

Clinical Services Transformation (CST)

# M\*Modal Fluency Direct with Cerner User Manual

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## Introduction

This guide is for providers who are using Front End Speech Recognition (FESR) to dictate into Cerner. The software used for this purpose is called M\*Modal Fluency Direct.

**For further support on FESR please contact Transcription Services:**

Phone: 604-806-9696

Email: [transcriptionalerts2@vch.ca](mailto:transcriptionalerts2@vch.ca)

Website: <http://www.himconnect.ca/fesr>

Monday 7:00 am – 5:00 pm

Tues-Thurs 7:00 am – 5:00 pm

Friday 8:00 am – 9:00 pm

Sat-Sun 10:00 am – 6:00 pm

**For further support using Cerner please contact the Help Desk.**

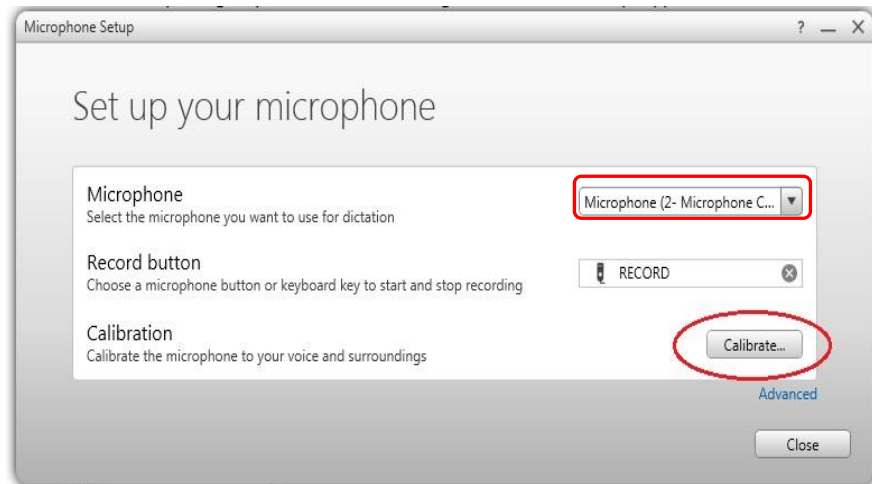
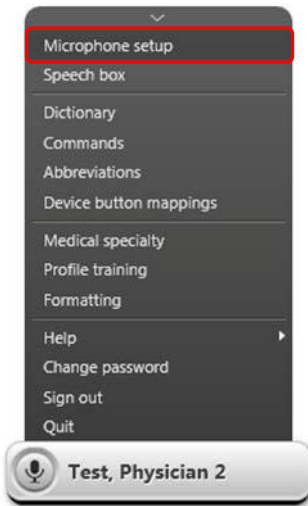
Health Authority	Help Desk Number:	Help Desk Email:
Vancouver Coastal Health	604 875-4334	servicedesk@vch.ca
Providence Health Care	604 806-9333	servicedesk@vch.ca
Provincial Health Services Authority	604 675-4299	servicedesk@phsa.ca

## Microphone Set Up and Calibration

### Microphone Set-Up

A microphone can be set up at any time. If a user is connecting a new microphone or switching between a wired microphone and the Mobile Microphone, they will need to check for microphone connection.

- Select 'Microphone Setup' from the Fluency 'Direct control bar' menu.



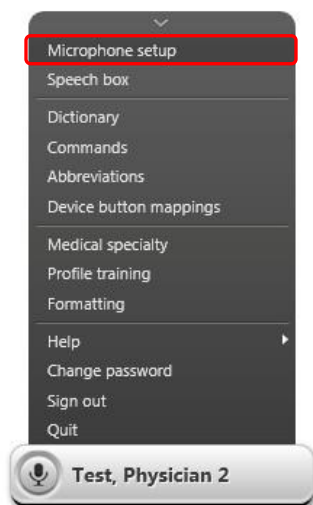
- The Microphone Setup window will appear.
- If the microphone is not connected, connect it now.
- Select the microphone from the drop down menu.

## Microphone Calibration

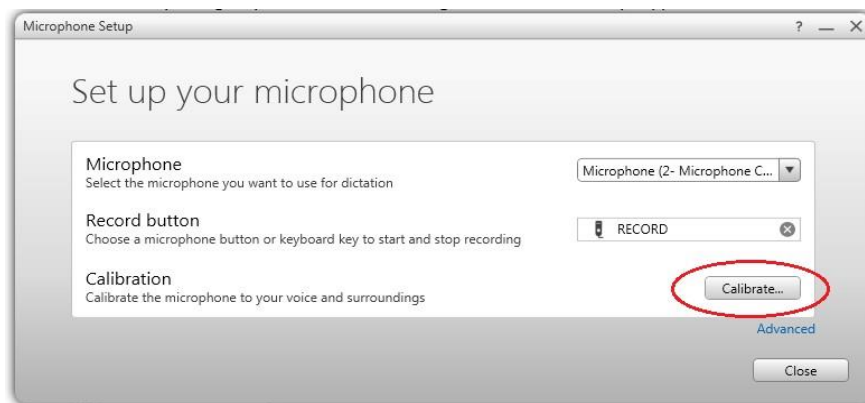
**Note:** Best practice is to re-calibrate the microphone if the environment changes significantly (eg. quiet vs noisy).

Microphone performance may change if a user dictates in multiple environments. This may happen if ambient noise level changes. If performance degradation is noticed, re-calibrate the microphone.

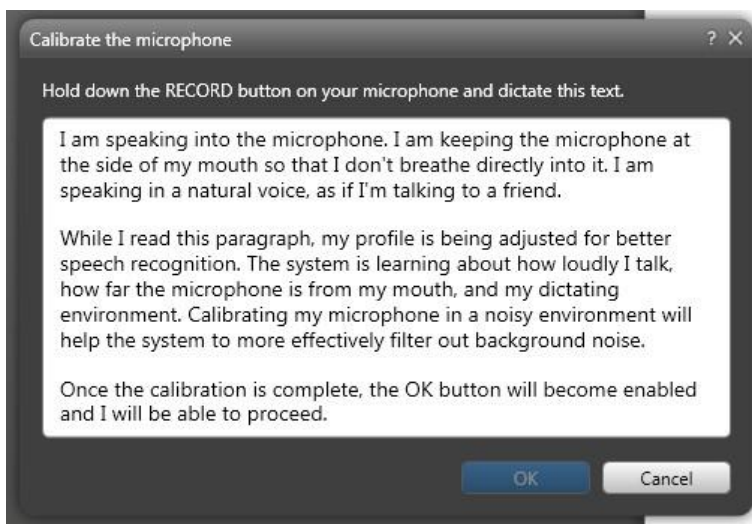
- Click on user name on the 'Direct control bar' and select 'Microphone Setup' from the menu.



- Select 'Calibrate'.



- The user is prompted to read a script. Press the 'REC' button on the microphone and read the slide. The words will be highlighted as they are read.



- When complete, click 'OK' to close the window.

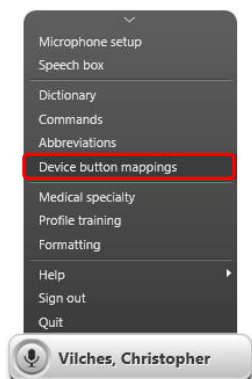
## Microphone Button Mapping

Using the Device Buttons on the hand-held microphone will allow a user to assign specific actions (voice commands etc.) to buttons on the microphone. Standard button mapping is assigned to all users. Several buttons can be customized by the user. These include the F2, F3 and F4 buttons.

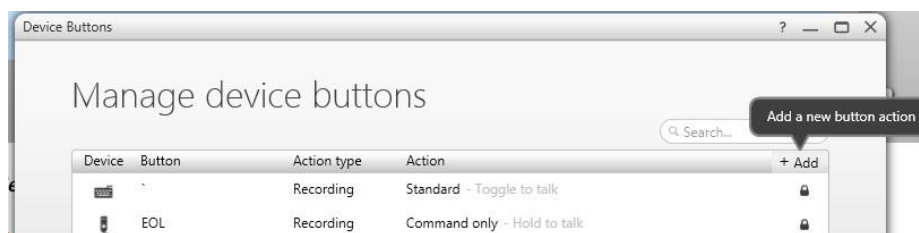
**Note:** The **F1** button has been pre-programmed to function as a shortcut for the 'Undo that' command and **cannot** be changed.

To program the F2, F3 and F4 buttons:

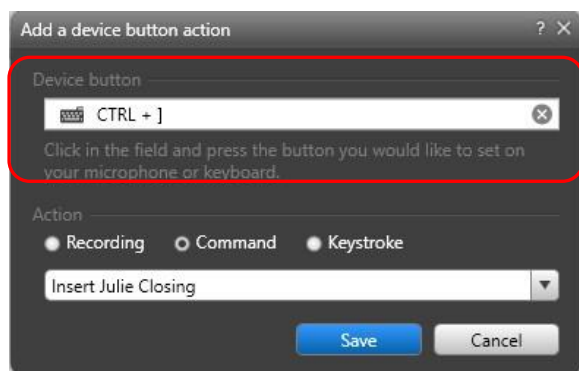
- Click on your name on the Fluency Direct 'control bar' and select 'Device button mappings' to bring up the 'Manage device buttons' screen.



- To add a new device button action, click on the +Add button in the top right corner.



- The 'Add a device button action' window will appear.
  - Add a Device Button mapping by clicking in the 'Device button' field and pressing a microphone button (F2, F3 or F4).
  - Choose the Action Mode for that button:
    - Recording Mode** allows the user to select Standard Recording, Text Only Recording, or Command Only Recording.
    - Command Mode** allows the user to enter a Command that will be performed when that button is pressed. To select the Command, start typing the command name, the list will populate with all commands matching. Select from the complete list of Commands.
    - Keystroke Mode** allows the user to assign a specific keystroke to that button. Ex. CTRL+ P.



**Note:** With the new RM-4010P microphones, a keyboard icon shows as the Device Button when programming buttons on the microphone. This is because the new microphones are programmed to function as a keyboard. The name of the command can be seen in the Action list and F2, F3 or F4 buttons can be used on the mic to activate the command as usual.

## Microphone Troubleshooting

When using a FESR hand-held microphone, audio may not be captured at the time of dictation. This can be due to a number of factors.

Here are a few things a user can do to troubleshoot any issues with their microphone before contacting the help desk.

### Ensure the microphone is plugged in to the computer's USB port

### Ensure the Correct Fluency Direct Application is being Used

- For Cerner, the user must launch the Fluency Direct Application on the QuickLaunch toolbar where Cerner Powerchart is located.
- For dictating into other non-Cerner applications, the user must launch Fluency Direct using the application icon on the computer desktop.

### USB Ports damaged

- USB ports can be damaged/not functioning. One of the first steps is to try plugging the microphone into another USB port, preferably at the rear of the computer as these are the most reliable. This should be done before launching the FESR application.

### USB port is in conflict with another port

- Unplug all USB devices and reconnect the microphone. A restart may be needed with microphone installed

### Windows default recording, playback device is set to another device

- \* When a USB device is plugged in or unplugged, Windows may or may not change the default value of the recording or playback defaults. Check the default values under the Sound properties within the Control Panel, and ensure other recording or playback devices have been disabled.

### Conflicting recording devices

- If more than one device is plugged in, Windows may have a conflict. Unplug all USB devices and reconnect the microphone. A restart may be needed with microphone installed.  
**Microphone has not been recognized; Fluency Direct microphone icon appears red and does not allow recording**
- If a webcam and microphone are both plugged in, it is possible that Windows may have defaulted to the webcam recording speaker. Unplug webcam and/or check Sound properties in the Control Panel.

**Note:** While dictating, the large 'light' on the Olympus RM4010P microphone may flicker from 'green' to 'red'. This is not a problem, unless it stays 'red' when dictating.

## Mobile Microphone

The M\*Modal Mobile Microphone application turns a Smart Phone into a wireless microphone. It allows the user to dictate using the FESR application without the need for a USB-wired speech microphone to be attached to the computer.

**Note:** *The user still needs to dictate at their computer. The phone simply replaces the wired microphone.*

**Note:** *The mobile microphone application **MUST** be used to dictate into Cerner via Remote Access (eg. from any non Lions Gate Hospital and Squamish General Hospital computer and from outside the Health Authority (see page 8)).*

The application can run on both iPhones and Android Smart Phones. Blackberry OS phones cannot be used.

### Features

- Allows the use of a Smart Phone as a microphone for FESR instead of a physical microphone attached to a computer.
- Application uses secure data transmission to stream audio from the Smart Phone to the Fluency Direct software running on the computer. Also uses the user’s existing speech profile.
- The user will not have the button microphone functionality that is available on a regular microphone, eg. the user must tap the microphone icon to turn record on and off.

### Requirements

The user must have a compatible device (iPhone iOS 8 and newer or Android Smartphone OS 4.4 and newer). To check compatibility, do the following:

iPhone	Android Phone
<ol style="list-style-type: none"> <li>1. Go to Settings</li> <li>2. Tap on ‘General’</li> <li>3. Tap on ‘About’</li> <li>4. Find ‘Version’</li> </ol>	<ol style="list-style-type: none"> <li>1. Go to Settings</li> <li>2. Tap on ‘About Device’</li> <li>3. Find ‘Android Version’</li> </ol>

### Interested?

Instructions for setting up and using the mobile microphone can be found here:

<http://www.himconnect.ca/fesr>

Any help needed, please contact HIM Transcription Services at [Transcriptionalerts2@vch.ca](mailto:Transcriptionalerts2@vch.ca) or call 604-806-9696.



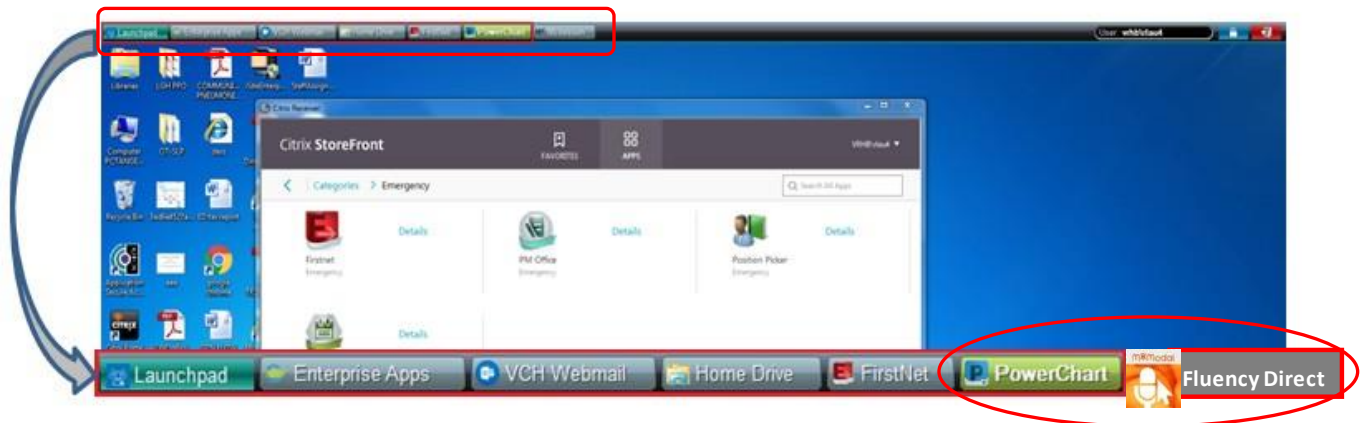
## Logging In and Out of Fluency Direct When Using Cerner

When using FESR to dictate into Cerner Powerchart or other Cerner applications, Fluency Direct must be launched from the **Citrix Portal QuickLaunch** toolbar located at the top of the screen. This is different than using Fluency Flex where the user launched the application using the computer icon on the computer desktop.

### From CST Cerner Sites/Hospitals

- \* Login to the computer with personal Health Authority network credentials.
- \* Along the top of the screen, there is a 'QuickLaunch' toolbar where Cerner Powerchart, Fluency Direct and other commonly used application icons can be found.
  - o Single click on the Powerchart icon to open Cerner.
  - o Single click on the Fluency Direct icon to open Fluency Direct.

CST is introducing a toolbar located at the top of your display screen. It will be available on all devices and gives users quick access to Cerner applications (and other key applications). Applications that are started from this bar will not prompt you for a username and password. It will single sign you in using your network logon account.



Example Caradigm LaunchPad for a device in the emergency department

**Note:** If the user is eligible for Tap 'N' Go, this will allow them to log in and out of the Windows Session as well as Fluency Direct and Cerner without needing to re-enter any credentials. Any programs running after they tap out will still be running once they move to another station and tap back in.

## From Non-CST Health Authority Sites or From Outside the Health Authority

If a user is documenting into Cerner from sites other than Lions Gate Hospital and Squamish General Hospital, they need to access Cerner via the remote access process just the same as when they are outside the Health Authority. This is because the CST technical architecture has only been deployed to the Lions Gate and Squamish computers.

Once a user has remoted in to the Health Authority, the process for launching Fluency Direct is to start Fluency Direct from the Citrix Storefront. There is an M\*Modal Fluency Direct icon in the 'APPS' screen of the Storefront. If it cannot be seen, type 'mmodal' in the search box of the Citrix Storefront to launch it that way.

In order to dictate into Cerner via remote access, a user must use the **M\*Modal Mobile Microphone Application** for iPhone or Android. Instructions for setting up and using the Mobile Microphone can be found here: <http://www.himconnect.ca/fesr>.

The regular handheld, wired, microphone cannot be used to dictate into Cerner via remote access.

## Using FESR to Document in Cerner

Dictating into Cerner is the same as dictating into Fluency Flex since both use Fluency Direct and wherever the cursor is, the dictation appears.

The user can use FESR to dictate into Cerner fields, text boxes and documents/notes. There are also a number of document/note templates set up in Cerner.

### What Doesn't Change

1. The **voice profile** users have been progressively improving through their use of Fluency Flex is the same profile that is being used with Cerner.
2. Personal **Commands, Abbreviations and Dictionary** carry over. Custom **Microphone Button Mappings** do not change except for the F1 button.
3. Providers are encouraged to do all future documentation in Cerner. Information entered into Cerner through the standard workflows will auto-populate in the document/note when it is created so this information will not have to be redictated. Similarly, order entries, lab results and allergies will auto-populate in the notes.
4. Fluency Flex can still be used for dictation if preferred. Some changes in Fluency Flex will be noticed as it now mirrors the changes made with Cerner – eg. the number of work types has increased and are the same as those in Cerner. Fluency Flex may also be used for dictation when Cerner is down, depending on the site's procedures.

### Dictating into a Cerner Text Field or Note

- After Cerner and Fluency Direct is launched from the QuickLaunch toolbar, place the cursor in the Cerner text field or note.
- Begin dictating.
- When dictating into a document, any commands and abbreviations that were created previously can be used.

- Any microphone button commands that were set up previously can also be used except for F1 as this has been pre-programmed to a Cerner specific command 'undo that' and cannot be changed.
- Save or sign the document as appropriate.

## Search Boxes

The user can also dictate into some of the Cerner search boxes as follows:

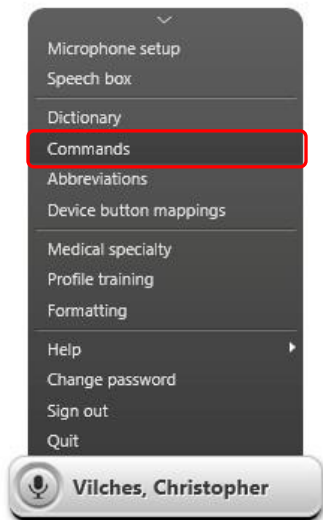
- To dictate into a search box, simply position the cursor in the search box, dictate the word or phrase and then press on the space bar on the keyboard to display a list of search results.

## Commands

Fluency Direct offers the ability to create commands that can be used to insert snippets of text, perform keyboard shortcuts, mouse clicks, and more. This can save time by automating repetitive tasks and reducing the amount of information that must be dictated.

### Creating a Command

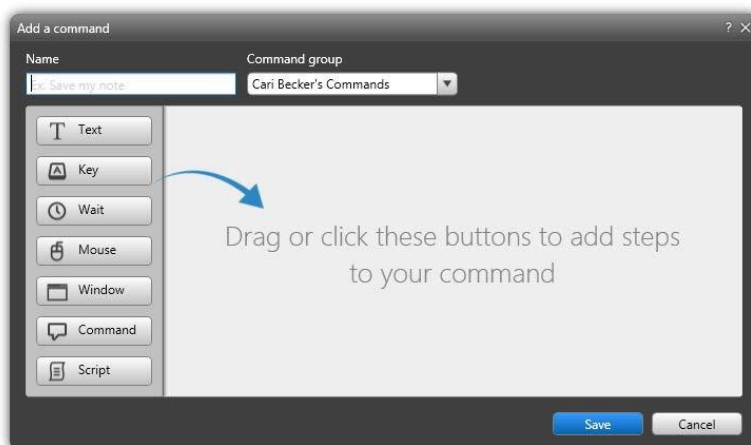
- From the Fluency Direct control bar, select 'Commands' from the menu.

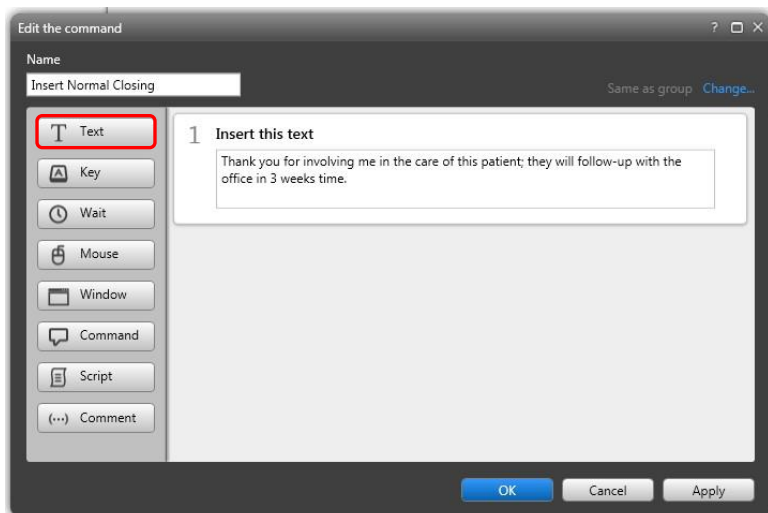


- To add a new command, click on the '+Add' button in the top right corner.



- The 'Add a command' window appears.
- Your voice command should start with the word 'Insert'. The **command name** is an important step because this is the **speech command** (eg. what is dictated) that will activate the command. Keep command names simple and relative to the command action or results.





- The Text option allows the user to create text snippets (also referred to as autotext). A text snippet is a piece of text that is inserted into a document during dictation on a regular basis.
- Click 'OK' to save the command; clicking 'Apply' will save the command and keep the Command Details window open.

**Note:** 1. Use an action verb at the beginning of each command name (i.e. 'Insert'). This will prevent the command from being inadvertently triggered.

2. Make sure the command name is meaningful, and easy to remember it for use in the future (i.e. 'Insert Physical Exam').

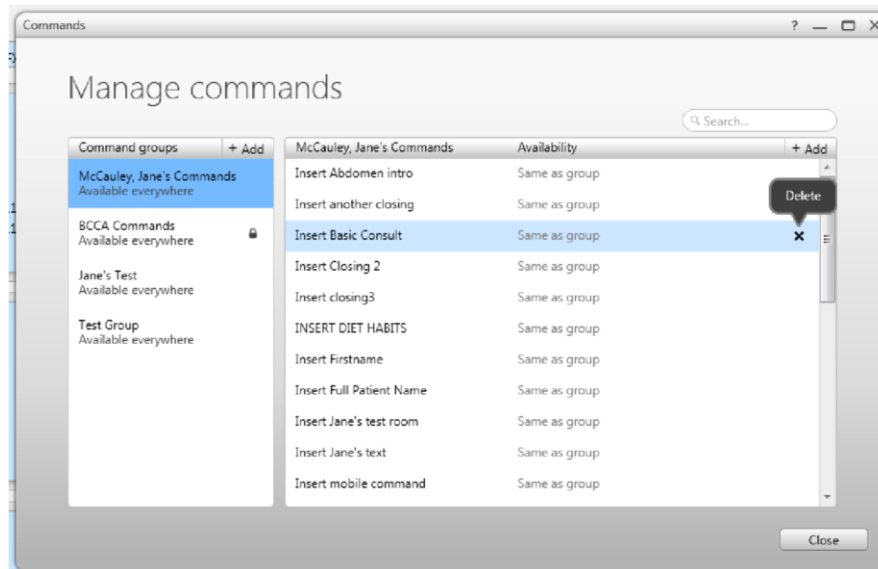
### Editing a Command

- To edit an existing command, click on the command to open the 'Edit the command' window. Make required changes and click 'Apply' to save any changes.



## Deleting a Command


- Hover over the command name in the commands list.
- Click the 'X' delete icon on the far right.



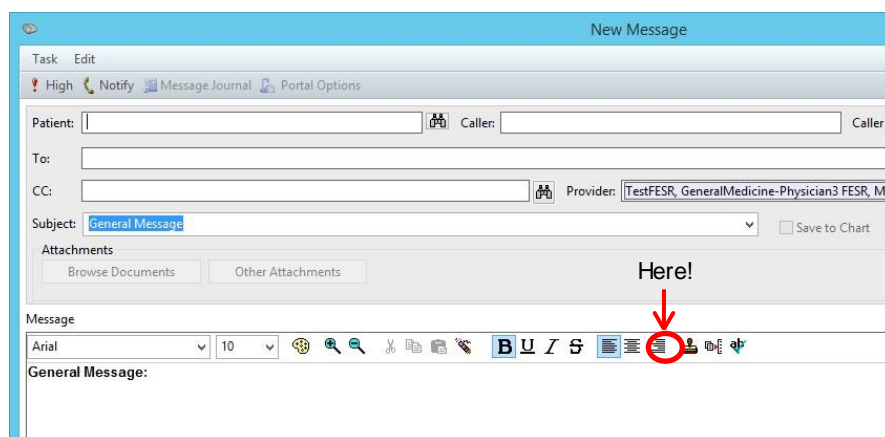
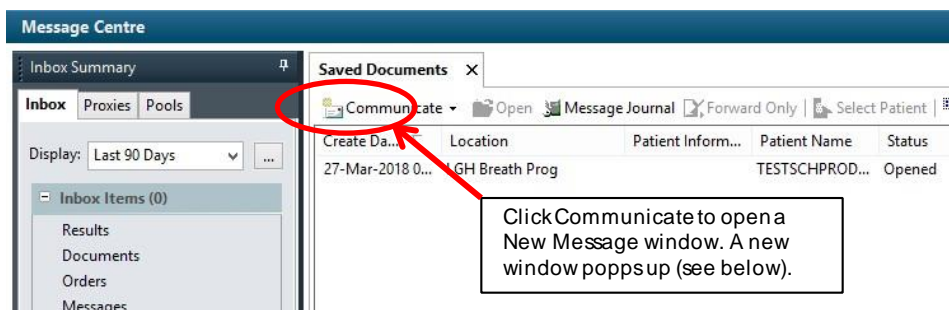
## Creating Your Own Auto Text in Cerner

As you may know by now, Cerner Auto Text works similar to Commands in Fluency Direct. Both speed up documentation by triggering the insertion of blocks of pre-established text or templates that are frequently used when creating clinical documentation or notes.

There are many benefits of using Auto Text in Cerner. It allows you to add an embedded smart template, such as Allergies and Medication List. Also, you can format a document using different font sizes, styles, bolding, italics, and etc., whereas Commands in Fluency Direct only allows you to use plain text.

To create AutoText, begin with the Manage AutoText button , which can be found anywhere you would manually enter text in PowerChart: such as Message Center and the Workflow Summary text boxes.

*Option 1:* One easy spot to find this that doesn't require opening a patient's chart is New Message in Message Centre:



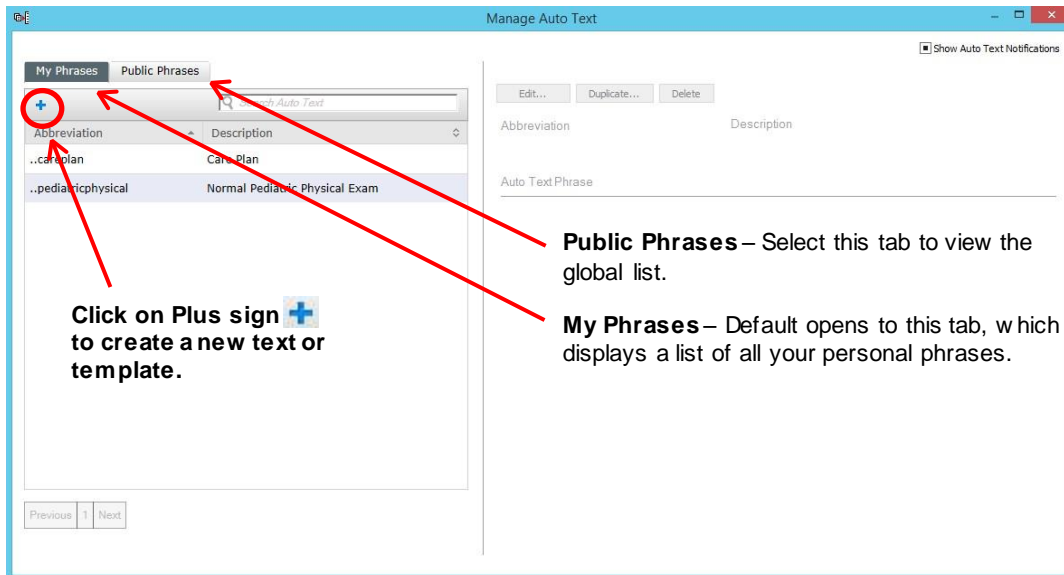
Option 2: Any text fields, such as Physical Exam, History of Present Illness, Assessment and Plan, on workflow tabs:



Option 3: While directly editing a document:

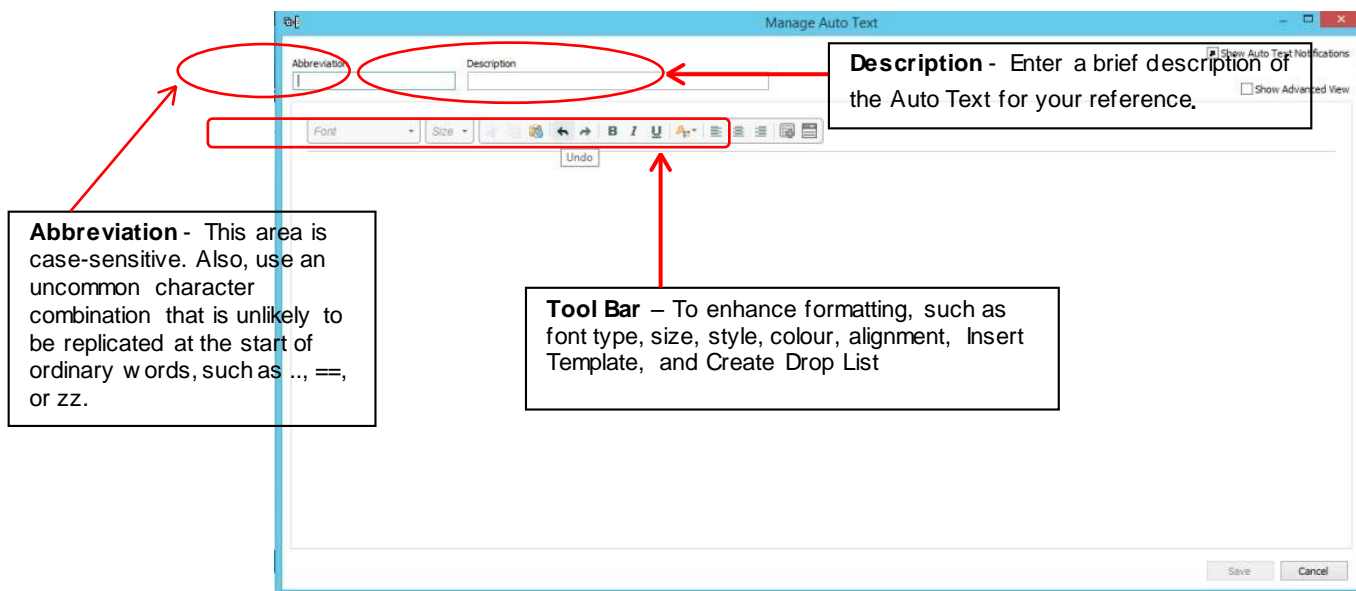


Once you click on the Manage Auto Text icon  , you will see this new view:





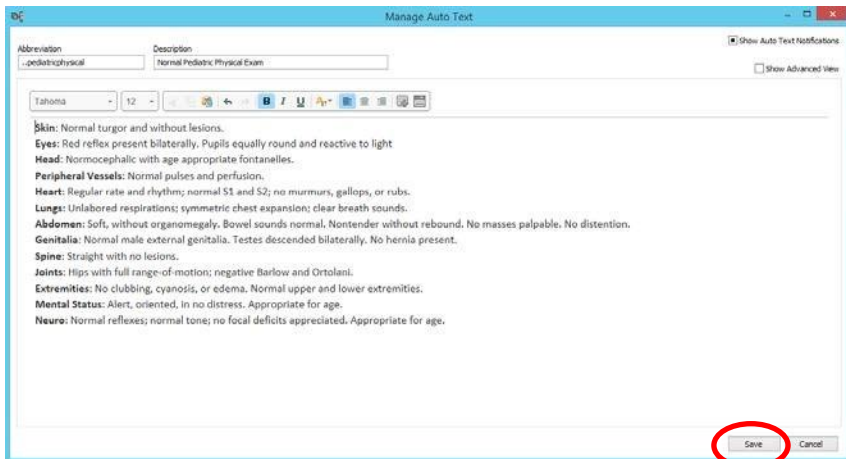
A new window, Manage Auto Text, shows up:



**Abbreviation:** This area is case-sensitive. Enter an abbreviation using an uncommon character combination that is unlikely to be replicated at the start of ordinary words, such as .., ==, or ZZ.

**Description:** Enter a description of the Auto Text for your reference.

**Note:** It is important to carefully select your auto text abbreviation to eliminate a random Auto Text pop up. If you use (,,), it will be recognized as a global Auto Text and will be shared with other providers in the facility.



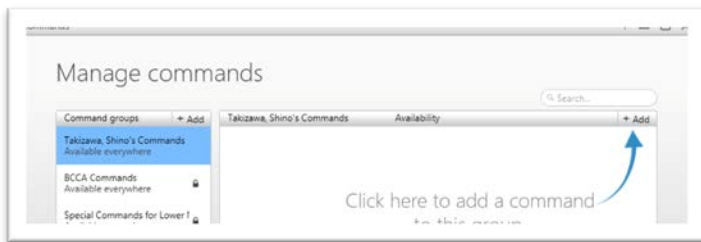
- With the cursor in the text box below the tool bar, you can either type or dictate your text.
- The toolbar tools allow you to edit and format your text.
- Feel free to make it bold or to enlarge a font size to stand out.
- Click Save at the bottom of this window once the Auto Text entry is completed.



## Voice-Enabling Cerner Auto Text

Cerner autotext is triggered by typing keystrokes on your keyboard. To voice enable a Cerner autotext, you will need to create a voice command by doing the following (this must be repeated for each autotext you wish to voice enable):

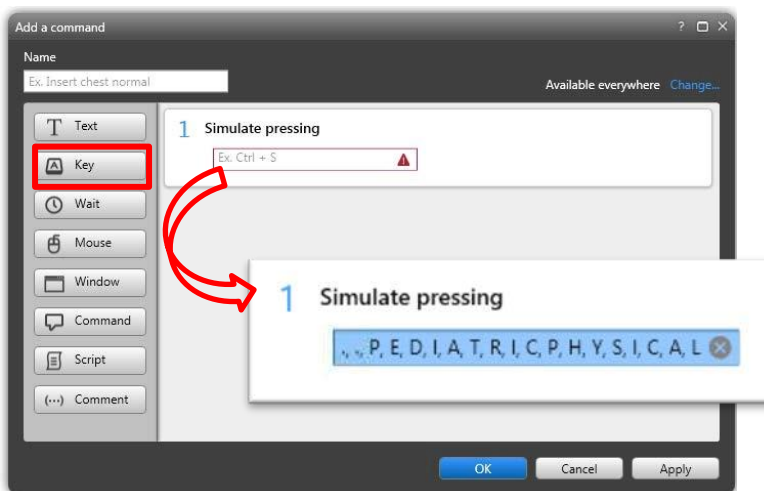
- Click on the Fluency Direct pill that has your name.
- Click on 'Commands'.



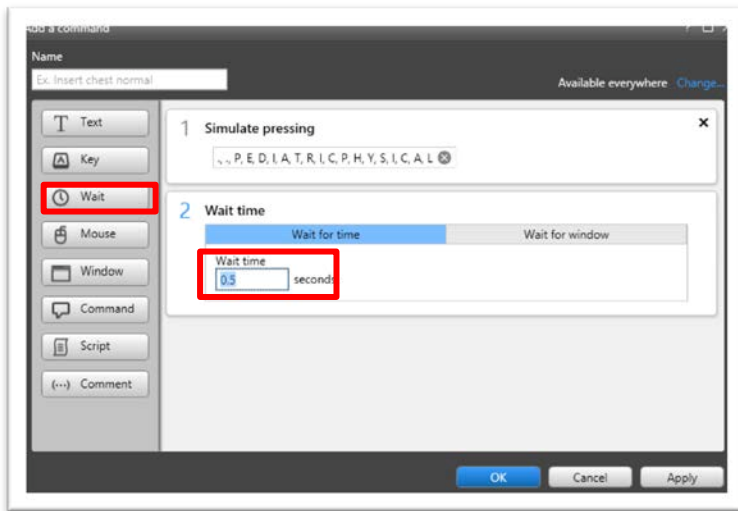
- Make sure your own command group has been selected.
- ie. Click on 'Command Group' then select your own Command Group.

command.

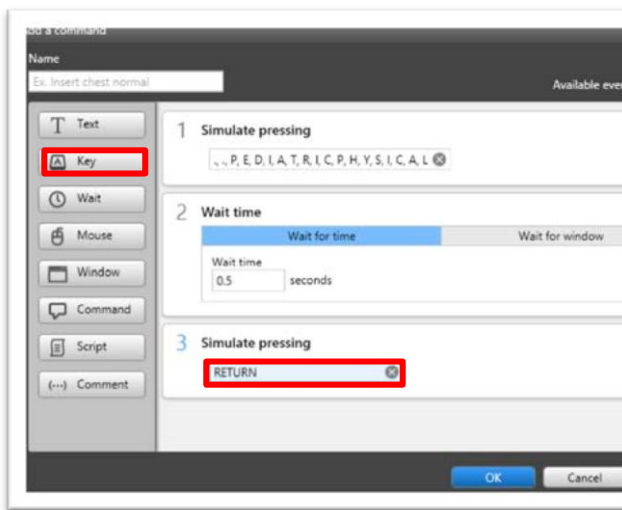
- Then, click on '+ Add' to add a new



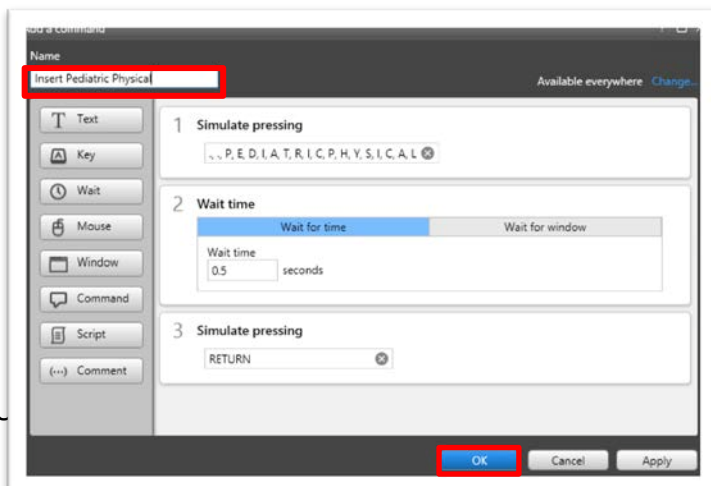
- Click on 'Key' and click in the text box.
- Enter the keystroke command for an AutoText or a template within Cerner (e.g. ..pediatricphysical)
- The keystroke command must be entered **exactly** as displayed in Cerner as it is case sensitive.
- If you make a mistake, you need to start again. You cannot use a backspace key.



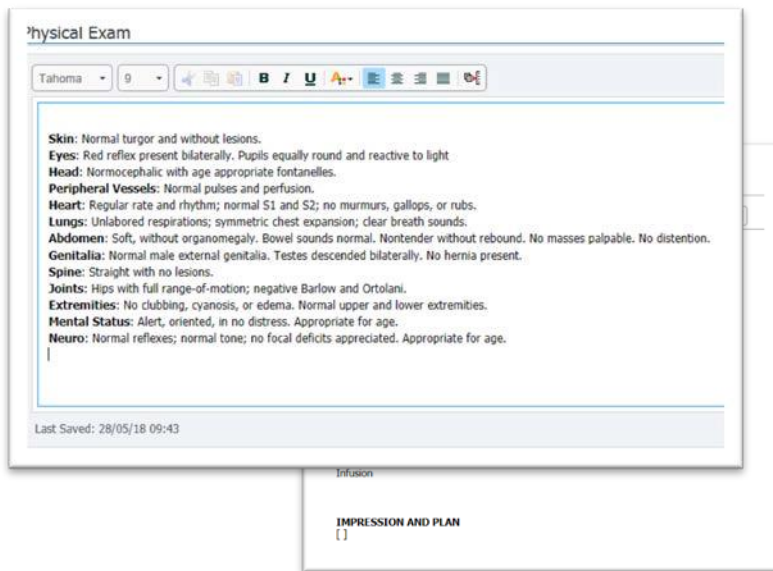
- Click 'Wait'. The optimized default is 0.5 seconds. Keep as is and do not modify this wait time.



- Click on 'Key' again and click on the text box. Press 'Enter' on the keyboard.



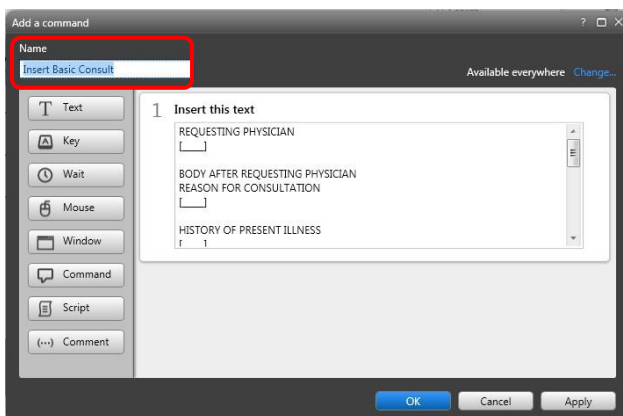
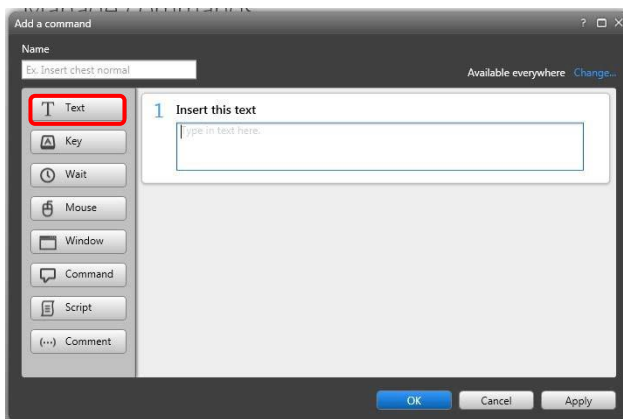
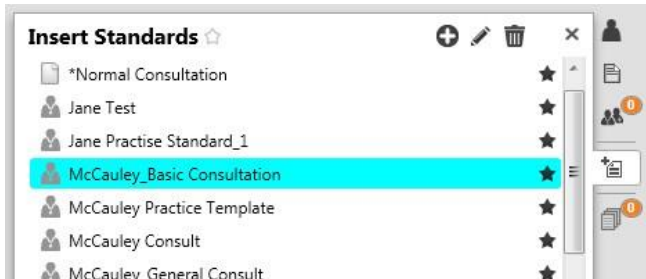
- Name the command something that is unique and easy to remember, always preceding the name with 'Insert' e.g. 'Insert Pediatric Physical'.
- Then click 'OK'.



- Now test this in Cerner. Position the cursor where you want the command to appear. You can use any text box or a template.
- Dictate the command name. (eg. Insert Pediatric Physical)
- The selected autotext or the template will appear on screen.

## Converting a Fluency Flex Standard to a Fluency Direct Command

Personally created Fluency Flex Standards are not available for use in Cerner. However, they can be converted to a Fluency Direct Command for use in Cerner.



- Launch Fluency Flex from the desktop.
- Follow process for creating document on a patient (do not save or sign document).
- Click 'Show Standards'.
- Open the standard/template to convert.
- Double click the name of the template to open it in the editor screen.
- Select all of the text (Ctrl + A).
- Copy the text (Ctrl + C).
- Click on your name on the 'Direct control'.
- Select 'Commands'.
- Click 'Add'.
- Click on 'Text'.
- Position the cursor in the text box and paste (Ctrl + V) the template into the text box.
- Proofread the text.
- Automatic fields must be removed and replaced with square brackets [ ].
- Name your command - always precede with 'Insert' to let the system know this is a command not dictated text.
- To use the Command, position the cursor in the Cerner text field and say the name of the Command – 'Insert <name of command>'.
- Once it is in the editor screen it can be formatted, added to, deleted and

**Note:** Any blank fields will show with empty square brackets. When using the Command, these fields can be used to move through the command easily. The square brackets **will not** be removed automatically. To remove the final report, either remove them manually or use the voice command 'Remove all fields'.

## Using Common Built-In Commands

There are a number of built-in dictation voice commands that can be used to save time.

Say this	For this Action	Alternative Microphone Press:
<b>Punctuation Commands</b>		
<ul style="list-style-type: none"> <li>• Period / Comma / Colon / Semicolon / Decimal Point / Slash</li> <li>• Open / Close parenthesis</li> <li>• Open / Close quotation mark</li> </ul>	Enters punctuation	
<b>Navigation Commands</b>		
<ul style="list-style-type: none"> <li>• Go to next field / previous field / first field / last field</li> <li>• Go to end / beginning of list</li> <li>• Go to end / beginning of sentence</li> <li>• Go to end / beginning of paragraph</li> <li>• Go to end / beginning of document</li> <li>• Insert before / after &lt;word&gt;</li> </ul>	Moves <ul style="list-style-type: none"> <li>• between fields</li> <li>• within a list</li> <li>• within a sentence</li> <li>• within a paragraph</li> <li>• within the document</li> <li>• before or after a word</li> </ul>	
<b>Editing Commands</b>		
<ul style="list-style-type: none"> <li>• Select &lt;word&gt;</li> <li>• Select Next field</li> <li>• Select Previous field</li> <li>• Select &lt;word&gt; through &lt;word&gt;</li> <li>• Select All</li> <li>• Clear selection OR Unselect text OR Unselect that</li> <li>• Select the word or phrase to replace and dictate the replacement word or phrase in its place</li> <li>• Undo that OR Undo last</li> <li>• Delete that OR Delete current selection OR Delete selection</li> <li>• Select &lt;word&gt;</li> <li>• Correct &lt;that&gt; or &lt;word&gt;</li> </ul>	Selects: <ul style="list-style-type: none"> <li>• a word</li> <li>• the next field</li> <li>• the previous field</li> <li>• a selection of text</li> <li>• all text in the document</li> </ul> Clear selected text  Replaces a word or phrase  Undo the last command Deletes selected words  To correct a word	<ul style="list-style-type: none"> <li>• FF on mic</li> <li>• REW on mic</li> </ul>

Say this	For this Action	Alternative Microphone Press:
<b>Formatting Commands</b>		
<ul style="list-style-type: none"> <li>• Uppercase that OR Lowercase/Uppercase selection OR Toggle case (<i>once</i>) for Initial caps</li> <li>• Item 1 &lt;item text&gt; (<i>then</i>) Next Item</li> <li>• Next Item (<i>then</i>) Toggle list</li> <li>• New Section &lt;heading name&gt;</li> <li>• Remove all fields (this will need to be applied to each field. Fields cannot be removed for the entire document with 1 command)</li> </ul>	<p>Changes case of text</p> <p>Begins a numbered list</p> <p>Ends a numbered list</p> <p>Creates a section heading</p> <p>Removes square brackets in a section</p>	<ul style="list-style-type: none"> <li>• This command does not function within Cerner</li> <li>• This command does not function within Cerner.</li> <li>• Hit 'Enter' on the keyboard, twice.</li> </ul>
<b>Inserting Names</b>		
<ul style="list-style-type: none"> <li>• Patient name</li> <li>• Patient first name</li> <li>• Patient last name</li> <li>• Primary care provider</li> </ul> <p><i>* It is not necessary to say 'insert' before these commands when using Direct in Cerner.</i></p>	<p>Inserts the patient's full name</p> <p>Inserts the patient's first name</p> <p>Inserts the patient's last name</p> <p>Inserts the primary care provider's name</p>	

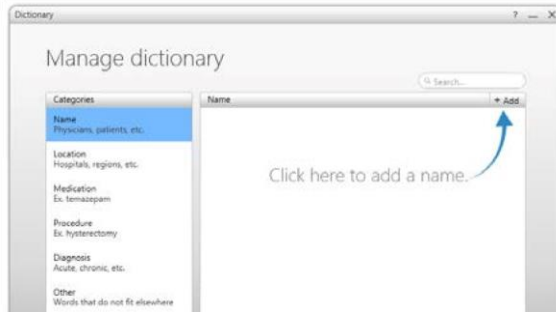
## Dictionary

Words can be added to your dictionary including names, locations, medications, procedures, diagnoses, other miscellaneous words, as well as, excluded words.

**Note:** *This is a personal dictionary; it is not viewable by other users. Many provider names, locations, and medications have been 'pre-loaded'. As well, during microphone setup, choosing a medical specialty loads an appropriate dictionary so terminology relevant for your specialty will be recognized.*

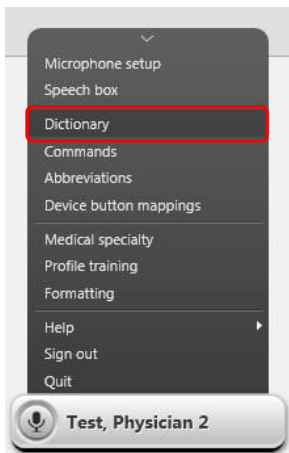
- To open the Dictionary, click on the 'Direct control bar' and select 'Dictionary' from the menu.

## Adding to the dictionary



## Editing a dictionary entry

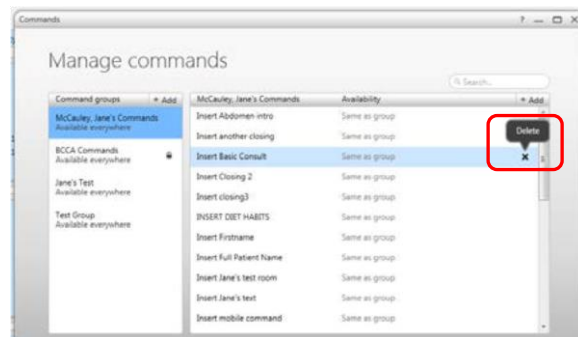
- Click on user name on the Direct control bar. Select 'Dictionary'.



- Click the +Add button.
  - Select the category.
  - Enter the word.
  - Click 'Save', then 'Close'.
- Open the 'Manage dictionary' window.
  - Double click on the item to edit.
  - The 'Edit the word' window

appears.

- Make the correction.
- Click 'Save'
- Click 'Close'



## Deleting a dictionary entry

- Open the 'Manage dictionary' window.
- Select the category.
- Search for the word to delete.
- Hover over the word and click the Delete icon 'X' to the far right.
- A message appears 'Are you sure you want to delete this word?'
- Click 'Yes'.
- Click 'Close'.

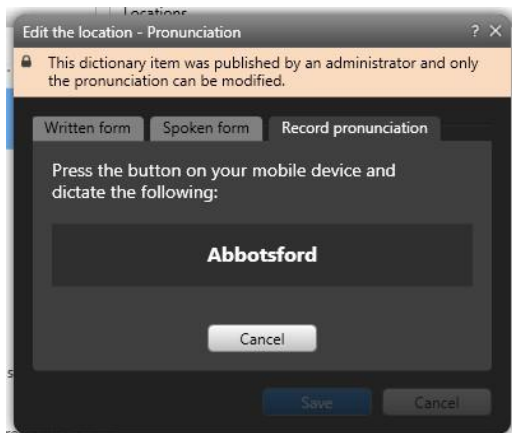
Published Dictionary terms are those words or terms that have been published by an administrator for use across a company or facility. When a dictionary term, word, etc. has been published, it is locked from both editing and deleting.

Only an administrator can remove globally published items. These items will be available in an individual's Dictionary, but will contain a **lock symbol** to the right of them.



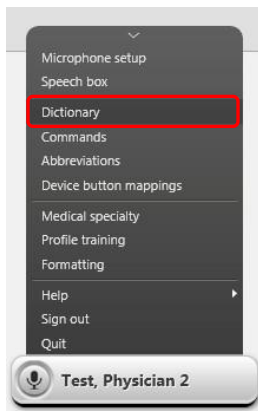
Although the Name field and the Category buttons will be disabled for editing, Published Dictionary terms **can** be recorded for pronunciation.

- Double click on the term and record the pronunciation by clicking the ‘Record pronunciation’ tab in the dialog.

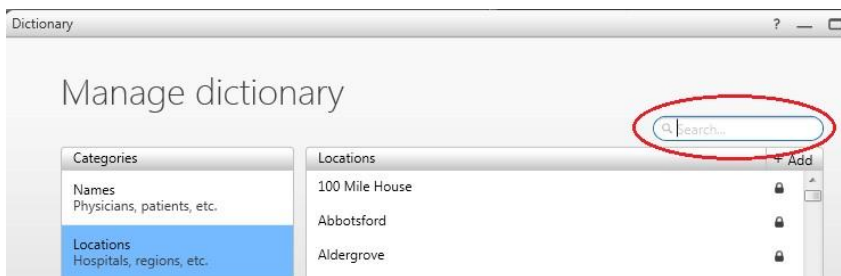


### Personalizing or correcting the pronunciation of a word

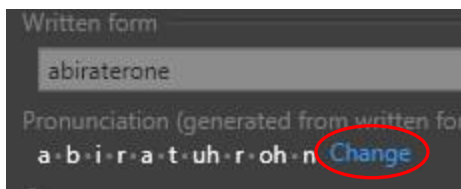
If a word is added to the dictionary, and is saved in the correct category, and it still does not recognize correctly, or if the word has more than one pronunciation, the best way to improve recognition is by recording the word.



- Click on the ‘Direct control bar’ and open the dictionary.
- The ‘Manage dictionary’ window opens.
- Search for the word.



- Click on the ‘Change’ button.





- Click the 'Record Pronunciation' tab.



- Press the record button on the microphone and dictate the word. It is important that the user says the word how they would normally pronounce it. So the system can recognize the word when they say it in the future.
- Click 'OK'.
- Click 'Save' to save the recording.
- Click 'Close' to close the window.

## Abbreviations

Frequently spoken abbreviations can be added using the 'Abbreviations' function, so they appear in the full expanded format in any report.

e.g. Say the abbreviation 'CHF' and 'Congestive Heart Failure' will appear in the report.

### Adding to Abbreviations

- Click on your name on the 'Direct control bar'.
- Select 'Abbreviations' from the drop down list.
- Search for any abbreviation before adding a new one so there are no duplicates (as the search term is entered, the dictionary will automatically filter out the terms that don't match.).
- Click 'Add'.
- The 'Add an Abbreviation' window appears.
- Type in the abbreviation (top box).
- Type in the expanded form (bottom box).
- Click 'Save'.
- Click 'Close' to exit 'Manage abbreviations' window.



### Editing an Abbreviation

- Select Abbreviations from the drop down list.
- Search for the item to edit.
- Double click on the item.
- The 'Edit' window appears.
- Make any correction/s.
- Click 'Save'.
- Click 'Close'

### Deleting an Abbreviation

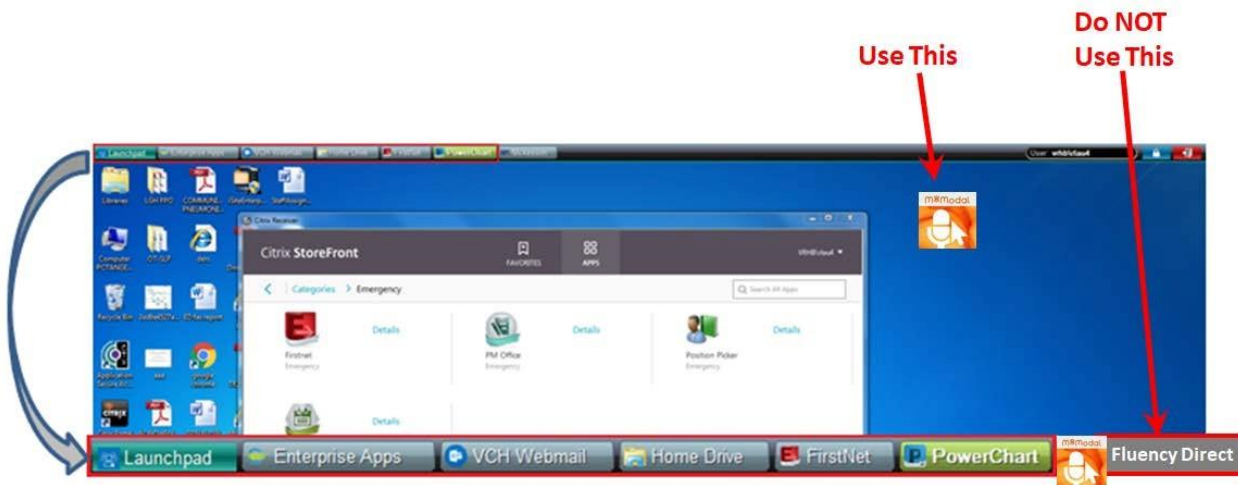
- Select Abbreviations from the drop down list.
- Search for the word.
- Hover over the word.
- Click on the delete icon 'X' - to the far right of the word.

# Using Fluency Direct in MS Word, Email and Other Applications

## Introduction

Fluency Direct can be used to dictate into other applications including Microsoft Word and Outlook. Ensure that the cursor is positioned in the target application where the dictation is to appear. The cursor should be re-focused each time a different application is selected for use.

To use Fluency Direct in other desktop applications **not hosted in the Citrix portal** the Fluency Direct application located on the computer desktop **must** be used NOT the one on the QuickLaunch toolbar which only works with Cerner.



- Go to the computer desktop.
- Double Click on the Fluency Direct icon.
- Ensure the QuickLaunch version of Fluency Direct has been closed before opening the desktop version. Close Fluency Direct by left clicking on the Fluency Direct control bar and click 'Quit'.

**Note:** To use this function the user **MUST** ensure that they have selected the Fluency Direct icon on the desktop, not the one available on the LaunchPad when logging on to Cerner.

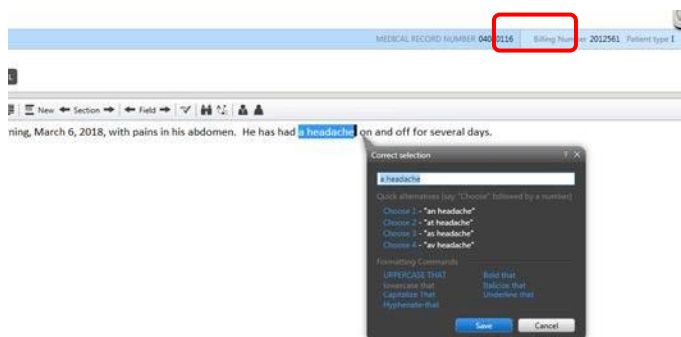
## Improving Voice Recognition Using Fluency Direct

There may be times when the system cannot recognize a particular word or phrase that is dictated. If this happens, recognition can be improved in the following ways.

### General Good Practice

- Be aware of dictation habits. Stop recording to gather next thoughts. Slight utterances (um’s and ah’s) or other unclear speech may affect dictation quality and may pull in additional words that will need to be removed when proofreading.
- The user should try to keep the dictation style similar to that of their phone dictation style
- Edit the document as dictation progresses, or at the end of dictation.

### Using ‘Correct that’ Command

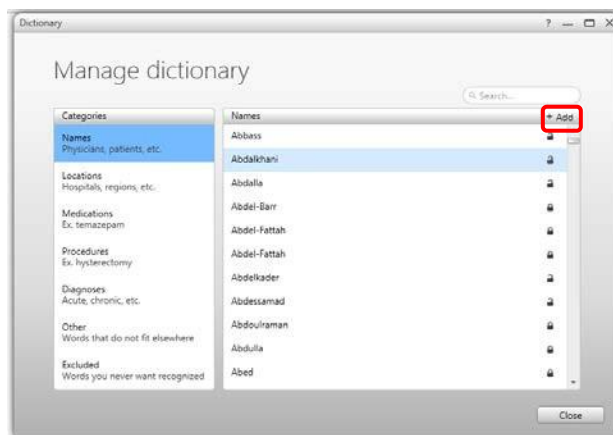


- Use the ‘Correct that’ command when words are incorrectly recognized.

- Select the word or words that are to be changed
  - Say ‘Correct that’
  - Select from the list that appears or add a new word to the edit box
  - Click on ‘Save’

## Using the Dictionary

- Add unrecognized words to the ‘Dictionary’
- Click on the name on the ‘Direct control bar’.
- Select ‘Dictionary’.
- Select the category.
  - Click on ‘Add’.
  - Enter the word.
  - Click on ‘Save’.
  - Click on ‘Close’.



## Recording Pronunciation

- If words are still not correctly recognized, RECORD the pronunciation of the word in your Dictionary
- Click on the name on the Direct control bar.
  - Select ‘Dictionary’.
  - Select the category.
    - Click on ‘Add’.
    - Enter the word.
  - Click on ‘Change’ (to the right of the phonetic spelling).
    - Click on ‘Record pronunciation’.
    - Dictate your pronunciation.
      - Click on ‘OK’.
    - Click on ‘Close’



## Changing the ‘Spoken form’

- Change the ‘Spoken form’ of the word in your Dictionary as an extra step to improving recognition. i.e. AAA = Triple A
- Click on your name on the Direct control bar.
- Select ‘Dictionary’.
- Select the category.
- Click on ‘Add’.
- Enter the word as it will appear (eg: AAA).
- Click on ‘Change’ (to the right of the phonetic spelling).
- Click on ‘Spoken form’.
- Enter the spoken form in the edit box.
- Click on ‘OK’.
- Click on ‘Close’.

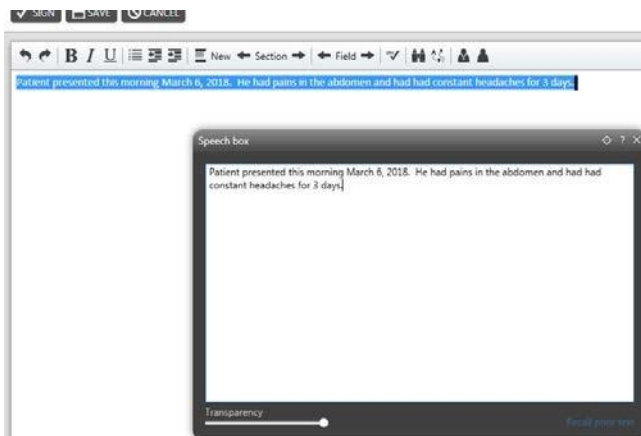


## Using the Fluency Direct Speech Box in Cerner

The Speech Box is an integrated application that allows a user to dictate into and then transfer the text to any application.

### To access the Speech Box

- Click on the name in the Fluency Direct control bar.
- Select ‘Speech Box’.



- Speech box appears.
- Dictate into the speech box.
- Position the cursor in the application where the text is to appear. (i.e. Cerner, Word, Outlook).
- Say ‘Transfer Text’. The Speech Box will disappear, but issuing the command ‘Transfer Text’ will ensure the text is transferred to the selected location.

## Support

### Do You Need Further Support?

This and other Cerner support documentation for providers can be accessed via the link in Cerner that is being set up by the CST Cerner team.

FESR support materials can also be found on the Health Information Management Transcription Services intranet site at: <http://www.himconnect.ca/fesr>.

### For further FESR support, please contact Transcription Services:

Phone: 604-806-9696

Email: [transcriptionalerts2@vch.ca](mailto:transcriptionalerts2@vch.ca)

Website: <http://www.himconnect.ca/fesr>

Monday 7:00 am – 5:00 pm

Tues-Thurs 7:00 am – 5:00 pm

Friday 8:00 am – 9:00 pm

Sat-Sun 10:00 am – 6:00 pm

### For further support with Cerner please contact the Help Desk:

Health Authority	Help Desk Number:	Help Desk Email:
Vancouver Coastal Health	604 875-4334	servicedesk@vch.ca
Providence Health Care	604 806-9333	servicedesk@vch.ca
Provincial Health Services Authority	604 675-4299	servicedesk@phsa.ca