

Nuance® Dragon® Medical One

Reference Guide

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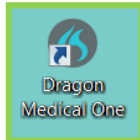
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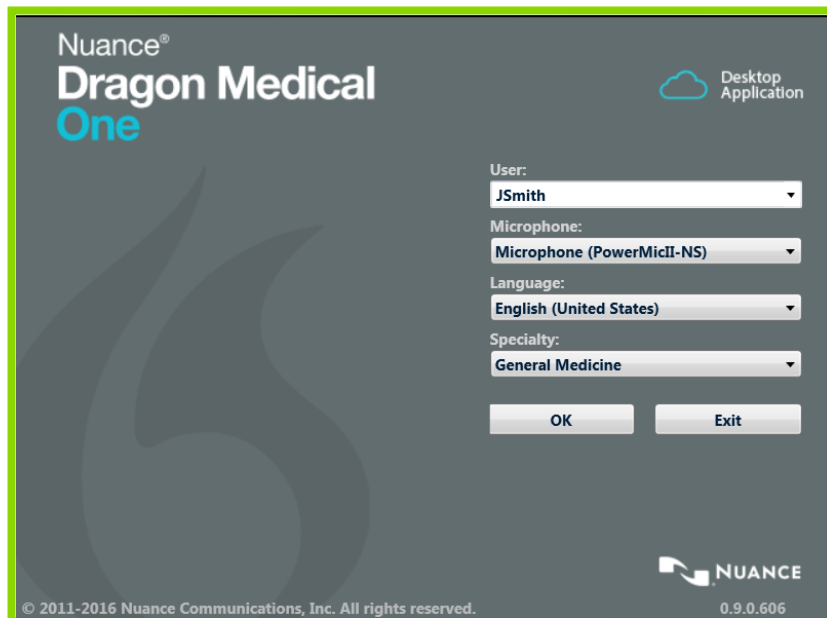
Launching Dragon Medical One

To begin using Dragon® Medical One:

1. Double click on the Dragon Medical One Icon on the desktop of your computer.




2. The Dragon Login box will appear on your screen.
3. Enter your Login credentials (i.e. first initial + last name)
4. Make sure you select the appropriate Microphone device and Specialty vocabulary base.
5. Click **OK**



Note: The version number is located on the bottom right corner (0.9.0.606)

Registering Your Nuance Healthcare ID

Complete your registration to access additional benefits:



Welcome.

Register your account and take advantage of exceptional benefits only for Dragon Medical One subscribers.

From access to cloud-based clinical speech recognition on the desktop, to using your personal voice profile across a catalog of mobile productivity apps, Dragon Medical One offers a reliable, secure, and highly accurate clinical speech recognition experience at the hospital, clinic, office, home and on the road.

Register your **Nuance Healthcare ID** and unlock these value-added benefits:

- First access to the latest innovations from Nuance and its partners
- No cost access to your personal voice profile in select mobile productivity apps, including medical reference, secure messaging and other apps for clinical professionals
- Access to online management and personalization tools

Create your Nuance Healthcare ID

PRIMARY EMAIL ADDRESS

PASSWORD

CONFIRM PASSWORD

PRIMARY SPECIALTY

FIRST NAME

LAST NAME

[Not now, thanks](#)

The DragonBar

Basic explanation of the DragonBar Icons and Menu Options:



Microphone Indicator

- When the icon is red, the microphone is off.



- When the icon is green, the microphone is on. When you are dictating, the activity indicator will spin around the microphone to let you know it is hearing you.



- To turn on/off the microphone, the recommendation is to use the Dictate button on your PowerMic device. It is set up as a “Press-to-Talk,” which has similar functionality to a walkie-talkie. Press and hold the button as you dictate and then release it when you are done with a sentence or pausing for a thought.

Audio Quality Indicator

- For optimal accuracy, place your PowerMic approximately 1 inch below your mouth and 1-3 inches away.



Green is good; you know that the system is effectively processing your speech. Try to keep within this range.



Yellow means that you are speaking too quietly. Try to speak up a bit or move the microphone closer to your mouth.



Red means that you are speaking too loudly. Try to speak more quietly or move the position of the microphone.

Minimize the Application

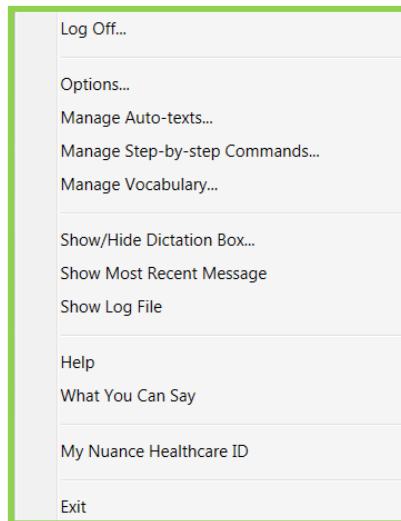
- The DragonBar is compact and easy to move around the screen. If necessary, it can be minimized and placed in the user's system tray. This option is only available if the system tray is not locked down by IT administration. To minimize the DragonBar, hover your cursor over the left of Dragon Flame icon and click on the minimize display option or say "**close Dragon**". To restore the DragonBar, say "**open Dragon**" or find the icon in the system tray and click to restore.



Menu Options

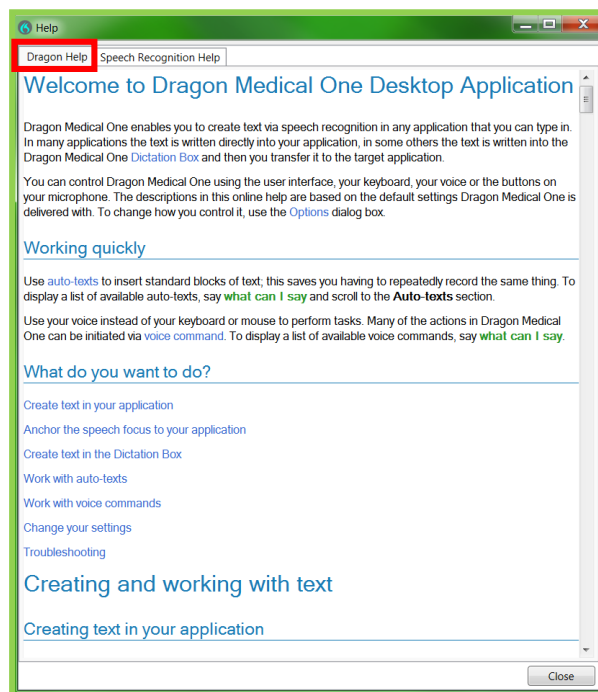


Option settings are under the Dragon flame

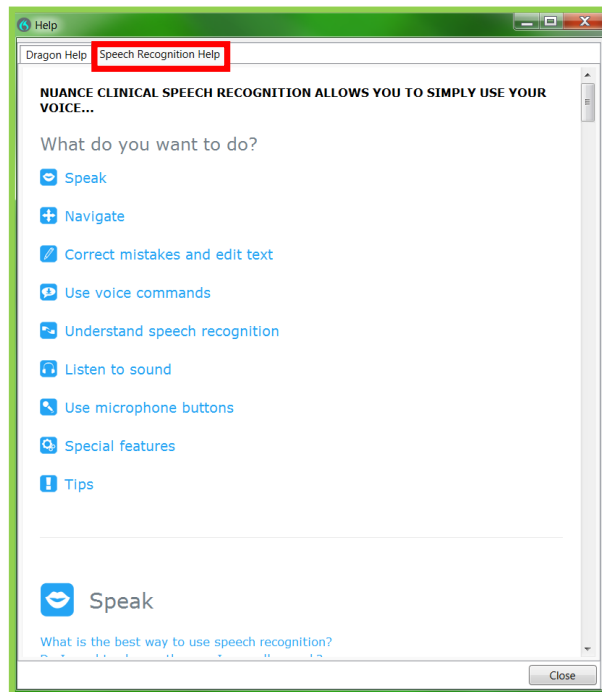


- **Exit:** ALWAYS Exit Dragon when you are finished using the application. This will save your user profile to the server, where background optimization will occur to improve your accuracy.
- **Log Off:** Log off allows you to change Users, Microphones, and Specialties without having to re-launch Dragon from the desktop icon on that machine.
- **Options:** Allows users to set their own preferences, for example: PowerMic button customization.
- **Manage Auto-texts:** Auto-texts are commands created to automatically insert a series of words, templates, macros into your target application by saying a quick phrase. Details for building Auto-texts are on page 21.
- **Manage Step-by-step Commands:** The commands in this section are known as step-by-step commands that allow the user to build a command that actually navigates (commonly build for EHR's, Website searches, opening applications, etc.) just by saying a quick phrase. Details for building Commands are on page 25.
- **Show/Hide Dictation Box:** The Dictation Box is a free-text box of the application that gives you the ability to have easy control over all navigation and custom commands and allows you to Transfer Text into your target application.

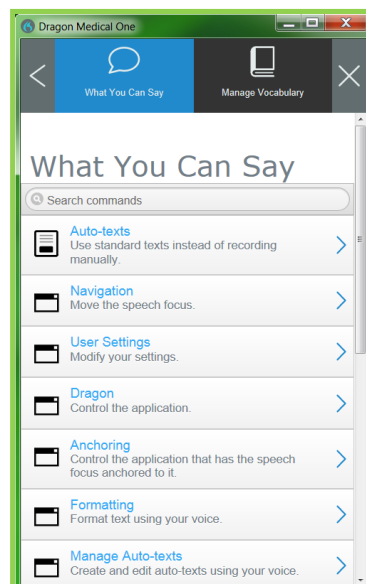
- **Show Most Recent Message:** Messages pop up to show you what command Dragon heard you say. To review the message again you can click on Show Most Recent Message.
- **Show Log File:** If there are any errors, issues or something just isn't working right, run and save the Show Log File. Then send to iSupport for review and resolution.
- **Help:** Dragon Help | Speech Recognition Help
 - Dragon Help walks the user through how to use dictation and all the features Dragon Medical One offers.



- Speech Recognition Help offers instructions for speech, navigation, corrections and other great subjects.



- **What You Can Say:** This Help allows the user to see all command options including navigation, punctuation, custom auto-text, custom commands, custom vocabulary and many others.



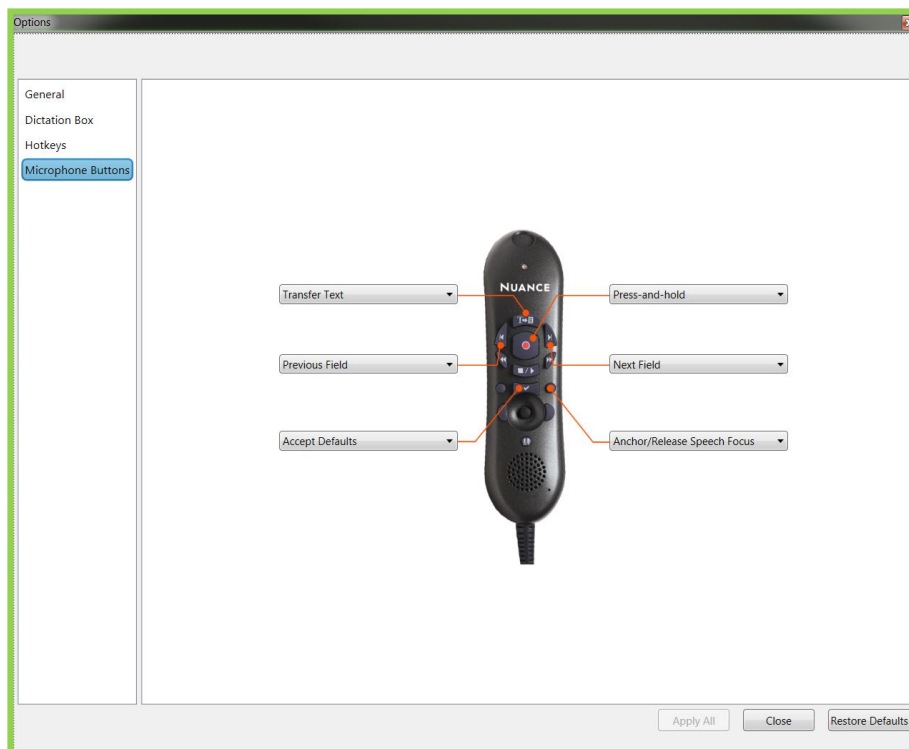
- **Manage Vocabulary:** This allows a user to add custom words or phrases and train for better accuracy while dictating. A common example is provider names that would not naturally be in the Dragon vocabulary. Details for Managing Vocabulary are on page 17.
- **Nuance Healthcare ID:** Gives first access to the latest innovations from Nuance and its partners at no extra cost. Access your personal profile in select mobile productivity apps, including medical reference, secure messaging, and other apps for clinical professionals. Additional access to online management and personalization tools.

Preparing to Dictate

Setting your Microphone Buttons:

Under the Dragon Options Flame you can customize your PowerMic buttons (as well as other microphones and/or Hotkeys).

- Open Options > Microphone Buttons
 - Click the drop down arrows to see the options available to customize your microphone.

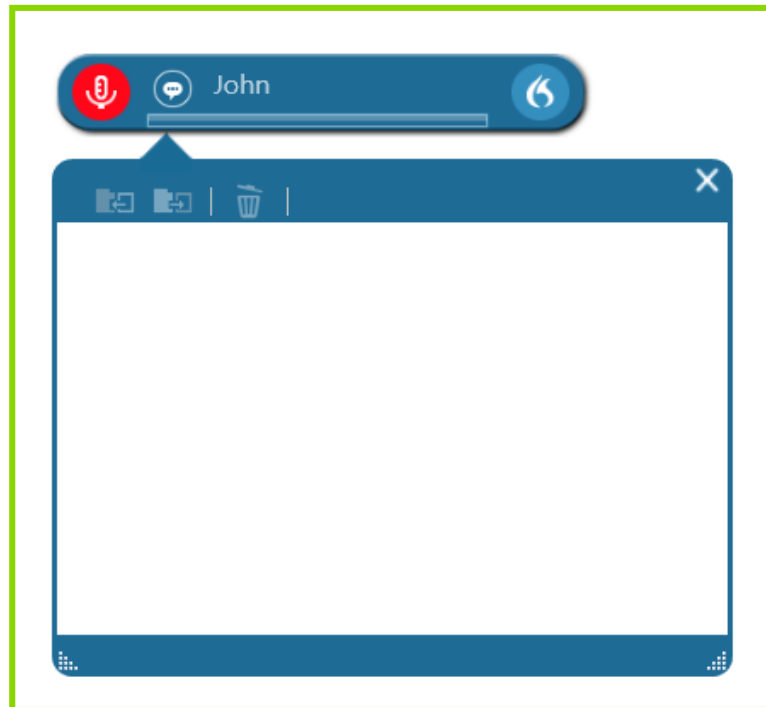
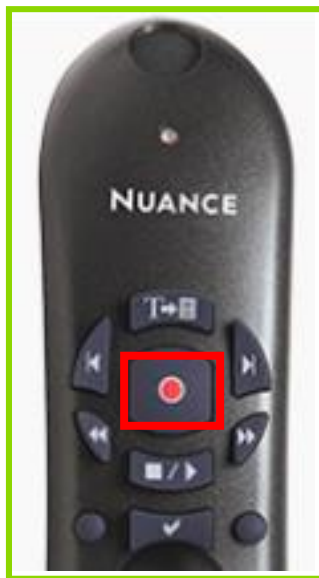


Note: It is best practice to set the microphone buttons as they appear above.

Dictating with Dragon Medical One

Practice dictating using a Dictation Box:

(NOTE: You will be dictating directly into an EHR report when documenting on a patient.)



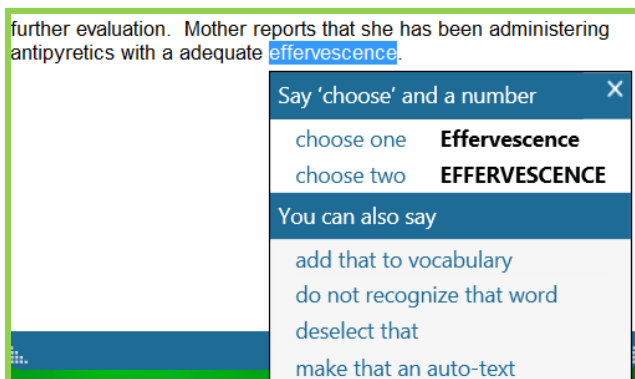
Press the Microphone on/off button on your PowerMic to begin dictating. It is not necessary to have your cursor in an active field or manually open the Dictation Box. As you begin to dictate, Dragon Medical One will automatically open the Dictation Box and transcribe the text.

Sample 1: (HPI)

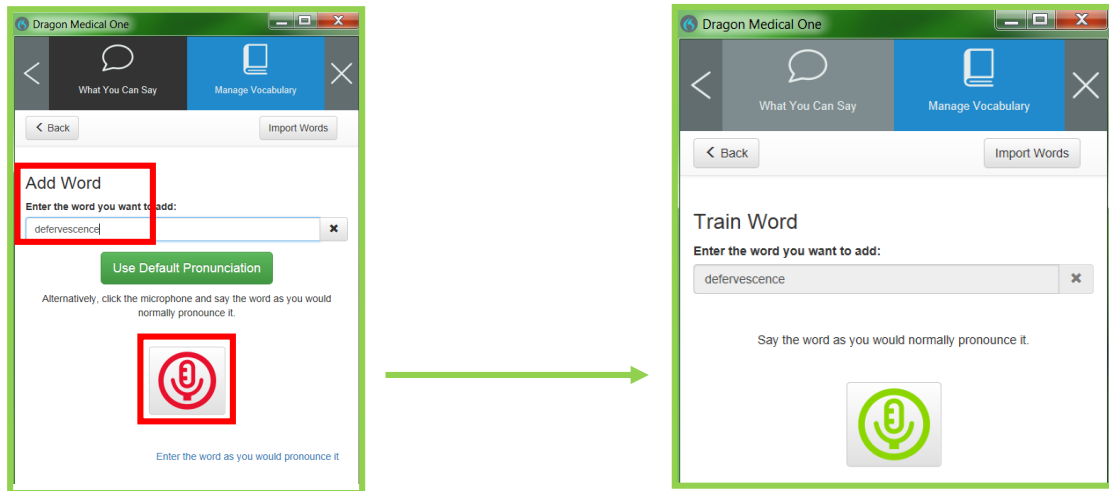
1. **Dictate:** The patient is a 4 year old female who presents to the emergency department with a fever. Mother states that the highest temperature today registered at 103.6 degrees Fahrenheit, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate defervescence.

Transcribed by Dragon®: The patient is a 4 year old female who presents to the emergency department with a fever. Mother states that the highest temperature today registered at 103.6° F, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate **effervescence**.

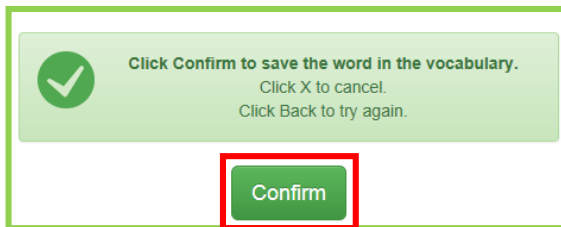
2. Say **“Select emergency department”**.
3. Say **“All caps that”**.
4. Say **“Cap that”**.
5. Say **“Insert after with a”**.
6. Dictate **“2 week history of intermittent”**.
7. Say **“Correct defervescence”**.
8. If the correct option is in the choose menu, choose the appropriate one. If not, click or say “add that to vocabulary” as shown in the bottom of the choose menu.



9. Add Word – type in the correct spelling. Click the ‘Train’ icon to begin training.
 *** **DO NOT PRESS THE DICTATE BUTTON ON YOUR MICROPHONE.**



10. Click *Confirm* to save the word.



Dictation with changes: The patient is a 4 year old female who presents to the Emergency Department with a 2 week history of intermittent fever. Mother states that the highest temperature today registered at 103.6° F, prompting her to bring the patient in for further evaluation. Mother reports that she has been administering antipyretics without adequate defervescence.

Sample 2: (HPI continued)

1. **Dictate:** The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating po fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date, including Prevnar.

Transcribed by Dragon®: The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating **by mouth** fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date, including Prevnar.

2. Say “**Select by mouth**”.
3. Dictate “**oral**”. Then say “**go back**”. (This command puts the cursor where you left.)

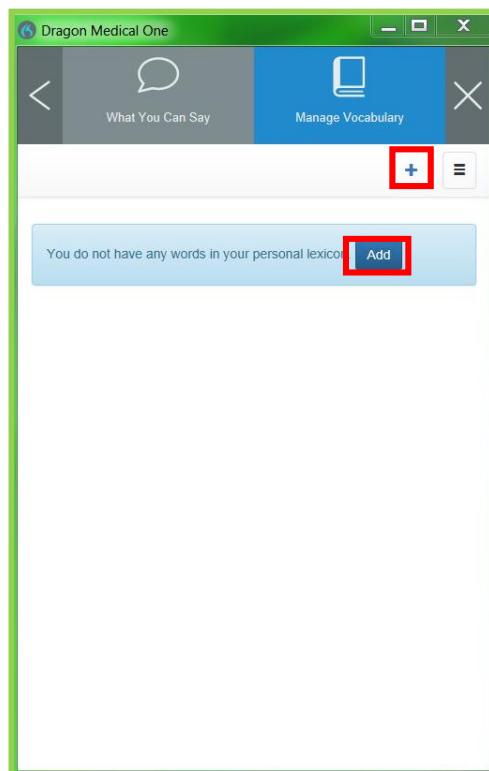
Dictation with changes: The last dose was given approximately 2 hours prior to arrival. Mother denies associated cough, rhinorrhea, or rash. She notes minimal decreased appetite, however the patient has been tolerating oral fluids well without vomiting or diarrhea. The patient was delivered at full term without complications and there have been no prior hospitalizations. All immunizations are up to date, including Prevnar.

Adding a New Word/Phrase

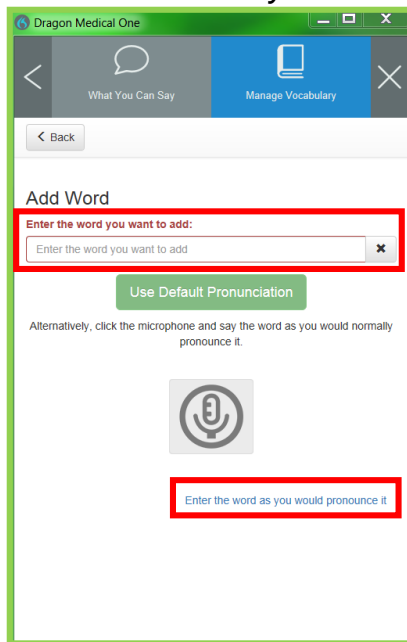
Another method of improving Dragon's recognition is to add a word/phrase via the Manage Vocabulary option. As a user, you begin with a vocabulary base that best fits your medical specialty. If a word/phrase is not included in that vocabulary base, Dragon will not be able to transcribe it correctly.

To add a new word/phrase:

- Open Manage Vocabulary:
 - Say “**manage vocabulary**” or “**edit vocabulary**” or “**manage words**”
 - To ADD a new word click *Add* or the + symbol:

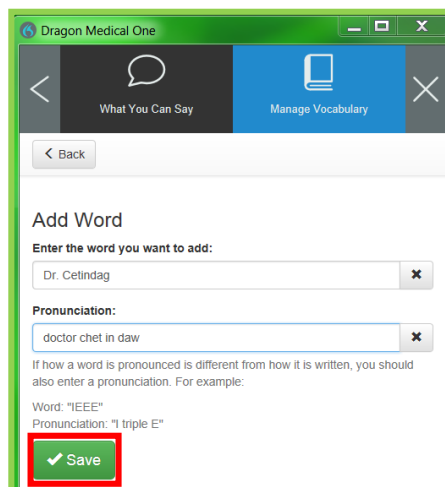


- Type the word or phrase in the empty field.
- If the word differs in spelling and pronunciation, click: *Enter the word as you would pronounce it*



Exercise 1:

- Enter the word you want to add: Dr. Cetindag
- Pronunciation: doctor chet in dah
- Click Save



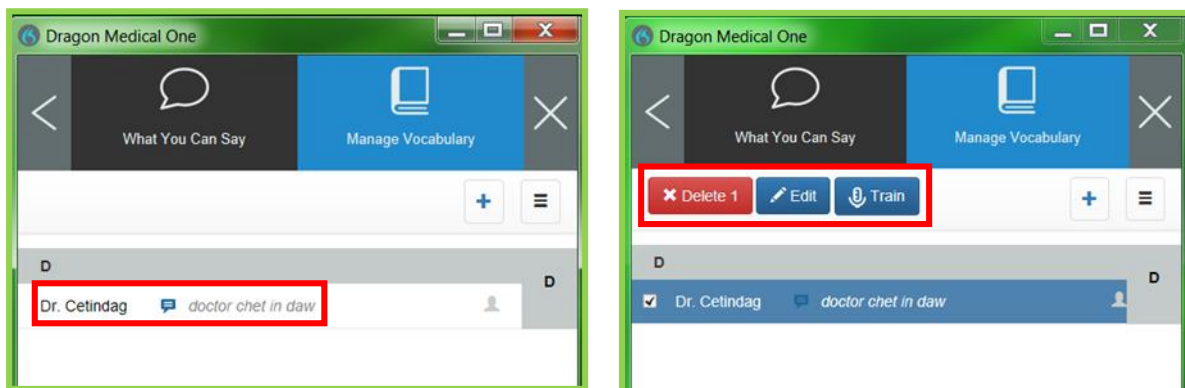
- The Pronunciation field can also be used to associate a nickname or acronym:

Exercise 2:

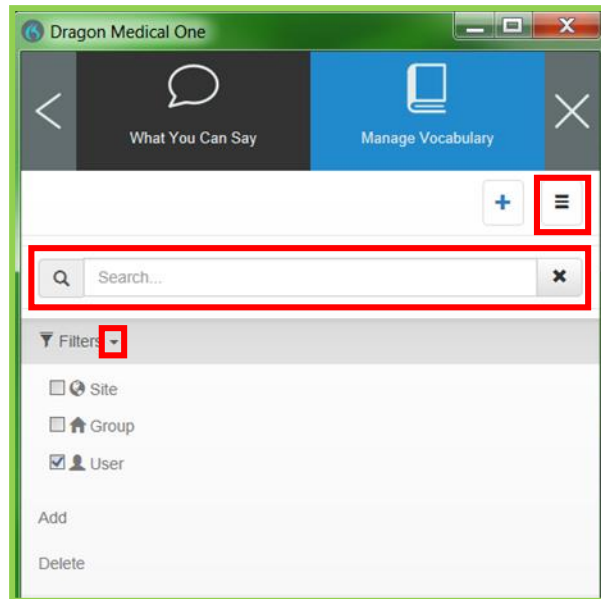
- Enter the word you want to add: James Slayback Memorial Medical Center
- Pronunciation: JSMMC

Best Practice: In the Pronunciation field, type the words in lowercase unless it is an acronym. Acronyms must be in UPPERCASE. If a word is not easily recognized try to add as a phrase.

- To DELETE, EDIT, or TRAIN a word/phrase, click on the word/phrase in your Manage Vocabulary list.
 - Three options will appear in the upper left of the window.
 - Click the option you want to perform.



- Expand the options to SEARCH for a specific word in your list or set a filter to view words added at the site or group level:



Creating a Custom Auto-text

Exercise 1:

Create an Auto-text

1. Dictate **“The patient was evaluated by the psychiatric liaison, who feels that at this time, the patient does not meet criteria for psychiatric admission. The patient denies suicidal or homicidal ideation and will contract for safety. Additional resources will be provided upon discharge.”**
2. Say **“Select all”**.
3. Say **“Make that an Auto-text”**.

The screenshot shows the 'Manage Auto-texts' window. On the left, there is a search bar and a list of auto-texts: 'My Progress Note', 'My Short PE', and 'My Short ROS'. The main area on the right contains a form with the following fields:

- Name * (empty text box)
- Description (empty text box)
- Spoken form * (empty text box)
- Content * (text area containing the text: **The patient was evaluated by the psychiatric liaison, who feels at this time, the patient does not meet criteria for psychiatric admission. The patient denies suicidal or homicidal ideation and will contract for safety. Additional resources will be provided upon discharge.**)

At the bottom of the window, there are buttons for 'Apply All' and 'Close'. A note at the bottom of the form states: 'Fields marked with * are mandatory'.

4. As a naming convention, it is recommended to use the word “My” before the name of the command so that it can be easily distinguished between commands that you create and commands that already exist in Dragon Medical. For example, type “**My Psychiatric Discussion**”.
5. Click *Apply All > Close*

Exercise 2:

Custom Auto-texts with Variable Fields “[]”

(Say “open bracket,” “close bracket” when dictating the discussion below.)

1. Dictate “**A discussion with the patient’s mother was held regarding the risks and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of acute appendicitis today, the mother has decided to decline a CT Abdomen/Pelvis.**”
2. Say “**Select all**”.
3. Say “**Make that an Auto-text**”.
4. Type a name for your Auto-text (i.e. “My Radiation Discussion”)
5. Click *Apply All > Close*

Note:

- All **RED** fields are mandatory and need to be filled out correctly.
- A **RED** exclamation point on the left indicates that there are incomplete fields. These need to be completed prior to clicking the ‘Apply All’ button.
- The **+** symbol at the bottom allows you to Add more Auto-texts.

Editing an Auto-Text

To edit an existing Auto-text, say “Manage Auto-texts”

Exercise 1:

1. Using your mouse, click on “**My Radiation Discussion.**”
2. Add the additional set of brackets shown in red within the ‘Content’ area of the Manage Auto-texts dialog box:

Manage Auto-texts

Search

Arrange by: Name

- My Progress Note
- My Psychiatric Discussion
- My Radiation Discussion**
- My Short PE
- My Short ROS

Name *

My Radiation Discussion

Description

Spoken form *

My Radiation Discussion

Content *

A discussion was held with the [patient's mother] regarding the risk and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of [acute appendicitis] today, the [mother] has decided to decline a CT [Abdomen/Pelvis].

Fields marked with * are mandatory

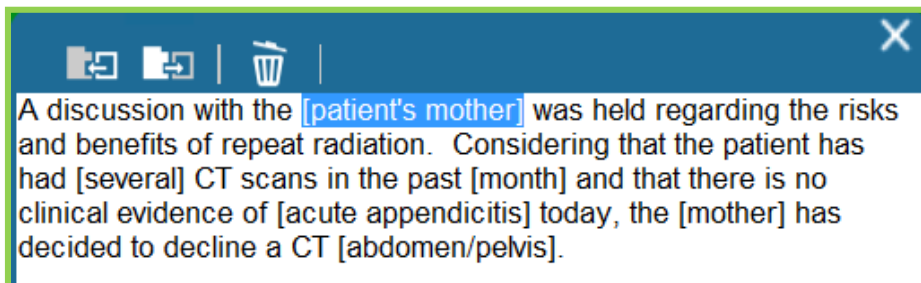
Apply All Close

3. Click *Apply All* > *Close*

Navigating Through Variable Fields

To use Dragon Auto-text variable fields:

1. Say “My Radiation Discussion”



2. Dictate over the highlighted field to change the content as appropriate for your patient.
3. Press the “Next field” button on your PowerMic or say “**Next field**” to highlight the next set of variable bracket. If you do not need to change the content, continue to the next variable bracket you need to edit.
4. Press the “√” button on your PowerMic or say “**Accept defaults**” to remove remaining brackets.



Creating a Step-by-step Command

Create a Step-by-step command:

- A Step-by-step command is a series of keyboard strokes that the user can invoke with their voice to accomplish the task within the target application (i.e. “Print referral letter”, “finalize note”, “show lab results”).
- When the user speaks a command, the keystrokes are played back into the target application.

Open “Manage Step-by-step Commands” by:

- Clicking the Dragon Options Flame Icon >Manage Step-by-step Commands
 - Use the voice command “**manage commands**”
1. The ‘+’, ‘Name’, ‘Description’, and ‘Spoken form’ fields for the Step-by-step Commands are the same as Auto-texts.
 2. Place the desired key stroke function properly formulated within the content area, then apply.

Manage Commands

Search

Arrange by: Name

Name *

Description

Spoken form *

Steps *

New Step

Fields marked with * are mandatory

Apply All Close

Name *

Description

Spoken form *

Steps *

Open Application

Wait

Enter Text

Press Keys

Press Hotkey

Microphone On

Microphone Off

Exercise 1:

Command COPY THAT

1. Name the command “**Copy That**”:
2. In the Steps section, click *New Step*
3. Select ‘Press Hotkey’
4. On your keyboard, press the ‘Ctrl + C’ key combination
5. Click *Apply All > Close*

Manage Commands

Search

Arrange by: Name

Copy That

Name *

Copy That

Description

Spoken form *

Copy That

Steps *

Press Hotkey

Hotkey	Ctrl	Alt	Shift	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C

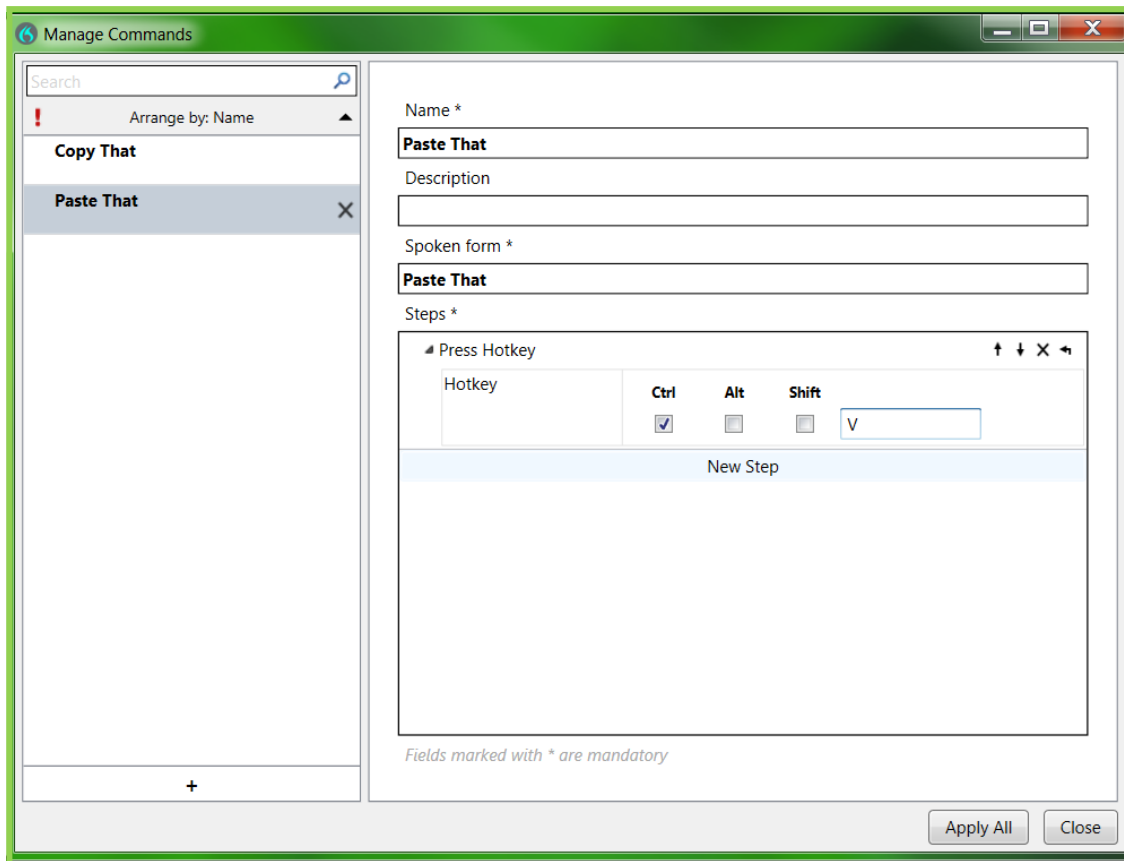
New Step

Fields marked with * are mandatory

Apply All Close

Exercise 2:**Command PASTE THAT**

1. Name the command “**Paste That**”:
2. In the Steps section, click *New Step*
3. Select ‘Press Hotkey’
4. On your keyboard, press the ‘Ctrl + V’ key combination
5. Click *Apply All > Close*



****See Dragon Help for additional information regarding Step-by-step Commands.**

Integrating Dragon Medical One with an EHR

Launch your EHR via desktop or Windows Start Menu

Select a patient from your list to create a new report:

The screenshot displays the 'Electronic Health Record (1.4.2.131)' interface. On the left, a 'Patient List' table is visible, with the first row highlighted in red:

Name	MRN	Age
McPartland, Adele	mrm0195052	87
Adams, Mark	mrm0195040	50
Briggs, Steven	mrm0195046	65
Carpenter, Michael	mrm0195044	37
Southerland, Marjorie	mrm0195042	87
Anderson, Dave	mrm0195037	53
Bates, Charles	mrm0195034	65
Cabot, Angelo	mrm0195031	38
Ray, Douglas	mrm0195028	77
Etheridge, Randall	mrm0195025	72

Below the list is a 'New Report' button, also highlighted in red. The right side of the interface shows the patient summary for Adele McPartland [Visit Id: v0195051]. The summary includes patient demographics, a note, and a patient summary section with detailed medical history.

Adele McPartland [Visit Id: v0195051]
MRN: mrm0195052 Sex: Female Blood Pressure: 160/98mmHg
DOB: 5/15/1928 Height: 5' 8" Pulse:
Age: 87 Weight: 152 lbs Temperature: 99F

Note Patient Summary

Chief complaint: Annual follow-up for hypertension and diabetes.
History of present illness: This is a 87-year-old woman is being seen for her ar
Review of systems: Pain in arm. All systems were reviewed. Otherwise complet
Past medical history: Hypertension, Diabetes Mellitus, status post hysterectomy significantly overweight.
Past surgical history: Hysterectomy January 15 2015. Colonoscopy 2014.
Social history: The patient is a non-smoker. She has a previous 10-pack-year not sexually active and is in a monogamous relationship. She uses methamphe
Family history: Both her mother and her maternal grandmother had cervical ca
Medications: Hydrochlorothiazide 25 mg by mouth daily, glyburide 2.5 mg by n
Allergies: Ampicillin rash, penicillin hives, amlodipine anaphylaxis.
Vital signs: Blood pressure is 145/85, pulse 78, temperature 37.4, respirations
Physical exam: Habitus is obese, in general she appears in no acute distress. the absence of bruising and petechiae. Neurologic exam is entirely nonfocal in strength 5 out of 5 in both upper and lower extremities proximal and distal and r elbows ankles. Respirations reveal rates. Cardiac exam reveals S1-S2 no gallop carotids radials and dorsalis pedis. There are no bruits in any of these location splenomegaly normal bowel sounds, obesity, normal liver span of 11 cm. Pelvic Musculoskeletal skeletal exam entirely unremarkable.
Results reviewed: Sodium 132, potassium 3.7, chloride 111, bicarbonate 23, an

Buttons: Save Sign Cancel

To dictate using Dragon Medical One, click your cursor in the appropriate field and begin speaking.

The screenshot displays the Dragon Medical One interface for a patient named Adele McPartland. At the top, the patient's name and visit ID (v0195051) are shown. Below this, a patient summary table lists key information: MRN (mrn0195052), Sex (Female), Blood Pressure (160/98mmHg), DOB (5/15/1928), Height (5' 8'), Pulse, Age (87), Weight (152 lbs), and Temperature (99F). A small profile picture of the patient is visible on the left. The main area is a dictation window titled 'Patient Summary' with a rich text editor toolbar. The dictation area is divided into sections: 'SUBJECTIVE:', 'OBJECTIVE:', 'ASSESSMENT:', and 'PLAN:'. A red arrow points to the 'OBJECTIVE:' section, indicating where the user should click to begin dictation. At the bottom of the window, there are 'Save', 'Sign', and 'Cancel' buttons.

MRN: mrn0195052	Sex: Female	Blood Pressure: 160/98mmHg
DOB: 5/15/1928	Height: 5' 8'	Pulse:
Age: 87	Weight: 152 lbs	Temperature: 99F

Note Patient Summary

Subj: [Empty]

Obj: [Empty]

Assessment: [Empty]

Plan: [Empty]

Save Sign Cancel

Sample HPI:

1. **Dictate:** The patient is a 64 year old male who presents with chest pain. He reports that it started 3 days ago. He describes it as sharp, midsternal pain, radiating to his right arm. He complains of associated shortness of breath, cold sweats, and nausea. He denies vomiting, rectal bleeding, or tarry stools. He denies a history of heart attacks. He does have a history of COPD, CAD, A-fib, hypertension, and hyperlipidemia. He was recently started on edoxaban.



Transcribed by Dragon®: The patient is a 64 year old male who presents with chest pain. He reports that it started 3 days ago. He describes it as sharp, midsternal pain, radiating to his right arm. He complains of associated shortness of breath, cold sweats, and nausea. He denies vomiting, rectal bleeding, or tarry stools. He denies a history of heart attacks. He does have a history of COPD, CAD, A-fib, hypertension, and hyperlipidemia. He was recently started on **Doxidan**.


2. Say **“Select days”**.
3. Dictate **“hours”**.
4. Say **“Select right”**.
5. Dictate **“left”**.
6. Say **“Insert after breath comma”**.
7. Dictate **“PND comma DOE comma diaphoresis comma”**.
8. Say **“Select cold sweats comma”**.
9. Say **“Delete that”**.
10. Say **“Select rectal through stools”**.
11. Dictate **“hematochezia comma or melena”**.
12. Say **“Select heart attacks”**.
13. Dictate **“myocardial infarction”**.
14. Say **“Correct edoxaban”**.
15. Say **“manage words”**.
16. Type “edoxaban” in the Add field and “ah dox a ban” in the Pronunciation field, then click Save.
17. **Dictation with changes:** The patient is a 64 year old male who presents with chest pain. He reports that it started 3 hours ago. He describes it as sharp, midsternal pain, radiating to his left arm. He complains of associated shortness of breath, PND, DOE, diaphoresis, and nausea. He denies vomiting, hematochezia, or melena. He denies a history of myocardial infarction. He does have a history of COPD, CAD, A-fib, hypertension and hyperlipidemia. He was recently started on edoxaban.

Anchoring the Speech Focus

Anchoring the speech focus

When an application has the speech focus anchored, recorded speech is transcribed within that application. You can anchor the speech focus to applications that Dragon Medical One can directly write the text in.


The  icon changes to  when the speech focus is anchored to an application.

When recording is on, the icon changes to .

Once the speech focus is anchored to your target application, you can open and navigate through other applications without removing the speech focus from the target application.

You can change which application has the speech focus at any time. Anchoring the speech focus to another application automatically releases the speech focus from the previous application.

When you are working with an application that Dragon Medical One can directly write the text in, do the following:

1. Place the cursor in your target application where you want the text to be written and say “**Anchor Speech Focus**” to anchor the speech focus to your target application.
2. Open any other application you need for analysis/reference (for example, your PACS).
3. Click  and start speaking.

The text is written directly in your application.

Tip:

- The speech focus can be set to anchor automatically via the General pane of the Options dialog box.