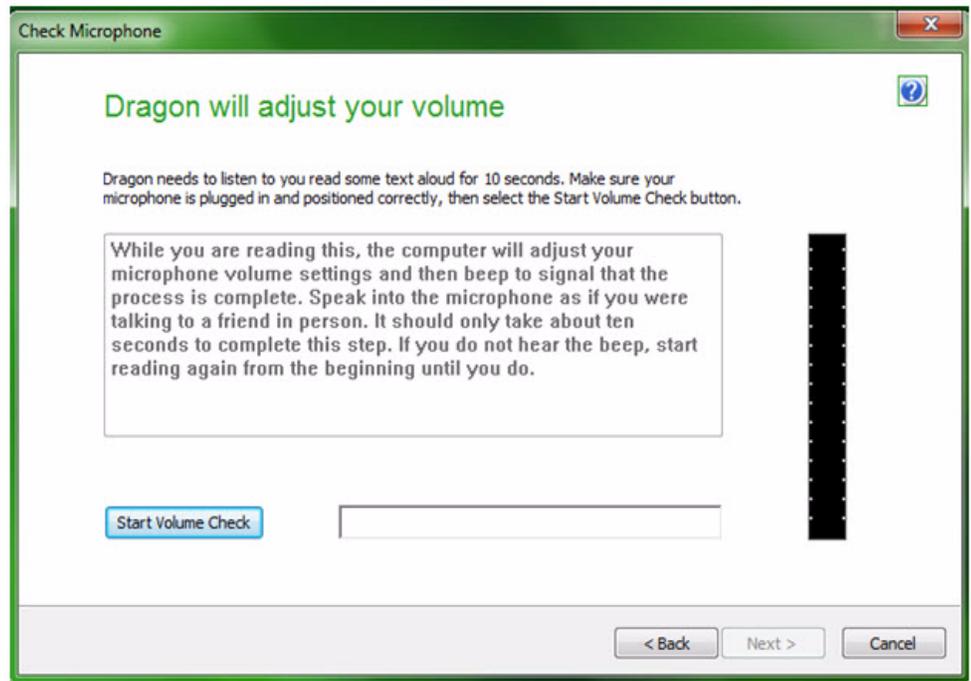
10. When you see "Volume has been adjusted successfully", click **Next**.
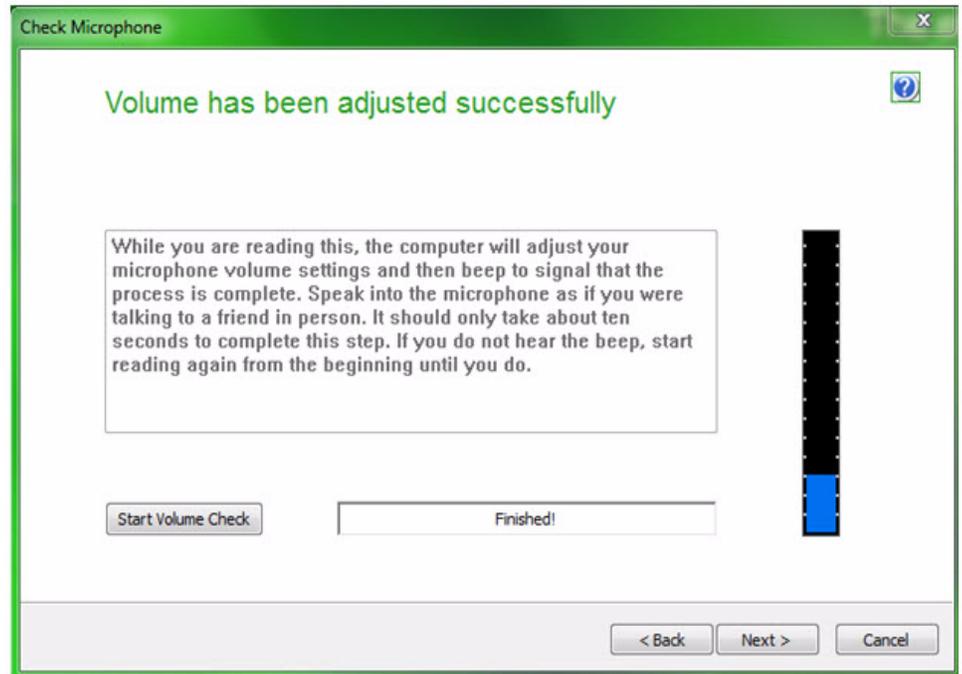
11. On the **Check Microphone - Dragon will test the quality of your sound system** screen, click **Start Quality Check**.

The Quality Check dialog box checks the computer's sound system. It is a pass/ fail type of test.

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 indicate 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.
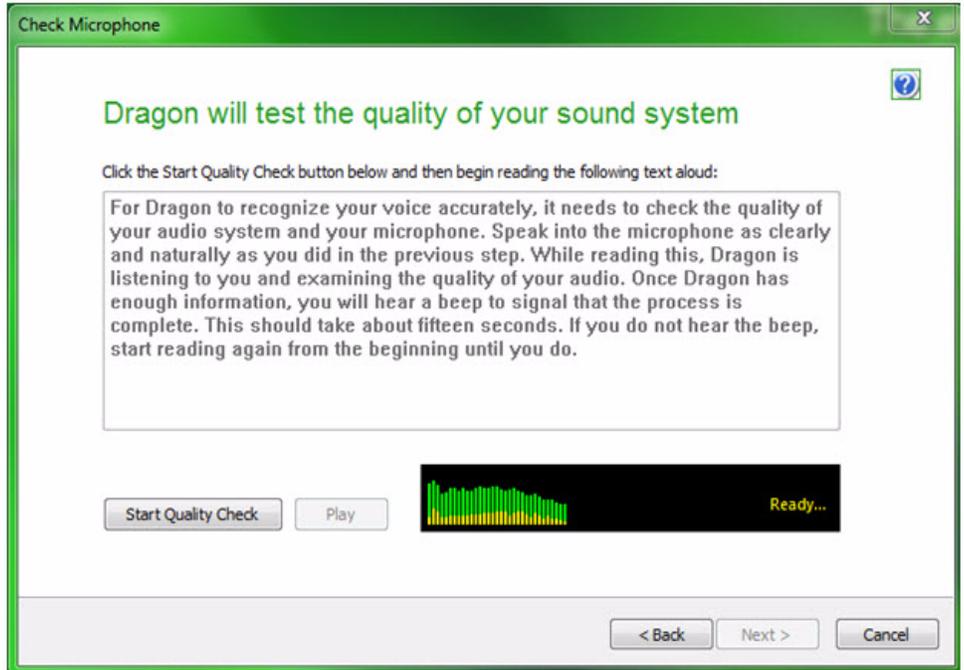
12. When the microphone quality has been adjusted, you'll hear a beep. Click **Next** to continue to the next dialog box. **Note**: If you use the **Play** button you may hear electrical noise or other interference. Try moving to a different location (away from copiers or other large machines that could be interfering.
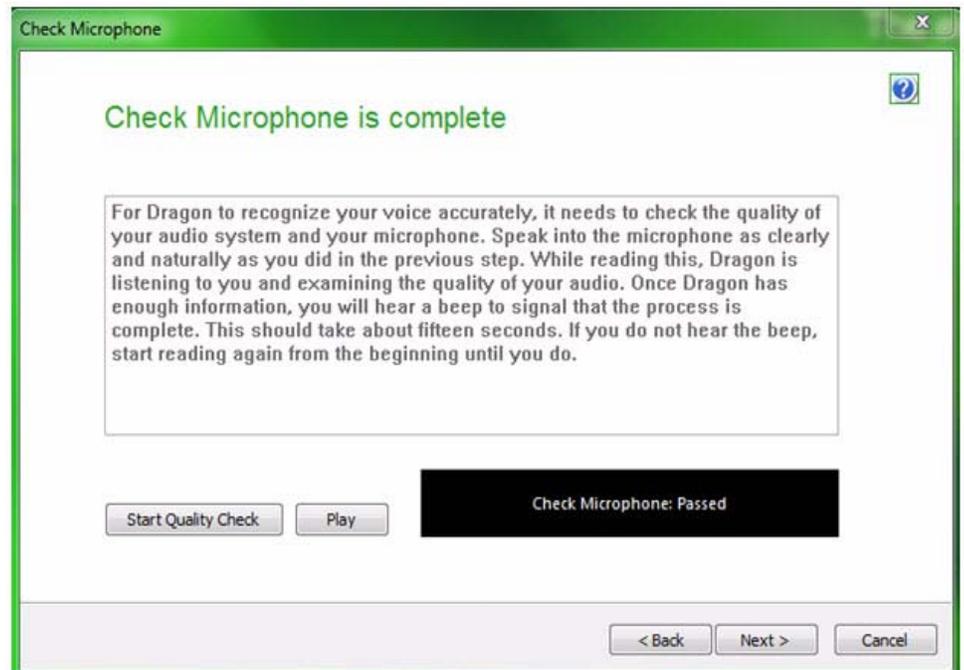
13. On the **General Training** screen, a training option.
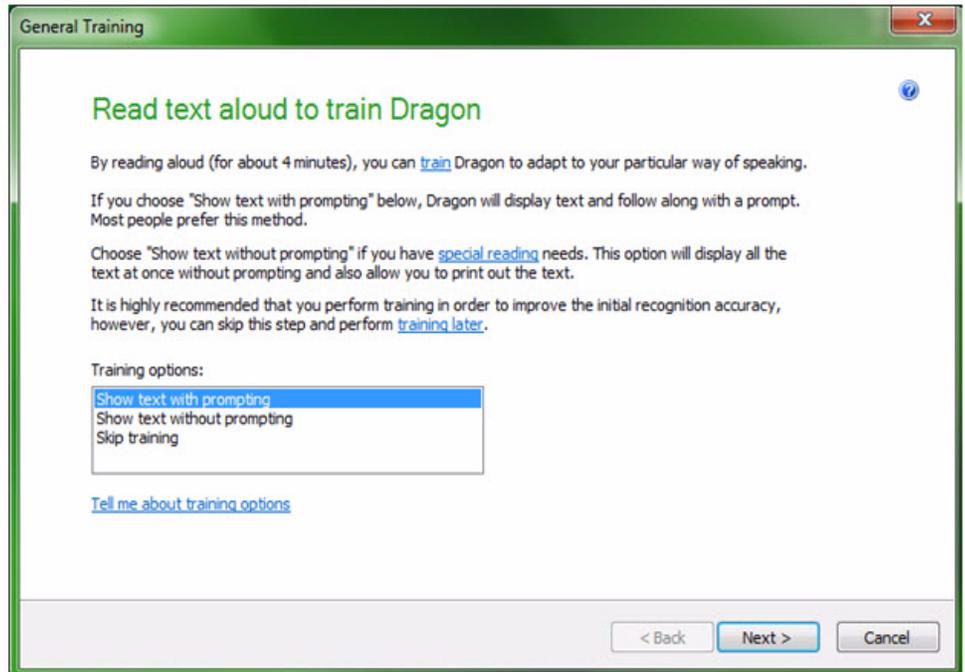
14. On the Select Text screen, select the text to read.

99% of the time have your providers read **What to Expect from Speech Recognition**.
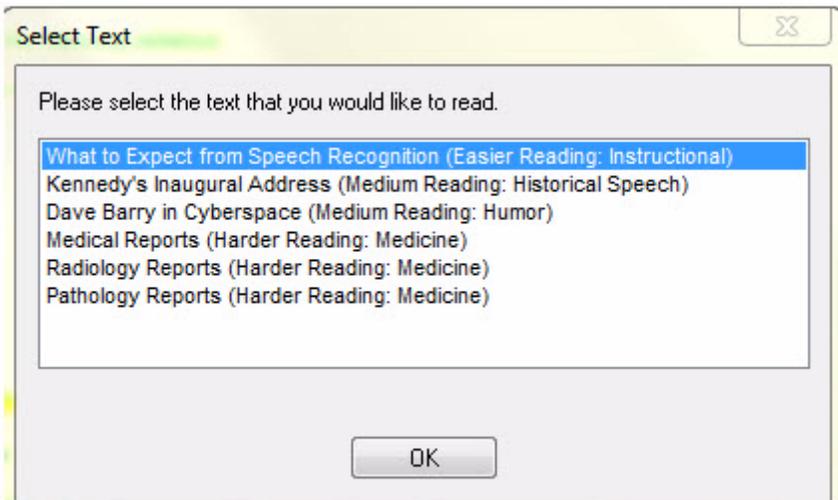
15. On the **General Training - Read Training Text** screen, click **Go**.
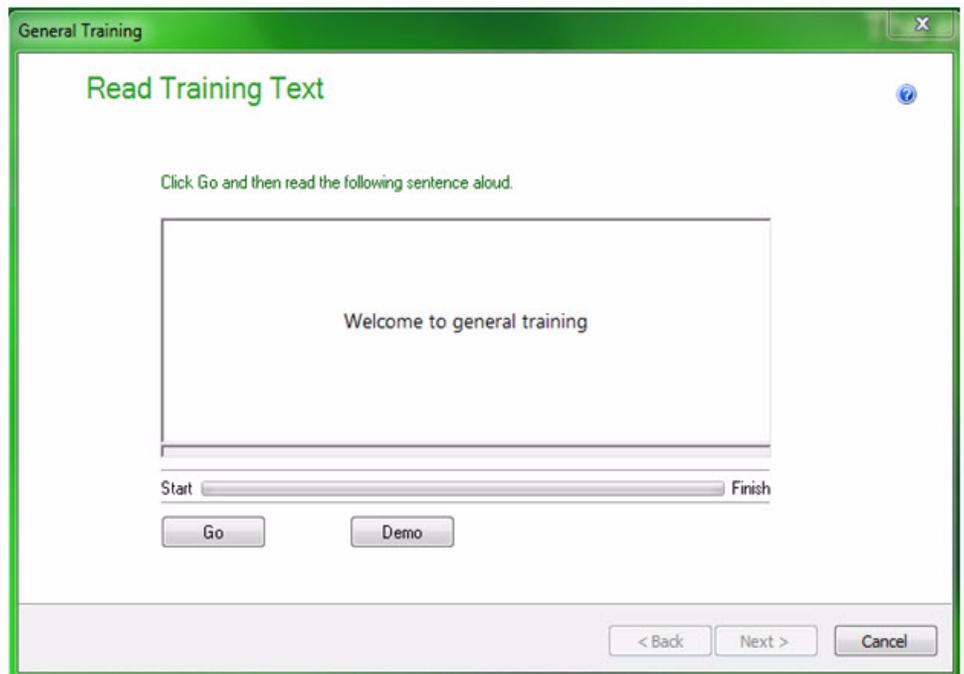
• Tell your providers to read at a natural pace, and to read exactly what is in the dialog box at a normal volume and tone.

• 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. If volume bar is red or yellow most of the time, adjust the microphone position.

16. Text that you have read appears in gray. Unread text appears in black. The yellow arrow indicates your location in the text.
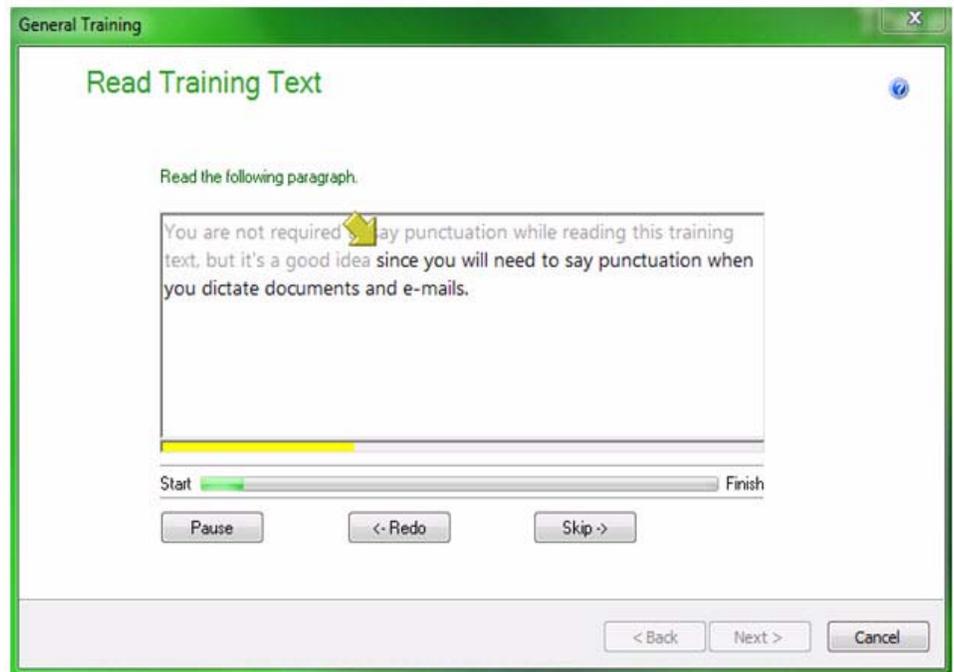
The progress bar (Start/ Finish area) gives a visual indicator of a provider's progress. Sometimes five minutes can seem like a long time.

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

Reading the text 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.

17. The green line in the Start-Finish area indicates your progress through the text.
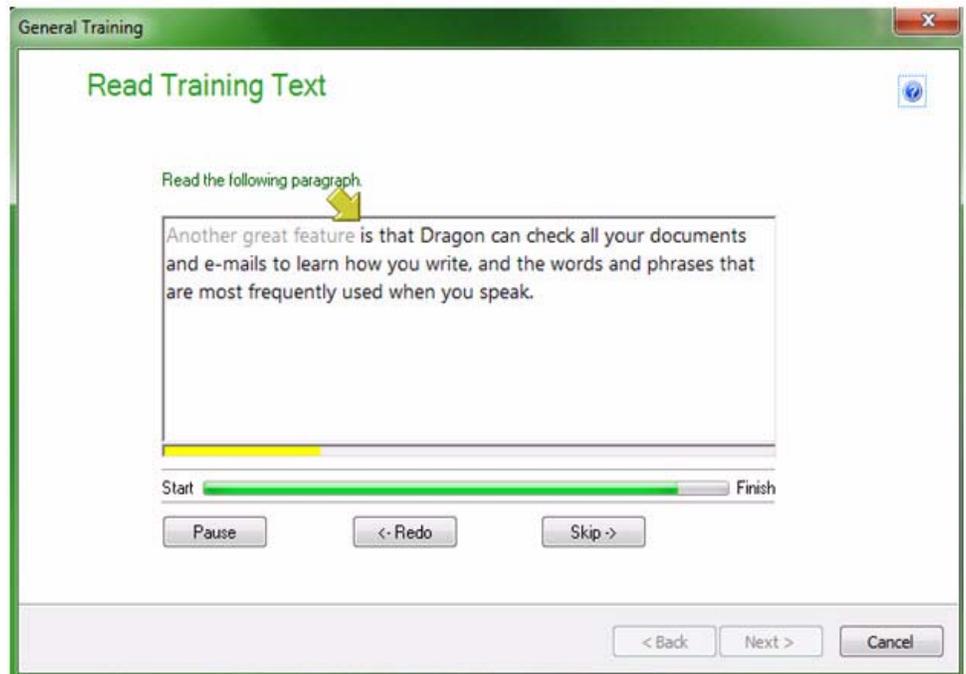
18. You can click **Pause** if you need to stop reading, **Redo** if you want to start the dialog box over, or **Skip** to skip the text.

19. On the congratulations screen, click **Finish**.
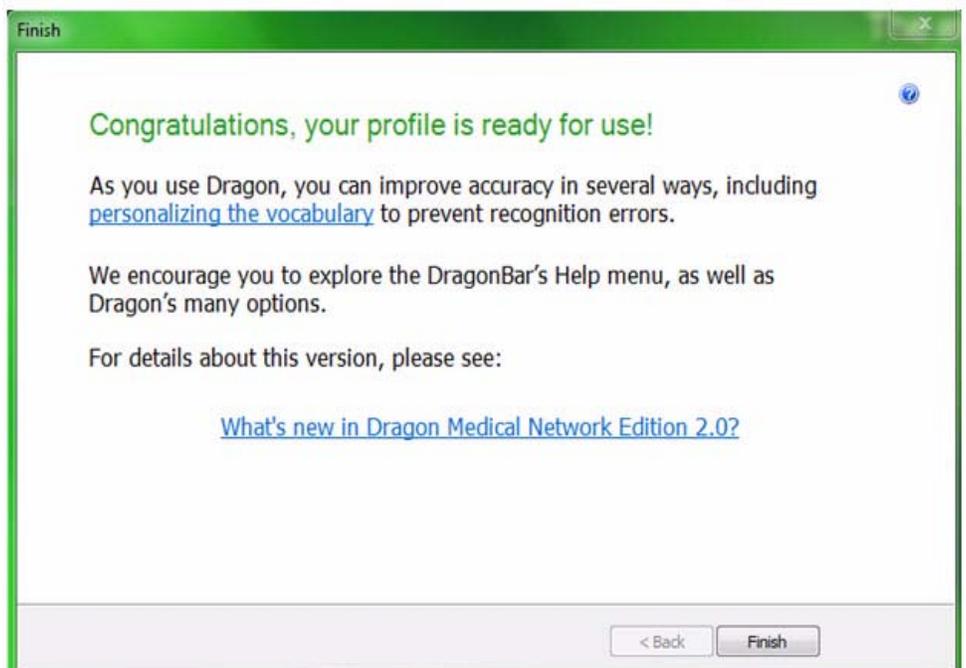
20. When you see the following message, click **OK**.
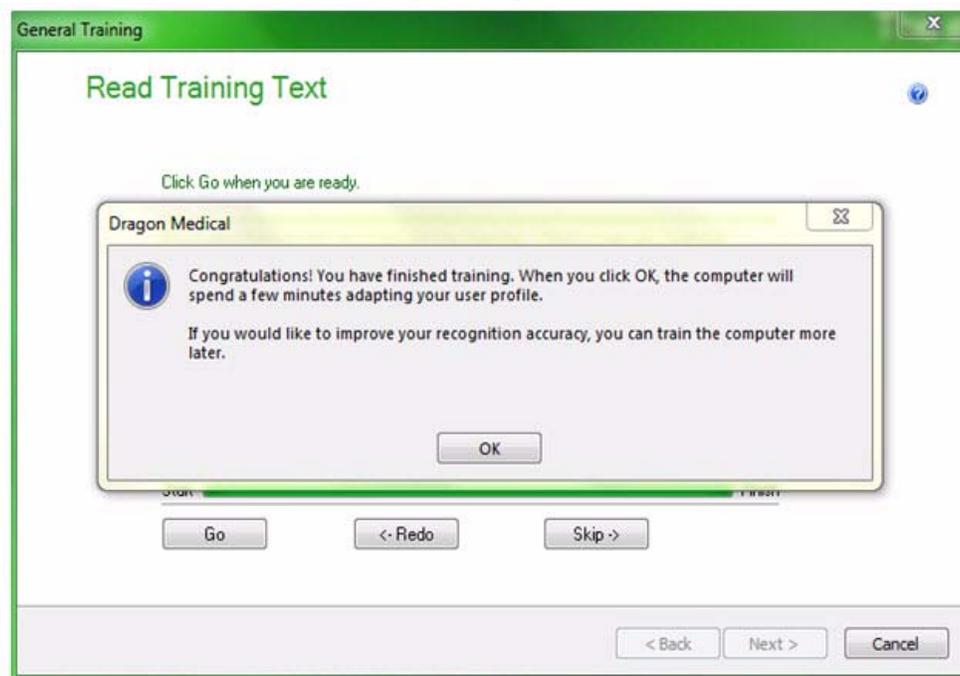
21. Dragon displays a message about adapting the user profile.

The DragonBar

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

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.

The **DragonBar** is a special toolbar in the *Dragon Medical Client* 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.
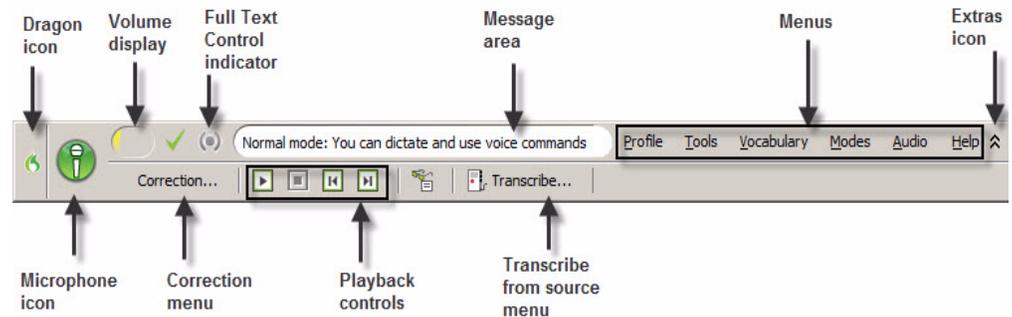
*Tip: To position the **DragonBar** in a different location, click the Dragon Icon on the left side of the **DragonBar** to open the **DragonBar** shortcut menu and select one of the following modes: **Docked to Top**; **Docked to Bottom**; **Floating Mode**; **Cling Mode**; or **Tray Icon Only Mode**.*

Opening Dragon Medical

To open Dragon Medical:

1. Double-click the **Network Edition** icon on your desktop.

Saving a user profile

To save a user profile:

1. Click **Profile** > **Save User Profile**.

When Dragon saves a user profile, it displays a progress bar that shows the status of the save process. Dragon displays the progress bar when the

Important Note

Tell the providers to make sure that they close the *Dragon Medical Client* 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.

DragonBar is visible or hidden.

Please Wait - Dragon

Saving user files...

Important Note

In DM360 | Network Edition, Dragon closes the profile automatically if the provider leaves the computer inactive for a length of time defined by the administrator. Find out what the timeout interval is set to, and set your users' expectations that this automatic logout will occur. Many EHR systems have an automatic logout as well, so the concept may be familiar.
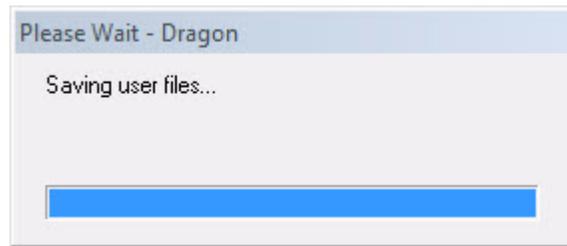
Closing a user profile

To close a user profile:

1. Click **Profile** > **log out**.

Closing Dragon Medical

To close Dragon Medical:

1. Click **Profile** > **Exit Dragon**.

Please Wait - Dragon

Saving user files...
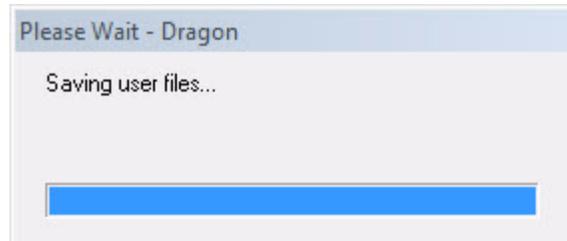
Controlling the Microphone

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. (You may need to set a HotKey to turn the microphone on.)

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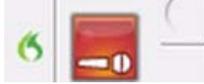
- When the icon is **green and vertical**, the microphone is **On**.

- 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* 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** (the check mark) turns green when the cursor is in a window where all of *Dragon Medical Client*'s functionality is supported.

When you are in a non-standard window, the **Full Text Control Indicator** is gray, 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 **Full Text Control** indicator becomes a gray dotted box.
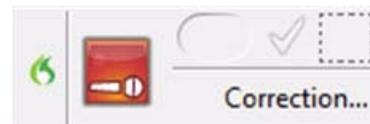
When the **Dictation Box** (which is where *Dragon Medical Client* stores text while it is in hidden mode) is closed, the **Full Text Control** indicator becomes a gray cirlcle with a grey half circle on each side.
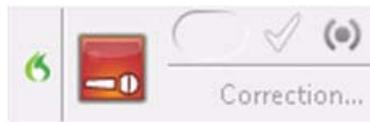
The Full Text Indicator behaves differently when you use Dragon with an application published from a Citrix server. See 'Using the Full Text Control Indicator with a published Citrix application' in the Dragon Help for more information.

Dictating Text into DragonPad

Let the providers know that *Dragon Medical Client* 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* 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*, 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.
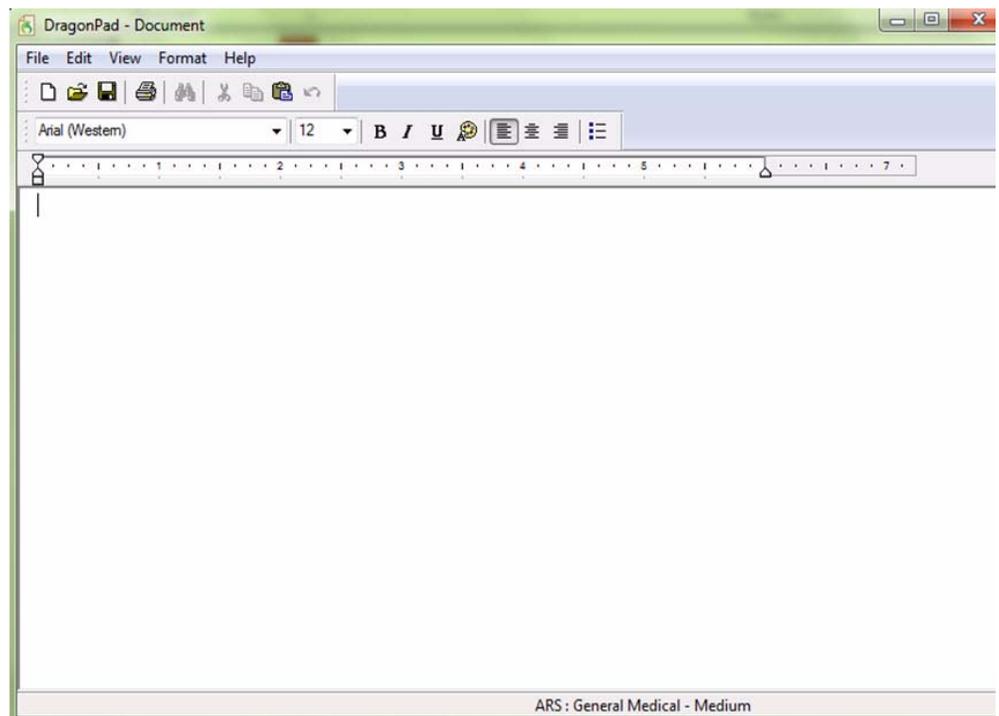
Practical Exercise

Turn on your microphone and dictate the following:

The patient said I am going to go to sleep. (pause)

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*'s accuracy. It should be about 99% accurate if they are dictating medical text. 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.
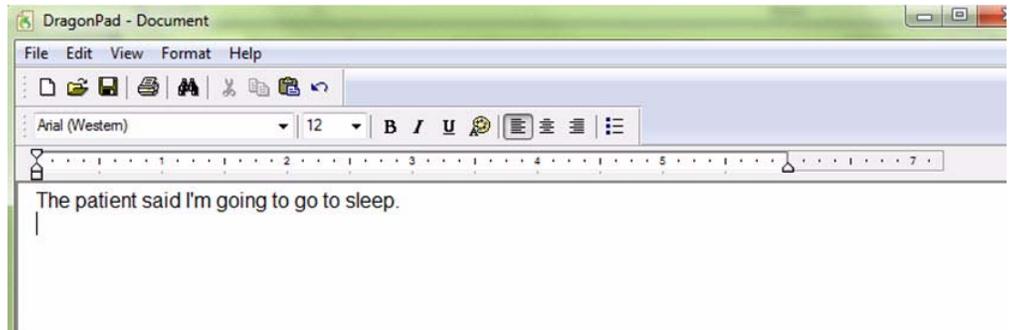
(pause) "**New line**" (pause)

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

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

(pause) "**Go to sleep**" (pause)
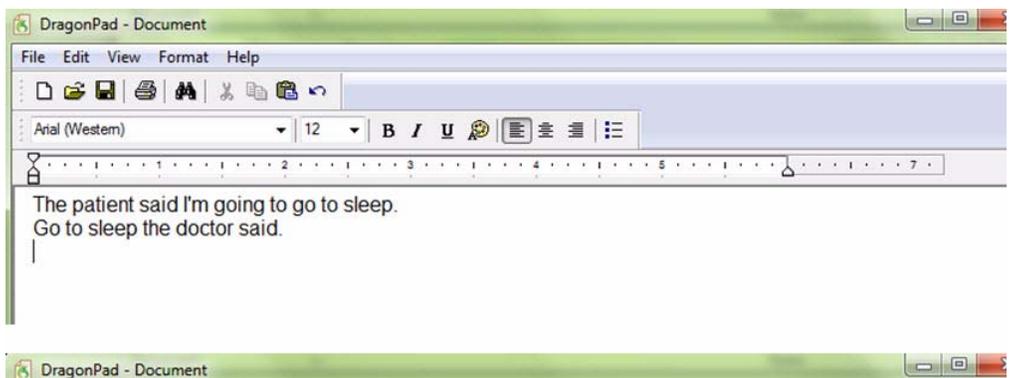
Key Points to Remember While Dictating

- You do not need to capitalize the first word of a sentence. *Dragon Medical Client* 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 help Dragon choose between homophones like ":" the punctuation mark, and "colon" the body part.

- The first words you dictate 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:

  - Taaaalkslooooowwwlyyy.

  - 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*. On the **DragonBar**, click **Tools > Auto-Formatting Options**. 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'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* to misunderstand them.

Point out how accurate *Dragon Medical Client* 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* 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* searches for different text with a similar pronunciation.

- Try using a longer phrase to provide *Dragon Medical Client* 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* 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* highlights the word or phrase.

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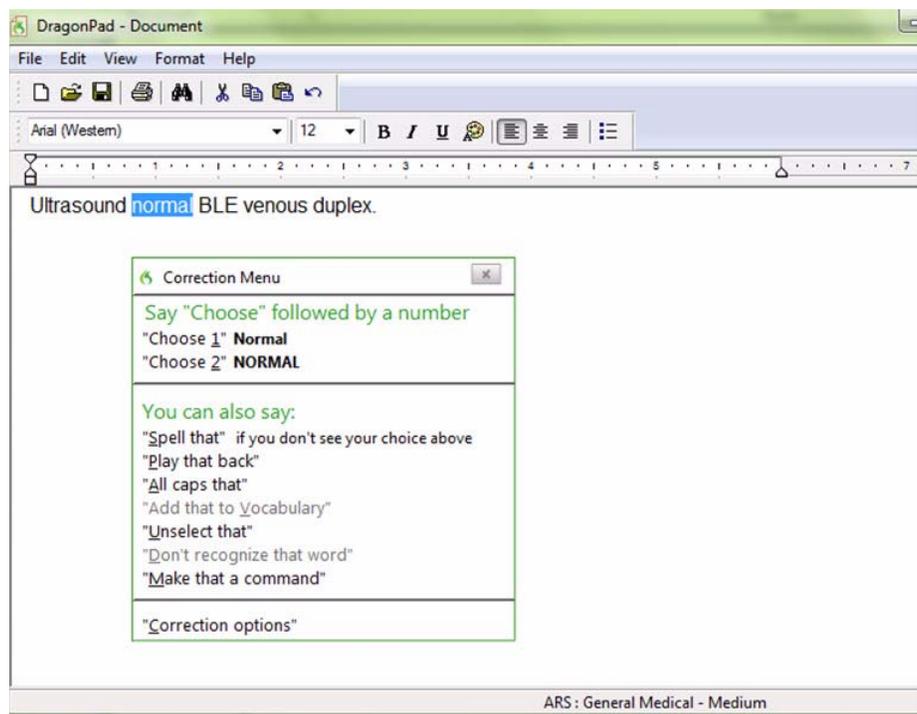
2. If one of the alternatives is correct, say "**Choose**" followed by the number of the alternative. For example, say: "**Choose two**." The text you selected is replaced with the word or words you chose.

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* 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 3 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*.

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* + next to a word indicates that it is a custom word that has been added to the vocabulary.

• A *blue* 'P' next to a word indicates that the properties of the word have been changed from the default properties.

• A *green* up arrow 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* 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* is a body of information that includes a word list and a language model. *Dragon Medical Client* 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** window

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* will correctly recognize what you say.
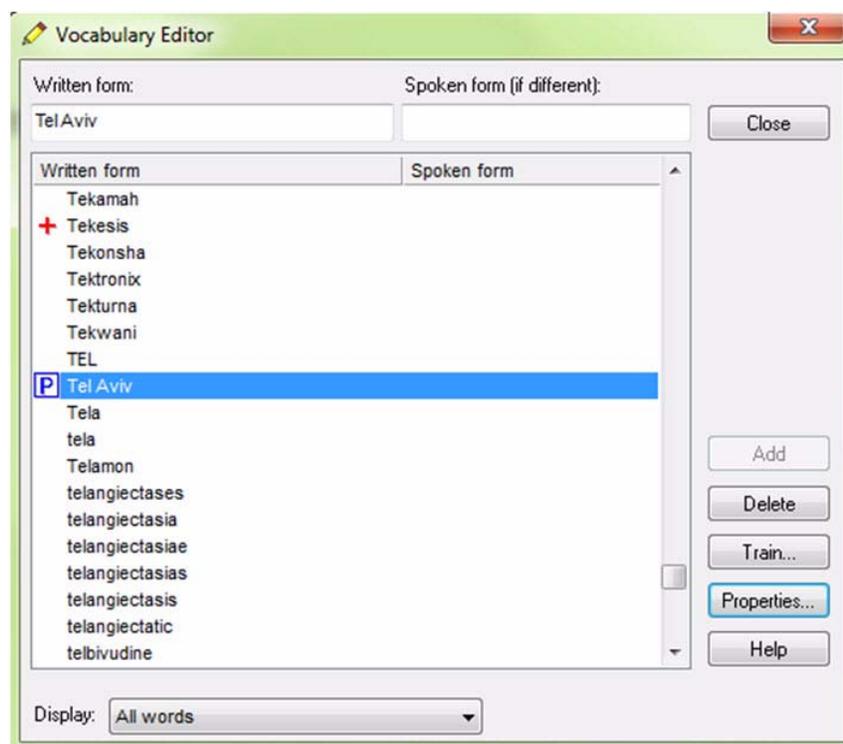
Adding Words to Your Vocabulary

Good examples of words to add include place names, 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* know how to capitalize the name.

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 **Open Vocabulary Editor**.

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.

 NOTE:

When you, the end-user, add custom words through Dragon, they are shared through the Nuance Management Server and they will be available when you log into Dragon Medical 360 | Direct or on any Speech AnyWhere Services applications that you may also be using. You do not have to enter the words multiple times. For details, see the Nuance Management Server Administrator guide.

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:

For example, *Dragon Medical Client* 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* knows this is a title, add it to your vocabulary now so you won't have to correct it in the future.

1. Open the **Vocabulary Editor** dialog box (say **"Edit Vocabulary"** or, on the **DragonBar**, select **Open Vocabulary Editor**).
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 **Open Vocabulary Editor**).
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* 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* spells it as **Smith**. You then train and add **Symthe** to your vocabulary. It might be a good idea to correct as a phrase: Dr. Smythe.

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 Open Vocabulary Editor** to open the **Vocabulary Editor** dialog box.
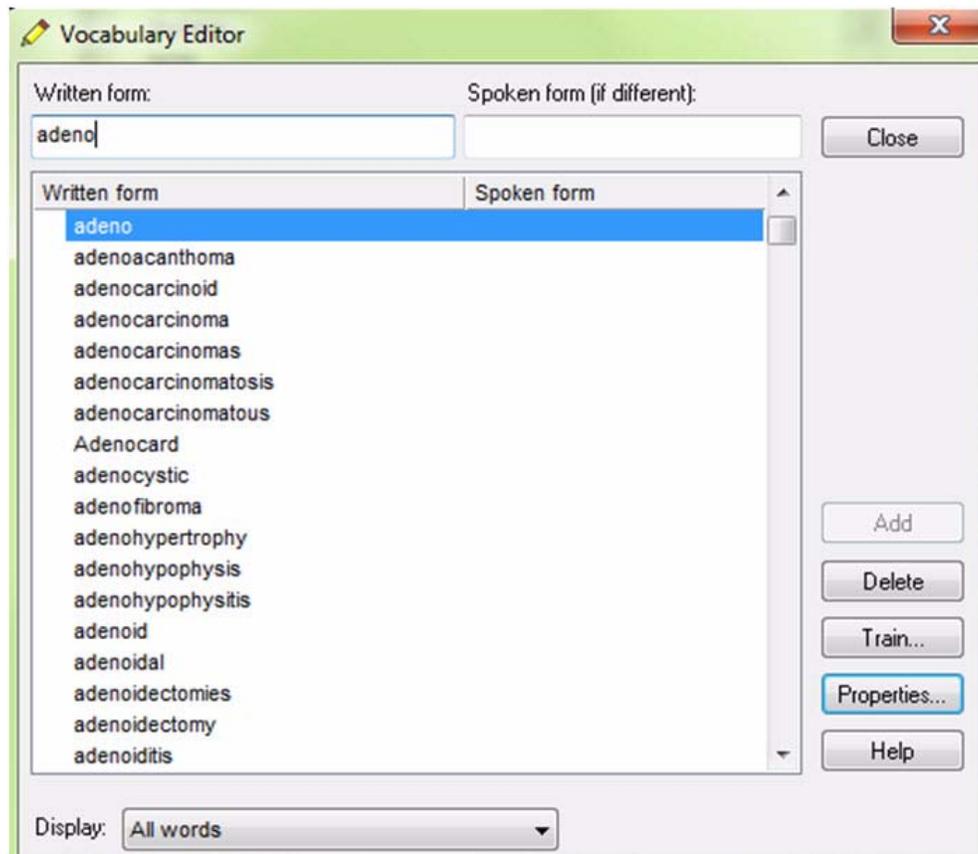
2. In the **Written form** box, type the letters of the word until the word appears in the list. Or scroll the list to find the word and select it.

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* 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* 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.
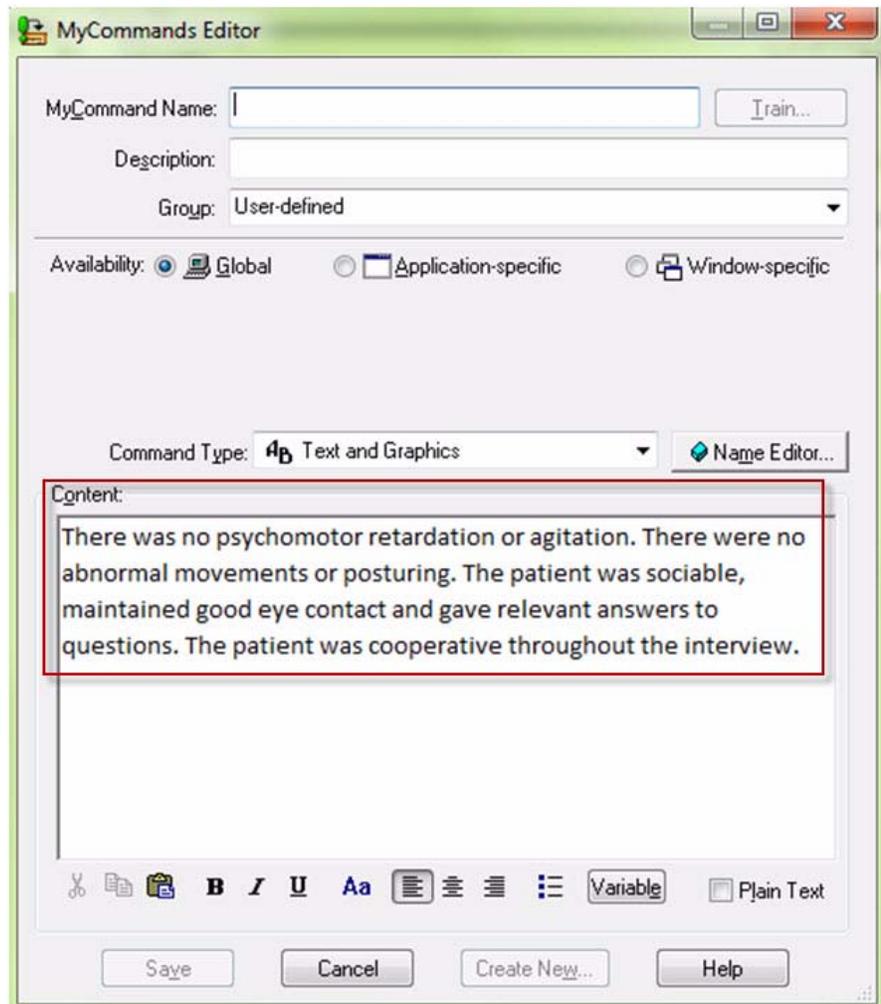
5. Make sure the cursor is in the **MyCommand Name** box.
6. Using your microphone, dictate the name **"normal mental status"** for your new command.

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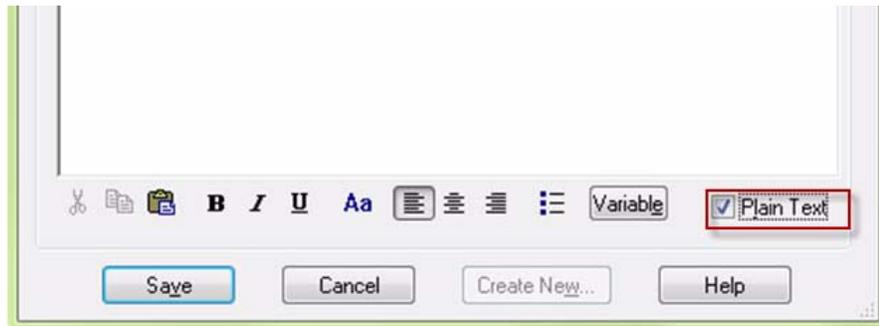
13. When you are finished, click **Save**.

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* 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 **"normal exam"** 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**.
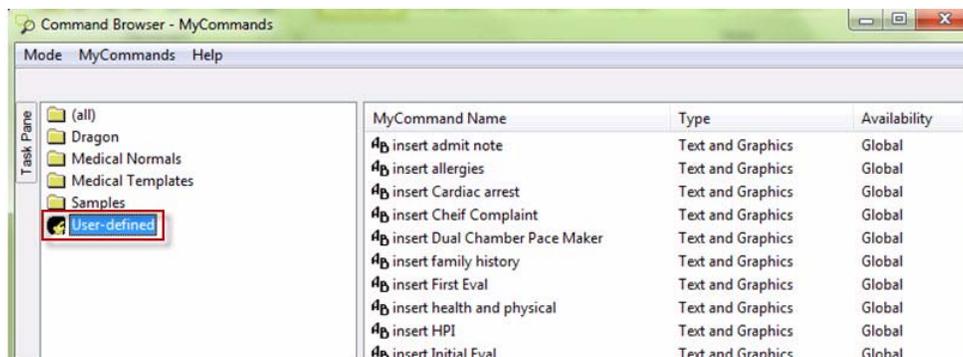
4. Double-click the command you want to edit. The **MyCommands Editor** dialog box opens, allowing you to edit your command.

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.
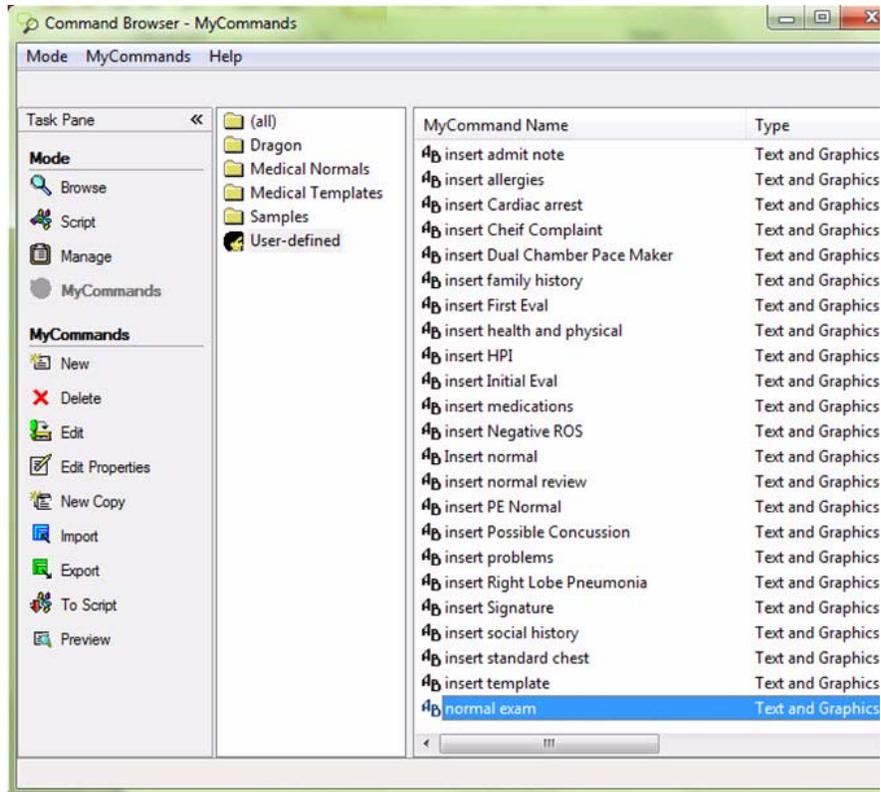
Practical Exercise

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.

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.

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*.

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.
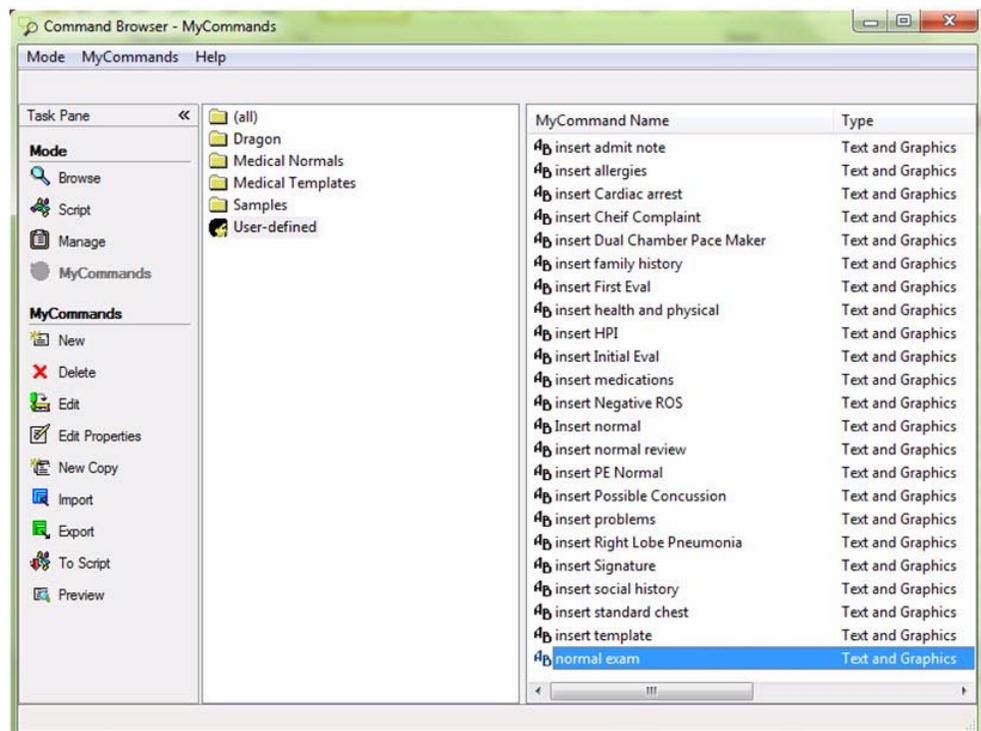
Help and Tutorial

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*, 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 the links under **Getting started**.
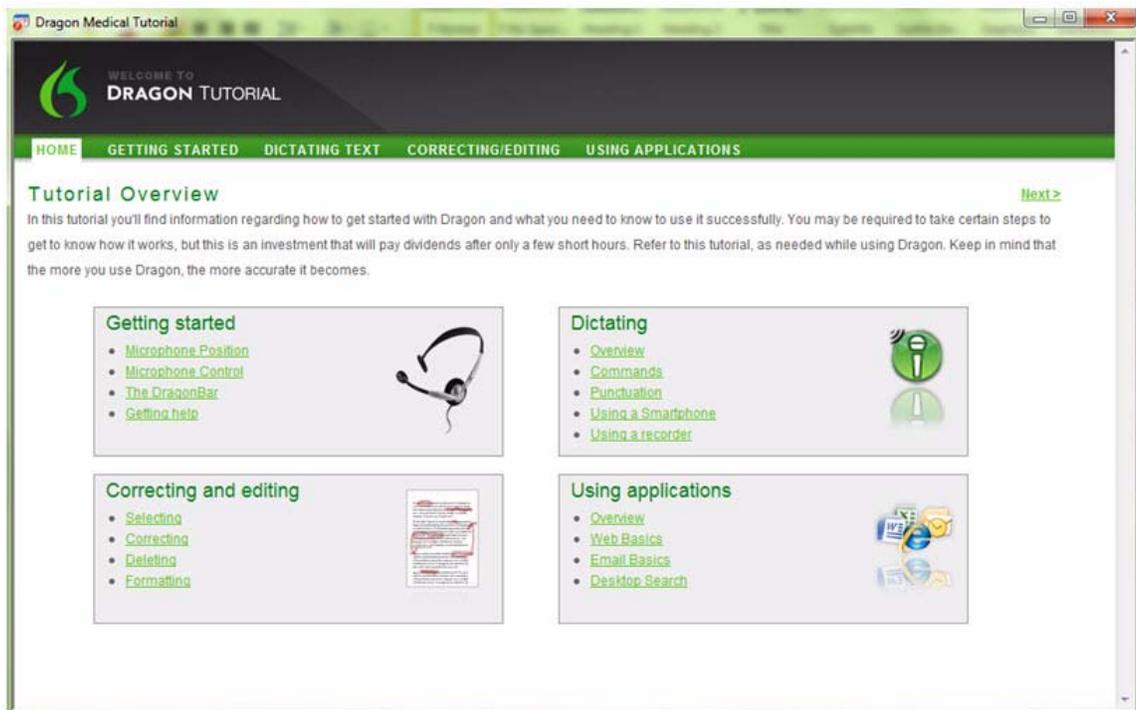
Basic Training Final Exercises

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. Then add the facility name so that you can use the abbreviation **"PAMS"** and have *Dragon Medical Client* 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. Launch *Dragon Medical Client* and open your user profile.

Advanced Topics Class

Objectives

After completing this chapter, you will be able to:

- Utilize Word Properties to assist in better dictation results

- Create a DragonTemplate

- Create a Text and Graphic Command with Lists

- Create more advanced Commands, including Step-by-Step, Macro Recorder and Advanced Scripting

- Use advanced features in the Command Browser

- Search Medical Websites with your voice

- Understand when and how to use the Dictation Box in all modes, including visible, hidden and anchored

- Use all the features of the PowerMic II

- Add another source and a vocabulary to your profile

- Import and Export words from lists

- Utilize the Accuracy Center

Review: Voice Commands and Correction Techniques

Go through this voice command list as needed.

Voice Command	Action
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 Bottom	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 with 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"
Delete Last <number> Words	Deletes the last number of words dictated
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)
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 Dragon Templates (see page 59for more information)	
Next Variable or Next Field	Select the next field in your command.
Previous Variable or Previous Field	Select the previous field in your command.
Field Complete	Remove the square brackets [ ] from the current field and selects the next field.
Accept Defaults	Remove the square brackets [ ] from all fields.
Make that a shortcut	Display the the MyCommands Editor dialog box.
Commands to Control Your Microphone	
Go to Sleep	Microphone stops listening temporarily
Wake Up	Allows you to resume dictating (microphone starts listening again)

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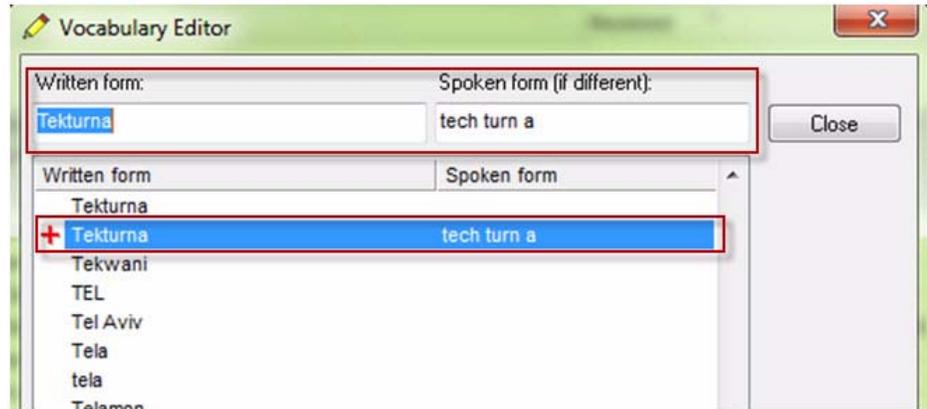
4. Note that **Tekturna** now appears twice, once without a spoken form and once with a spoken form. Optionally, you can delete the one without the spoken form. Also optionally, you can train the one with the spoken form.

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**).
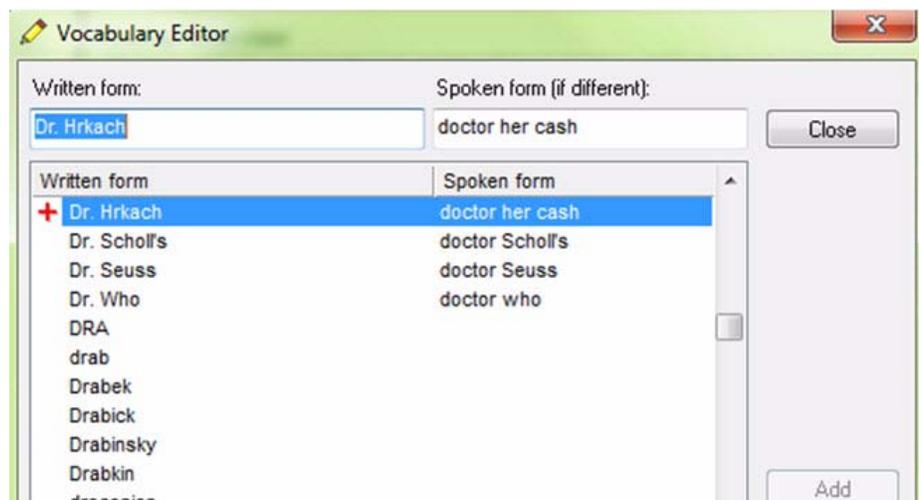
Changing the Properties of a Word

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* **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.)
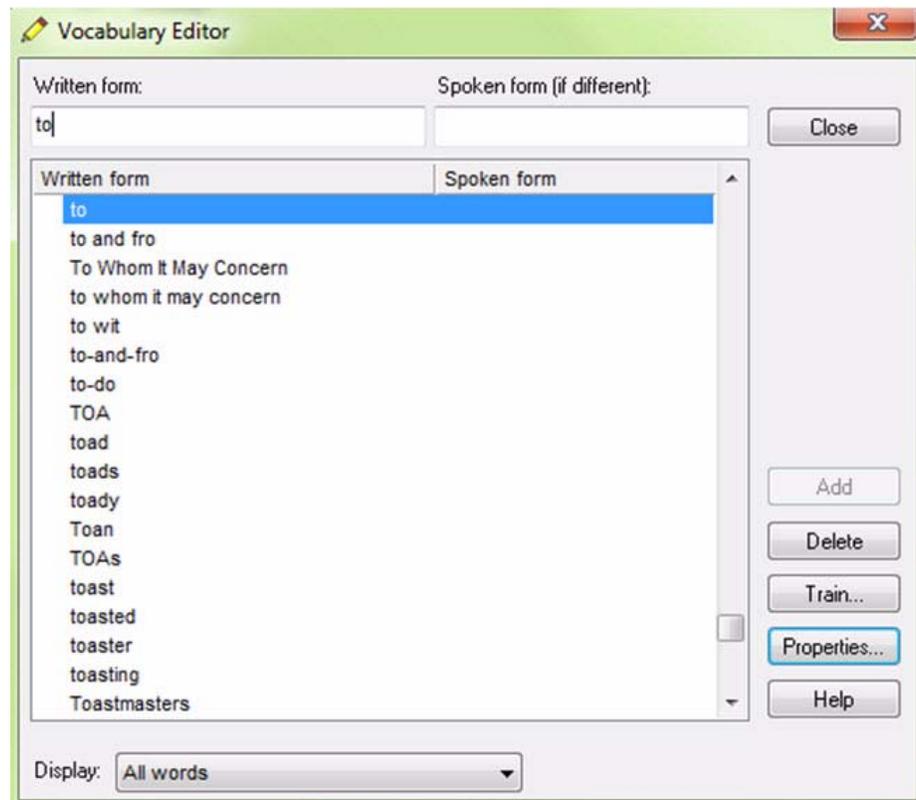
3. With the word selected, click **Properties**. The **Word Properties** dialog box opens.
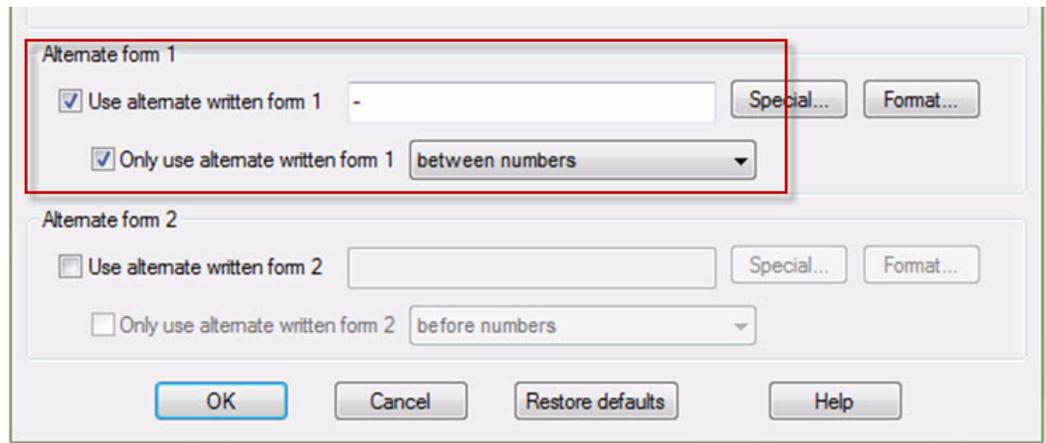
By default, the **Use alternate written form 1** checkbox is selected and that it contains a dash in the field. Also notice that the **Only use alternate written form 1** checkbox is selected and has **between numbers** selected.

4. To prevent *Dragon Medical Client* 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.)
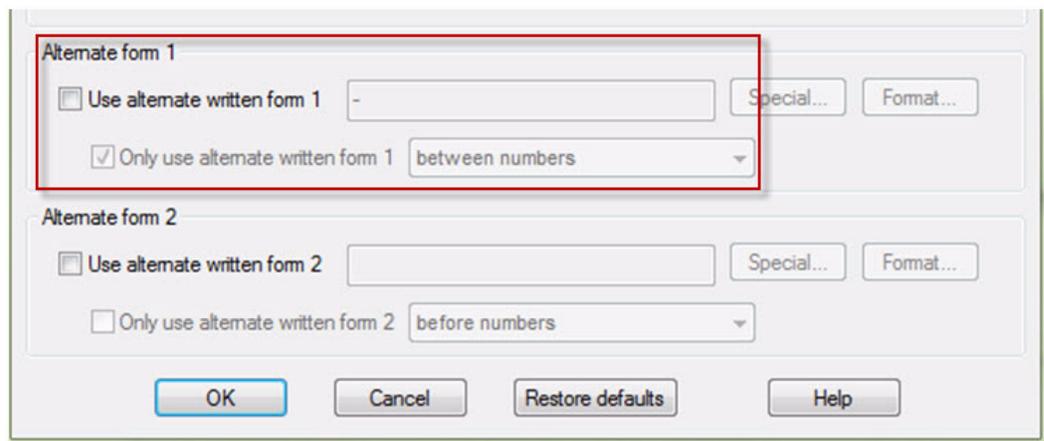
5. Click **OK** to save your changes and exit the **Word Properties** dialog box. *Dragon Medical Client* will now insert the word **"to"** between a pair of dictated numbers.

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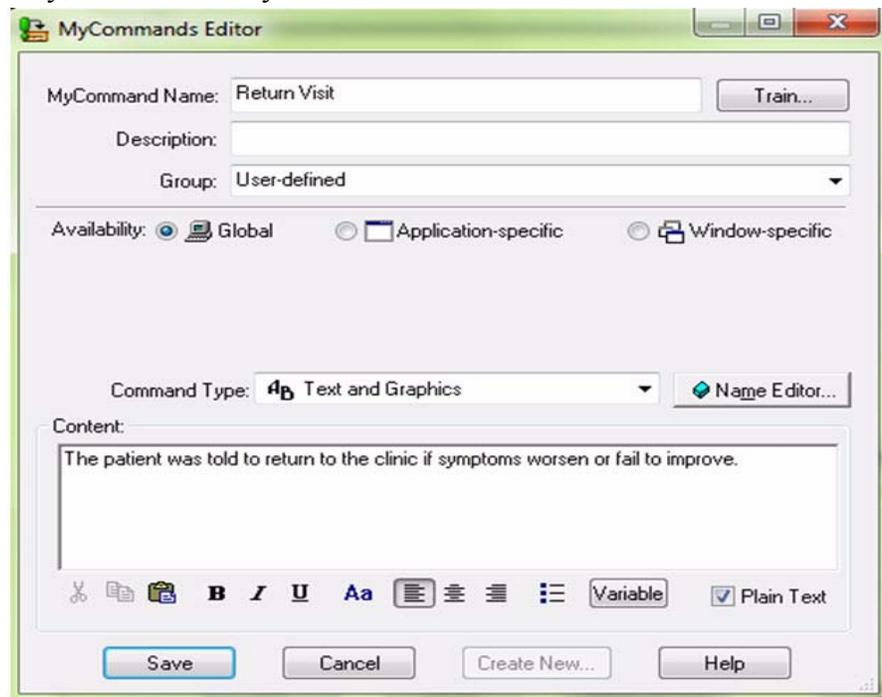
> *Note: (Optional) Select the **Plain Text** check box if you want the contents to be entered in the same font style and size as the text preceding it in the document. However, if your command contains a graphic, do not select the **Plain Text** checkbox.*

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

Creating a DragonTemplate

DragonTemplates allow providers to create Text-and-Graphics voice commands that contain default values, surrounded by square brackets, 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. Type a name for your new command in the **MyCommand Name** box.

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

4. At each place you want to insert a variable field, click the **Variable** button, located below the **Content** box. By default, each new field appears as **[default value]**. The **[ ]** characters indicate the presence of a field. (Your site may have chosen different 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.
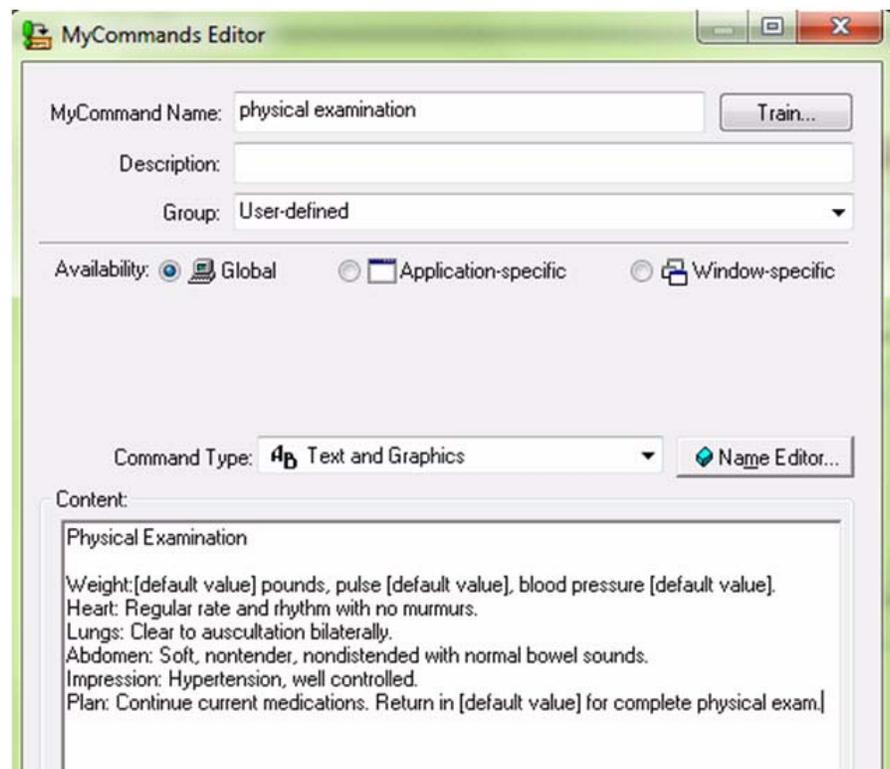
5. To change or delete the default value of the field, edit the text between the square brackets. The text between the square brackets is the value that appears when the command is used. You can also enter text before and after the square brackets.

Content:

Physical Examination

Weight [default value] pounds, pulse [default value], blood pressure [default value].
Heart: Regular rate and rhythm with no murmurs.
Lungs: Clear to auscultation bilaterally.
Abdomen: Soft, nontender, nondistended with normal bowel sounds.
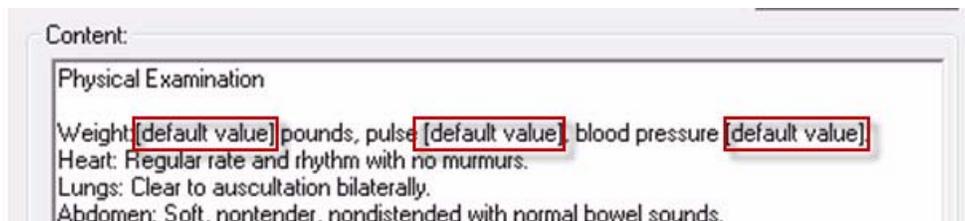
6. When finished, click **Save**.

Using a Voice Command that Contains a DragonTemplate

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 field, the default value is replaced with the new text and the square brackets are removed. If you say **"Next Field"** without changing the default value, the square brackets are not automatically removed. To remove the voice field square brackets, say **"Field Complete"** to go to the next field. Or, after filling in the entire template, say **"Accept Defaults"** to remove any remaining square brackets.

Have providers use the Ctrl+Shift+n keystroke to execute the **Next Field** command, if they want to use a keystroke instead of a voice command. They can change this to a different hot key if they like. If they are using the PowerMic II, have them

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 Field"** or **"Previous Field"** to select the variables in your command.

4. To keep the default value in a field, use the voice command **"Field Complete"** to remove the square brackets and select the next field.

DragonPad - Document

File   Edit   View   Format   Help

MS Sans Serif   8.5   **B** *I* U

Physical Examination

Weight [default value] pounds, pulse [default value], blood pressure [default value].
Heart: Regular rate and rhythm with no murmurs.
Lungs: Clear to auscultation bilaterally.
Abdomen: Soft, nontender, nondistended with normal bowel sounds.
Impression: Hypertension, well controlled.
Plan: Continue current medications. Return in [default value] for complete physical exam.

5. If any square brackets remain in your document, use the voice command **"Accept Defaults"** to remove them.

Practical Exercise

An example of the finished command might look something like this one:
CHIEF COMPLAINT: Patient complains of an injury to the left ankle approximately two hours prior to arrival.
REVIEW OF SYSTEMS: Noncontributory
PAST MEDICAL HISTORY: She has sprained her ankle three times in the last five years.
SOCIAL HISTORY: Noncontributory
FAMILY HISTORY: Noncontributory
PHYSICAL EXAM: Ankle tender with swelling. Range of motion full and nonpainful, without deformity. No ligamentous laxity. Patient is not able to bear weight. Joints above have full range of motion.

Using the text provided below, create a DragonTemplate that includes several fields (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 **ankle sprain template** for your new command.

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

   CHIEF COMPLAINT: Patient complains of an injury to the []
   ankle approximately [] prior to arrival.

   REVIEW OF SYSTEMS: [Noncontributory]

   PAST MEDICAL HISTORY: [Noncontributory]

   SOCIAL HISTORY: [Noncontributory]

   FAMILY HISTORY: [Noncontributory]

   PHYSICAL EXAM: Ankle tender with swelling. Range of
   motion full and nonpainful, without deformity. No
   ligamentous laxity. Patient [is not] able to bear weight.
   Joints above and below injury have full range of motion
   and are without pain.

5. For each of the fields indicated above:

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

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

   c. Click **Variable** to insert the square brackets.

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 **ankle sprain template** command name.

8. Use the **"Next Field"** and **"Previous Field"** commands to move from field to field, and dictate a value for each field.

9. Use the **"Field Complete"** command to accept the default values for some of the fields.

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.

Dragon Medical Client interprets the text inside the angle bracket as a variable whose value you later choose when you dictate a 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. Perform step 2 or step 3.

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

3. After (or within) the command name you entered in the **MyCommand Name** field, type the *less than* angle bracket (<) to begin the list. The **MyCommands Name Editor** dialog box appears.

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 dropdown 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**.

4. Enter a name for the list. For example, suppose you want to type a statement of consent in which the patient should be referred to as either "he" or "she". You would name the command **patient consent <mf>** where <mf> represents the male or female pronoun (he or she). As soon as you finish creating the variable by pressing the > key, the name of the list appears in the **Lists used in this command** section. Dragon Medical Client interprets the text inside the angle brackets as a variable whose value you will choose when you say the command.

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.

5. Enter remaining lists for this command in the **MyCommand Name** field, enclosing each in the angle brackets (< >). List entries appear in alphabetical order, not necessarily the order they were entered. **Note**: The list name must be in lowercase and may not contain any spaces.

6. Once you have entered all of the command's lists, select the first list name under **Lists used in this command** and click the **Edit** button.
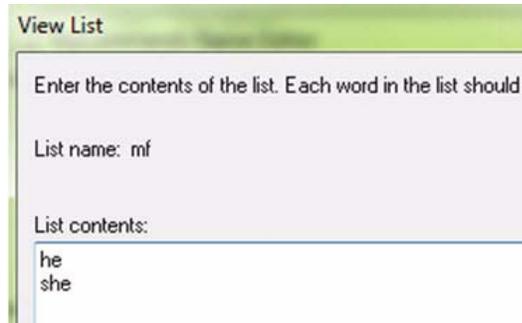
7. In the **View List** dialog box, enter all possible choices for the list values. Click **OK**.

8. Repeat steps 6 and 7 for the remaining lists.

9. When you've finished adding values to all your lists, click **OK** in the **MyCommands Name Editor** dialog box. You should now see the **MyCommands Editor** dialog box.

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. Make sure to include the list names (in lower case and not containing spaces) enclosed in double angle brackets << >>, at the appropriate locations in the content area. For example, **<<mf>>**.
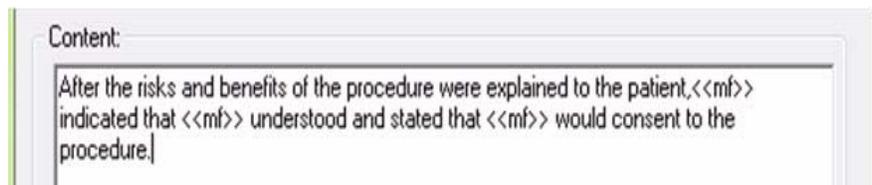
Using a Text-and-Graphics Command Containing Lists

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 **"patient consent he"** or **"patient consent she"**. 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 **"patient consent"** command, using the **"she"** list item, dictated into **DragonPad**:
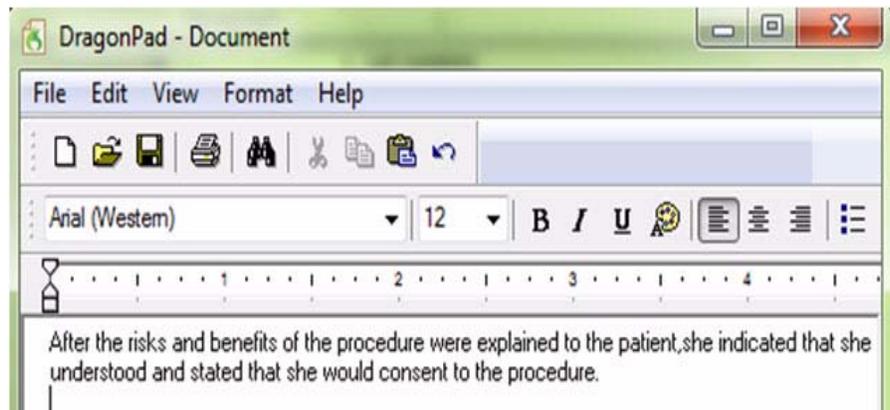
Editing a Text-and-Graphics Command List

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> patient consent** command you just created.

1. Open **Command Browser** and double-click the **<area> patient consent <mf>** 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** mf list you created and click **Edit**. The **View List** dialog box opens.

4. Click the **Name Editor** button.

5. Select the mf list you created.

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

Editing the list used in this example allows the provider to say **"he"** or **"male"**.
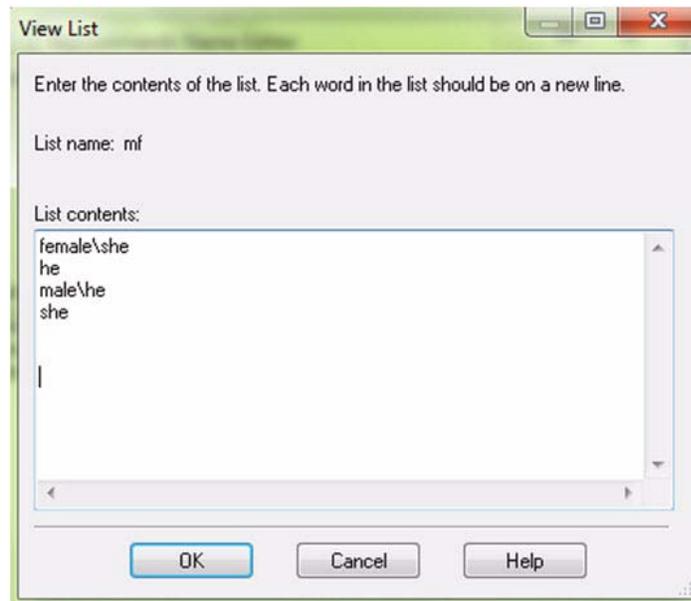
7. When finished editing, click **OK**, **OK**, and **Save** to exit the **MyCommands Editor**.

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 and click **Edit**. 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 angle brackets **<<** 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

67
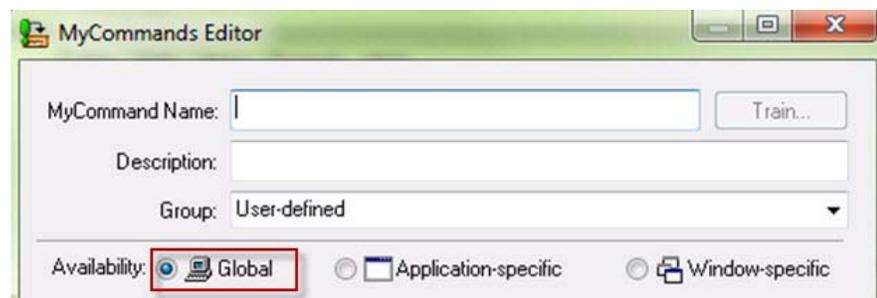
Application-specific Availability
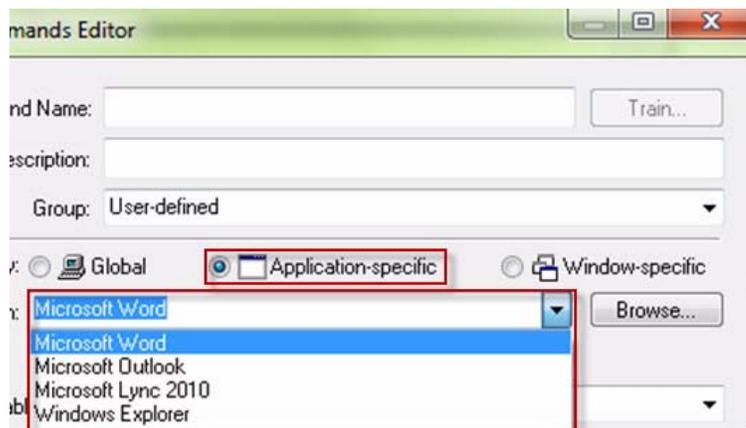
Window-specific Availability
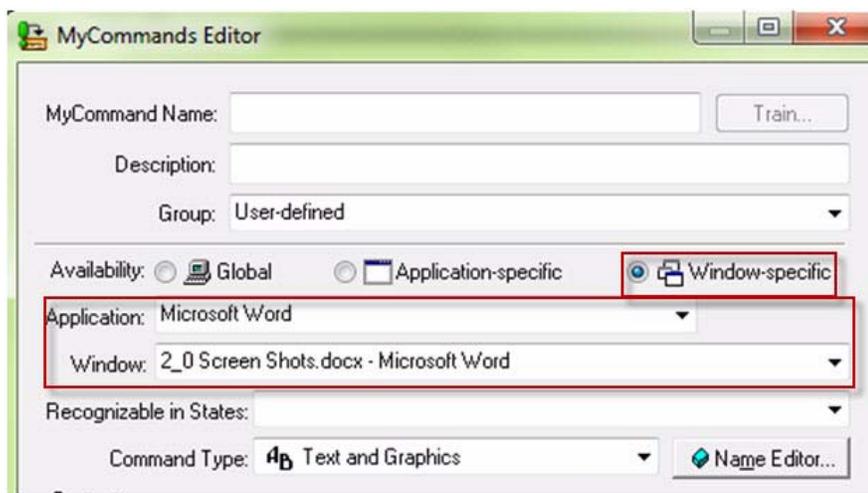
Creating a Step-by-Step Command

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* 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. Using your microphone, dictate a name for your new command. For example, you might use a name such as **open word** to open MS Word.

5. For **Availability**, select **Global** (default).
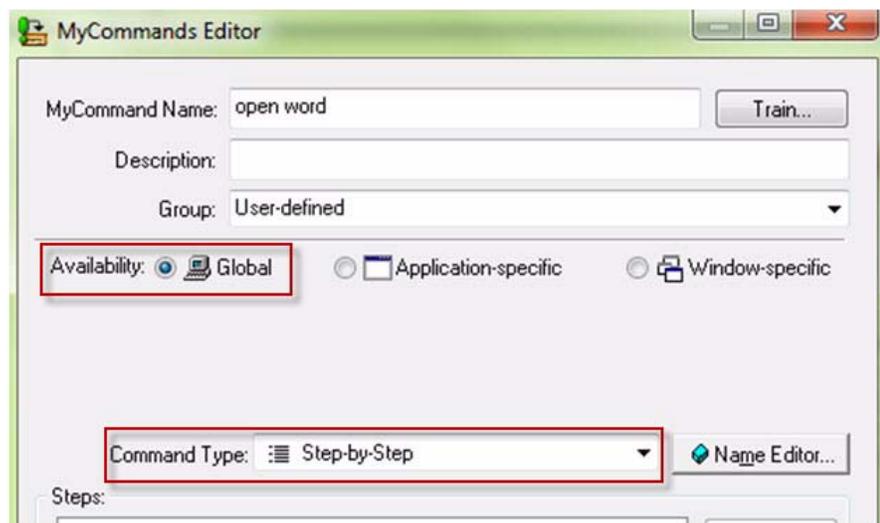
6. From the **Command Type** drop-down list, select **Step-by-Step**.

7. In the **Steps** section, click the **New Step** drop-down list.
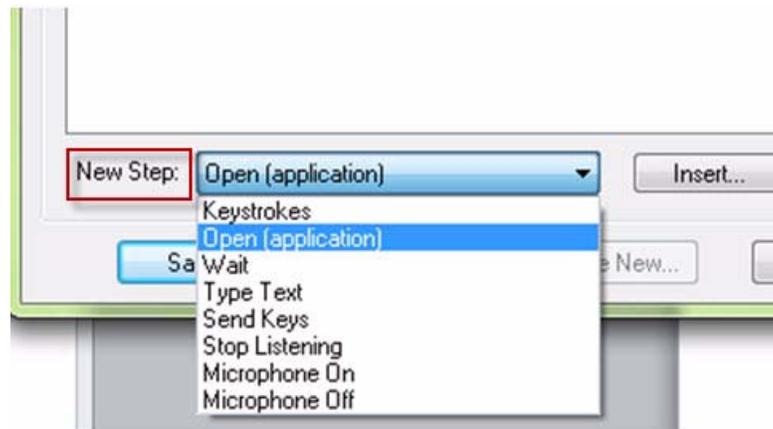
8. Select **Open (application)** from the and click **Insert**. The **Open Application/Document Step** dialog box opens.
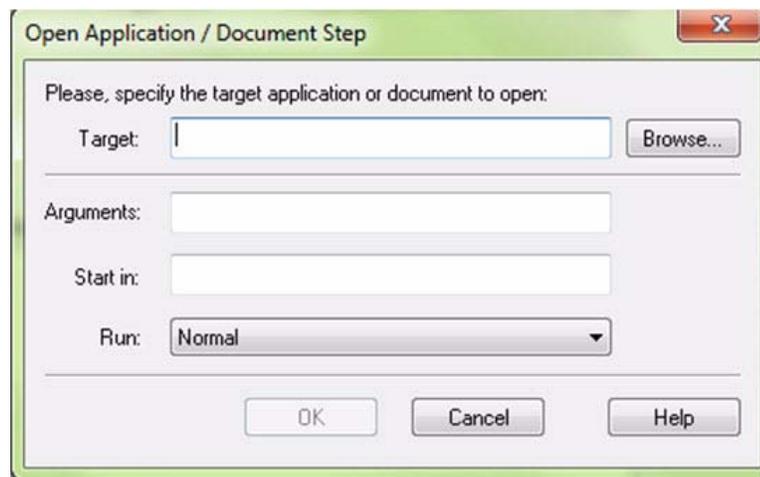
9. To supply a **Target** to open:

    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**.

10. Enter any parameters or data needed in the **Arguments** box.

11. In **Run**, set the size to open the application's window to **Normal**, **Minimized**, or **Maximized**.

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.
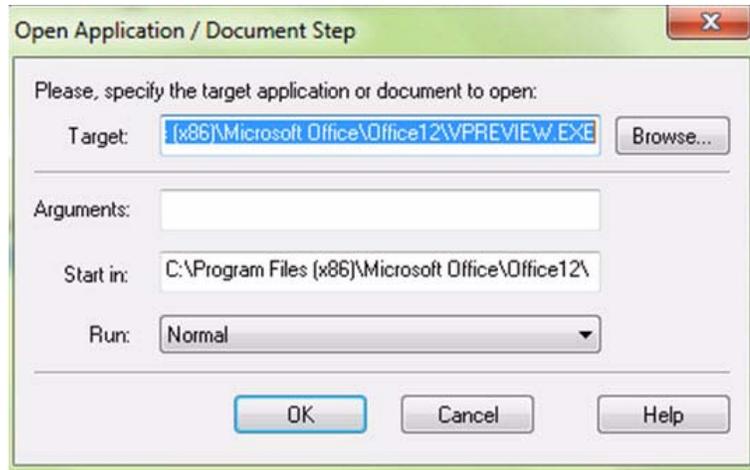
12. Click **OK** in the **Open Application/Document Step** dialog box.

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

13. 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.

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.

Before you begin to create an application-specific a command, open the target application so it will appear in the **Application** drop-down list.
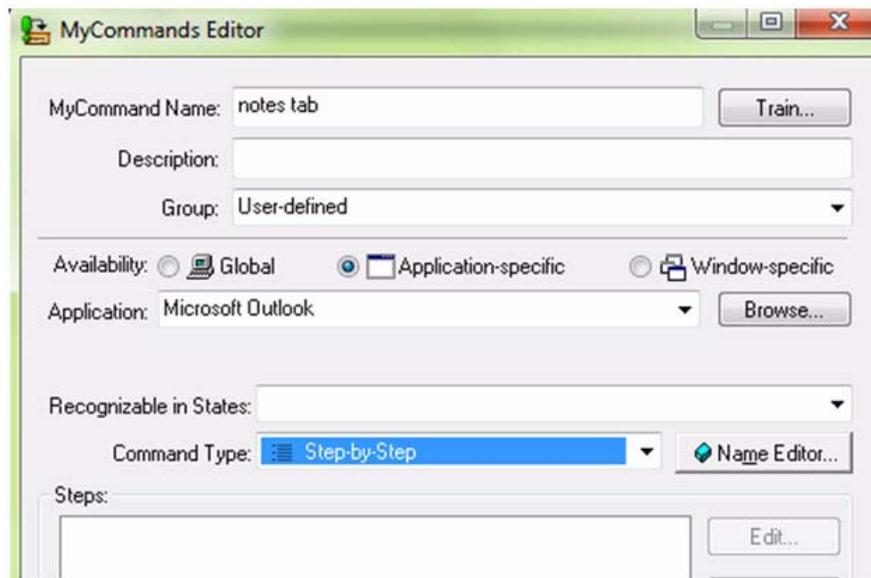
After you have created several steps, select one of the steps in the **Steps** section; the buttons to the right of the steps then become available:

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.

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**.

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* into Sleep mode.

Microphone On: Turns the microphone on.

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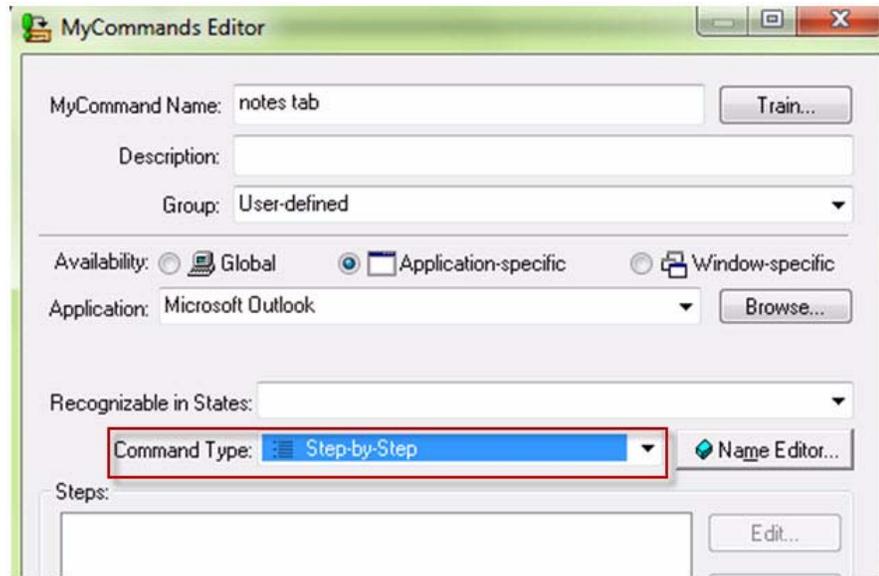
7. In the **Steps** section of the dialog box, enter the steps you want the command to take by first selecting the type of step from the **New Step** drop-down list near the bottom of the dialog box.
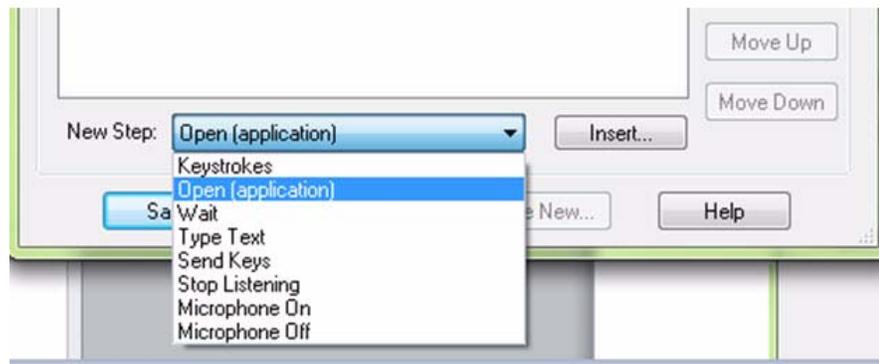
In this example, you enter keystrokes (default) in the **New Step** field.

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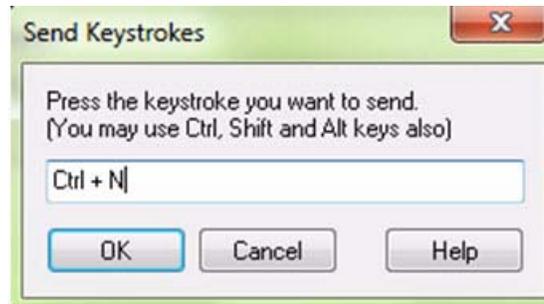
10. Click **OK** in the dialog box. You can then see the keystrokes appear in the **Steps** section as **Press Ctrl** + **N** as shown in the illustration below.
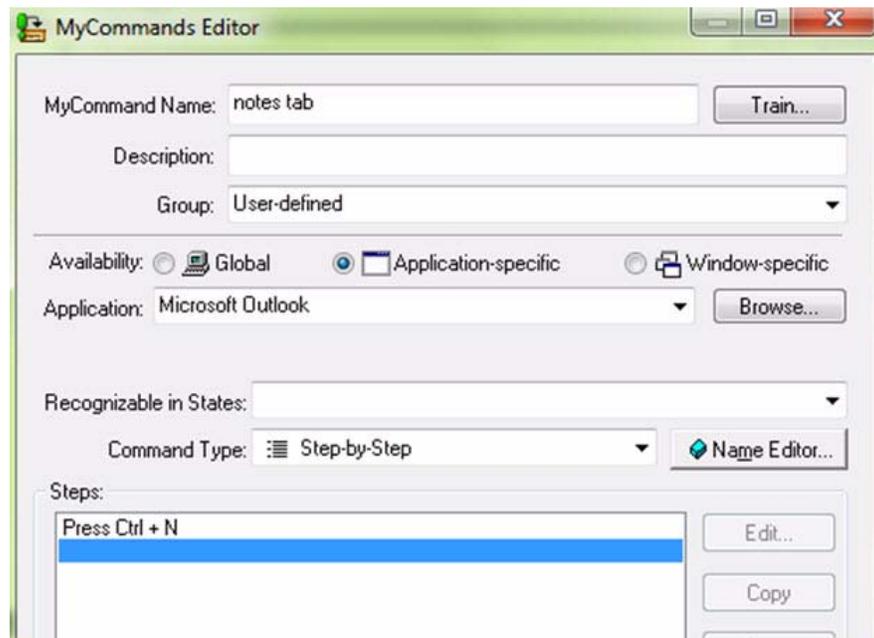
You can continue to insert and position as many **New Step** combinations as needed.

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.
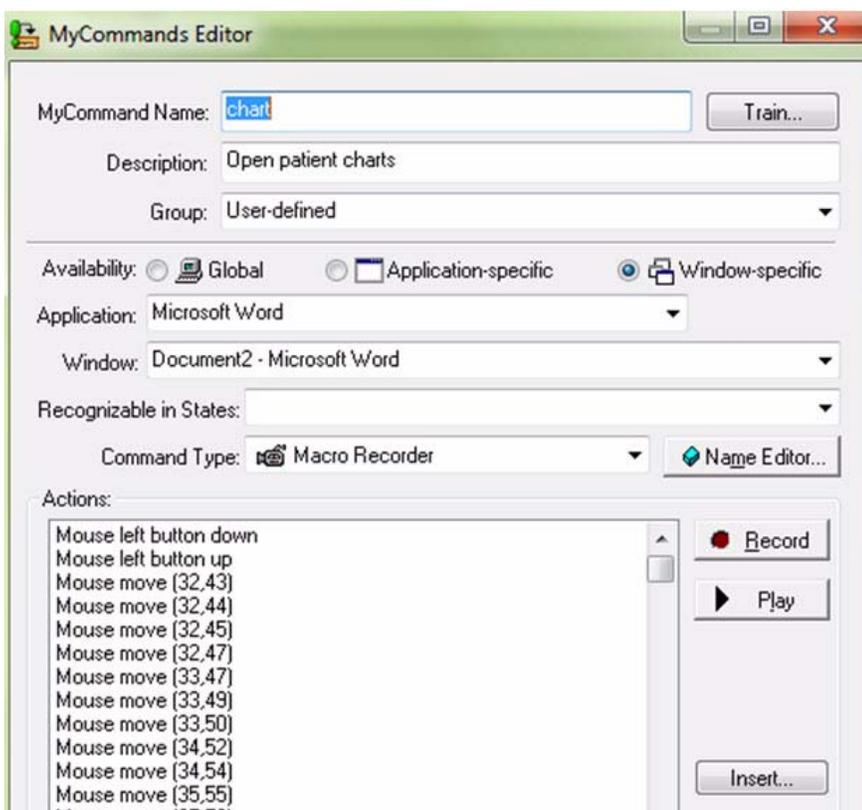
To record the macro actions:

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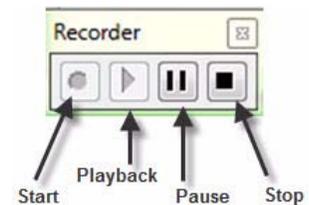
When you click the **Pause** button during recording to pause and take actions you do not want recorded as part of the macro, you can later click the **Start** button to resume recording again.

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.

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.

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* scripts use the Visual Basic scripting language, similar to the one 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**.
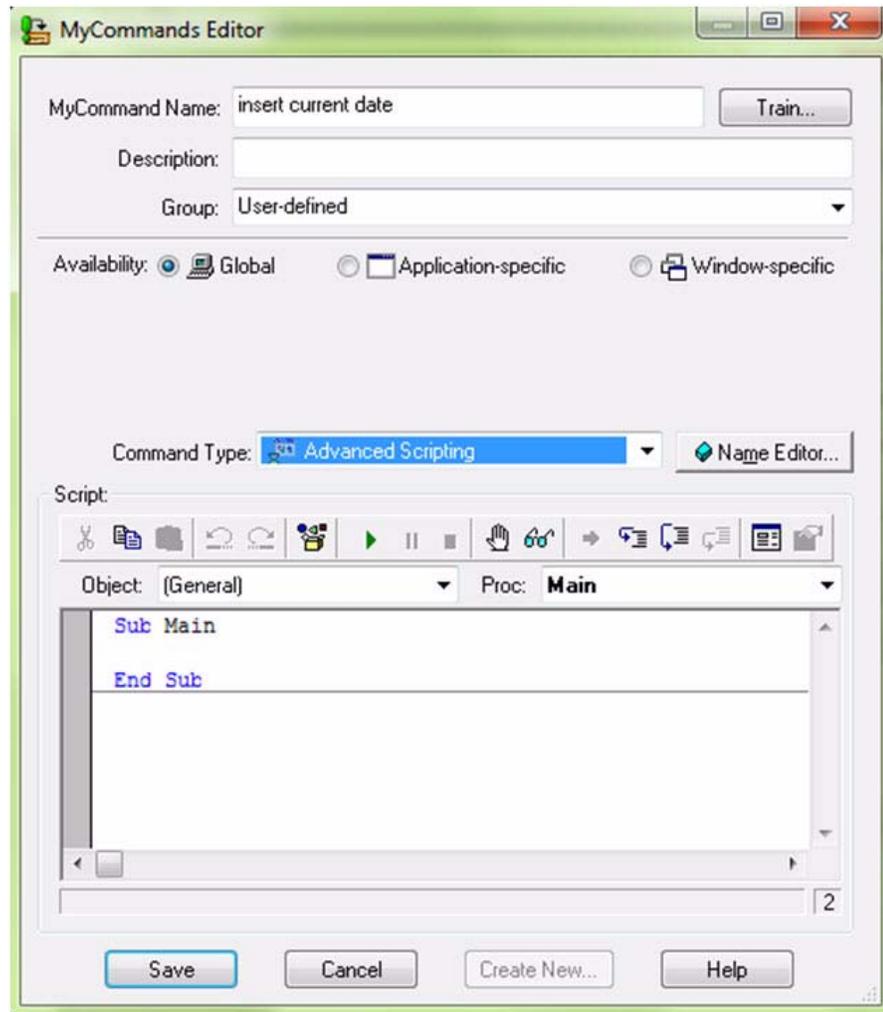
8. To indicate the action that the custom **Advanced Scripting** command should take, in the **Script** section, type statements between **Sub Main** and **End Sub** to form the script. Select action statements or keystrokes for the script following the Visual Basic commands shown in the table on the 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.	{DELETE} or {DEL}
DOWN ARROW	Inserts the press of the corresponding arrow key.	{DOWN}
END	Inserts a press of the key.	{END}
ENTER	Inserts a press of the key.	{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.	{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 Visual Basic 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.

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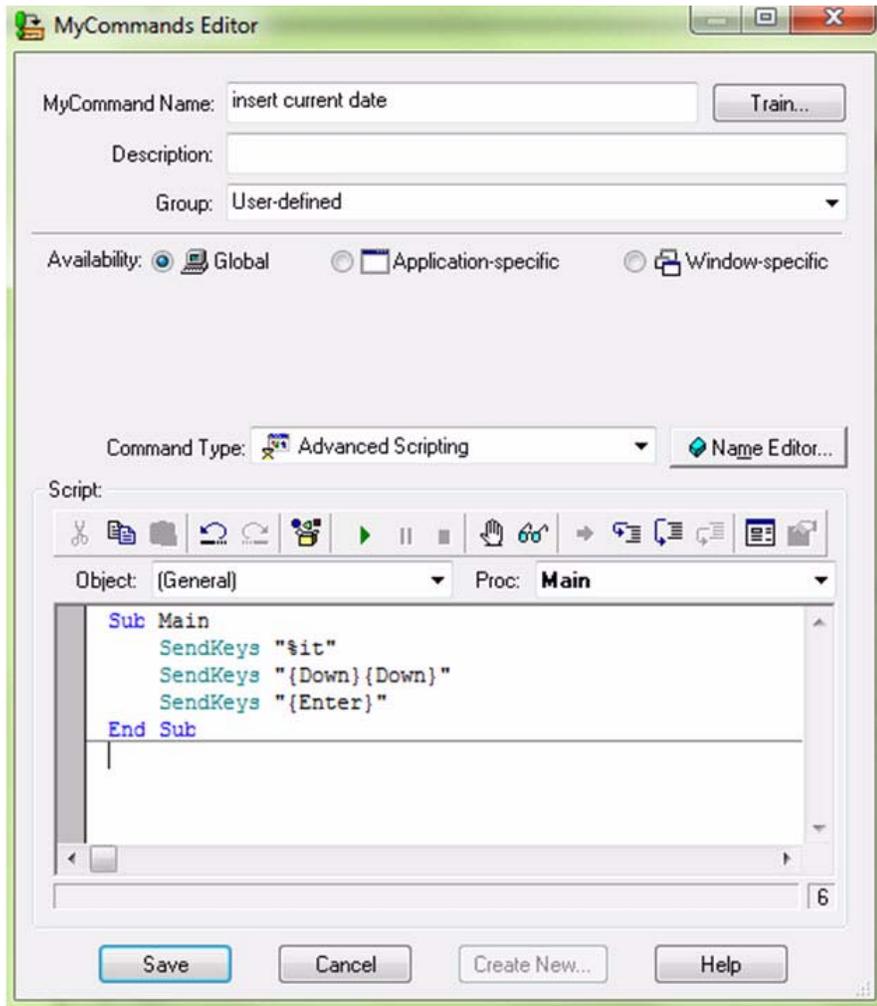
9. Click **Save** to save the command.
10. Open a Word document and dictate the **"insert current date"** voice command you just created. The current date, with the appropriate formatting, appears at the cursor location in the Word document.

*Note: If you entered any incorrect syntax in the command, when you save the command, the MyCommands Editor 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.
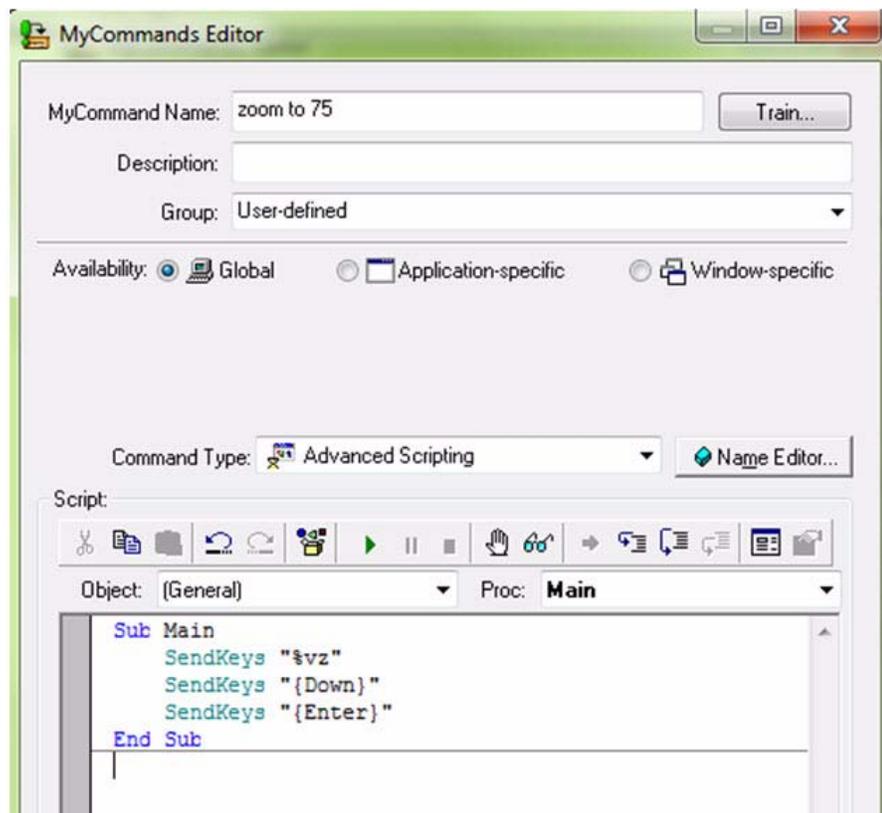
6. Click **Save**.

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 document text back to 100%.

Using the Command Browser

Command Browser allows you to view voice commands that *Dragon Medical Client* 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:

1. On the **DragonBar** select **Tools > Command Browser** or say **"Open Command Browser."** The **Command Browser** dialog box opens.
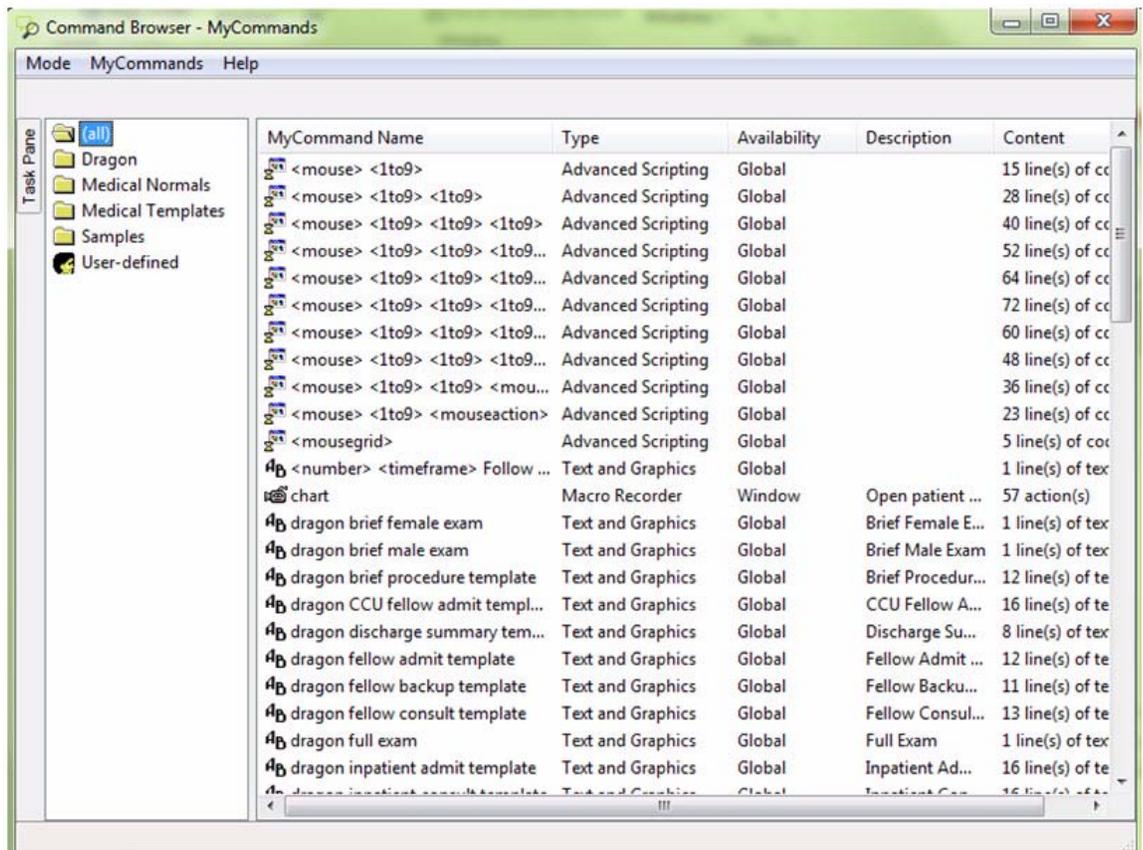
2. View the command groups by clicking the group name in the **Command Browser**'s left-hand pane.

Group	The right-hand pane displays:
(all)	All custom commands, including the commands that ship with *Dragon Medical Client* and those installed or created later.
Dragon	All custom *Dragon Medical Client* commands. These commands ship with *Dragon Medical Client*.
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*.
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
▣ᴀв	**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.
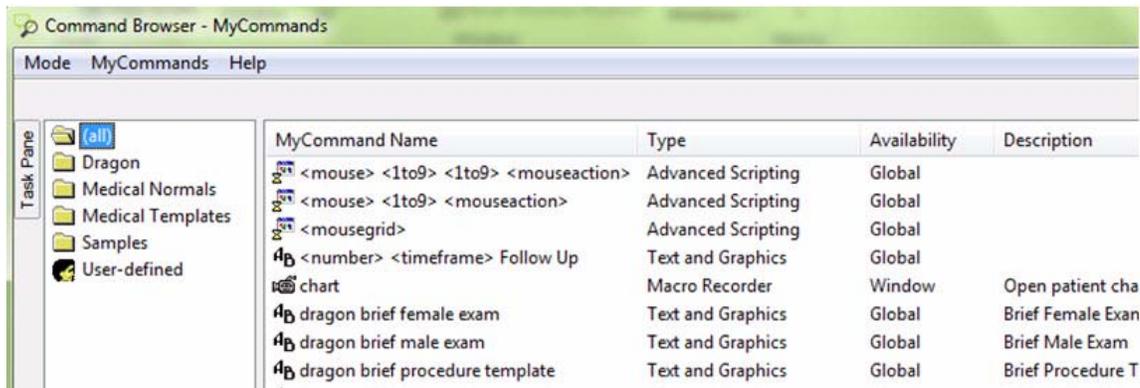
4. To view a list of available tasks for a command, click the **Task Pane** tab, and select a command.
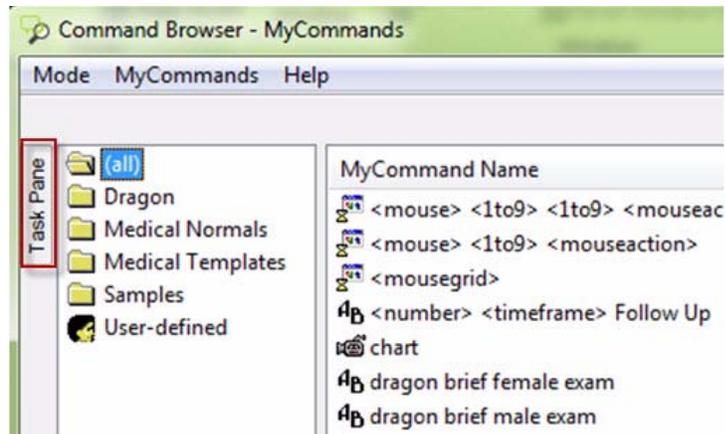
Use the tasks shown in the list to work with your commands. (You can also right-click a command to access the available tasks.)

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
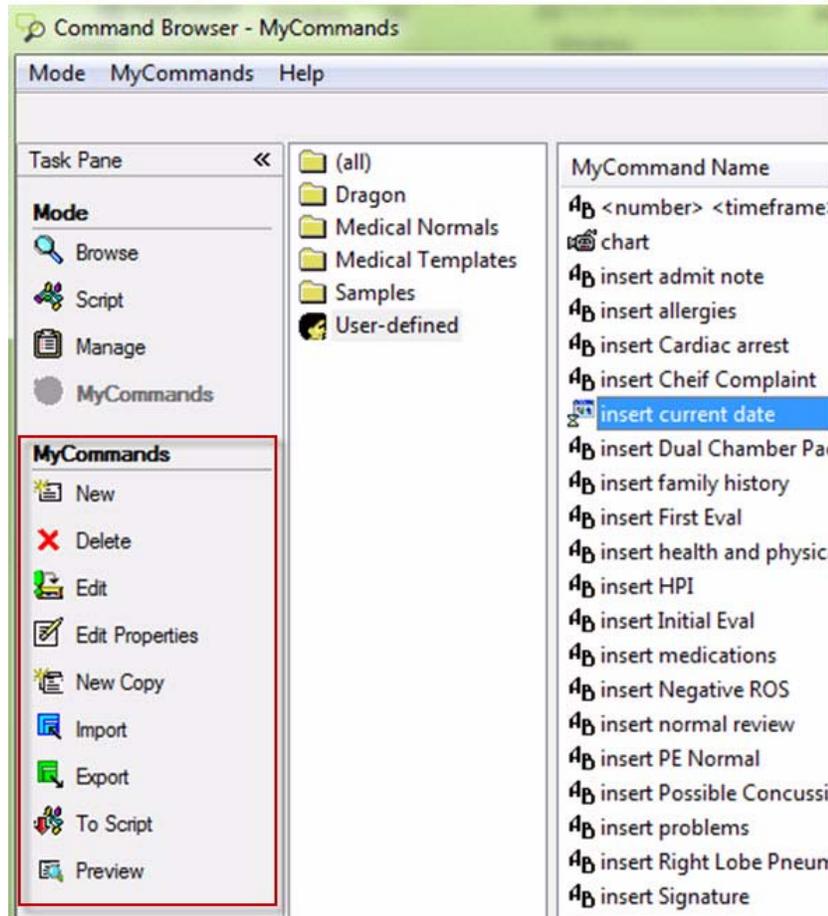
The following table describes the tasks found in the task list:

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.

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.

Click	To
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.

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.

5. For this example, insert additional square brackets around some of the existing text to make them variable fields as well.
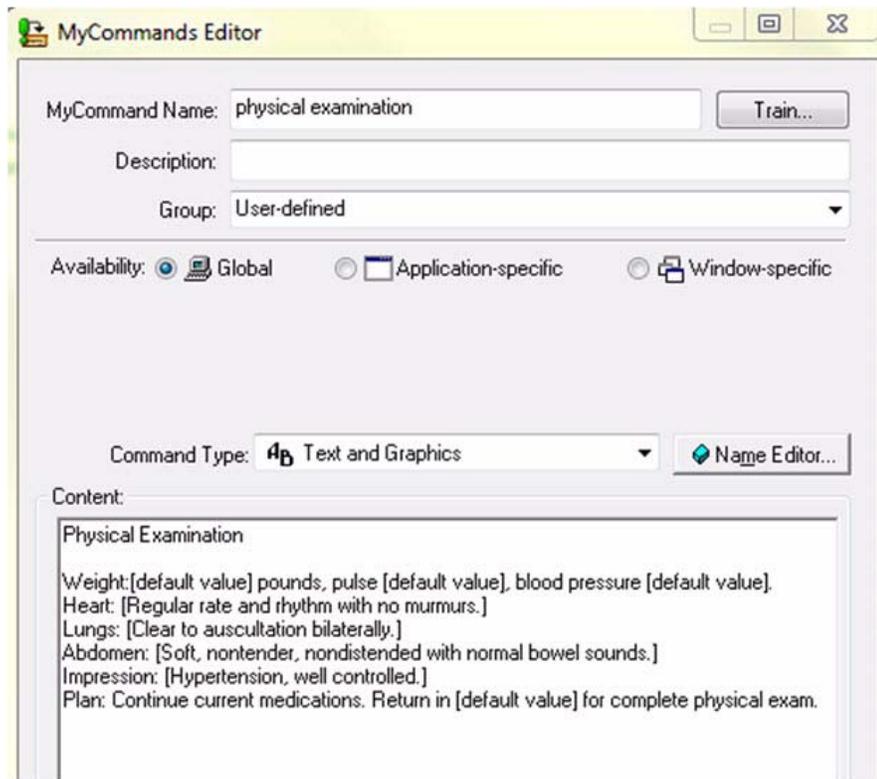
Reminder: Any time you select a command, you can right-click it to see the task list (instead of selecting a command and then clicking the task from the **Task List** frame).

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**.

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*.

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).
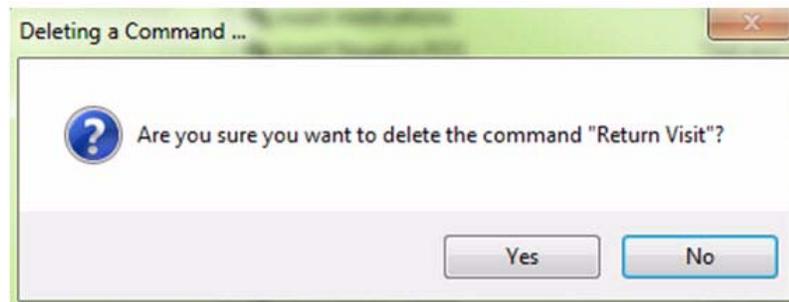
5. Say **"Yes"** to confirm that you want to delete the command (or say **"No"** if you decide not to delete the command).

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** keystrokes 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.
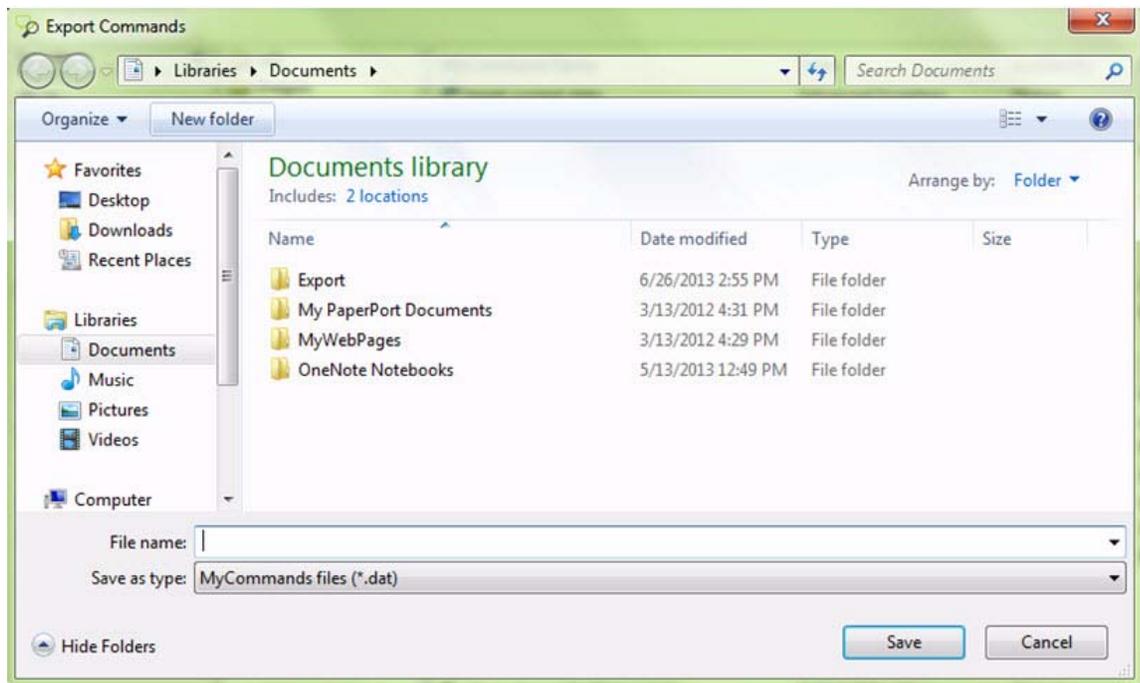
6. Select a location to store your export file. The initial default location is the Windows **My Documents** folder.

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.
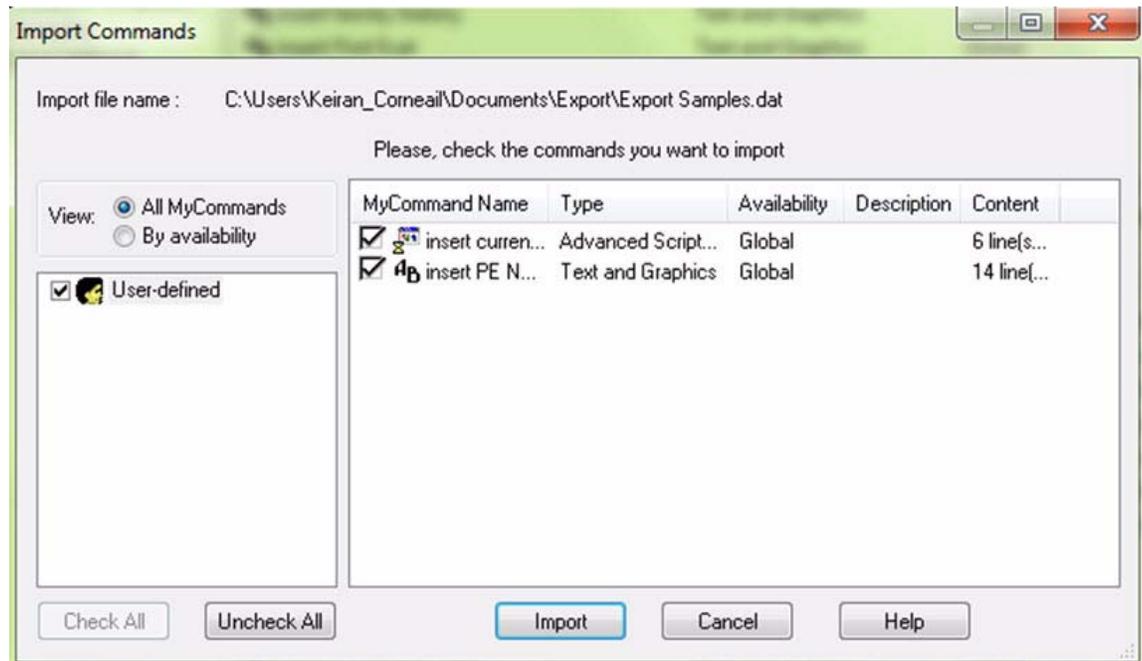
7. Select the commands you want to import and click **Import**.

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.
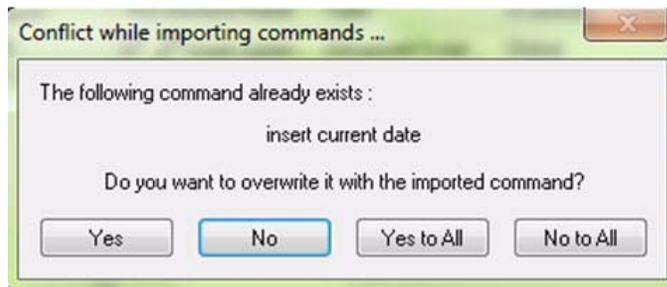
9.   If you select **Yes** (or **Yes to All**), the commands are imported and you receive the following message.
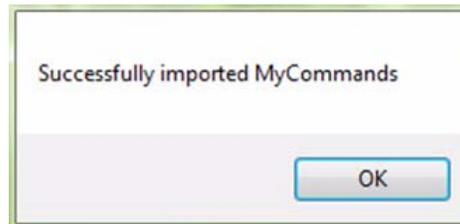
> **Note:** *For more information on using the* **Command Browser***, refer to the Dragon Medical Client application's online help files. From the* **DragonBar***, click* **Help > Help Topics***. Click the* **Contents** *tab and open the* **Using Your Command Browser** *topic.*

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>" - searches drugs by condition
"Search UpToDate for <xxx>"
"Search ICD9 for <xxx>" - searches the Diseases and Injuries section of the ICD9 Web site
"Search ICD9 Procedures for <xxx>"
"Search ICD9 Drugs for <xxx>"
"Search ICD9 Dictionary for <xxx>"

For example, the following illustration shows the results that appear automatically when you dictate the voice command "Search PubMed for angioplasty."

Dictation Box

To use full Full Text Control functionality with applications published from a Citrix XenApp server, vSync must be enabled on both the Dragon workstation and on the Citrix server. This allows Full Text Control with the published applications.

When dictating into a Citrix published application , Dragon displays an error message if the speed of the connection between Dragon and the Citrix server is slow.

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If the Keep transferred text in clipboard option (Tools > Options > Dictation Box) 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.

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.

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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.

You can collect information form a patient's chart, place it into the **Dictation Box**, and transfer the information into a note. This provides you with quick access to patient information without needing to remember the information while you take notes.

To open the **Dictation Box**, on the **DragonBar** select **Tools** > **Options** > **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."** or click the PowerMic ll transfer button. The **Dictation Box** opens.
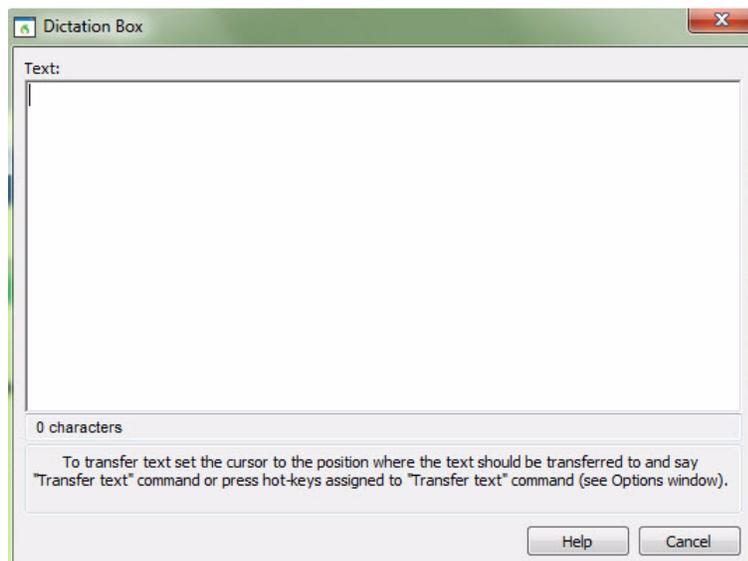
3. Dictate into the **Dictation Box**, making edits as necessary.

4. When you have finished dictating, click the **Transfer** button on the PowerMic II or say **"Transfer Text"**. *Dragon Medical Client* 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.

You can press the button in the message, or use **Ctrl+F9**, or the **Automatically switch to Basic Dictation Control** option to switch to Basic dictation mode and increase the speed and efficiency of dictation for the current user session.

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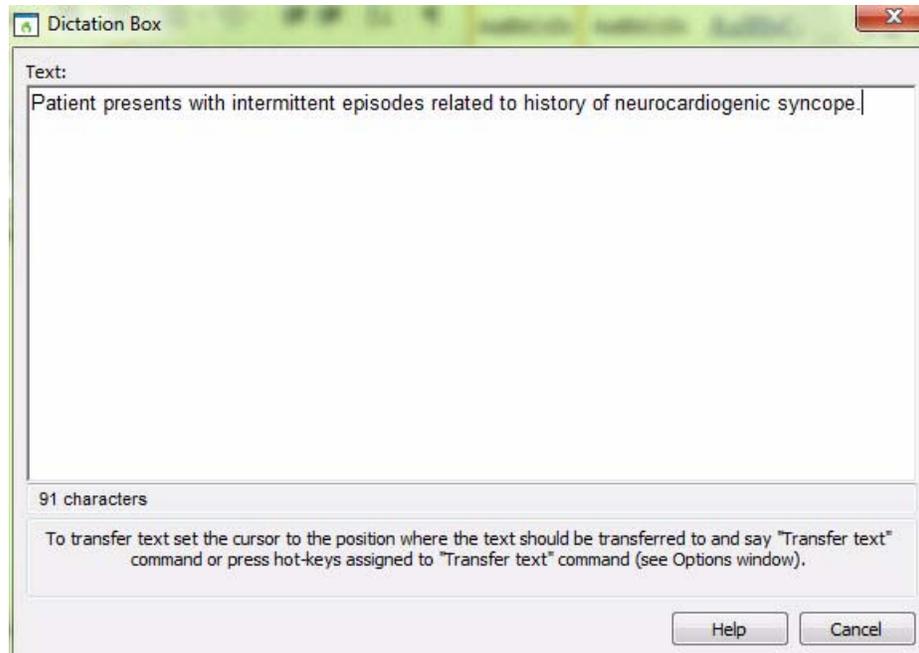
3. When you have finished revising the text, say **"Transfer Text."**

   Dragon Medical Client 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

Use the Dictation Box settings to define how the Dictation Box displays when you first open it. These settings also control the Hidden Dictation Box feature.

For more information about the Dictation Box and the Hidden Dictation Box feature, see "Using the Dictation Box" and "Using Hidden Dictation Box" in the Dragon Help.

- **Open Dictation Box as hidden**: Enables the Hidden Dictation Box feature.

- **Dictation Box visibility**: Sets the Dictation Box's level of transparency. Enter a value from 0 (completely invisible) to 100 (completely opaque). We recommend setting the value to 50% to start.
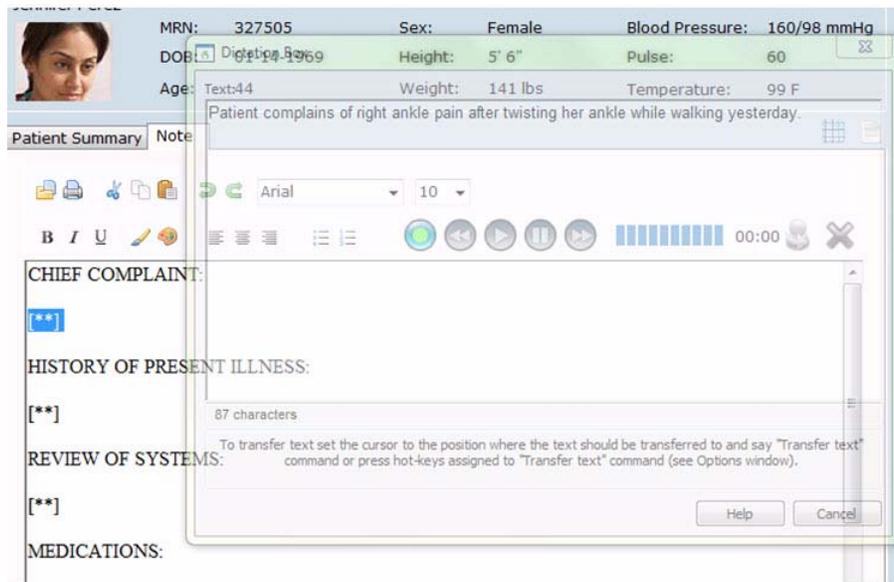
- **Allow user commands when hidden**: Select this checkbox to enable user commands like Text and Graphics commands in the Dictation Box.

- **Allow voice dictation commands when hidden**: Select this checkbox to enable dictation commands in the Dictation Box.

- **Leave dictation box open after text is transfered**: Select this checkbox to keep the Dictation Box open after it transfers your dictation. Otherwise, it closes automatically.

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**.*

If a physician or the 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.

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

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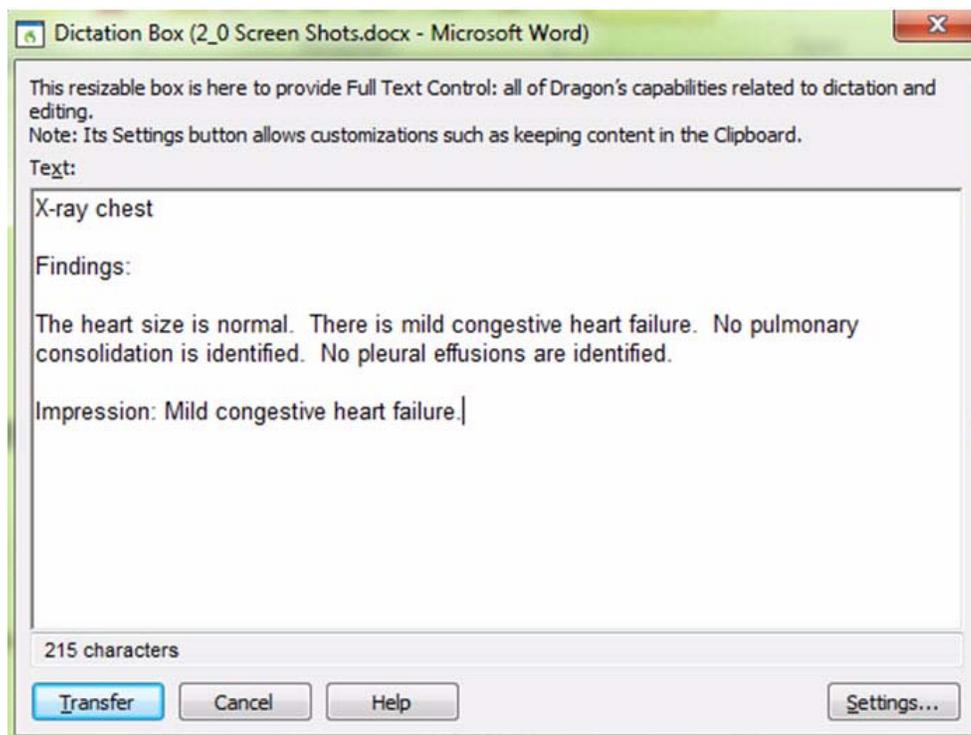
5. When finished, use the voice command **"Transfer"** (or click the **Transfer** button on the PowerMic II). The **Dictation Box** closes and you can continue to use your application as you normally would.

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* online help, click **Help Topics** > **Index**, 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 **Profile** > **Open User 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.
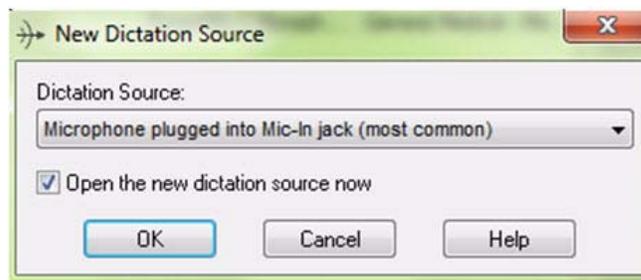
5. From the **Dictation Source** drop-down list, select a new source. (Depending on your computer's configuration, the contents of this source list might vary).

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.

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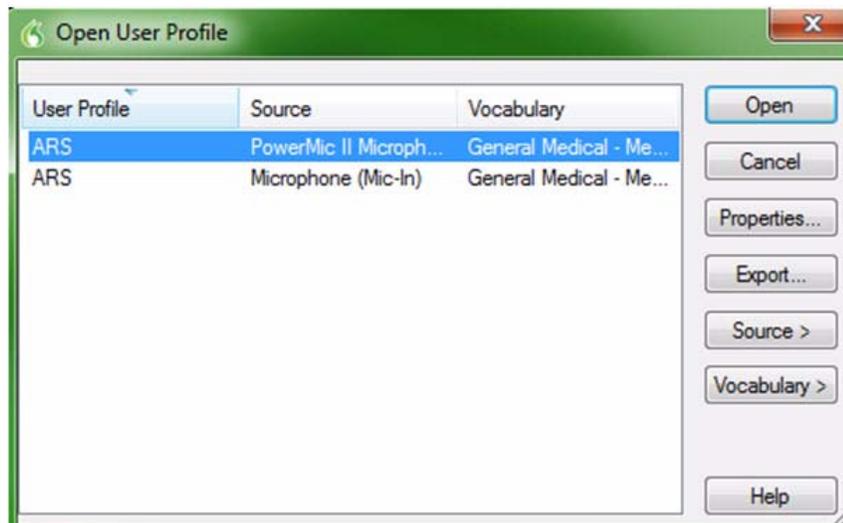
Adding a New Vocabulary

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* for non-medical dictation, such as email.

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

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* 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* voice models and their available vocabularies.

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

1. On the **DragonBar**, select **Profile** > **Open User Profile**.
2. Select the user profile to add a vocabulary to.
3. On the **Open User Profile** dialog box, select **Vocabulary > New**.
4. Click **New**. The **New Vocabulary** dialog box opens.
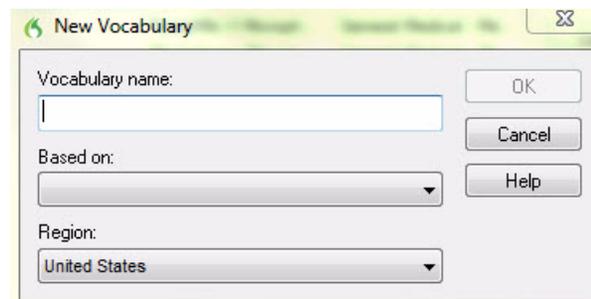
5. In the **Vocabulary name** field, type an easy to remember name for the vocabulary.
6. From the **Based on** drop-down list, select a vocabulary.
7. In the **Region** drop-down list, select a region. The default region is United States.
8. Click **OK**. The new vocabulary appears in the Vocabulary list.
9. Click **Close**.
10. To switch between two vocabularies, click **Vocabulary** > **Open Recent Vocabulary**, and select the vocabulary and dictation source.
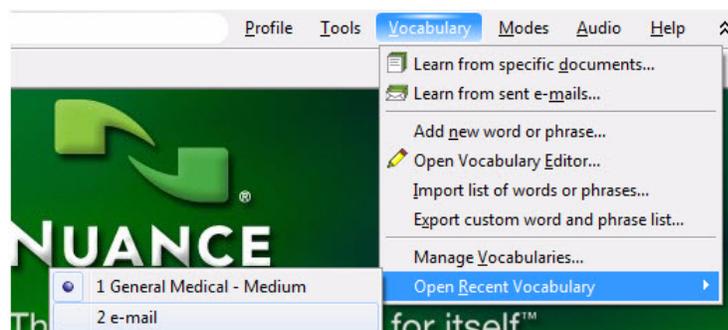
Note: *The illustration below shows the choices a provider has when multiple vocabularies and multiple dictation sources are available. This example shows two vocabularies and two dictation sources for one user profile.*
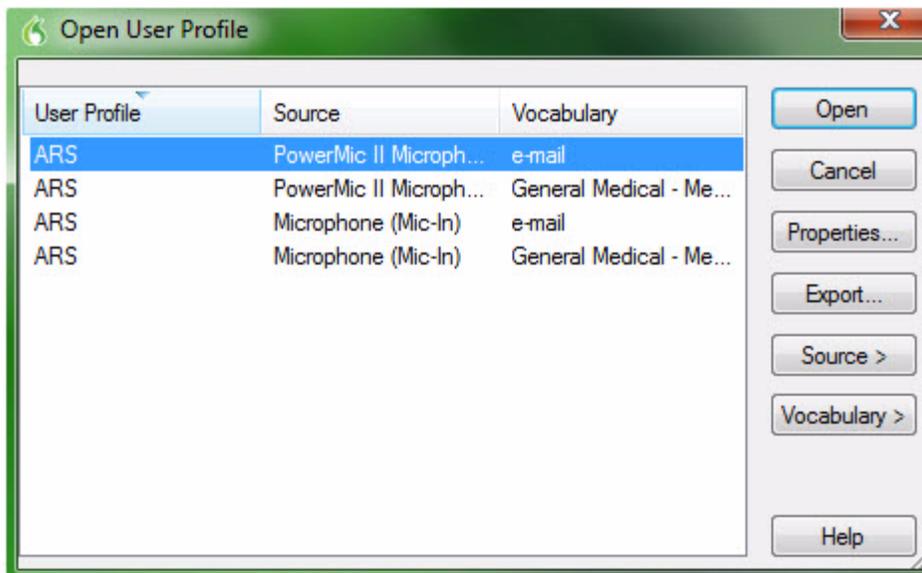
Adding Words to Your Vocabulary

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:

- **Learn from specific documents:** Using one or more of your existing documents or reports, *Dragon Medical Client* 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.

- **Learn From Sent E-Mails**: Using your emails, Dragon Medical client detects words that are not currently in your vocabulary and places them in your vocabulary.

Adding Words from Documents

You can use the **Learn from specific documents** tool to add words from documents to your vocabulary. *Dragon Medical Client* 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 for the Learn from specific documents tool

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:** 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.

Learn from specific documents

To add words from documents:

1. On the **DragonBar**, select **Vocabulary** > **Learn from specific documents** or **Help** > **Improve my accuracy**.

2. In the **Accuracy Center** dialog box click or say **"Help > Improve my accuracy."**

3. In the Accuracy Center, click **Learn from specific documents**.
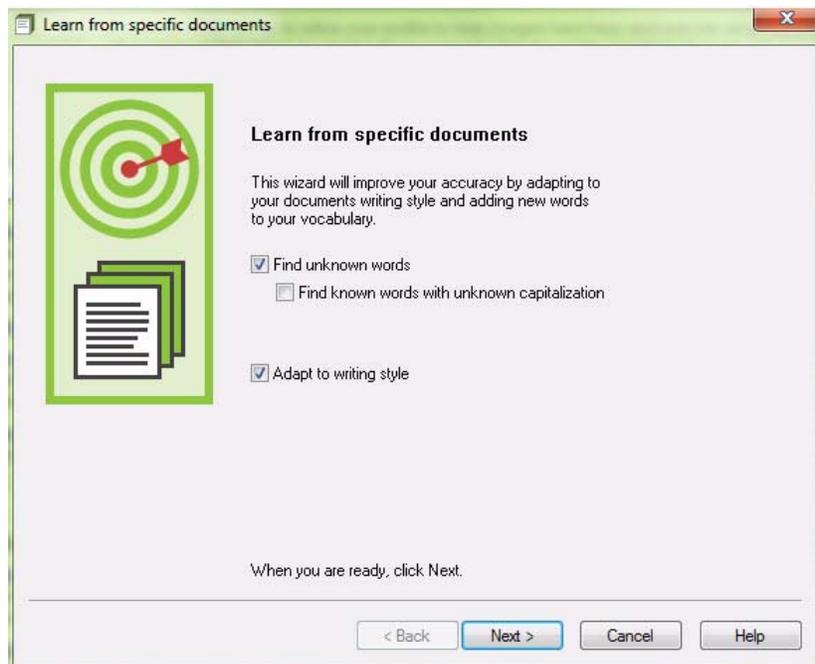
4. Select **Find unknown words**.
5. Select **Find unknown words with unknown capitalization**.
6. Select **Adapt to writing style**.
7. Click **Next**.

8. Add a folder or a Document. The **Remove Document** and **View Document** fields are only available when you select a document.
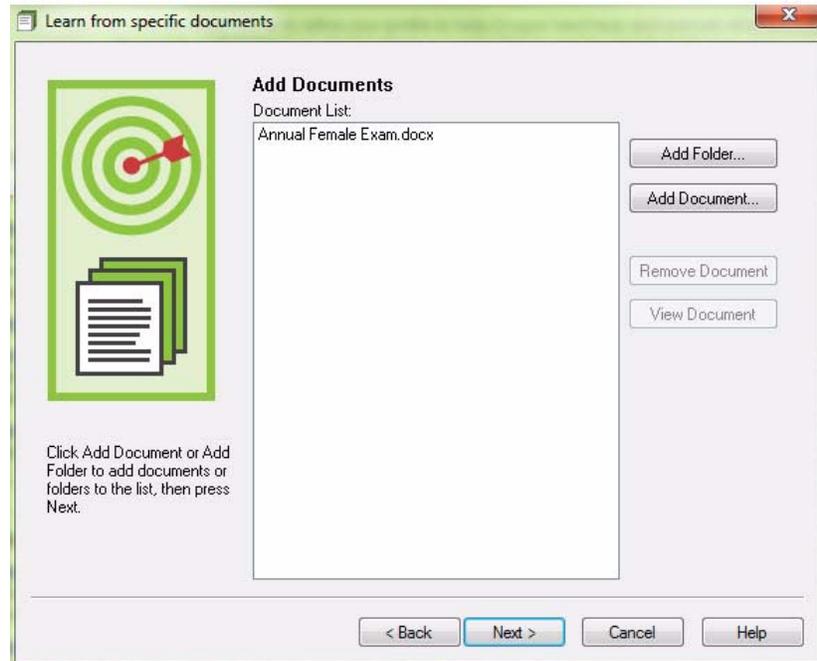
9. Determine the documents you want to scan and click **Next**. If you make a mistake, to get rid of a file you imported, click the file name in the list, then click the **Remove Document** button. To preview a document, click the file name in the list, then click the **View Document** button.

10. The **Document Analysis** screen lists the scanned documents. Click **Next**.
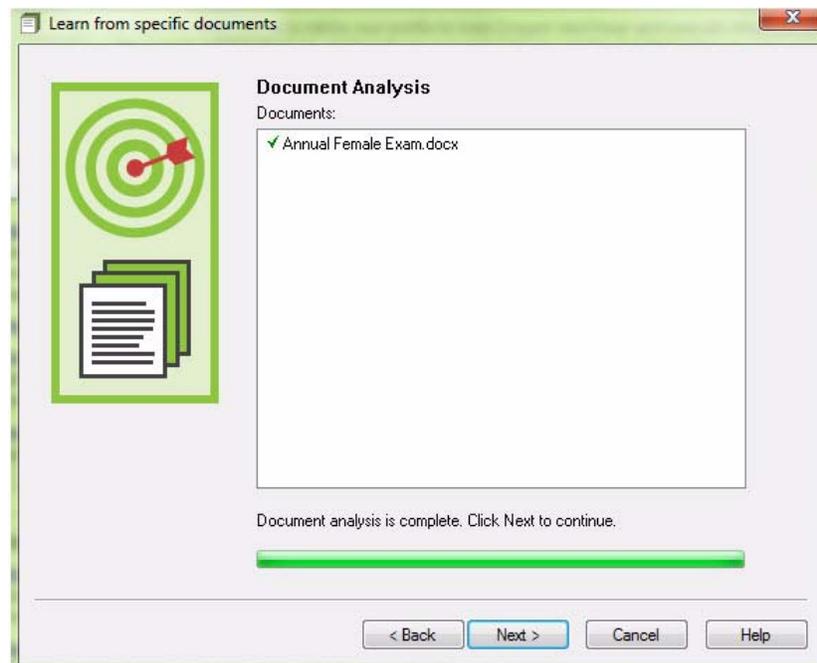
11. The **Add Words to Vocabulary** screen lists the words the tool found. Place a check mark beside words to add to your vocabulary.
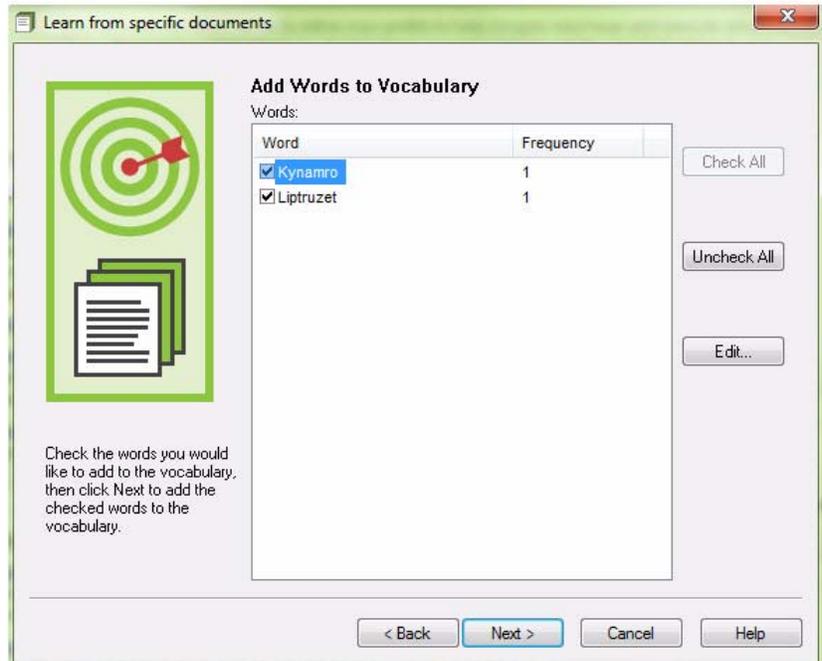
12. Click **Next**.

13. The **Train Words** screen allows you to train Dragon using specific words. Place a check mark beside specific words or use the **Check All**, **Uncheck All** buttons to select/deselect multiple words.

14. Click **Train**.

15. Click **Next**.

16. When the **Adapt to Writing Style** screen displays "Adaption of your writing style completed successfully", click **Next**.
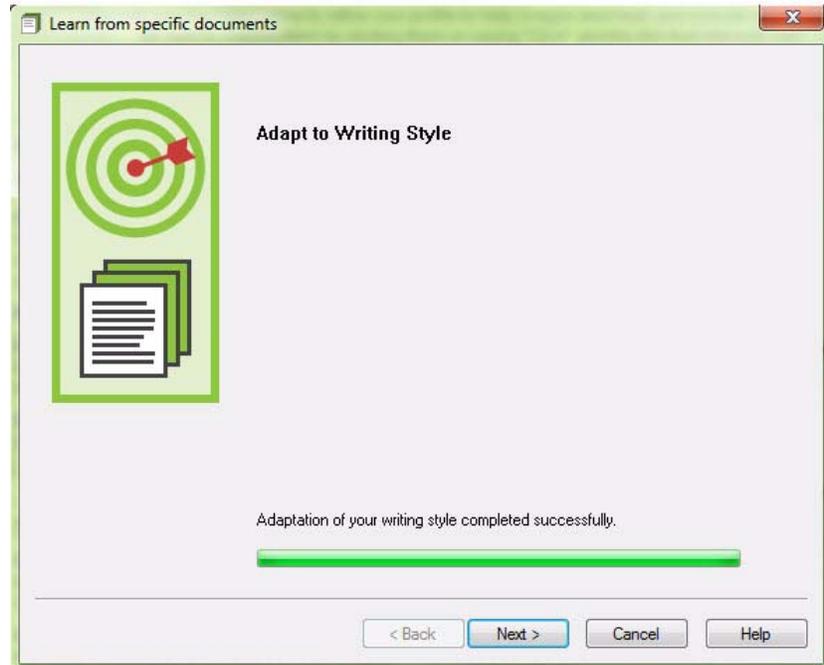
17. The **Summary** screen displays information about new words found and new words added to your vocabulary.
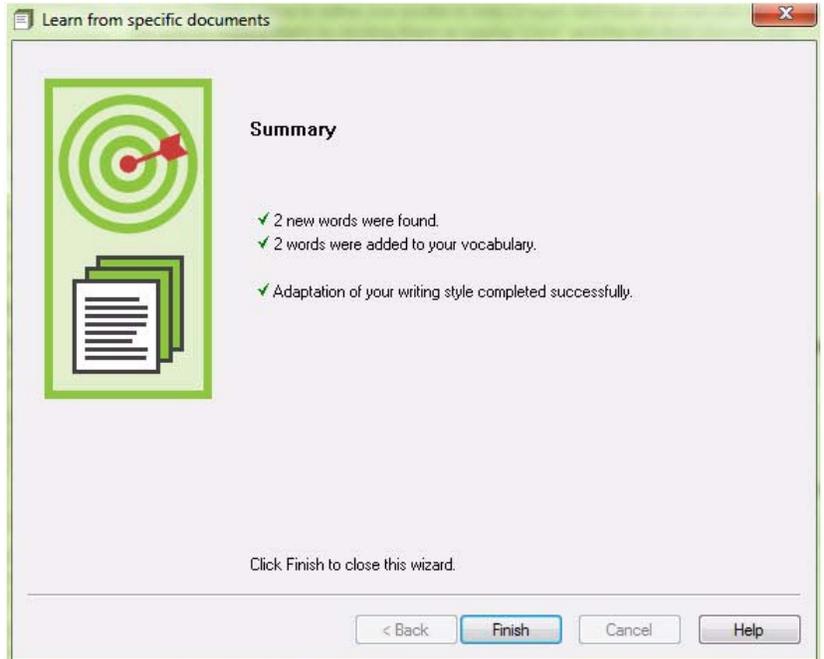
18. Click **Finish**.

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. When you are prompted to save your user profiles, click **No**.*

- *The **Add Words to Vocabulary** 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* 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 **Vocabulary** > **Export custom word and phrase list**.

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 **Vocabulary** > **Import list of words or phrases** or **Help** > **Improve my accuracy** > **Import a list of words or phrases**.

2. (Optional) In the **Import list of words or phrases** screen, place a check mark next to **Preview the list of unknown words**.
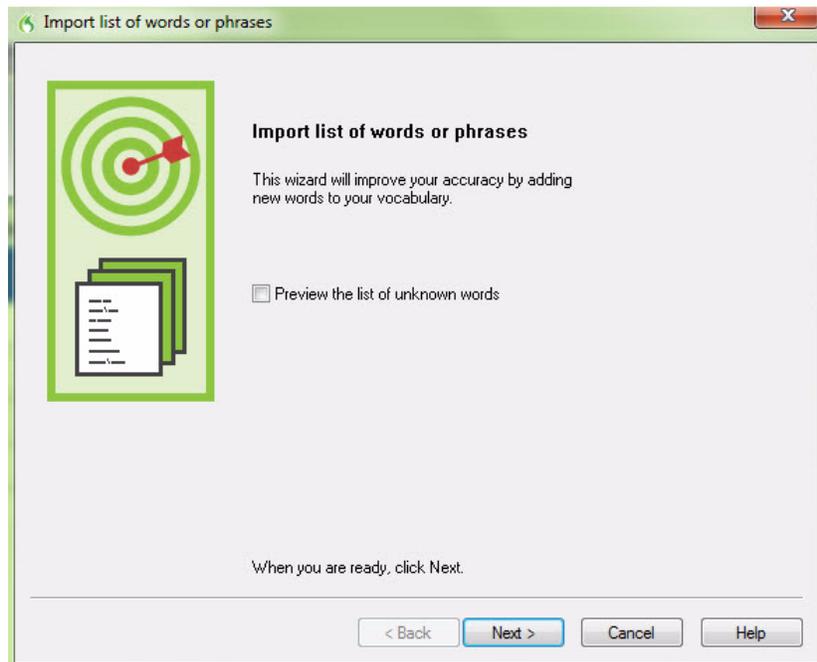
3. Click **Next**.

4. 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**.
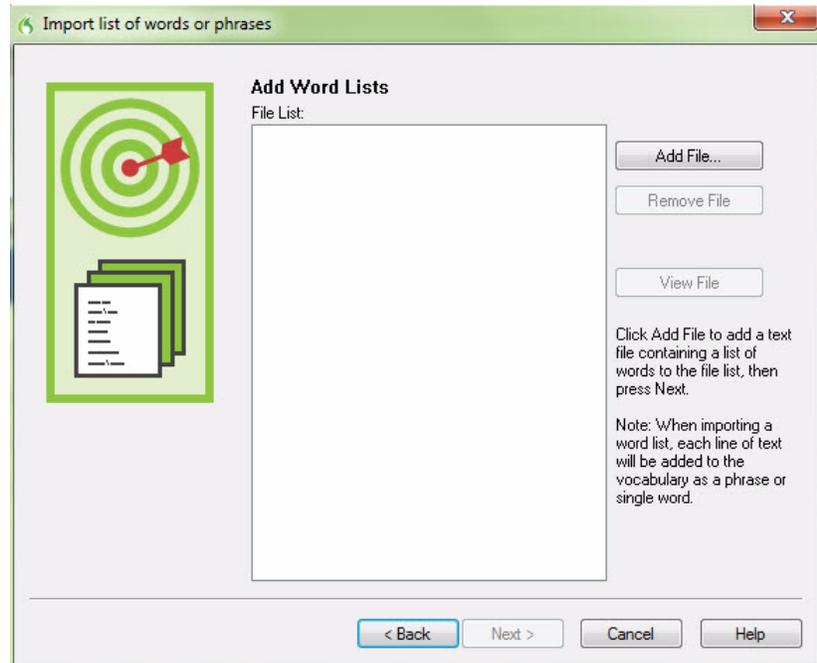
Notice that the **Remove File** and **View File** buttons are grayed out until you select the name of a file to remove or view.

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.

5. 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.*

6. 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.
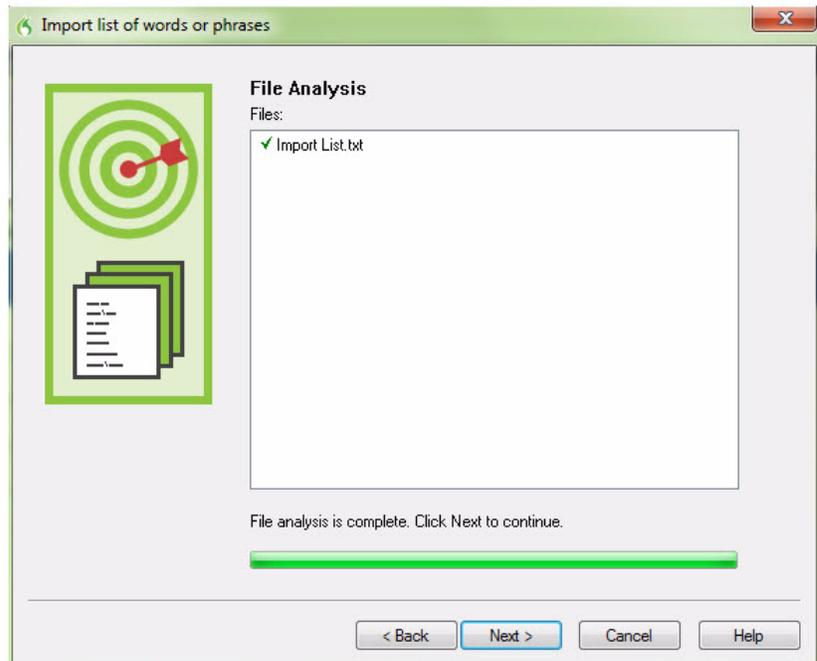
b. Click **Edit** to edit the word before adding it to the vocabulary.
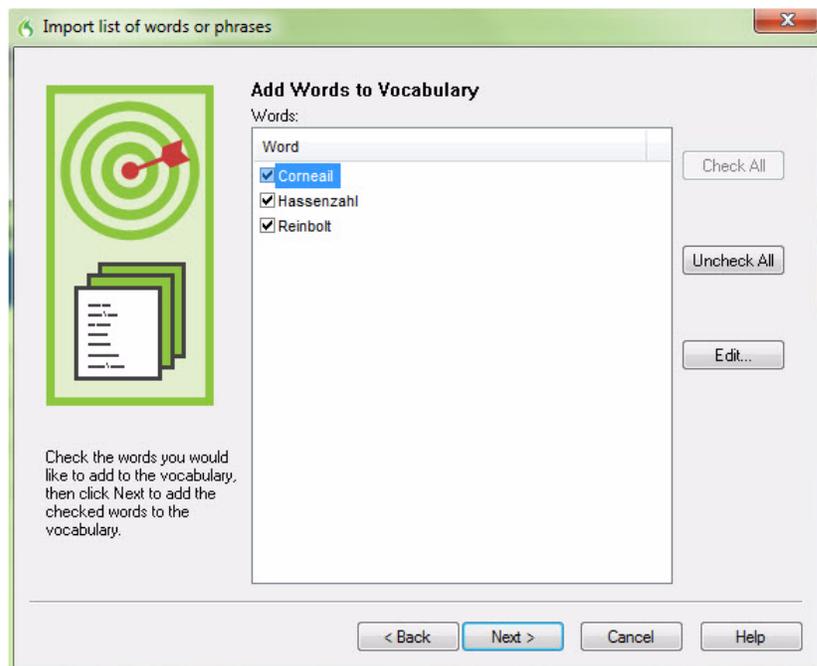
7. Click **Next**. The **Train Words** page of the wizard opens.

8. (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.

9. 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.

10. Click **Finish** to close the dialog box.

Notes:

- *Use the **Import lists of words or phrases** 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 **Import lists of words or phrases** wizard. You should do this because the **Import lists of words or phrases** 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.*

Learn from sent e-mails

1. On the **DragonBar**, select **Help** > **Improve my accuracy** > **Learn from sent e-mails**.
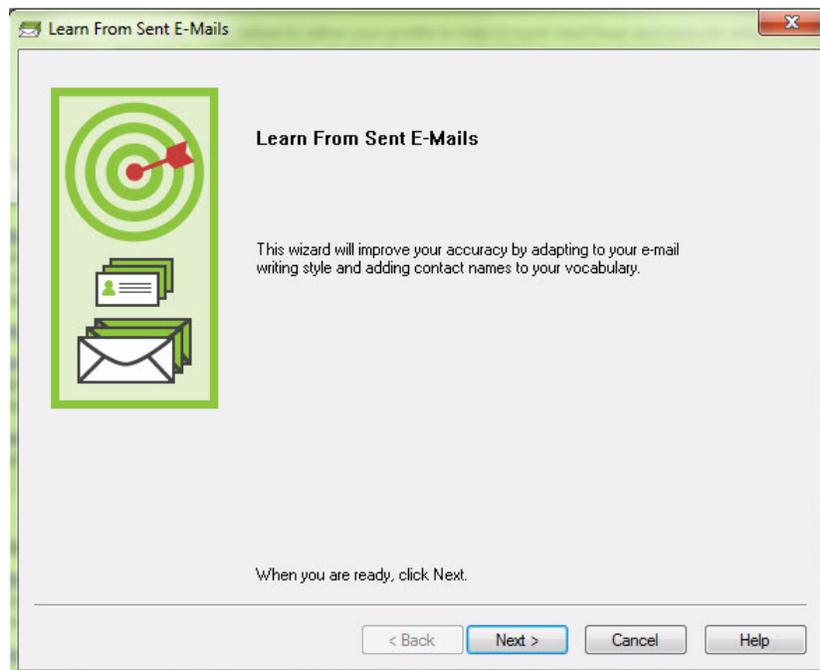
2. Click **Next**.

3. On the **Choose Options** screen, select email sources to scan.
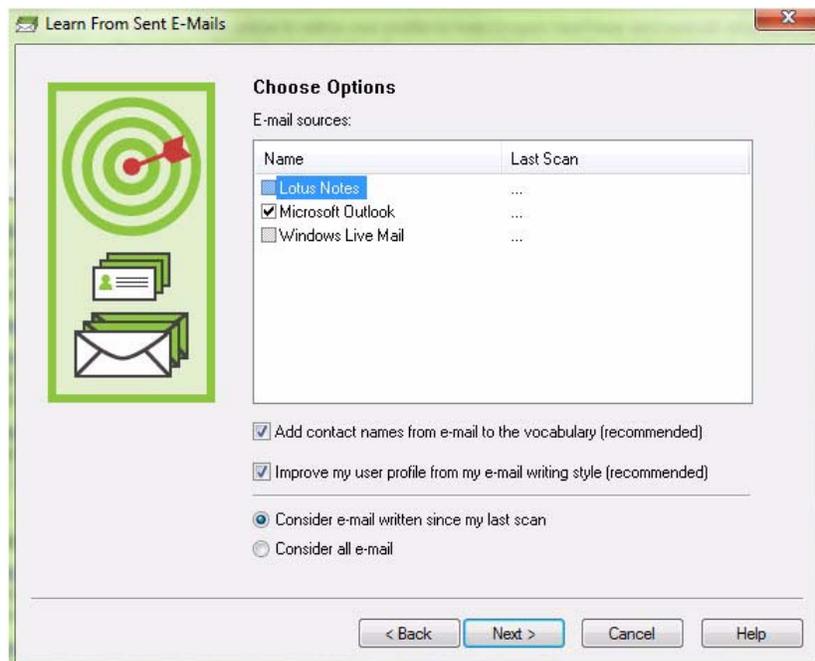
4. Click **Next**.

5. The **Scan E-mail** screen displays a green progress bar that shows the status of the scanning process.
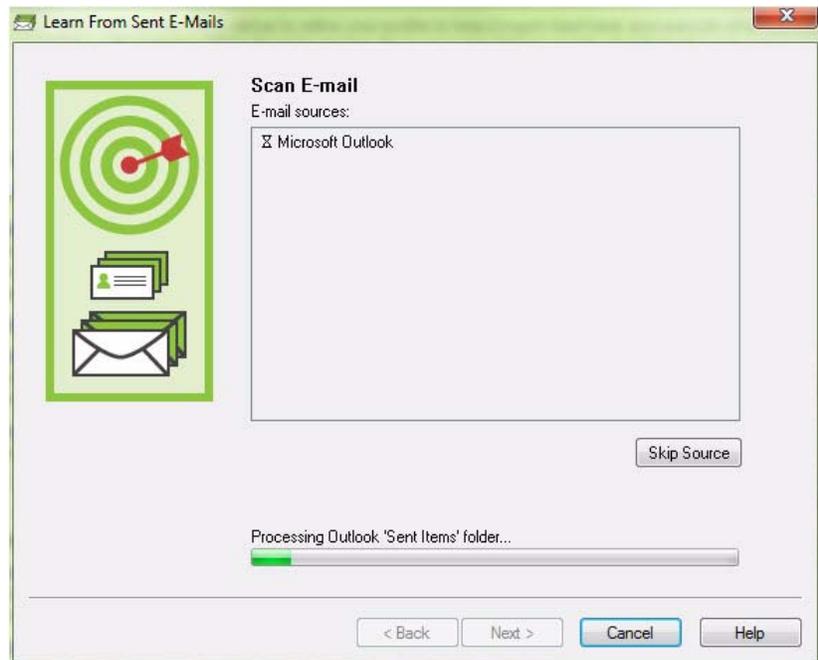
6. When the scan is complete, click **Next**.

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.
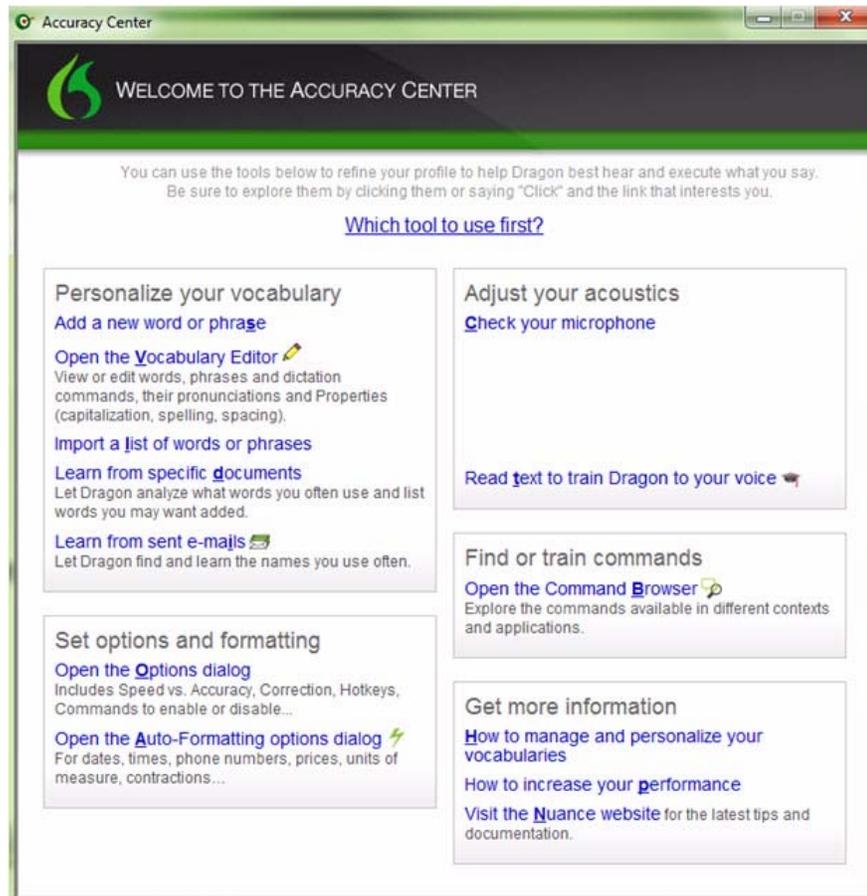
Which tool to use first?

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.

Adjust your acoustics

Check your microphone

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

Read text to train Dragon to your voice

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

Find or train commands

Open the Command Browser

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

Personalize your vocabulary

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

The **Learn from specific documents** link launches a wizard that lets you choose where and how Dragon scans. You can set Dragon to scan your emails, your documents, or both. However, the **Learn from specific documents** wizard gives you more control over the scanning process. 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.

- **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.

Get Started with the PowerMic II

Objectives

The instructions in this document are designed for the experienced *Dragon Medical Client* user who is about to start using the *PowerMic II*, as well as trainers who will be assisting *Dragon Medical Client* users with this microphone.

This document covers the following topics:

*   *"Add a Dictation Source for the PowerMic II"*

*   "Dictating with the PowerMic II", say commands, and "Using the PowerMic II as a Mouse"

*   Customizing the *PowerMic II* buttons:

    *   "Using the Buttons with DragonTemplates"
    *   "Using the Buttons to Tab Within an Application"
    *   "Using a Button to Delete the Last Word"
    *   "Using a Button to Switch Between Hidden Mode and Normal Mode"
    *   Turning the microphone on by pressing and releasing (rather than holding in) a button

Dragon Medical Version

These instructions *only* apply to *Dragon Medical Client (Network Edition)*. If you are using *Dragon Medical* 9.x or earlier, you need to upgrade to *Dragon Medical* 10 or obtain *Dragon Medical Client (Network Edition)* to take advantage of most of the *PowerMic II* features.

PowerMic II Illustration
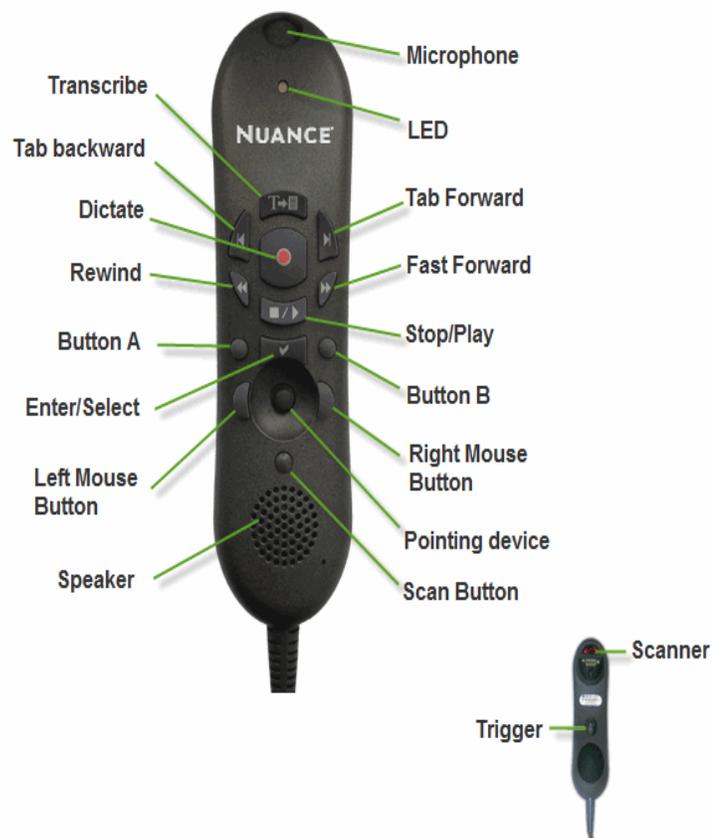
Add a Dictation Source for the PowerMic II

Before you can use all of the features of the *PowerMic II*, it must be set as the dictation source for your user profile. See the topic "Adding a New Dictation Source" on page 103.

Using the PowerMic II

Dictating with the PowerMic II

When you finish **General Training**, you can begin using the *PowerMic II*.

Hold in the **Dictate** button while you are speaking and release it when you are done. Make sure that you press the button in completely before you start talking. Otherwise *Dragon Medical Client* will cut off the beginning of your dictation.

Using the PowerMic II as a Mouse

Your *PowerMic II* can also function as a mouse. There are three controls on the front and one on the back of the microphone that allow you to perform common mouse functions.

Left Mouse Button

Right Mouse Button

Pointing Device
(or joystick)
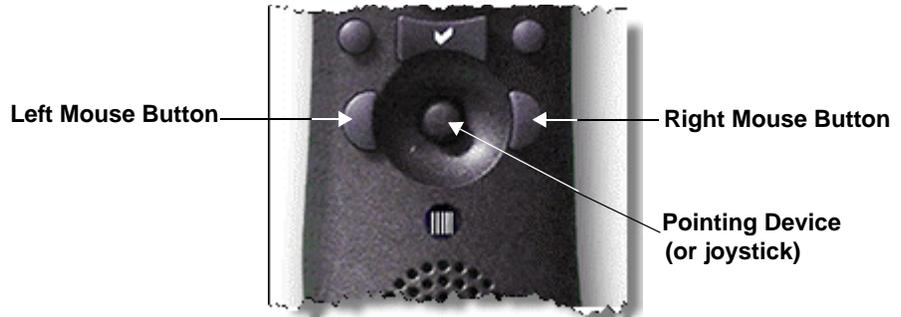
Pointing Device: Use this control to move your mouse cursor. This button is very similar to the control seen on many notebook-style computers.

Left/Right Mouse Buttons: These buttons perform the same functions as your left and right mouse buttons.

Trigger on back of microphone: This button functions as a left mouse button as well, so you can drag objects by holding in the trigger while you move the pointing device.

Reassigning the PowerMic II Buttons

Dragon Medical Client assigns a default group of settings for your *PowerMic II* buttons. You can customize how these buttons function.

To customize the buttons on your PowerMic II:

On the **DragonBar**, click **Tools > Options** and select the **PowerMic II** tab.

*Note: If you don't see the **PowerMic II** tab, on the **DragonBar**, click **Dragon > Open User Profile** and make sure you selected the PowerMic II*

dictation source when you opened your user profile.
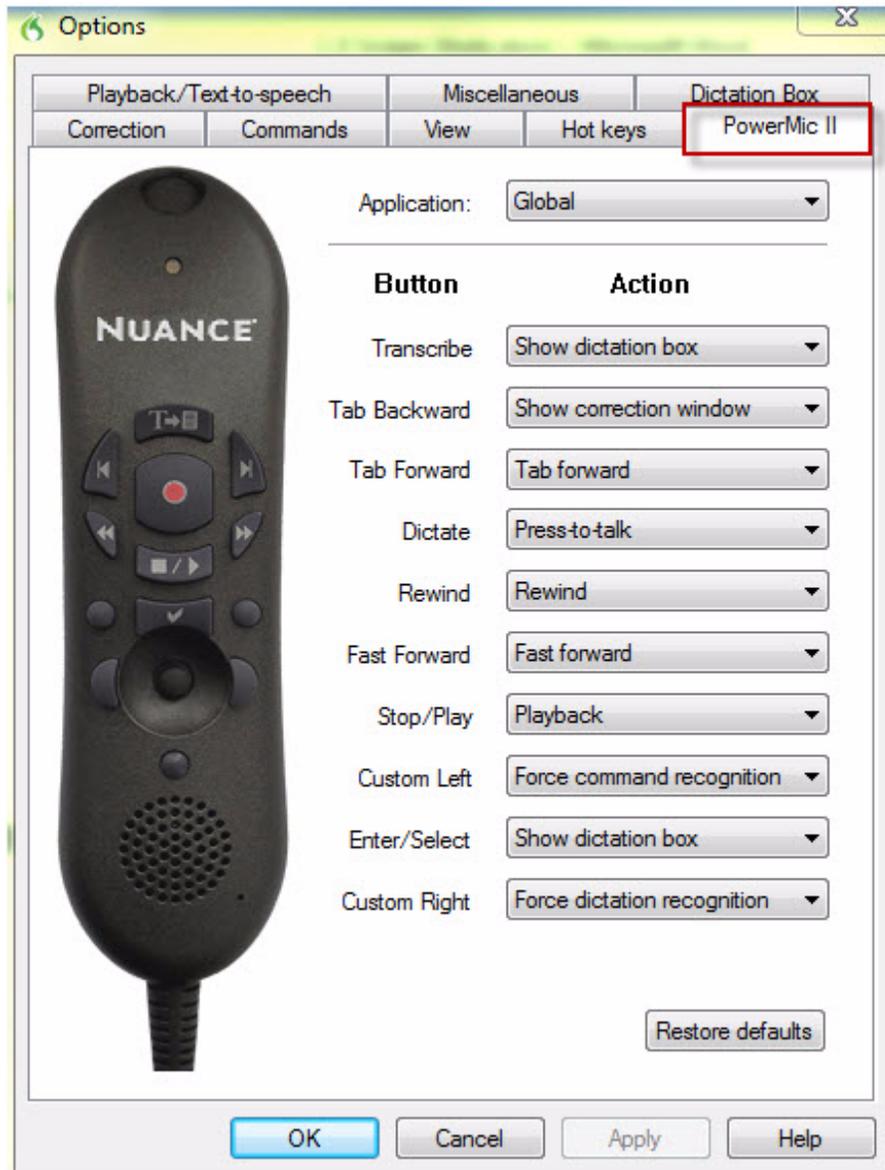
Note: *If you want to customize a button and don't know its name, either click a button on the picture in the dialog box or press the button on the microphone itself. Dragon Medical Client highlights the correct menu item.*

Using the Buttons with DragonTemplates

You can use the *PowerMic II* to navigate through the fields in a **DragonTemplate**, once you customize the buttons to do so. If you're not familiar with **DragonTemplates**, read about them in the *Dragon Help* or the *Dragon Medical 360 | Network Edition Version Provider Packet.*

To assign buttons for use in DragonTemplates:

1. If you don't have a **DragonTemplate**, create one.

   • You can edit an existing **Text-and-Graphics** command and put square brackets ([ ]) around any text whose value is likely to change from patient to patient.
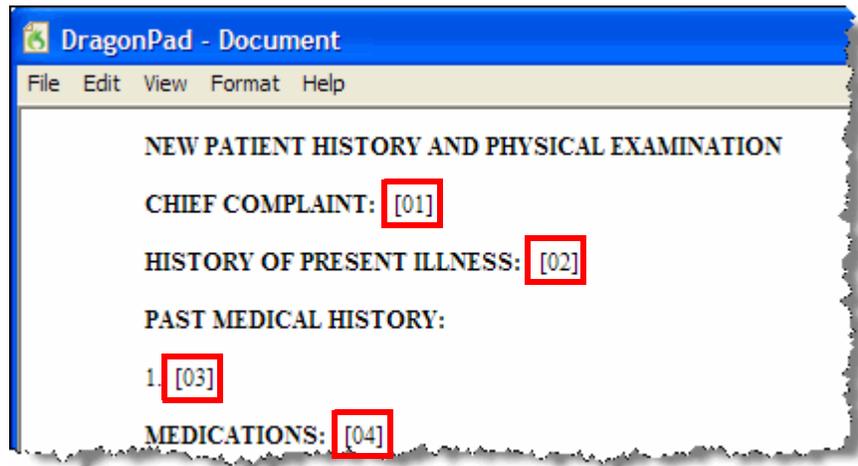
   • See the *Dragon Medical 360 | Network Edition Provider Packet* for more complete instructions on creating a **DragonTemplate**, including an example.

2. On the **DragonBar**, click **Tools > Options** and select the **PowerMic II** tab.

3. From the **Rewind** drop-down list, select **Navigation > Previous field**.

4. From the **Fast Forward** drop-down list, select **Navigation > Next field**.

5. From the **Stop/Play** drop-down list, select **Navigation > Accept defaults**.

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

To use your PowerMic II in a DragonTemplate:

1. Say the voice command that inserts the **DragonTemplate** into your note. For example, to remove the current set of Voice Field square brackets in a field, place the cursor in the field and say "Field Complete". Dragon removes the square brackets and places the cursor in the next field.

2. Press the **Fast Forward** button to select the first field.

3. Press and hold the **Dictate** button and dictate the value for that field.

4. Continue alternately pressing **Fast Forward** and dictating the field values. You can skip over the fields where you want to keep the default values.

5. If you skip a field and need to go back, press **Rewind**.

6. When you are done filling in the template, if any brackets remain, press **Stop/Play** to erase the brackets.

Using the Buttons to Tab Within an Application

In any application where you can press the **Tab** key on your keyboard to move from field to field (such as in an EHR template or an Outlook email message), you can use the **Tab Forward** button on the *PowerMic II* to navigate.

*Note: You cannot use the **Tab** key to navigate in some EHR systems. The following instructions will not work in such systems.*

If you would also like to be able to use the **Tab Backward** button to move backward from field to field, you need to set this button to execute the **"press shift tab"** voice command.

To assign the Tab Backward button:

1. Press and hold the **Dictate** button on your *PowerMic II* and say **"press shift tab."** This places the **press shift tab** command onto the **User Commands** list, which is a list of recently used voice commands.

2. On the **DragonBar**, click **Tools > Options** and select the **PowerMic II** tab.

3. From the **Tab Backward** drop-down list, select **User Commands**. In the list, you can see up to 20 commands that you recently dictated.
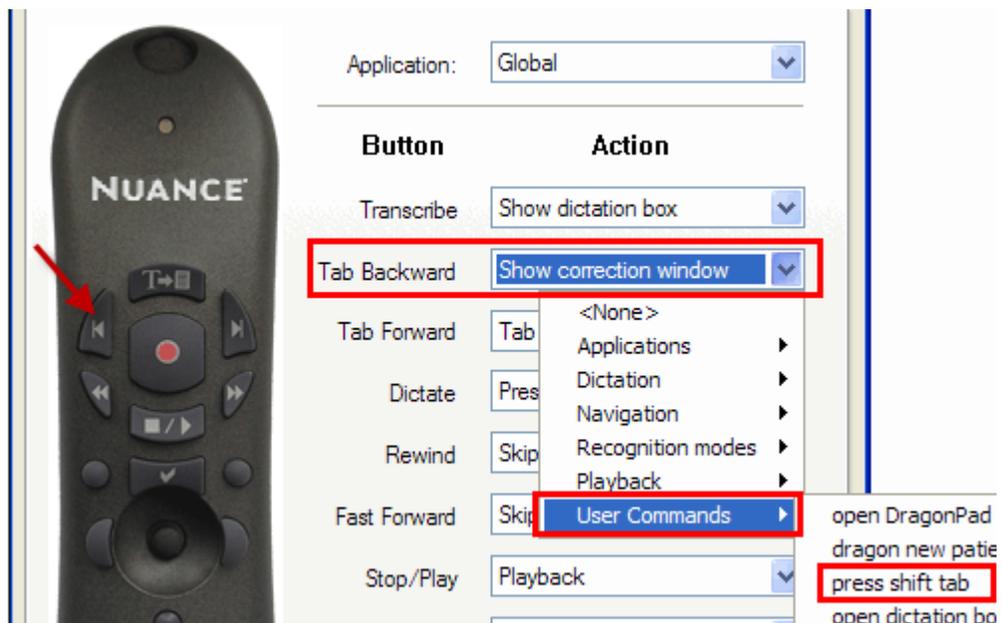
4. From the **User commands** list, select **press shift tab**.

5.   Click **OK** to save your changes.

Using a Button to Delete the Last Word

Instead of using the voice command **"delete last word**,**"** you can assign a *PowerMic II* button to delete the last word from your text.

To assign a button to execute the "delete last word" voice command:

1.   In any application, dictate any text.

2.   Say "**delete last word**.**"** This places the **delete last word** command onto a list of recently used commands.

3.   On the **DragonBar**, click **Tools > Options** and select the **PowerMic II** tab.

4.   Select the button you want to use. For this example, use the **Custom Left** button.
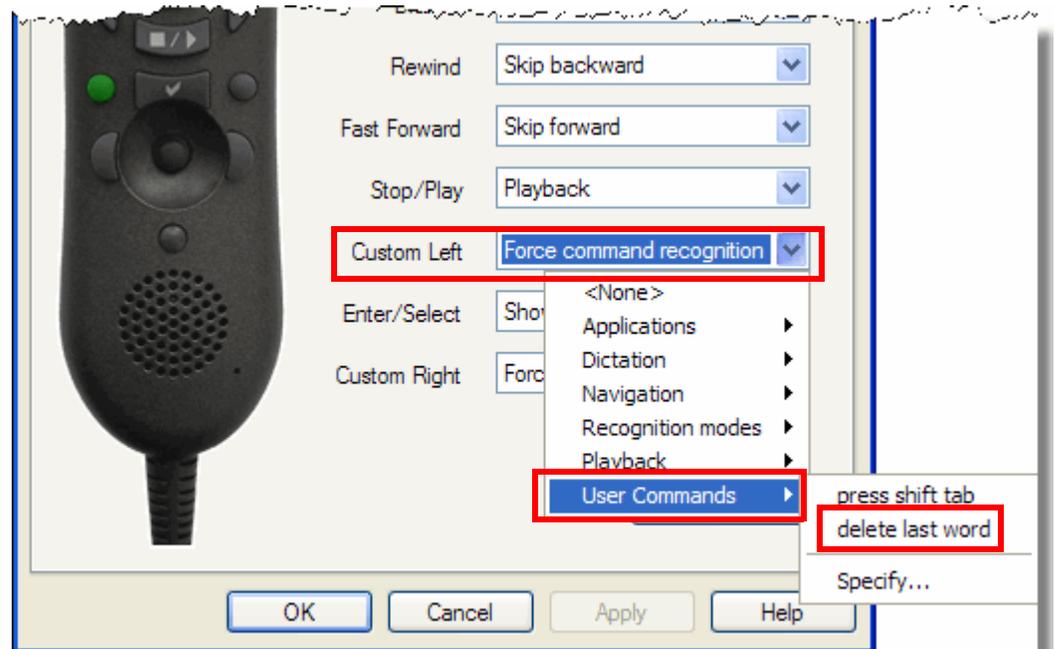
5.   From the **Custom Left** drop-down list, select **User Commands**. From this list you can see up to 20 commands that you recently dictated.

6.   From the **User Commands** list, select **delete last word**.

7.   Click **OK** to save your changes.

Tip: To delete multiple words, press the PowerMic II button more than once.

Using the Hidden Dictation Box

To use the Dictation Box in the "Hidden 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.

3. With your microphone turned on, say "Show Dictation Box". The dictation box shows with hidden visibility at the % set in **Tools** > **Options** > **Dictation Box** > **Hidden Dictation Box behavior**.

4. Dictate into the **Dictation Box**, making edits as necessary.

5. When you finish dictating, click **Transfer** on the PowerMic II or say "Transfer Text". Dragon transfers recognized text to the window of the application you were using when you opened the Dictation Box.
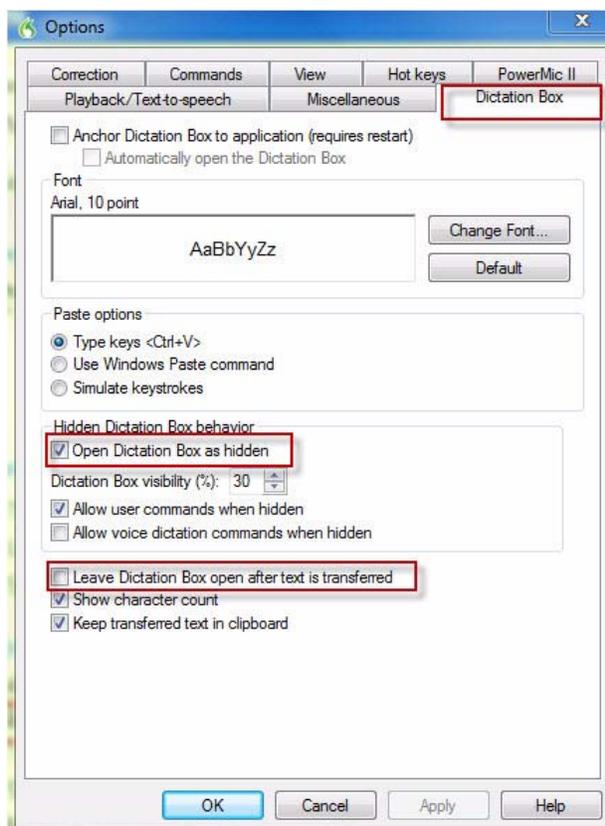
Changing the Dictate Button to a Microphone On/Off Button

If you find that your thumb gets tired from holding down the **Dictate** button, you can change the **Dictate** button from a press-to-talk button to a microphone on/off (toggle) button.

1. On the **DragonBar**, click **Tools > Options** and select the **PowerMic II** tab.
2. From the **Dictate** button drop-down list, select **Dictation > Microphone on/off**.
3. Click **OK** to save your changes.

Now you can press and release the **Dictate** button to turn the microphone on. Just remember that you must press and release the **Dictate** button again to turn it off.

Using the PowerMic II through a Remote Desktop connection

Now you can use the PowerMic II buttons when using Remote Desktop Connection 7. The PowerMic II Button Control application allows you to assign the buttons for use in any application that accepts hot keys, such as EMRs, audio recorders, etc.

You do not need to start the Remote Desktop Connection to assign hot key settings to the buttons. For more information, see "Keyboard keys you can assign to PowerMic II buttons" in the *Nuance Management Server Administrator Guide*.

Configuring the PowerMic II buttons

The following steps show how to map buttons to hot key sequences that:

- display the DictationBox
- press the Tab key
- move the cursor to the next field

1. Click the **Start menu** > **All Programs** > **Dragon Client for Remote Desktop** > **PowerMic II Control**.

2. The following screen appears:

3. Select the check box to the right of the button to configure.

4. In the **Button Label** field, enter a label that describes the action the button performs.

5. In the **Button Pressed Key Sequence** field, enter a key sequence that performs an action when the button is pressed. For example:

   • To add a hot key to display the DictationBox, enter **Ctrl**+**Shift**+**D**.

   • To add a hot key to tranfer text, enter **Ctrl**+**Shift**+**T**.

   • To add a hot key to move to the next field, enter **Ctrl**+**Shift**+**N**.

6. (Optional) In the **Button Released Key Sequence** field, enter a key sequence that performs an action when the button is released. For example:

Notes:

• If you type a letter key (A-Z), the system automatically adds "Ctrl+Alt" before the letter.

• If you type a digit (0-9), the system automatically adds "Shift+Alt" before the digit.

• You can map buttons to send two key sequences to simulate turning a feature on and off. For example, if you use {Ctrl+ P} and {Alt} to play and

stop the audio playback feature, you must map the same key sequences to buttons in order for the feature to work with a remote desktop connection.

- It is not possible to assign key sequences for mouse control features, or map the predefined mouse buttons.

- You cannot use the PowerMic II Button Control application to map a key sequence that is already defined in Dragon.

- The PowerMic II Button Control application will not run if a non-medical Dragon client is running on the workstation.

Appendix A
Resources

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

This section covers the following topics:

- *Choosing the Correct Vocabulary,* beginning on page 136
- *Determining When to Add a Vocabulary,* beginning on page 137
- *Sample Dictation Scripts,* beginning on page 138
- *Dragon Connect - Sharing custom user options between multiple products, beginning on page 141*
- *Tips and Troubleshooting,* beginning on page 143
- *References, beginning on page 34*
- *Available Options and Auto-Formatting*

Choosing the Correct Vocabulary

For information about Medical **Vocabulary** types that Nuance Communications recommends you select, see the Dragon Help.

Determining When to Add a Vocabulary

Dragon Medical Client uses one of its 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.

For information about how to determine whether to add a new vocabulary for a provider, see the Dragon Help.

> *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 2011 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 2012 for dehydration.

Allergies: The patient is lactose intolerant.

Physical Examination:

Vitals: Temperature 99.3, pulse 80, 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 disease.

Plan: Will discuss with pediatric infection disease doctors and request their input about possible atypical Kawasaki 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: Patient 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-Provera 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 x1.

Physical Examination: His weight is 170, blood pressure 142/80. 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.

Dragon Connect - Sharing custom user options between multiple products

Overview of NMS in the cloud

In NMS 3.1, data objects are stored in the Nuance Management Server (NMS) in the cloud (in the Nuance data center) instead of an on-premise NMS. These objects include the following profile customizations:

- User accounts

- Auto-text (formerly known as Text and Graphics commands)

- Custom words

- Custom commands

Storing objects in NMS in the cloud allows organizations that have more than one Nuance product to share data across multiple Nuance applications. For example, if an administrator at an organization creates an auto-text in the Nuance Management Console, that organization's users can see and use that object with Dragon Medical 360 | Network Edition, Dragon Medical 360 | Direct as well as any application that uses Speech Anywhere Services.
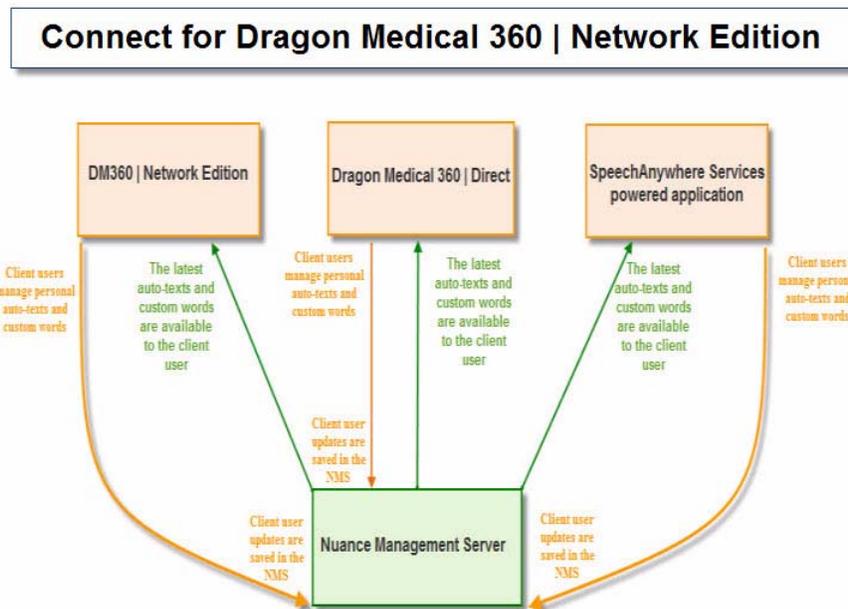
Other Advanced Topics

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*. Specific keywords are provided below to help you find information on each topic.

Transcribing Recorded Text

Dragon Medical Client 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* 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:
Windows XP:
```
C:\Documents and Settings\<username>\Application
Data\Nuance\NaturallySpeaking12
```

Windows Vista or Windows 7:
```
C:\ProgramData\<username>\AppData\Roaming\Nuance\NaturallySpeakin
g12
```

Location of Dragon files

Dragon directory structure on Windows XP Service Pack 3

```
C:\Program Files\Nuance\NaturallySpeaking12\Help
```
```
C:\Program Files\Nuance\NaturallySpeaking12\Program
```
```
C:\Program Files\Nuance\NaturallySpeaking12\Tutorial (optional)
```
```
C:\Documents and Settings\All Users\Application
Data\Nuance\NaturallySpeaking12\Data
```
```
C:\Documents and Settings\All Users\Application
Data\Nuance\NaturallySpeaking12\Data\Training
```

Local cache profile
```
C:\Documents and Settings\<User Name>\Application
Data\Nuance\NaturallySpeaking12\Cache\
```

Dragon directory structure on Windows Vista, Windows 7, Windows 8, and Windows Server 2008

```
C:\Program Files\Nuance\NaturallySpeaking12\Hrogram
```
```
C:\Program Files\Nuance\NaturallySpeaking12\Tutorial (optional)
```
```
C:\ProgramData\Nuance\NaturallySpeaking12\Data
```
```
C:\ProgramData\Nuance\NaturallySpeaking12\Data\Training
```

Local cache profile
```
C:\Users\<User Name>\AppData\Roaming\Nuance\NaturallySpeaking12\Cache\
```

Improving Dictation Accuracy

If a provider tells you that they believe their dictation accuracy has decreased, or that *Dragon Medical Client* 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 source in the profile.
Check that *Dragon Medical Client* is in **Normal Mode**.	On the **DragonBar**, click **Modes**. 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* recognition modes, see *Checking Your Recognition Mode*, beginning on page 145.
Make sure the provider has selected the correct vocabulary	Some providers might have two or more vocabularies in *Dragon Medical Client* (for example, Radiology and a non-medical vocabulary). To check which vocabulary is being used, on the **DragonBar**, click **Profile** > **Open User 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* audio check again. To do this, on the **DragonBar**, click **Audio** > **Check microphone**. Follow the instructions in the wizard.
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* 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*, you can select one of several recognition modes.

To verify (or change) what mode you are in:

On the **DragonBar**, click **Modes**. 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* providers.
Dictation Mode	Used to dictate rapidly without looking at your computer monitor.
Command Mode	Used to format an existing document.
Numbers Mode	Used to insert numeric characters.
Spell Mode	Used to spell words or insert alphanumeric characters.

*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 **Modes** menu using your mouse.*

Viewing a message when the vSync connection is slow

Dragon displays an icon warning when the connection slows down between Dragon and vSync on a Citrix server. Dragon displays the icon when the connection times out for 18 out of 20 consecutive timeouts.

A timeout is defined as taking longer than 2 seconds for Dragon to receive a response from the Citrix server.

When you place the cursor over the icon, you see the following message: "On <date> <time> a vSync connection issue was detected – verify dictation. Click to dismiss."

This message indicates that the vSync connection between the Dragon workstation and the Citrix server experienced issues. The issues do not impact the overall network and vSync is still enabled.

Viewing the status of Dragon connections

You can now view the status of the many Dragon connections, including offline status, network connection status, connection to a Citrix published application, and whether Dragon saves local cache data after you log off.

To view information about Dragon connections

On the Dragon Bar, select **Tools** > **Connection Center**. Dragon displays the Connection Center dialog box.
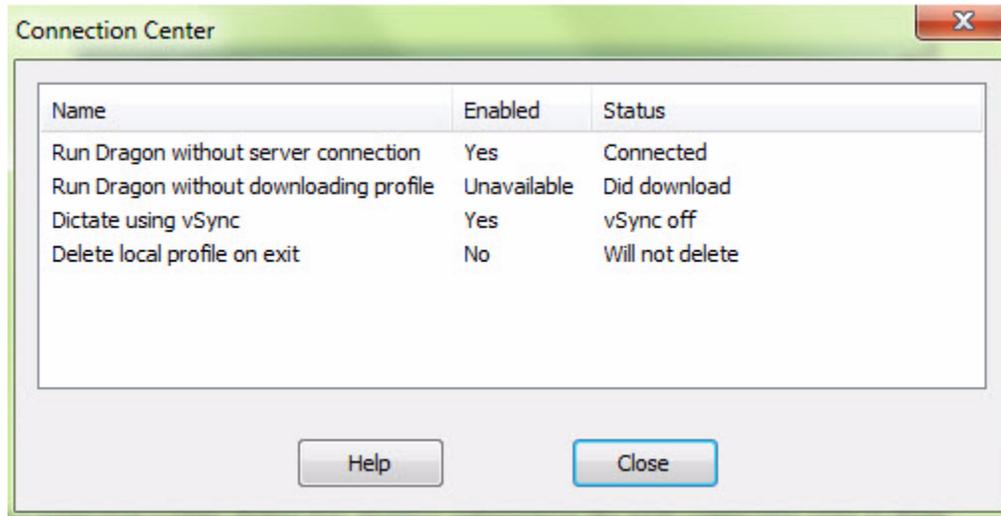
The Connection Center dialog box displays information for each connection type in three columns: **Name**, **Enabled**, and **Status**.

- **Name**: the name of the connection type

- **Enabled**: whether or not the option associated with the connection is turned on in the Nuance Management Console. If there is no connection with the NMS and Dragon cannot obtain the setting status, the Enable column displays "unavailable".

- **Status**: the current state of the connection for your Dragon client in the current session.

For example, if you are on a site that supports vSync and the user disables vSync from within Dragon, for the "Dictate using vSync" option, the **Enabled** column displays "Yes" and the **Status** column displays "vSync off". For more details, see Dragon Connection Center options below.

Dragon Connection Center options

Connection Center option	Dragon option equivalent	UI location	Status
Run Dragon without server connection	**Allow disconnected mode**	NMC: **Organizations > Site > Master user profile**	**Connected**: You are using Dragon with a connection to the Nuance Management Server (NMS). **Not connected**: You are using Dragon without a connection to the NMS. Updates to the local user profile synchronize with the master user profile the next time you connect to NMS. **Note**: You can work in Disconnected Mode for 90 consecutive days. Afterwards, authentication with the NMS server is required.
Run Dragon without downloading profile	**If you know your network is slow, enable this option to work offline**	Dragon: The Dragon Login dialog box	**Did download**: Dragon retrieved the latest version of the user profile (your master user profile) from the network. You are working with the latest version of the user profile. **Did not download**: Dragon did not retrieve the latest version of the user profile (the master user profile) from the network. You may not be working with the latest version of the user profile.
Dictate using vSync	**vSync: Full Text Control**	NMC: **Organizations > Site > DM360 Network Edition Settings > Miscellaneous**	**vSync on**: You can use the Full Text Control features of Dragon in supported edit controls in an application that is published from a Citrix server. **vSync off**: You can only use Basic Text Control features of Dragon with an application that is published from a Citrix server.
Delete Local Profile on exit	Remove local cache data after usage	NMC: **Organizations > Site > DM360 Network Edition Settings > Data**	**Will delete**: When you log out of Dragon, Dragon deletes the contents of the local cache. **Will not delete**: When you log out of Dragon, Dragon does not delete the contents of the local cache.

Stopping the Dragon Medical Client natspeak.exe Process

In rare instances, the *Dragon Medical Client* application will stop responding. Use the following steps if this occurs:

To stop and restart Dragon Medical Client 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* application, most noticeably the **DragonBar**, closes.
7. Restart *Dragon Medical Client* by double-clicking the **Dragon Medical** icon on your computer's desktop.

Other Documentation

You can find documentation for both Dragon users and administrators on the DVDs for DM360 Network Edition, 2.0.

- **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.
    - *DM360 Network Edition Installation Guide* - information on how to install the diferent components of the product
    - *DM360 Network Edition Planning and Deployment Guide* - information on how to plan for and deploy DM360 Network Edition, 2.0.
    - *Nuance Management Server - Administrator Guide* - information for Nuance Management Server administrators
    - *Using Dragon with Citrix clients and servers - 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* 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/for-healthcare/dragon-medical-360/index.htm *Dragon Medical* main page
- http://support.nuance.com/compatibility Nuance hardware compatibility lists

- http://www.nuance.com/support/dragon-naturallyspeaking/index.htm Technical and non-technical support for all *Dragon Medical* and *Dragon NaturallySpeaking* customers.

Map your PowerMic II buttons

Dragon settings in the Nuance Management Console

Use the following tables to learn about all the options and auto-formatting settings available in Dragon Medical 360 | Network Edition, including the locations of the options and settings.

Organization-level settings

Dragon settings	NMC location	Dragon location	Default settings
Encrypt patient info	Organization Details>General> Products> DM360 Network Edition	None	Enabled
Upload user data to Nuance for research purposes	Organization Details>General> Products> DM360 Network Edition	None	Disabled

Organization-level settings: Miscellaneous

Dragon settings	NMC location	Dragon location	Default settings
Prompt users to log out after x minutes	Organizations > Site > DM360 Network Edition > Mis-cellaneous	None	30 minutes
Log out users who do not respond after _ seconds	Organizations > Site > DM360 Network Edition > Miscellaneous	None	60 seconds
Insert Text & Graph-ics command using	Organizations > Site > DM360 Network Edition > Miscellaneous	None	Type keys (Shift + Insert)
Disable automatic switching of dictation source to an avail-able default	Organizations > Site > DM360 Network Edition > Miscellaneous	None	Disabled
Support Full Text Con-trol	Organizations > Site > DM360 Network Edition > Miscellaneous	None	Enabled
Display vSync Status Tray Icon	Organizations > Site > DM360 Network Edition > Mis-cellaneous	None	Enabled

Organization-level settings: Master user profile

Dragon settings	NMC location	Dragon location	Default settings
Master user profile directories	Organizations > Site > DM360 Network Edition > Master user profile	None	site specific
Local cache directory	Organizations > Site > DM360 Network Edition > Master user profile	None	Empty
Allow disconnected mode	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Saving the user also saves local acoustics	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Access network at user open / close only (Minimizes network traffic)	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Ask before breaking lock on network users	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Set audio levels on each machine.	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Copy DM360 Network Edition log to network	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled
Always copy acoustic information to network	Organizations > Site > DM360 Network Edition > Master user profile	None	Enabled

Organization-level settings: Data

Dragon settings	NMC location	Dragon location	Default settings
Local: Store correction in archive	Organizations > Site > DM360 Network Edition > Data	None	Enabled
Store correction in archive -_____ (minutes) archive size	Organizations > Site > DM360 Network Edition > Data	None	180 minutes
MB disk space reserved for playback	Organizations > Site > DM360 Network Edition > Data	None	100MB
Create usability log	Organizations > Site > DM360 Network Edition > Data	None	Disabled
Remove local cache data after usage	Organizations > Site > DM360 Network Edition > Data	None	Disabled
Server: Conserve server archive size	Organizations > Site > DM360 Network Edition > Data	None	500 MB

Group-level settings: Administrative Settings

Dragon settings	NMC location	Dragon location	Default settings
Data Distribution Location	Groups > Details > Network Edition US > Administrative Settings	None	Blank
Disable the use of Advanced scripting commands	Groups > Details > Network Edition US > Administrative Settings	None	Disabled
Anchor Dictation Box to application	Groups > Details > Network Edition US > Administrative Settings	Tools > Options > Dictation Box	Disabled

Group-level settings: Commands

Dragon settings	NMC location	Dragon location	Default settings
Enable mouse motion commands	Groups > Details > Network Edition US > Commands	None	Enabled
Enable HTML support	Groups > Details > Network Edition US > Commands	Tools > Options > Commands tab	Enabled
Enable commands in HTML windows	Groups > Details > Network Edition US > Commands	Tools > Options > Commands tab	Enabled
Require click to select hyperlinks in HTML windows	Groups > Details > Network Edition US > Commands	Tools > Options > Commands tab	Enabled
Enable recognition mode switching com-mands	Groups > Details > Network Edition US > Commands	None	Enabled
Enable Web search commands	Groups > Details > Network Edition US > Commands	None	Enabled
Enable Desktop search commands	Groups > Details > Network Edition US > Commands	None	Disabled
Enable Email and Cal-endar commands	Groups > Details > Network Edition US > Commands	None	Enabled
Enable cut shortcut commands	Groups > Details > Network Edition US > Commands	None	Disabled
Enable delete short-cut commands	Groups > Details > Network Edition US > Commands	None	Enabled
Enable Copy shortcut commands	Groups > Details > Network Edition US > Commands	None	Enabled

Dragon settings	NMC location	Dragon location	Default settings
Left and right variable delimiters	Groups > Details > Network Edition US > Commands	Tools > Options > Commands tab	[and]
Enable Natural language commands: - Word - Excel - PowerPoint - Word Perfect	Groups > Details > Network Edition US > Commands	None	Word - Enabled Others Disabled

Group-level settings: Auto-Formatting (General)

Dragon settings	NMC location	Dragon location	Default settings
Abbreviate common English units of measure	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Abbreviate titles	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Allow pauses in formatted phrases	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Automatically add commas and periods	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Caps Lock key overrides capitalization commands	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Date format	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Dates As Spoken
Expand common English contractions	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Format ISO currency codes	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Numbers, if greater than or equal to	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	2
Format other	Groups > Details >	Tools > Auto-Fomatt-	Enabled

Dragon settings	NMC location	Dragon location	Default settings
numbers	Network Edition US > Auto-Formatting > General	ting Options > General tab	
Format phone numbers	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Format prices	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Format street addresses	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Format times	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Format UK and Canadian postcodes	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Format US Social Security Numbers	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Disabled
Format web and e-mail addresses	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Prefer 5 million over 5,000,000	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled
Insert two spaces after period	Groups > Details > Network Edition US > Auto-Formatting > General	Tools > Auto-Fomatting Options > General tab	Enabled

Group-level settings: Auto Formatting (Capitalization)

Dragon settings	NMC location	Dragon location	Default settings
Capitalize the word after a new line	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Department name capitalization	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Standard
Drug name cap-italization	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Standard
Person name cap-italization	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Standard
Capitalize "against medical advice" as "AGAINST MEDICAL ADVICE"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "allergy and allergies" as "ALLERGY and ALLER- GIES"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled
Capitalize "code blue" as "CODE BLUE"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "code R" as "CODE R"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "code S" as "CODE S"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled

Dragon settings	NMC location	Dragon location	Default settings
Capitalize "code status" as "CODE STATUS"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "code T" as "CODE T"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "do not intubate" and "do not resuscitate" as "DO NOT INTUBATE" and "DO NOT RESUS-CITATE"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "durable power of attorney" as "DURABLE POWER OF ATTORNEY"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Enabled
Capitalize "fish" as "FISH"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled
Capitalize "left" and "right" as "LEFT" and "RIGHT"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled
Capitalize "living will" as "LIVING WILL"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled
Capitalize "PO2" and "PC02" as "pO2" and "pCO2"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled
Capitalize "RBC/hpf"and "WBC/hpf" as "RBC/HPF" and"WBC/HPF"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled

Dragon settings	NMC location	Dragon location	Default settings
Capitalize "trauma alert" as "TRAUMA ALERT"	Groups > Details > Network Edition US > Auto-Formatting > Capitalization	None	Disabled

Group-level settings: Auto Formatting (Numbers, Units, and Dates)

Dragon settings	NMC location	Dragon location	Default settings
Treat ambiguous numeric strings as dates	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Enabled
Write single digit + "point" in hyphen-ated form when not followed by another digit	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Format numbers as times when followed by phrases such as "in the morning"	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Write the word "number" as "#" prior to numerals	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Enabled
Write one digit ordi-nals from "third" to "ninth" in hybrid form ("3rd" to "9th")	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Use Roman numerals for diabetes types	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Write "degree" and "degrees" after a number as "°" (and abbreviate "Fahren-heit" and "Celsius" to "F" and "C")	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Enabled

Dragon settings	NMC location	Dragon location	Default settings
Write "%" as "per-cent"	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Write out "positive" and "Negative" before numbers and for blood types and Rh factors	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Insert a hyphen between a number and the word "French"	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Insert a space between "mm" and "Hg"	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Rewrite "CC" after a number as "mL"	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Disabled
Format of expres-sions involving feet and inches	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Leave Unchanged
Write "o'clock" as a word	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Only before "position"
Military time suffix	Groups > Details > Network Edition US > Auto-Formatting > Numbers, Units and Dates	None	Abbreviate As "hrs."

Group-level settings: Auto Formatting (Abbreviations)

You can set all abbreviations only in the NMC Console in two locations:

- Groups > Group Details > Network Edition US > Auto-Formatting > Abbreviations
- User Accounts > User Account Details > DM360 Network Edition > Auto- Formatting > Abbreviations

Dragon settings	Default settings	Dragon location	Default settings
Expand "A fib and V fib" to "atrial fibrillation and ventricular fibrillation" Disabled	Disabled	Expand "LAE" to "left atrial enlargement"	Disabled
Expand "ACL" to "anterior cruciate ligament"	Disabled	Expand "LAH" to "left anterior hemiblock"	Disabled
Expand "ADHD" to "attention def- icit/hyperactivity disorder"	Disabled	Expand "lap chole" to "laparoscopic cholecystectomy"	Enabled
Expand "ADL" to "activities of daily living"	Disabled	Expand "LAE" to 'left atrial enlargement"	Disabled
Expand "AEC" to "aortic ejection click"	Disabled	Expand "LAH" to "left anterior hemiblock"	Disabled
Expand "AICD" to "automatic implantable cardiac defibrillator"	Disabled	Expand "lap chole" to "laparoscopic cholecystectomy"	Enabled
Expand "AKA" to "above-knee amputation"	Disabled	Expand "LBBB" to "left bundle branch block"	Disabled
Expand "ALF" to "assisted living facility"	Disabled	Expand "LCL" to "lateral colateral ligament"	Disabled
Expand "alk phos" to "alkaline phosphatase"	Enabled	Expand "leuk trase" to "leu- kocyte esterase"	Disabled
Expand "ALS" to	Disabled	Expand "lites" to	Disabled

Dragon settings	Default settings	Dragon location	Default settings
"amyotrophic lateral sclerosis"		"electrolytes"	
Expand "AMI" to "acute myocardial infarction"	Disabled	Expand "LLQ" to "left lower quadrant"	Disabled
Expand "AOC" to "aortic opening click"	Disabled	Expand "LSM" to "late systolic murmur"	Disabled
Expand "ASAP" to "as soon as possible"	Disabled	Expand "LUQ" to "left upper quadrant"	Disabled
Expand "ASHD" to "atherosclerotic heart disease"	Disabled	Expand "LVEDP" to "left ventricular end-diastolic pres- sure"	Disabled
Expand "ASM" to "atrial systolic mur- mur"	Disabled	Expand "LVH" to "left ventricular hyper- trophy"	Disabled
Expand "AST" to "aspartate ami- notransferase"	Disabled	Expand "MCL" to "medial col- lateral ligament"	Disabled
Expand "AUS" to "artificial urinary sphinc- ter"	Disabled	Expand "MDI" to "metered dose inhaler"	Disabled
Expand "AVD" to "aortic valve dis- ease"	Disabled	Expand "meds" to "medications"	Disabled
Expand "BCG" to "bacille Calmette-Guerin"	Disabled	Expand "MI" to "myo-cardial infarction"	Disabled
Expand "bicarb" to "bicarbonate"	Enabled	Expand "MMR" to "measles/mumps/ rubella"	Disabled
Expand "bili" to "bil-irubin"	Disabled	Expand "MOM" to "Milk of Magnesia"	Disabled
Expand "BKA" to "below-knee ampu-tation"	Disabled	Expand "MRI" to "magnetic resonance imaging"	Disabled
Expand "BM" to "bowel movement"	Disabled	Expand "MVP" to "mitral valve pro-	Disabled

Dragon settings	Default settings	Dragon location	Default settings
		lapse"	
Expand "BPH" to "benign prostatic hypertrophy"	Disabled	Expand "MVR" to "mitral valve replacement"	Disabled
Expand "BP" to "blood pressure"	Disabled	Expand "neb" to "nebulizer"	Disabled
Expand "BSO" to "bilateral salpingo-oophorectomy"	Disabled	Expand "NEC" to "none jection click"	Disabled
Expand "c.diff" to "C.difficile"	Enabled	Expand "neb" to "nebulizer"	Disabled
Expand "BX" to "biopsy"	Disabled	Expand "NICU" to "Neonatal Intensive Care Unit"	Disabled
Expand "CABG" to "coronary artery bypass graft"	Disabled	Expand "NIDDM" to "non-insulin dependent diabetes mellitus"	Disabled
Expand "CAD" to "coronary artery disease"	Disabled	Expand "nitro" to "nitroglycerin"	Enabled
Expand "CAF" to "chronic atrial fibrillation"	Disabled	Expand "NKDA" to "NO KNOWN DRUG ALLERGIES	Disabled
Expand "CAT scan" to "computed axial tomography scan"	Disabled	Expand "NSAID" to "non-steroidal anti-inflammatory drug"	Disabled
Expand "cath" to "catheter"	Enabled	Expand "NSR" to "normal sinus rhythm"	Disabled
Expand "CBC" to "complete blood count"	Disabled	Expand "NSVD" to "normal spontaneous vaginal delivery"	Disabled
Expand "CCU" to "Critical Care Unit"	Disabled	Expand "O2" to "oxygen"	Disabled
Expand "chemo" to "chemotherapy"	Enabled	"ObGyn" written "OB\GYN"	Enabled
Expand "CHF" to "congestive heart failure"	Disabled	Expand "OR" to "Operating Room"	Disabled

Dragon settings	Default settings	Dragon location	Default settings
Expand "CMP" to "complete met- abolic panel"	Disabled	Expand "OS" to "opening snap"	Disabled
Expand "CNS" to "cen- tral nervous system"	Disabled	Expand "OTC" to "over-the- counter"	Disabled
Expand "coag" to "coagulation"	Disabled	Expand "PAF" to "par- oxysmal atrial fibril- lation"	Disabled
Expand "COPD" to "chronic obstructive pulmonary disease"	Disabled	Expand "PCL" to "pos- terior cruciate lig- ament"	Disabled
Expand "CPK" to "cre- atine phosphokinase"	Disabled	Expand "PCN" to "per- cutaneous nephro- lithotomy"	Disabled
Expand "CPR" to "car- diopulmonary resus- citation"	Disabled	Expand "PEC" to "pul- monary ejection click"	Disabled
Expand "crit" to "hematocrit"	Disabled	Expand "PERRLA" to "pupils are equal, round and reac- tive to light and accom- modation"	Disabled
Expand "CT scan" to "computed tomog- raphy scan"	Disabled	Expand "PFT" to "pul- monary function test"	Disabled
Expand "CVA" to "costovertebral angle"	Disabled	Expand "PID" to "pel- vic inflammatory dis- ease"	Disabled
Expand "D&C" to "dilatation and curet- tage"	Disabled	Expand "PIH" to "pregnancy-induced hypertension"	Disabled
Expand "DC'd" to "dis- continued"	Disabled	Expand "PMI" to "point of maximal impulse"	Disabled
Expand "DESD" to "detrusor-external sphincter dys- synergia"	Disabled	Expand "postop" to "post-operative"	Disabled

Dragon settings	Default settings	Dragon location	Default settings
Expand "DJD" to "degenerative joint disease"	Disabled	Expand "PRI" to "PR interval"	Disabled
Expand "DM" to "dia-stolic murmur"	Disabled	Expand "pro time" to "prothrombin time"	Disabled
Expand "DNI and DNR" to "DO NOT INTUBATE and DO NOT RESUSCITATE"	Disabled	Expand "PSA" to "prostate-specific antigen"	Disabled
Expand "DRE" to "dig-ital rectal exam"	Disabled	Expand "PSIS" to "posterior superior iliac spine"	Disabled
Expand "DSM" to "delayed systolic mur-mur"	Disabled	Expand "PSM" to "pansystolic mur-mur"	Disabled
Expand "DTR" to "deep tendon reflex"	Disabled	Expand "PTCA" to "per-cutaneous trans-luminal cor- onary angioplasty"	Disabled
Expand "DVT" to "deep vein throm-bosis"	Disabled	Expand "pulse ox" to "pulse oximetry"	Disabled
Expand "E. coli" to "Escherichia coli"	Enabled	Expand "PVR" to "post-void residual"	Disabled
Expand "EBL" to "esti-mated blood loss"	Disabled	Expand "RBBB" to "right bundle branch block"	Disabled
Expand "EBV" to "Epstein-Barr virus"	Disabled	Expand "rehab" to "rehabilitation"	Enabled
Expand "EC" to "ejec-tion click"	Disabled	Expand "RLQ" to "right lower quad-rant"	Disabled
Expand "ECG" to "electrocardiogram"	Disabled	Expand "RPOC" to "retained products of conception"	Disabled
Expand "ED" to "Emergency Depart-	Disabled	Expand "RPR" to "RPR test"	Disabled

Dragon settings	Default settings	Dragon location	Default settings
ment"			
Expand "EF" to "ejection fraction"	Disabled	Expand "RSR" to "regular sinus rhythm"	Disabled
Expand "EES" to "erythromycin ethylsuccinate"	Disabled	Expand "RSV" to "respiratory syncytial virus"	Disabled
Expand "EKG" to "electrocardiogram"	Disabled	Expand "RUQ" to "right upper quadrant"	Disabled
Expand "EOMI" to "extraocular movements are intact"	Disabled	Expand "SBE" to "subacute bacterial endocarditis"	Disabled
Expand "EPSS" to "E point to septal separation"	Disabled	Expand "SC" to "systolic click"	Disabled
Expand "ER" to "Emergency Room"	Disabled	Expand "SDM" to "systolic-diastolic murmur"	Disabled
Expand "ERT" to "estrogen replacement therapy"	Disabled	Expand "sed rate" to "sedimentation rate"	Enabled
Expand "ESM" to "ejection systolic murmur"	Disabled	Expand "segs" to "seg- ments"	Disabled
Expand "ESWL" to "extra-corporeal shock wave lithotripsy"	Disabled	Expand "SEM" to "systolic-ejection murmur"	Disabled
Expand "ex lap" to "exploratory laparoscopy"	Enabled	Expand "SI" to "sacroiliac"	Disabled
Expand "fem-pop" to "femoropopliteal"	Enabled	Expand "SIDS" to "Sudden Infant Death Syndrome"	Disabled
Expand "flex sig" to "flexible sig- moidoscopy"	Enabled	Expand "SLE" to "systemic lupus erythematosus"	Disabled

Dragon settings	Default settings	Dragon location	Default settings
Expand "gastroc" to "gastrocnemius"	Disabled	Expand "SLR" to "straight leg raising"	Disabled
Expand "GERD" to "gastroesophageal reflux disease"	Disabled	Expand "SM" to "systolic murmur"	Disabled
Expand "GI" to "gastrointestinal"	Disabled	Expand "SOB" to "shortness of breath"	Disabled
Expand "GSW" to "gunshot wound"	Disabled	Expand "SS" to "summation sound"	Disabled
Expand "GU" to "genitourinary"	Disabled	Expand "SSRI" to "selective serotonin reuptake inhibitor"	Disabled
Expand "H. pylori" to "Helicobacter pylori"	Disabled	Expand "STD" to "sexually transmitted disease"	Disabled
Expand "H&H" to "hemoglobin and hematocrit"	Disabled	Expand "subcu" to "sub- cutaneous"	Enabled
Expand "HCTZ" to "hydrochlorothiazide"	Disabled	Expand "SVD" to "spontaneous vaginal delivery"	Disabled
Expand "HHD" to "hypertensive heart disease"	Disabled	Expand "SVG" to "saphenous vein graft"	Disabled
Expand "HIV" to "human immunodeficiency virus"	Disabled	Expand "SVT" to "supraventricular tachycardia"	Disabled
Expand "HPI" to "history of present illness"	Enabled	Expand "T&A" to "adenotonsillectomy"	Disabled
Expand "HPV" to "human papilloma virus"	Disabled	Expand "TAH" to "total abdominal hysterectomy"	Disabled

Dragon settings	Default settings	Dragon location	Default settings
Expand "HRT" to "hormone replacement therapy"	Disabled	Expand "TAH/BSO" to "total abdominal hysterectomy with bilateral salpingo-oopho- rectomy"	Disabled
Expand "IBS" to "irritable bowel syndrome"	Disabled	Expand "TB" to "tuberculosis"	Disabled
Expand "IC" to "internal carotid"	Disabled	Expand "TEE" to "transesophageal echo-cardiogram"	Disabled
Expand "ICA" to "internal carotid artery"	Disabled	Expand "temp" to "temperature"	Disabled
Expand "ICD" to "implantable cardiac defibrillator"	Disabled	Expand "TIA" to "transient ischemic attack"	Disabled
Expand "ICU" to "Intensive Care Unit"	Disabled	Expand "tib-fib" to "tibia-fibula"	Disabled
Expand "IDA" to "iron deficiency anemia"	Disabled	Expand "TM" to "tympanic membrane"	Disabled
Expand "IDDM" to "insulin-dependent diabetes mellitus"	Disabled	Expand "T-max" and "T-cur- rent" to "MAXIMUM TEM- PER-ATURE" and "CURRENT TEM-PERATURE"	Enabled
Expand "IDM" to "immediate dia-stolic murmur"	Disabled	Expand "TMJ" to "temporomandibular joint"	Disabled
Expand "IHD" to "ischemic heart dis-ease"	Disabled	Expand "TSH" to "thyroid-stimulating hor-mone"	Disabled
Expand "IHSS" to "idiopathic hyper-trophic subaortic ste-nosis"	Disabled	Expand "TTE" to "trans-thoracic echo-cardiogram"	Disabled
Expand "IM" to "intra-	Disabled	Expand "TURB" to	Disabled

Dragon settings	Default settings	Dragon location	Default settings
muscular"		"transurethral resection of the bladder"	
Expand "IMCU" to "Intermediate Care Unit"	Disabled	Expand "TURP" to "transurethral resection of the prostate"	Disabled
Expand "ISD" to "intrinsic sphincter deficiency"	Disabled	Expand "UA" to "urinalysis"	Disabled
Expand "ITP" to "idiopathic thrombocytopenia purpura"	Disabled	Expand "UC" to "urinary culture"	Disabled
Expand "IU" to "international units"	Enabled	Expand "URI" to "upper respiratory infection"	Disabled
Expand "IUD" to "intrauterine device"	Enabled	Expand "UTI" to "urinary tract infection	Disabled
Expand "IVP" to "intravenous pyelogram"	Disabled	Expand "V tach and sinus tach" to "ventricular tachy-cardia and sinus tachy-cardia"	Disabled
Expand "KCl" to "potassium chloride"	Disabled	Expand "VBAC" to "vaginal birth after cesarean section"	Disabled
Expand "KUB" to "kidney, ureter, and bladder"	Disabled	Expand "VCUG" to "voiding cystourethrogram"	Disabled
Expand "LAD" to "left anterior descending"	Disabled	Expand "VL" to "vastus lateralis"	Disabled
		Expand "VMO" to "vastus medialis oblique"	Disabled

Group-level settings: Auto Formatting (Miscellaneous)

Dragon settings	NMC location	Dragon location	Default settings
Expand dosage abbre-viations	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Enabled
Insert commas into oncology "T N M" expressions	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Remove period from dosage	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Replace "&" with "and"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Rewrite "dad", "kid", "mom", "sib" as "father", "child", "mother", "sibling"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Rewrite "off of" as "off"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Rewrite "I to E" as "I:E"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Spell "BI-RADS" as "BIRADS"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Spell "calyx" and related words with an "i"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled

Dragon settings	NMC location	Dragon location	Default settings
Spell "disc" and related words with a "k"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Spell "orthopedics" and related words with "ae"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Treat "bracket" as equivalent to "paren-thesis"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Treat "paragraph" as a paragraph break, not as the word	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Treat paragraph breaks as equiv-alent to line breaks	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Write "AP" before the word "diameter" as "A-P"	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Write accented char-acters with their non-accented forms	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Disabled
Write "dash" as	Groups > Details > Network Edition US > Auto-Formatting > Miscellaneous	None	Single Hyphen

Group-level settings: Auto Formatting (Vertebrae)

Dragon settings	NMC location	Dragon location	Default settings
Hyphenate vertebra ranges	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > Vertebrae	None	Enabled
Automatically insert second letter into vertebra range when not dictated	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > Vertebrae	None	Disabled
Place slashes within vertebra ranges	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > Vertebrae	None	Disabled

User Account-level settings: User Account Options

Dragon settings	NMC location	Dragon location	Default settings
Anchor dictation box to application	User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options> Dictation Box	Default to Group level
Enable HTML support	User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options > Commands tab	Default to Group level
Enable commands in HTML windows	User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options > Commands tab	Default to Group level
Require click to select hyperlinks in HTML windows	User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options > Commands tab	Default to Group level
Left and right variable delimiters	User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options > Commands tab	Default to Site level
Saving the user also saves local acoustics	User Accounts > User Account Details > DM360 Network Edition > User Account Options	None	Default to Group level
Log out users who do not respond after y seconds	User Accounts > User Account Details > DM360 Network Edition > User Account Options	None	60 seconds / Default to Site level
Remove local cache data after usage	User Accounts > User Account Details > DM360 Net-	None	Default to Site level

Dragon settings	NMC location	Dragon location	Default settings
	work Edition > User Account Options		
Upload User data to Nuance for research purposes	User Accounts > User Account Details > DM360 Net-work Edition > User Account Options	None	Disabled

User Account-level settings: Auto-Formatting

If you customize the Auto-Formatting settings at User Account level, the User Account level set- tings take precedence.

Dragon Settings in the Dragon Medical Client

Correction Options

Set only on Client: Tools > Options > Correction tab

You set correction options in the Dragon Medical Client by selecting Tools > Options > Correction tab.

Dragon settings	NMC location	Dragon location	Default settings
"Select" commands bring up Correction menu	None	Tools > Options > Correction tab	Enabled
"Select" commands search backwards	None	Tools > Options > Correction tab	Disabled
"Correct" commands bring up Spelling Window	None	Tools > Options > Correction tab	Disabled
"Spell" commands bring up Spelling Window	None	Tools > Options > Correction tab	Disabled
Automatically add words to vocabulary	None	Tools > Options > Correction tab	Enabled
Correction Menu - Show only the choices	None	Tools > Options > Correction tab	Disabled
Correction Menu - Anchor	None	Tools > Options > Correction tab	Disabled
Correction Menu - Enable double-click to correct	None	Tools > Options > Correction tab	Disabled
Correction Menu - Show no more than x choices	None	Tools > Options > Correction tab	5

Command Options

Set on either NMC Console or Dragon Client

You can set command options in the NMC Console for a group or single user account or on the Dragon Medical Client by selecting Tools > Options > Commands tab.

Dragon settings	NMC location	Dragon location	Default settings
Pause required before com- mands	None	Tools > Options > Com- mands tab	Enabled
Enable HTML support	Groups > Group Details > DM360 Network Edition Set- tings > Commands User Accounts > User Account Details > DM360 Net- work Edition > User Account Options	Tools > Options > Com- mands tab	Enabled
Enable commands in HTML windows	Groups > Group Details > DM360 Network Edition Set- tings > Commands User Accounts > User Account Details > DM360 Net- work Edition > User Account Options	Tools > Options > Com- mands tab	Enabled
Require "Click" to select hyperlinks in HTML windows	Groups > Group Details > DM360 Net- work Edition Set- tings > Commands User Accounts > User Account Details > DM360 Net- work Edition > User Account Options	Tools > Options > Com- mands tab	Enabled
Require "Click" to select menus	Groups > Group Details > DM360 Net- work Edition Set-	Tools > Options > Com- mands tab	Enabled

Dragon settings	NMC location	Dragon location	Default settings
	tings > Commands User Accounts > User Account Details > DM360 Net- work Edition > User Account Options		
Require "click" to select buttons and other controls	None	Tools > Options > Commands tab	Enabled
Display search text before performing search	None	Tools > Options > Commands tab	Enabled
Enable multiple text matches	None	Tools > Options > Commands tab	Enabled
Enable launching from the Start menu	None	Tools > Options > Commands tab	Enabled
Enable launching from the desktop	None	Tools > Options > Commands tab	Enabled
Left and right var- iable delimiters	Groups > Group Details > DM360 Net- work Edition Set- tings > Commands User Accounts > User Account Details > DM360 Net- work Edition > User Account Options	Tools > Options > Com- mands tab	[and]

View Options

Set only on Client: Tools > Options > View

You set view options in the Dragon Medical Client by selecting Tools > Options > View tab. ou can- not set any view options in the NMC Console.

Dragon settings	NMC location	Dragon location	Default settings
DragonBar Mode: - Docked to Top - Docked to Bottom - Floating n Cling - Tray Icon Only	None	Tools > Options > View	Docked to Top
Results Box - Anchor	None	Tools > Options > View	Disabled
Show preliminary results	None	Tools > Options > View	Disabled
Results Box - Beep after recognition	None	Tools > Options > View	Disabled
Results Box - Auto-hide delay	None	Tools > Options > View	1 second
Show messages	None	Tools > Options > View	Enabled
Show extras	None	Tools > Options > View	Enabled

Hot Keys Options

Set only on Client: Tools > Options > Hot keys tab

You set view options in the Dragon Medical Client by selecting Tools > Options > Hot keys tab. You cannot set any of these options in the NMC Console.

Dragon settings	NMC location	Dragon location	Default settings
Microphone on/off	None	Tools > Options > Hot keys tab	{NumKey+}
Correction	None	Tools > Options > Hot keys tab	{Ctrl+NumKey-}
Force command rec-ognition	None	Tools > Options > Hot keys tab	{Ctrl}
Force dictation rec-ognition	None	Tools > Options > Hot keys tab	{Shift}
DragonBar menu	None	Tools > Options > Hot keys tab	{Ctrl+NumKey*}
Microphone sleep/on	None	Tools > Options > Hot keys tab	{Ctrl+NumKey/}
Process document	None	Tools > Options > Hot keys tab	{Ctrl+Shift+F9}
Close queries	None	Tools > Options > Hot keys tab	{Ctrl+Shift+C}
Show queries	None	Tools > Options > Hot keys tab	{Ctrl+Shift+O}
Press-to-talk	None	Tools > Options > Hot keys tab	
Dictation Box	None	Tools > Options > Hot keys tab	{Ctrl+Shift+D}
Playback	None	Tools > Options > Hot keys tab	{Shift+NumKey-}
Fast Playback	None	Tools > Options > Hot keys tab	{Shift+NumKey*}
Next Field	None	Tools > Options > Hot keys tab	{Ctrl+Shift+N}
Transfer Text	None	Tools > Options > Hot keys tab	{Ctrl+Shift+T}
Hidden Mode	None	Tools > Options >	{Ctrl+Shift+H}

Dragon settings	NMC location	Dragon location	Default settings
		Hot keys tab	
Basic dictation control	None	Tools > Options > Hot keys tab	{Ctrl+F9}
Enable/Disable vSync Support	None	Tools > Options > Hot keys tab	{Ctrl+Shift+F9}
Process document	None	Tools > Options > Hot keys tab	{Ctrl+Shift+F9}
Close queries	None	Tools > Options > Hot keys tab	{Ctrl+Shift+C}
Show queries	None	Tools > Options > Hot keys tab	{Ctrl+Shift+O}

Playback/Text-to-speech options

Set only on Client: Tools > Options> Playback/Text-to-speech tab

You set playback/text-to-speech options in the Dragon Medical Client by selecting Tools > Options > Playback/Text-to-speech tab. You cannot set any of these options in the NMC Console.

Dragon settings	NMC location	Dragon location	Default settings
Playback volume	None	Tools > Options > Playback/Text-to-speech	100
Playback speed	None	Tools > Options > Playback/Text-to-speech	100
Fast-forward volume	None	Tools > Options > Playback/Text-to-speech	100
Fast-forward speed	None	Tools > Options > Playback/Text-to-speech	150
Rewind volume	None	Tools > Options > Playback/Text-to-speech	100
Rewind speed	None	Tools > Options > Playback/Text-to-speech	150
Play Rewind/Fast-Forward sound	None	Tools > Options > Playback/Text-to-speech	Enabled
Text-to-speech attributes - Volume	None	Tools > Options > Playback/Text-to-speech	maximum
Text-to-speech attributes - Speed	None	Tools > Options > Playback/Text-to-speech	middle
Text-to-speech attributes - Pitch	None	Tools > Options > Playback/Text-to-speech	Disab led
Text-to-speech	None	Tools > Options >	American Eng-

Dragon settings	NMC location	Dragon location	Default settings
attributes - Voice		Playback/Text-to-speech	lish Samantha
Text-to-speech pre-view	None	Tools > Options > Playback/Text-to-speech	

Miscellaneous Options

Set only on Client: Tools > Options> Miscellaneous tab

You set miscellaneous options in the Dragon Medical Client by selecting Tools > Options > Mis- cellaneous tab. You cannot set any of these options in the NMC Console.

Dragon settings	NMC location	Dragon location	Default settings
Show the Dragon Sidebar	None	Tools > Options > Mis- cellaneous tab	Disabled
Have the microphone on but asleep	None	Tools > Options > Mis- cellaneous tab	Disabled
Launch DragonPad	None	Tools > Options > Mis- cellaneous tab	Disabled
When the User Pro-file Closes - Auto-matically save the profile changes -	None	Tools > Options > Mis- cellaneous tab	Enabled
Speed vs Accuracy (slider)	None	Tools > Options > Mis- cellaneous tab	Middle
Use menus that are compatible with screen readers	None	Tools > Options > Mis- cellaneous tab	Disabled
Voice-enable menus, buttons, and other controls, excluding: -Microsoft Outlook -Lotus Notes -Internet Explorer -Microsoft Word -Microsoft Excel -WordPerfect -Adobe Reader -Windows Explorer	None	Tools > Options > Mis- cellaneous tab	Enabled
Launch in QuickStart mode on Windows startup	None	Tools > Options > Mis- cellaneous tab	Disabled
Save recorded dic-tation with document	None	Tools > Options > Mis- cellaneous tab	Never
Put the microphone	None	Tools > Options >	5 minutes

Dragon settings	NMC location	Dragon location	Default settings
to sleep after x min-utes of silence		Mis- cellaneous tab	
Automatically switch to Basic Dictation Control	None	Tools > Options > Mis- cellaneous tab	Disabled
Enable vSync Full Text Sup- port	None	Tools > Options > Mis- cellaneous tab	Enabled

Dictation Box Options

Set one on either NMC Console or Dragon Client, the rest only on Dragon Client.

You set Dictation Box options in the Dragon Medical Client by selecting Tools > Options > Dictation Box tab. You can only set the Anchor Dictation Box to application option in the NMC console.

Dragon settings	NMC location	Dragon location	Default settings
Anchor Dictation Box to application (requires restart)	Groups > Group Details > DM360 Network Edition Settings > Administrative Settings User Accounts > User Account Details > DM360 Network Edition > User Account Options	Tools > Options > Dic- tation Box	Disabled
Automatically open the Dictation Box	None	Tools > Options > Dic- tation Box	Enabled (If **Anchor dictation box to application** is enabled)
Change Font	None	Tools > Options > Dic- tation Box	Arial, 10 point
Paste options: Type keys <Ctrl+V>	None	Tools > Options > Dic- tation Box	Enabled
Paste options: Use Windows Paste command	None	Tools > Options > Dic- tation Box	Disabled
Paste options: Simulate keystrokes	None	Tools > Options > Dic- tation Box	Disabled
Open Dictation Box as hidden	None	Tools > Options > Dic- tation Box	Disabled
Hidden visibility (%)	None	Tools > Options > Dic- tation Box	50 (set your personal preference)
Allow user com-	None	Tools > Options >	Enabled

Dragon settings	NMC location	Dragon location	Default settings
mands when hidden		Dic- tation Box	
Allow voice dictation commands when hid-den	None	Tools > Options > Dic- tation Box	Disabled
Leave Dictation Box open after text is transferred	None	Tools > Options > Dic- tation Box	Disabled
Show character count	None	Tools > Options > Dic- tation Box	Enabled
Keep transfered text in clipboard	None	Tools > Options > Dic- tation Box	Enabled

PowerMic II Option Settings

You set PowerMic II options in the Dragon Medical Client by selecting Tools > Options > PowerMic II tab. You cannot set any of the PowerMic II options in the NMC Console. The table that follows shows the default settings for each PowerMic II button.

Dragon settings	NMC location	Dragon location	Default settings
Application	None	Tools > Options > Pow- erMic II	Global
Transcribe	None	Tools > Options > Pow- erMic II	Show dic- tation box
Tab Backward	None	Tools > Options > Pow- erMic II	Show cor- rection win- dow
Tab Forward	None	Tools > Options > Pow- erMic II	Tab forward
Dictate	None	Tools > Options > Pow- erMic II	Press-to-talk
Rewind	None	Tools > Options > Pow- erMic II	Rewind
Fast Forward	None	Tools > Options > Pow- erMic II	Fast forward
Stop/Play	None	Tools > Options > Pow- erMic II	Playback
Custom Left	None	Tools > Options > Pow- erMic II	Force com- mand rec- ognition
Enter/Select	None	Tools > Options > Pow- erMic II	Show dic- tation box
Custom Right	None	Tools > Options > Pow- erMic II	Force dic- tation rec- ognition

Auto-Formatting: General Options

Set in the NMC Console or the Dragon Client

General formatting options are the only formatting options that you can set in the Dragon Client.

Dragon settings	NMC location	Dragon location	Default settings
Format dates	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Date format	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Dates As Spoken
Format times	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Net-	Tools > Auto-Formatting Options > General tab	Enabled

Dragon settings	NMC location	Dragon location	Default settings
	work Edition > Auto-Formatting > General		
Expand common English contractions	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Disabled
Abbreviate common English units of measure	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled

Dragon settings	NMC location	Dragon location	Default settings
Format street addresses	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Format UK and Canadian postcodes	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Disabled
Abbreviate titles	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Format ISO currency codes	Groups > Group Details > DM360 Network Edition Set-	Tools > Auto-Formatting Options > General tab	Disabled

Dragon settings	NMC location	Dragon location	Default settings
	tings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General		
Format prices	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Format phone numbers	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Format other numbers	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled

Dragon settings	NMC location	Dragon location	Default settings
	User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General		
Format web and e-mail addresses	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
"million" instead of ".000.000"	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Format US Social Security Numbers	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Net-	Tools > Auto-Formatting Options > General tab	Disabled

Dragon settings	NMC location	Dragon location	Default settings
	work Edition > Auto-Formatting > General		
Allow pauses in formatted phrases	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Enabled
Insert two spaces after period	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Disabled

Dragon settings	NMC location	Dragon location	Default settings
Numbers, if greater than or equal to	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	10
Automatically add commas and periods	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Disabled
Caps Lock key overrides capitalization commands	Groups > Group Details > DM360 Network Edition Settings > Auto-Formatting > General User Accounts > User Account Details > DM360 Network Edition > Auto-Formatting > General	Tools > Auto-Formatting Options > General tab	Disabled

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