



QuickStart – Dragon Medical One

Overview

The Connect Care clinical information system (CIS) is optimized for in-system speech recognition and dictation. Clinicians can control the “Hyperspace” CIS interface with voice commands, dictate text into many parts of the chart, and trigger text automations that speed documentation.

Hyperspace is used on desktop, workstation-on-wheels, notebook and tablet computers, providing access to all CIS functions. This guide introduces dictation in Hyperspace. Other guides explain how to use one’s voice to control Hyperspace and text automation. Other types of dictation are supported through CIS mobile applications for smartphones (Haiku) and iPads (Canto).

CIS speech recognition and in-system dictation are enabled by Nuance’s “Dragon Medical One” (DMO) software. This is built in to all Hyperspace configurations and is activated for all clinician roles where dictation is allowed.

DMO needs to be able to “hear” a user’s voice. It can be captured with a hardware microphone attached to the CIS computer. It can also be captured with a software microphone running as an application (“app”), called “PowerMic Mobile” (PMM), on the user’s smartphone. PMM relays voice via wireless and Internet connections.

This guide explains how to get started using DMO in the Connect Care CIS Hyperspace environment.

Before You Begin

Access to DMO

- Ensure that you have access to and can log on to both “Support” (SUP) and “Production” (PRD) CIS environments. We suggest that you get started with DMO in the SUP environment, learning how to launch the program and access its basic features. Thereafter, we recommend that you move on to more advanced functions and personalizations in the PRD environment.
- **Tip: Accessing Connect Care Environments**

Installation of PMM

- Ensure that the PowerMic Mobile application is installed on your smartphone (Apple or Android) as part of Connect Care Mobility setup and configuration.
- **Manual: Installing Connect Care Mobility**
- **Tip: Installing PowerMic Mobile**

Confirm that PMM will pair with DMO

- Log on to SUP, launch DMO (as below), open PMM and make sure that pairing completes.

Opening Dragon Medical One

- Upon successfully logging on to Hyperspace, look to the top left and the first button to the right of the main Epic menu on the top button bar. This should be “Dragon Login”.



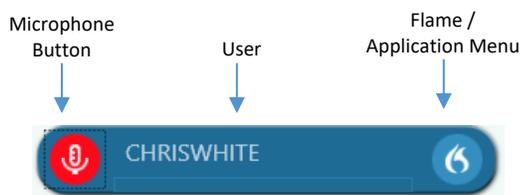
Click on the Dragon Login button.



- A DMO loading screen will appear for many seconds.



- Successful DMO load is signaled by appearance of the DMO “Dragon Bar”.

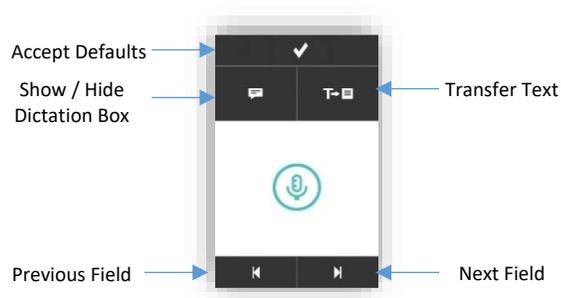


If the microphone button is **red**, it indicates the microphone is off.
If the microphone button is **green**, it indicates the microphone is on.

Working with Microphones

PowerMic Mobile Software Microphone

- Having installed, configured and opened PMM on a user’s smartphone, PMM should pair with the user’s open instance of DMO in Hyperspace.



- Take a moment to ensure the personal mobile device (used as a microphone) is positioned correctly. Microphone position is one of the most important factors in obtaining good recognition accuracy.
 - The device should be approximately 1-3 inches from the mouth. Speak directly into the microphone.
- Tap the microphone icon to turn voice capture on or off.



USB (external) Hardware Microphone

- Press and Hold the Record button, release to stop recording.

Headset Hardware Microphone

- If using a headset without dedicated dictation buttons, click the microphone button on the Dragon Bar to turn on or off.

Improving Speech Recognition

- Be sure the cursor is always blinking in the window and data entry field in which you want Dragon to type.
- Make sure to wait a half second after pressing the microphone button before starting to dictate.
- Pause briefly before and after saying a command. The pause lets Dragon know the phrase is a command. Do not pause in the middle of saying a command.
- Think about what you want to say before you start to speak.
- Speak at your natural volume and pace.
- Try to speak in longer more natural phrases, using “conversational” speech.
- Remember to turn off your microphone when finished dictating.

Specifying Punctuation

When using DMO, punctuation must be specified with spoken commands. Use the following list as a guide to dictate the most common punctuation:

Say	To Enter
Comma	,
Period or ‘full stop’	.
Exclamation point or exclamation mark	!
Question mark	?
Hyphen or dash	-
Colon	:
Semi-colon	;
Open quote	“
Closed quote	”
Open paren	(
Closed paren)

Correcting Dictation

A few commands help correct DMO’s interpretation of spoken words. In general, one selects the errant word, then selects the best correction to replace the word with. Learn the following key commands:



- **'Select [word]'**
Highlights the word and brings up the Corrections Box
- **'Choose [1,2,3]'**
Picks the appropriate word from the list of choices
- **Add that to Vocabulary**
Type the word and train Dragon to learn your pronunciation

Navigating Dictation

A number of commands facilitate quickly moving around within a text block, selecting items for manipulation, and undoing prior actions:

- New Line
- New Paragraph
- Delete That/ Scratch That (Deletes the last dictated phrase)
- Undo That (Executes Ctrl+Z to undo the last action)
- Select [word]
- Select [word] through [word]
- Cap [word] (Example)
- All Caps [word] (EXAMPLE)
- Go to top
- Go to bottom
- End of sentence
- Resume with [word] (deletes text up to a given word).
- Go Back (returns the cursor to the previous point after Select and Replace has been executed).
- Insert Before [word]
- Insert After [word]

Adding Words for DMO to Recognize

Special abbreviations (e.g., "CIS") and unique words (e.g., "Mackenzie Health Sciences Centre") or pronunciations of words can be learned by DMO.

- To add a word to your vocabulary, click the blue flame on the toolbar, then: "Manage Vocabulary"> Click the plus sign (+).
- Type the word exactly the way Dragon should enter it.
- Click the microphone icon and say the word as you would normally pronounce it. PowerMic users should not press the record button on their mobile device, but instead follow the DMO prompts on screen.

Important Reminders

- Remember to turn the microphone off when finished dictating.
- Correcting commonly misrecognized words will increase accuracy and decrease frustration. DMO learns if you teach it.
- Be sure that the cursor is always blinking in the window in which you want Dragon to type.
- Say "What Can I Say" at any time to display on-screen a list of available commands.

Where can more information be found?

- Links to more detailed Dragon Medical One trainings, tips and guides are provided in the [Connect Care Physician Manual](#).
- eLearning modules are available in [MyLearningLink](#). Search for courses with "Dragon" in the title.
- The [Connect Care Physician Support Forum](#) may have solutions to common problems shared from other users.
- Explore the Dragon Bar embedded help by clicking on the flame button, then selecting Help from the menu.