Consulting Services
Dragon Medical One
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September 2022

Dragon Medical One

END USER FACILITATOR GUIDE
Customer – EHR Agnostic

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Table of Contents

Prior to Training....4
Assumptions....4
Training Objectives....4
How to present this lesson....5
Downloading PowerMic Mobile....5
Beginning of Training Session....6
Agenda....6
DMO Demonstration....7
What is DMO?....7
What does DMO Do?....8
DMO Benefits....8
DMO Capabilities....8
Launching DMO....9
DragonBar....10
Microphone Management....14
Basic Dictation....16
Correction....17
Managing Custom Vocabulary....22
DMO Review....23
Custom Commands....23
Creating an Auto-Text....24
Editing or Deleting an Auto-Text....26
Navigating through Variable Fields....27
Creating a Step-by-Step Command....28
Editing or Deleting a Step-by-Step Command....30
PowerMic Mobile....31
Manage Formatting....33
Anchoring the Speech Focus....35
Resiliency Mode....36
MDCalc Integration....37
Nuance Healthcare ID....37
Ongoing Support....38
Integrated Learning....38
DMO Live Chat....39
Dragon Medical Advisor....40
Appendix A: Additional List of Characters for Spell Out Mode....44
Appendix: B....56

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Purpose

This document is intended to guide facilitators or trainers through introducing and preparing clinicians to utilize Dragon Medical One (DMO).

Prior to Training

- Ensure all clinicians have DMO installed and a microphone is available.
    - Make sure that each provider has been assigned a DMO user profile and license in the Nuance Management Center.
    - If applicable, each user should also have been assigned a PowerMic Mobile license and provided with a Welcome Letter.
- Ensure that all clinicians have access to the DMO End User Guide.
- Ensure that all clinicians have access to the DMO Quick Reference Guide.
- Confrim when will rounding occur after class. Who will be rounding on the physicians?
- Confirm what the specialties are of the clinicians attending training
- Verify which microphone sources will the clinicians be using
- Verify how is Dragon installed. Via citrix/VMware or Standalone?
- Verify the EHR, and if there is a special training environment for training.
- Confrim what will the classroom set up look like. Is there access to a projector?
- Verify the length of training sessions. Thre should be at least 30 minute break/buffer between each session.

Assumptions

- The standard class size is 1-4 users.

Training Objectives

- Provide live DMO product foundational training to clinicians.
- Confirm successful product knowledge transfer to ensure client productivity and satisfaction.
- Answer any questions the user(s) may have.

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How to present this lesson

Trainees should follow along unless otherwise noted.

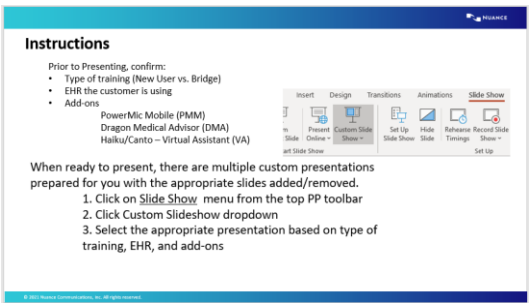
All the text in blue in the Facilitator Guide Companion deck is meant for the end-user to try themselves for practice.

The Facilitator Guide Companion contains instructions for using the custom presentation mode in PowerPoint. The custom presentations have already been set up for you based on the following factors:

- Type of training (New User vs. Bridge
- EHR
- Add-ons (PMM, DMA, VA)

See the Appendix at the end of this lesson to view which slides are incorporated into each custom presentation

Slide #1



Downloading PowerMic Mobile

This section should only be covered if the customer has PowerMic mobile licenses.

- You may want to cover this setup process prior to beginning class as the users are walking in.
- Download the PowerMic mobile app from the general app store on the user's smart phone.
  - The app works for IOS 8.0 or greater or android 4.0 or greater.
- Once the app is installed, the user needs to click on the configuration link from their phone.
  - Each organization has a unique configuration link that needs to be clicked once the app is installed. It can be manually copied and pasted into the profile settings from the app as well.
  - It can also be texted to the user if the link is not working via the email app from their phone.

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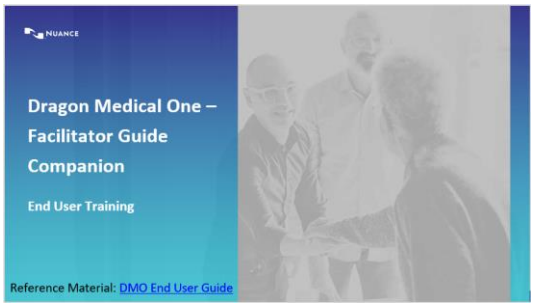
Beginning of Training Session

Introductions

Take 30-60 seconds to introduce yourself to the users attending the training session.

Slide #2



Purpose

Explain the purpose of this session is to:

- Outline the basic functionality of Dragon Medical One (DMO)
- Provide a product introduction, including benefits and capabilities
- Confirm successful product knowledge transfer to ensure client productivity and satisfaction.
- Provide a brief demonstration

Training Expectations

Inform audience what will be expected of them during this training session, as well as how long they may be in training.

- **Assumptions**: This class assumes you are familiar with basic computer and EHR functions.
- **Interaction**: Clinicians will view a live, instructor led DMO demonstration, as well as be given the opportunity to utilize DMO throughout the training session.
- **Practice**: Clinicians will be provided with step-by-step instructions regarding how to utilize DMO, including dictation practice.

Agenda

Review the agenda.

Slide #3

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DMO Demonstration

Demonstrate logging in to DMO

- Be sure to change projected screen to show DMO rather than Companion Deck.
- **Read** Sample to demonstrate:

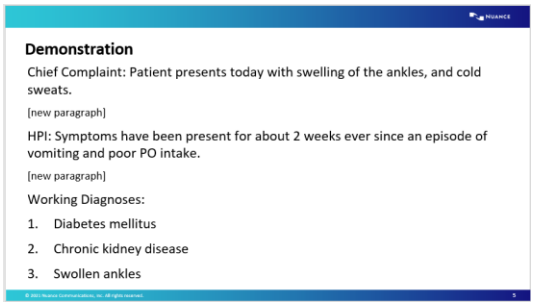
Chief Complaint: Patient presents today with swelling of the ankles, and cold sweats.

HPI: Symptoms have been present for about 2 weeks ever since an episode of vomiting and poor PO intake.

Working Diagnoses:

1. Diabetes mellitus
2. Chronic kidney disease
3. Swollen ankles

Slide #5

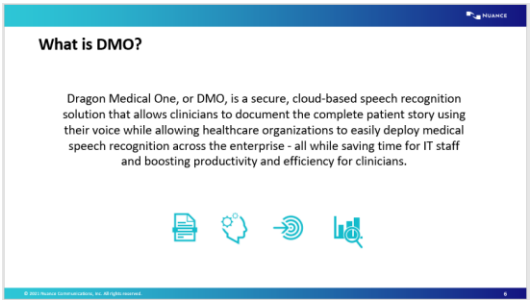


What is DMO?

DMO is a secure, cloud-based speech recognition solution

- Allows documentation of the complete patient story
- More efficient use of IT resources
- Boosts productivity and efficiency for clinicians
- Address questions.

Slide #6



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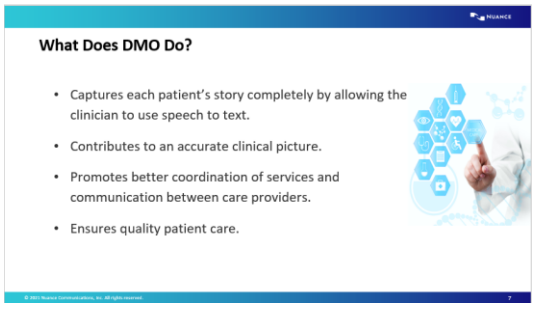
What does DMO Do?

Explain that DMO makes it easier for clinicians to capture each patient's story completely by allowing them to use speech to text to document patient visits more efficiently.

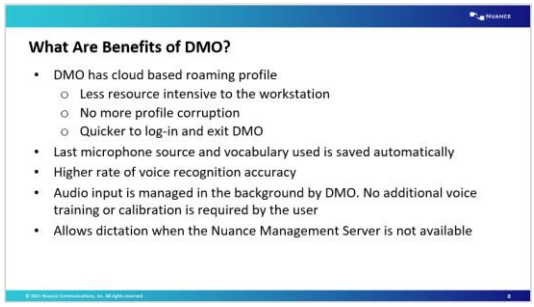
Slide #7



DMO Benefits

- Cloud-based roaming profile prevents corruption of user's voice profile.
- The last username, microphone, language and specialty selection used will be saved automatically.
- DMO features a higher rate of voice recognition accuracy, with automatic accent detection and no additional voice training needed.
- Allows dictation when the Nuance Management Server is unavailable.
- Address questions.

Slide #8

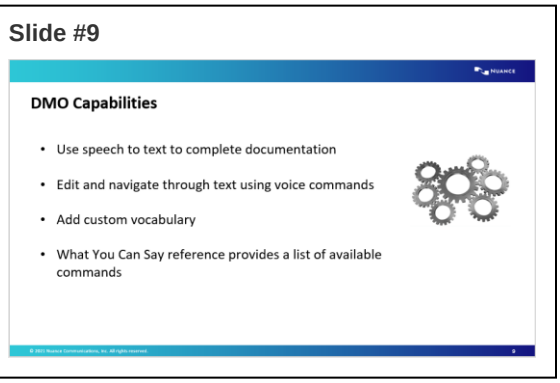


DMO Capabilities

DMO allows the user to use speech to text to dictate more complete documentation.

- DMO allows the user to edit and navigate through text using voice commands rather than typing.
- Users can create and manage their own custom vocabulary.
- The What Can I Say command to show the available voice commands in DMO.

Slide #9



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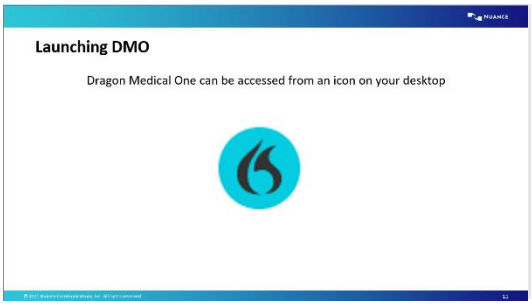
Launching DMO

Launching Dragon

Instruct users to open DMO. The local version should be a desktop icon.

- <If the organization is using Cerner or Epic, DMO will likely be launched from within the application. See slide 73 for screenshot of Dragon Login in Epic>

Slide #11



Logging In

- Instruct users to open DMO, but before logging in, discuss the dropdown options.
  - **Username:** If there is no password requirement, explain the importance of making sure that the username is yours.
    - Logging in with someone else's account could result in decreased recognition and/or accuracy.
  - **Microphone:** Make sure that the user has their microphone plugged in prior to launching DMO. If your device isn't listed you will need to exit the application, make sure it is plugged in, and relaunch.
  - **Specialty:** If your specialty isn't listed you can safely choose **General Medicine** or **Internal Medicine**.
- Instruct users to choose the appropriate drop-down menu selections, and log in.
- Verify users have logged in and address any issues

Slide #12

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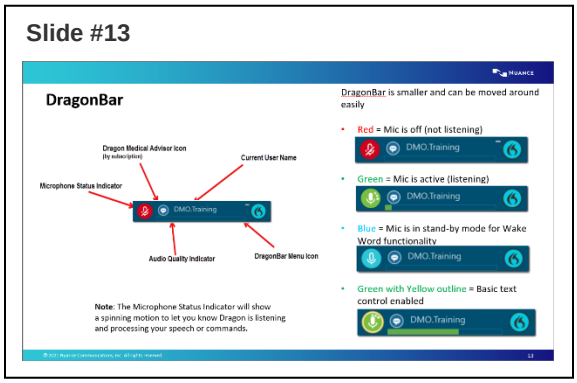
DragonBar

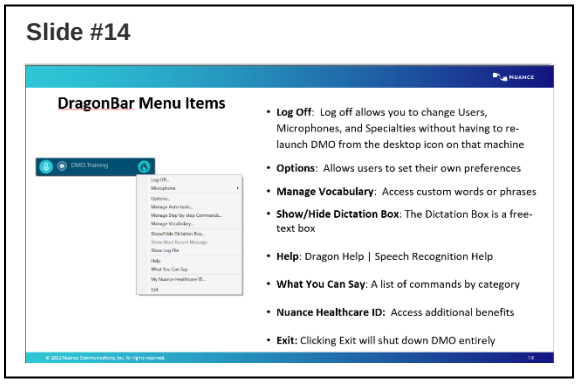
Explain the ability to move/relocate the DMO DragonBar by clicking and dragging with the mouse.



- Have the user press red microphone button
  - Point out that microphone icon goes from red to green.
    - Red indicates Dragon is not listening, and Green indicates Dragon is listening.
- Demonstrate Wake Word functionality
  - Point out the blue microphone icon (DMO 2020.1) indicating standby mode
  - If using DMO 5.0, microphone icon will be light red when in standby mode
- Note that depending on EHR DMO set up, if basic text control is enabled, user will see a green microphone icon with a yellow outline
- Discuss minimize button on DragonBar. Advise that some facilities have the tool bar locked down and that it may not be able to reopen the DragonBar.

DragonBar Menu Items

Demonstrate by clicking on the DragonBar Menu Icon, showing that it contains all the menu options.



- Explain the following concepts:
  - **Log off:** Brings you back to the Splash Screen
  - **Options:** All customizable settings are located here
  - **Manage Vocabulary:** Add and edit custom words or phrases for better accuracy.
  - **Show/hide Dictation Box**
  - **Help:** Comprehensive instructions on how to use DMO
  - **What You Can Say:** is a list of commands by category.
    - **Show** the What Can I Say menu
  - **From What you can say,** use the menu button on top left to access the tutorial and training videos
  - **Nuance Healthcare ID**: Additional access to online management and personalization tools
  - **Exit:** Closes the application entirely. It is recommended that you ALWAYS exit DMO when you are finished using the application

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DragonBar Keyboard Navigation

Explain how to use keystrokes or a narrator to move through the DMO user interface.

- Use the tab key ⇆ or keyboard arrow keys (←, →, ↑ and ↓) to cycle through the DragonBar Icons.
- Press the Space Bar or Enter key to activate the highlighted icon:
  - Turn on the microphone
  - Run Dragon Medical Advisor (if enabled)
  - Open the DragonBar Menu
- Press the tab key ⇆ or the keyboard down arrow ↓ to move down the DragonBar Menu item list
- Press shift + the tab key or the keyboard up arrow ↑ to move up the DragonBar Menu item list
- Use the right arrow key → to access any sub-item list; once in the sub-item list:
  - Press the left arrow ← to go back to the main DragonBar Menu
  - Press the tab key or the keyboard down arrow ↓ to move down
  - Press shift + the tab key or the keyboard up arrow ↑ to move up

Options Menu

We are now going to review the Options menu to review the customizable settings

- Click your DragonBar menu and select 'Options'

General Tab

Anchor speech focus when recording is started

- This setting, if enabled, will anchor Dragon's focus wherever the cursor is at the time the microphone was turned on.
- If a user is struggling with "jumping cursor" while dictating because of a workflow issue, such as pressing the trigger button on back of PowerMic, this may be an option to explore.
- If you move the cursor somewhere else while the microphone is still on, it will not add dictation at the new cursor placement, it will continue to dictate in the original cursor placement.
- It is not the same as the manual speech focus settings
- It is NOT considered best practice to turn on for all users. It requires additional training if you enable this.

Voice Commands

- You can modify the type of feedback you receive when DMO recognizes a voice command.

Wake Word

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- Enable wake word feature – on by default. Allows you turn on dragon with voice commands without having to click or press button on mic to turn on first
- Start dragon in standby mode – allows you to use voice commands to turn on dragon as soon as you log in

Auto-text fields

- For variable fields in your auto-text commands, you can change the default brackets to a different symbol to act as a delimiter
- Can be helpful to modify if the EHR uses brackets for a different purpose in documentation

Text Input

What happens when the cursor is placed in an unknown text field?

- Open the Dictation Box
- Use Basic Text Control

Transfer text method

- Several options for moving text from the dictation box into another text field

General settings

- Settings to control what happens to the dictation box

Text appearance

- The formatting of the text in the dictation box.
- For example, if someone has a hard time reading the text in the dictation box, you can increase font size.

Note: These are user level changes. In most cases, you will want to leave the settings as default unless there is a specific user preference or there is a setting that impacts the compatibility with the specific EHR

Hot Keys

- Use a combination of keys on the keyboard to initiate an action or command
- Modify microphone on/off hotkey (useful for laptop users)
- Can often speed up tasks

Customize Dragon's pre-set hotkeys and use your own key combination

Note: Your custom hotkey must be a key combination that includes **Ctrl** and **Alt** (e.g., Ctrl-D, Shift-Ctrl-S, Alt-L, Alt-Ctrl-P, etc.). You can also use **Shift**.

Follow these steps to customize one of Dragon's pre-set hotkeys:

1. Select **Options** from the DragonBar menu
2. Open the **Hotkeys** tab

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3. Click the **Pencil Icon** next to the hotkey you wish to customize
    - Note: If the hotkey you wish to customize already has a default hotkey assigned you may either press the **backspace** key on your keyboard or type your custom hotkey combination over the default.
    - If you choose to press the **backspace** key you will then be prompted to click the **Pencil Icon** again.
4. Type the new key combination
    - Note: You may only use combinations that include **Alt** and **Ctrl**; **Shift** may be used as well
5. Click **Apply All** to save the changes

Add a HotKey for a Step-by-Step Command

You can add your own hotkeys to execute your saved Step-by-Step commands.
Note: You must have an existing Step-by-Step command saved to add a hotkey for it.

Follow these steps to create a custom hotkey for a Step-by-Step command:

1. Click **+** in the Step-by-Step commands section
2. Select an existing Step-by-Step command from the list
    - Note: If you do not have any Step-by-Step commands created, this list will be empty
3. Click **Add**
4. Click the **Pencil Icon**, then type the key combination
    - Note: You may only use combinations that include **Alt** and **Ctrl**; **Shift** may be used as well
5. Click **Apply All**

Microphone Buttons

You can modify the buttons on both the PMM source and the PowerMic

- Starting with v5.0, there are 10 buttons available to customize on the PowerMic
- There are 5 buttons available to customize on PMM

“What questions do you have?”

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Microphone Management

PowerMic Introduction

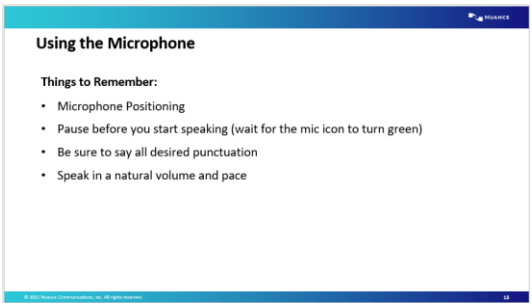
Walk the user through the PowerMic III.

Slide #17

- The microphone is at the top.
- Speaker is at the bottom.
- There is a track point that moves the mouse, with a left click and right click on either side
- Note there is also a trigger button on the back. This is a left click of the mouse
- There are some default buttons on the microphone that we will review and discuss coming up

Using the Microphone

Slide #18



- Explain the proper position of the Microphone for optimal performance.
  - Point out that the user should speak into the foam piece on their microphone
  - Point out that the user should position their microphone approximately 1 inch below their mouth and 1-3 inches away.
  - Point out that the user should hold the Mic in their nondominant hand.
  - Point out that the user should pause before speaking. Wait for the mic icon to turn green.
- Explain the differences between using Press-and-Hold and Wake Word functionality
  - Press-and-Hold as mentioned previously
  - Wake Word
    - Turn on the PowerMic by clicking on the microphone icon on the DragonBar, pressing the record button on the PowerMic or pressing the keyboard hotkey
    - Dictate one of the following: “Go to sleep”, “Stop listening” or “Stop recording”. This will put the PowerMic in Stand-By mode. When in Standby mode, the microphone icon on the Dragon Bar will be red with an opaque background.
    - To activate the PowerMic, say “Wake up”.
- Explain instructions for setting up PowerMic Mobile will be covered at the end of the session for those with a license.

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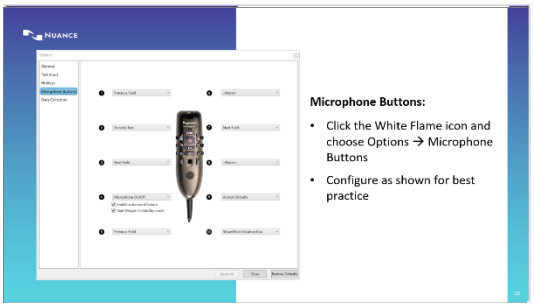
Microphone Buttons

Walk the user through setting up the PowerMic buttons per the Nuance Best Practice settings. Note that only PowerMic II/III are displayed. PowerMic Mobile have not changed with DMO 5.0.

Slide #19



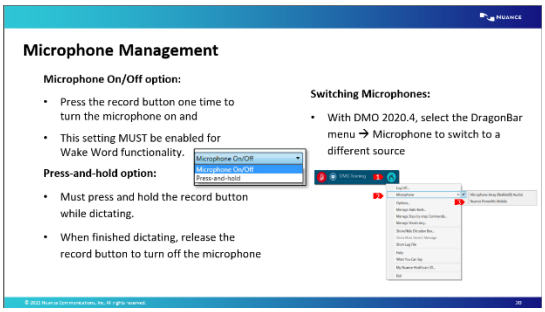
You can modify the buttons on both the PMM source and the PowerMic

- Starting with v5.0, there are 10 buttons available to customize on the PowerMic
- There are 5 buttons available to customize on PMM

Microphone On/Off button

- **Microphone On/Off:** Enables the user to press the record button one time to turn the microphone on.
  - Press the microphone again to turn it off.
  - The button does not need to be held while dictating.
  - NOTE: This setting must be enabled for Wake Word functionality.
- **Press-and-hold:** Requires the user to press the record button to turn the microphone on and hold it while dictating.
  - **When finished dictating, release the record button and the microphone will turn off.**

Slide #20



Wake Word Functionality

- Feature is designed for those users who need to dictate in environments where holding a microphone is not available, such as in a grossing room
- This feature is not available when using PowerMic Mobile

Switching Microphones

Switching Microphones feature in Dragon Medical One enables you to conveniently switch between connected microphones while in session without any disruption.
To switch microphones while you are in session, click the Dragon flame and select the desired microphone. Selecting the microphone menu item will list all connected audio devices. The active device will be checked.

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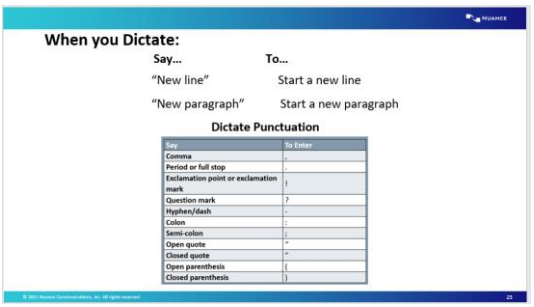
Note:
You cannot switch audio devices when Dragon is in dictation mode. The microphone must be off or in Standby mode. If in dictation mode, the microphone menu item will be grayed out.

Basic Dictation

Dictating with Dragon

- When dictating, speak in full sentences. Dictate your punctuation.
- To start a new line, instead of pressing Enter on your keyboard, say "New Line."
- To start a new paragraph, say "New paragraph."

Slide #23



Exercise 1: Dictation

Utilizing the DMO Dictation box:

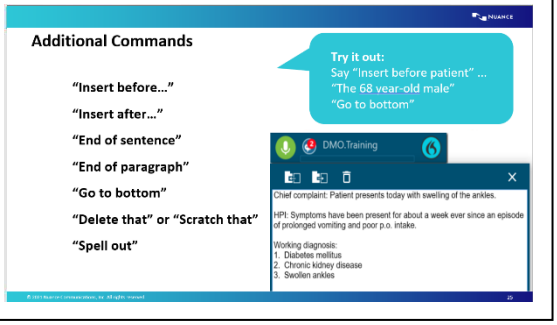
- Instruct users to **dictate** the text noted on the slide.
- Remind them to dictate all punctuation and new line or new paragraph.
- Have the users use voice commands for text corrections.

Slide #24

Dragon Commands

- Insert Before and Insert After commands can be used to move your cursor around the screen.
    - For example, in the sample we just dictated, if we want to add the words "The 68-year- old male" in front of the word patient, we would say "Insert before patient"
- End of Sentence, End of paragraph go to bottom, will move your cursor around your note. You can also use the opposite commands, beginning of sentence, beginning of paragraph, go to top.

Slide #25



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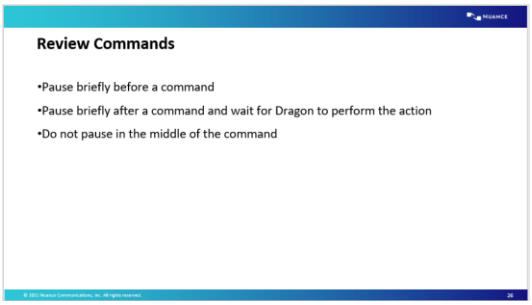
- With DMO 2020.4, Spelling mode in Dragon Medical One helps recite individual letters, numbers, and characters to spell out medical codes, uncommon names, acronyms, special characters, and diacritics.
- Use the voice command 'Spell Out' and then speak characters using standard English letter pronunciations or the NATO phonetic alphabet, such as Sierra for S or Alfa for A, without pausing. Pause after using spelling mode to return to standard dictation mode.
- Now try some commands out yourself

Review Commands

- Pause briefly before a command
- Pause briefly after a command and wait for Dragon to perform the action
- Do not pause in the middle of the command

Slide #26

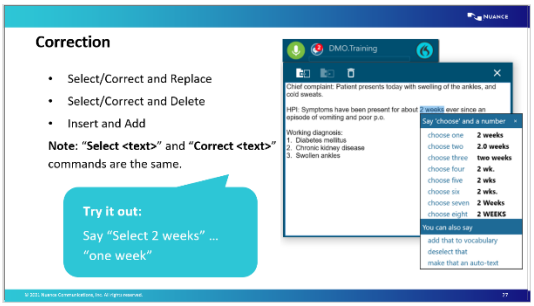


Correction

Exercise 2: Correction

- **Say** *Now we will demonstrate how to make some simple changes to your captured text using the* ***Correct*** *or* ***Select*** *command. Either word can be used in the following scenarios.*
- Scenario: Walk the user through correcting their current text. **Say** *After proofreading our dictation, we need to make a few corrections. Follow along with me.*
  - **Say:** *We need to update the duration of the symptoms.*
  - **Say:** *Correct 2 weeks*
  - **Say:** *a week*

Slide #27



Point out that using the **Select/Correct <text>** command to highlight a word or phrase allows DMO to present variations relevant to the selected text. If the user needed to change the format, the user could say Choose two or Choose six. In this example, by dictating a week with the text selected, DMO replaced it.

- **Say**: *Cold sweats were not among the reported complaints.*
- **Say**: *Select comma and cold sweats*
- **Say**: *Delete that*

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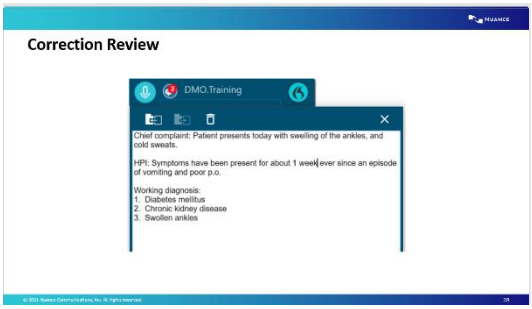
Point out that although **Delete That** is not listed in the choices presented by DMO, saying the command affects the selected text by removing it entirely.

- **Say**: *A word was omitted from the HPI*
- **Say**: *Insert before vomiting*
- **Say**: *prolonged*

Slide #28

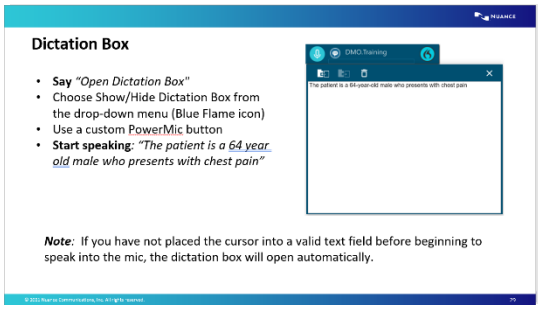


Have the user review their text and it should look like the picture on this slide.

Integrating using the Dictation Box

Say: *The DMO Dictation Box has several features that can be useful when documenting within your EHR environment. We will review those features now.*

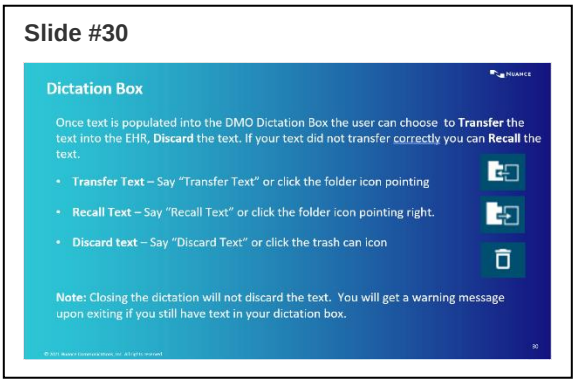
Slide #29



Note: Have the user open a test patient within their EHR for this next section. If an EHR is not available, use a note pad/other word processor for this demonstration.

- Explain that there are multiple ways to open the Dictation Box. Have the user follow along with you.
  - **Say**: *Open Dictation Box*
    - Then close the Dictation Box by **saying** *Hide Dictation Box*
  - Click the DragonBar Menu Icon then choose Show/Hide Dictation Box
    - Then close the Dictation Box by clicking the **x** in the top right corner
  - Use the custom PowerMic button, if configured.

Slide #30



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- Then close the Dictation Box by pushing the button again

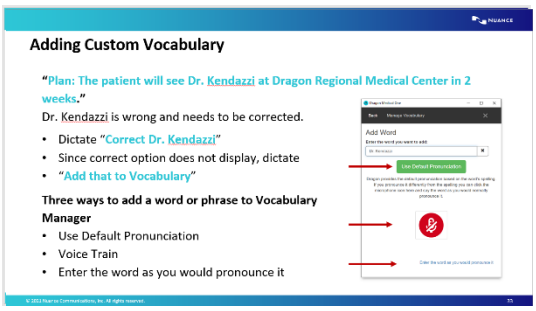
- Begin dictating (***before*** placing your cursor in a text field). The Dictation Box will open automatically and capture your speech.
  - Make sure the cursor is not in a valid text field. Note: An easy way to do this is to click on the Windows Task Bar at the bottom of the screen.
  - **Say** *The patient is a 64-year-old male who presents with chest pain.*
  - Point out that the Dictation Box opened automatically with their text in it.

Adding Custom Vocabulary

Exercise 3: Custom Vocabulary

- Explain that we are going to cover different ways to edit any word or phrase.
  - Use default pronunciation
  - Voice Train
  - Enter the word as you would pronounce it

Slide #33



- Explain IE10 or higher is required to Train Words.

- **Say**: *Follow along with me as we dictate another sample*
  - **Say***: Go to Bottom. This moves the cursor to the end of their dictation.*
  - **Say** *New Paragraph. This moves the cursor down two lines.*
  - **Say**: *Plan: The patient will see Dr. Kendazzi at Dragon Regional Medical Center in 2 weeks.*

Point out: We know Kendazzi will come out incorrectly. Remind the user not to use keyboard and mouse to edit.

- **Say**: *Because DMO did not already know the name Kendazzi, it will be misrecognized and misspelled. Here is how we can add the word to our custom vocabulary to prevent future misspellings of our colleague's name.*
  - **Say**: *We want to add Kendazzi to our custom vocabulary. Follow along with me to correct it*
  - **Say**: *Correct Dr. Kendazzi*

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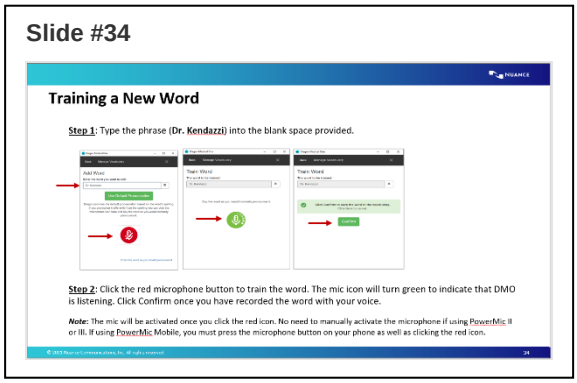
- **Say**: *If it is not one of the 'choose…' options, say 'Add that to Vocabulary'*
- **Explain**: We are going to add Dr. Kendazzi. Although Dragon correctly recognized Dr., we will use the phrase Dr. Kendazzi because Dragon works optimally with added context.

Exercise 4: Training a new word



Instruct the user to place their cursor in the blank field provided and type in the new word as you would like to see it. Remind the user to use appropriate formatting and/or capitalization because Dragon will type out what you enter there verbatim. Point out that the mic will be activated once you click the red icon with your mouse. You will not need to manually activate the microphone.

- **Say**: *Click the red microphone button with your mouse to train the word with your voice. The mic icon will turn green to indicate that DMO is listening.*
  1. **Say:** if using PowerMic Mobile, you must turn on the microphone from the phone as well as click the red microphone button as mentioned above
- **Say**: *Click Confirm once you have recorded the word.*

Point out that if the recording isn't successful on the first try, you can always edit the word again.

- If someone has an issue training, best practice is to help them before moving forward.
- **Say**: *Click Close*

- Say: Now that Dragon knows your new custom word, you can use the **Select <text>** command to replace the misrecognized word(s). *Note*: You can also manually select the misrecognized value with your mouse.
  - **Say** *Select <misrecognized text>*
    - Dr. Kendazzi might be misspelled in a few different ways.
  - Once the misspelled word is highlighted, say Dr. Kendazzi

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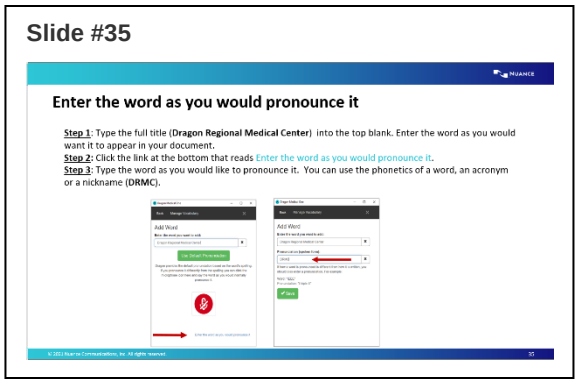
Use Default Pronunciation

Explain that if you type in a new word and click Use Default Pronunciation, the word will be successfully added to your vocabulary. This feature assumes that the word is pronounced the same way it is spelled.



Explain that this can be a helpful feature sometimes, but there is a small chance you will pronounce the word differently than Dragon expected. If this happens, simply have the user train the word with their voice. For this reason, it may be better to train the word a different way from the start.

Exercise 5: Enter the word as you would pronounce it

Explain that the next exercise covers how to create a new acronym (or nickname) as part of your custom vocabulary. For example, rather than having to say the full facility title *Dragon Regional Medical Center*, we would prefer to dictate *DRMC* and allow DMO to do the work of entering all the text.

Say: *Follow along as we add the acronym DRMC to our custom vocabulary.*

You will read each bullet point below and have the user follow along.

- ***Click the + sign to Add Word***
- ***Click the link at the bottom that reads: Enter the word as you would pronounce it.***
- ***Type 'Dragon Regional Medical Center' into the top blank: Be sure to use appropriate formatting and/or capitalization because Dragon will type out what you enter there verbatim.***
- ***Type DRMC into the Pronunciation field***
- ***Click Save***
- ***Close the vocabulary window***
- ***Select Dragon Regional Medical Center***
- ***Delete That***
- ***DRMC***

Point out that because DMO now knows your new vocabulary word, you no longer need to say the entire title during dictation. Simply put, when you say *DRMC*, Dragon spells out **Dragon Regional Medical Center**.

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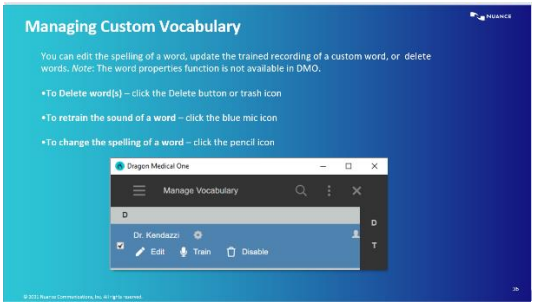
Explain that the Enter the word as you would pronounce it can be used for a nickname or alternative pronunciation as well. Be sure to spell out the phonetic pronunciation you are going to say. Think of the phonetic expression provided next to words within a dictionary.

For example: Dr. J. Cetindag would be phonetically spelled out as doctor J chet in daw. Note: phonetic pronunciations do not have to be real words.

Managing Custom Vocabulary

Point out that once you have added words to your custom vocabulary, you can always go back later and make changes to your list. You can change the spelling of a word, update the trained recording of a custom word, or delete words.

Slide #36



- Begin by instructing the user to click on the DragonBar Menu Icon and choose **Manage Vocabulary**

Explain that to begin editing a word, simply click on the word. You will see a check mark appear next to the word you have chosen. Note: You can select more than one word at a time, but you will only be given the option to Delete.

Exercise 6: Edit, retrain, and delete a word

- To Delete word(s) – click the Delete button
- To retrain the sound of a word – click the blue mic icon
- To change the spelling of a word – click the pencil icon

Note: If a word has a recorded training, DMO will ask you delete and re-add the word, rather than changing the spelling.

Point out that custom words can be added to multiple users' profiles simultaneously by the Nuance Management Center (NMC) administrator.

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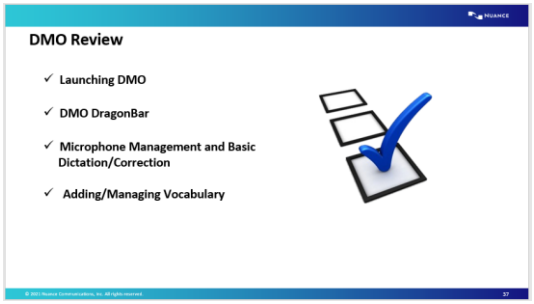
DMO Review

Let's review the basic concepts we have covered so far.

Slide #37



- **Launching and logging into the DMO application.** Use the blue DMO icon to launch Dragon Medical One. Enter your username, select the appropriate recording device, language, and specialty, and then click the OK button to start using DMO.
- **DMO DragonBar.** The DMO DragonBar contains key icons which allow the user to access product options and efficiently utilize DMO including the microphone feature (start/stop recording) and the DragonBar Menu (Blue Flame) Icon.
- **Microphone Management and Basic Dictation/Correction - Preparing to Dictate.** Knowledge regarding microphone management, basic dictation and correction technique, are important to make the most of DMO.
- **Adding Custom Vocabulary.** DMO features a few simple ways to add new custom words, including voice train a word, adding an acronym or nickname, and utilizing default pronunciation.
- **Managing Vocabulary.** DMO Manage Vocabulary feature shows by default only the user's custom words, allowing users to edit custom words, including deleting custom word(s), retraining the sound of a word, and editing the spelling of a word.

Custom Commands

Slide #40

- There are two types of Dragon commands you can build with DMO, Auto-Text and Step-by-Step
- Auto-Text Commands act as a free-text template that you can recall using a voice command into your dictation box or a text field in your EHR
- A Step-by-Step command performs a series of actions or steps within a sequence. Typically replacing keyboard strokes within a workflow.
- Disclaimer: The step-by-step command feature is not designed for the use of PHI, PII, or credentials. Using the step-by-step command for such purposes is strictly prohibited.
- Disclaimer: The auto-text command feature is not designed for the use of PHI, PII, or credentials. Using the auto-text command for such purposes is strictly prohibited.

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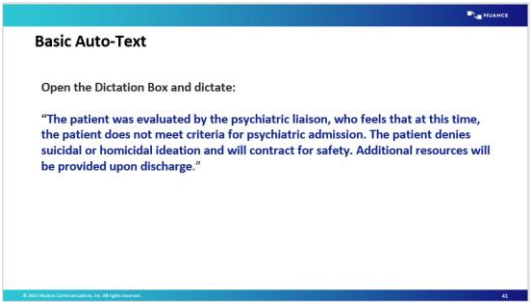
Creating an Auto-Text

Exercise 7: Basic Auto-text (created on the fly)

- Have the user open their Dictation Box or click into a text field.
    - Explain to the user that they are to press and hold the mic button and wait a second or two for the red microphone icon to turn green, before starting to dictate.
    - Remind the user that they are to dictate any punctuation.

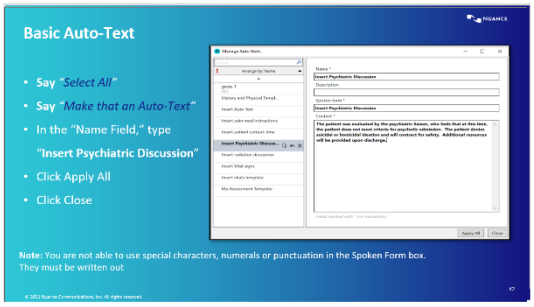
Slide #41



- Have the user dictate the text from the slide
- Once they are done dictating, ask them to review their text for accuracy.
- Explain to the user that edits should be made using Dragon and not using the keyboard and mouse.
- Have the user Say **Select All**
- Have the user Say **Make that an Auto-text**

Point out that by doing this step the Auto-text creation window opens automatically and inserts all the text that you had highlighted.

Slide #42



- Have the user type **Insert Psychiatric Discussion** in the Name field.
    - Inform the user that as part of the naming convention it is recommended to use the word Insert before the name of the command so that it can be easily distinguished between commands that you create and commands that already exist in DMO.

Explain that the users are not able to use special characters, numerics or punctuation in the Spoken Form field. Numerics must be spelled out (e.g., my 6 month followup = my six month followup).

- Have the user Click **Apply All**
- Have the user Click **Close**

After the user has created their Auto-Text have them bring it into the dictation box to make sure it was created properly. To do so follow these steps:

1. Open dictation box and clear any text that appears
2. Say **Insert Psychiatric Discussion**
3. Review that it populated correctly

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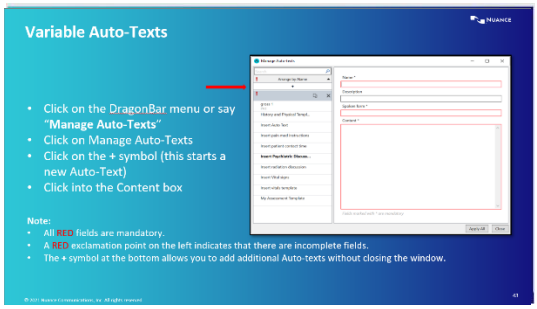
Exercise 8: Auto-Text with Variable Fields [ ] independent of dictation

Explain that Auto-texts can contain variable fields. Variable fields are gaps in the auto-text where you can enter specific text, for example, patient data. To add a field to an auto-text, enter [ ] in the relevant places of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, CBC results [within normal limits], vital signs [within normal limits] or they can be left blank as a place holder. When you insert the auto-text, you can decide whether you want to replace the default values with specific text or use the default values.

Slide #43

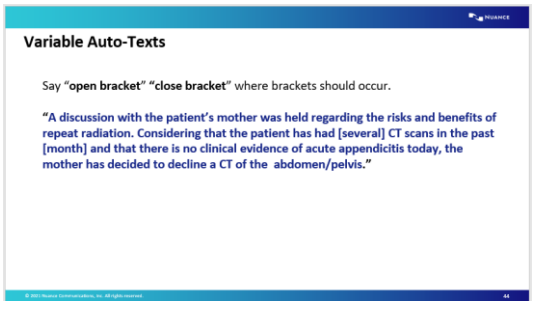


- Have the user click on the DragonBar Menu Icon
- Have the user click on Manage Auto-Texts
- Have the user click on the **+** symbol (this starts a new Auto-Text)

Have the user click into the Content box

Remind the user to say **open bracket** and **close bracket** (along with all other punctuation) when dictating the text from the slide.

Slide #44



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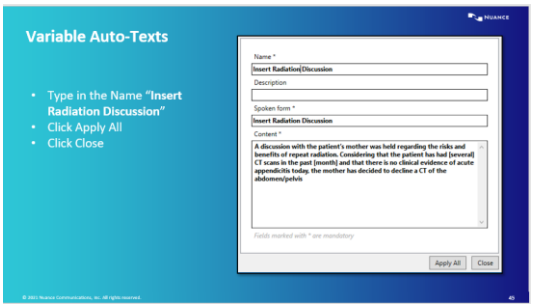
- Have the user type **Insert Radiation Discussion** in the Name field type
- Have the user click Apply All
- Have the user click Close

Slide #45



Point out that:

- 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 field need to be completed prior to clicking the '**Apply All**' button.
- The + symbol at the bottom allows you to add additional Auto-texts.

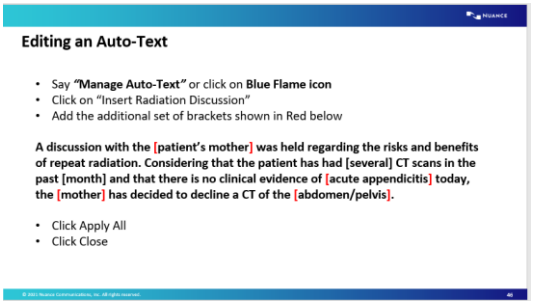
After the user has created their Auto-Text have them bring it into the dictation box to make sure it executes properly. To do so, follow these steps:

1. Open dictation box and clear any text that appears.
2. Say **Insert Radiation Discussion**
3. Review that it populated correctly

Editing or Deleting an Auto-Text

Explain that once an Auto-text has been created the user can always go back and edit or delete the Auto-Text (s). To do so the user can either say **Manage Auto-Text** or click on the DragonBar Menu Icon.

Slide #46



Exercise 9: Editing an Auto-Text

- Have the user Say **Manage Auto-Text**
- Have the user click on My Radiation Discussion
- Have the user add the additional set of brackets shown in Red on the slide.
- Have the user click **Apply All**
- Have the user click **Close**

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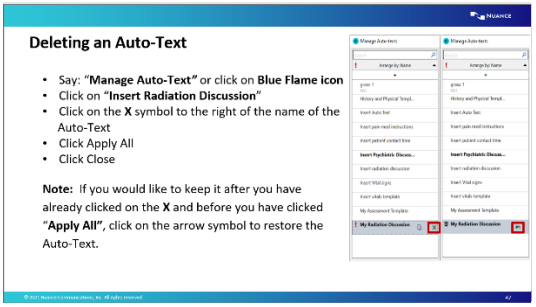
Exercise 10: Deleting an Auto-Text

Review with the user these steps to delete an Auto-Text; however, do not have them actually delete any Auto-Texts.

Slide #47



- Have the user Say: **Manage Auto-Text**
- Have the user click on My Radiation Discussion
- Have the user Click on the **X** symbol to the right of the name of the Auto-Text
- Point out that If the user decides that they would like to keep it after they have already clicked on the **X** and before you have clicked **Apply All**, you can click on the arrow symbol to restore the Auto-Text.
- Have the user Click **Apply All**
- Click **Close**

Navigating through Variable Fields

Explain that this exercise is intended to show the user how to navigate through Auto-Texts that they have created using Variable Fields. They can navigate either by using voice commands or by using the configured buttons on their microphone.

Slide #48

- Have the user Say **Open Dictation Box**
- Have the user Say **Insert Radiation Discussion**

Point out that the first variable field (bracketed text) has been highlighted. They can either dictate over it or they can move to the variable field (bracketed text). To move between the bracketed text, they can say either **Next Field** (goes forward) or **Previous Field** (goes backwards).

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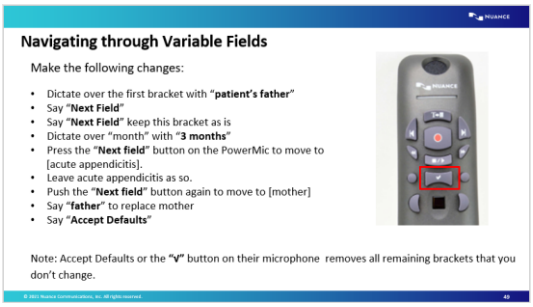
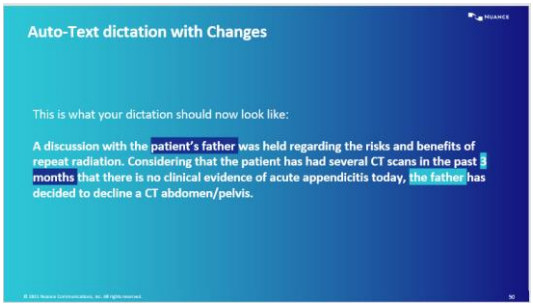
- Have the user dictate over the first bracket with **patient's father**
- Have the user say **Next Field** to keep this bracket as is
- Continue through the other items on the slide.
- Explain that since we have finished adjusting our text based on our patient, we need to remove the remaining brackets that we did not change. To do so the user can either say Accept Defaults or press the √ button on their microphone.
- Have the user say **Accept Defaults**

Slide #49



The updated text should match the slide.

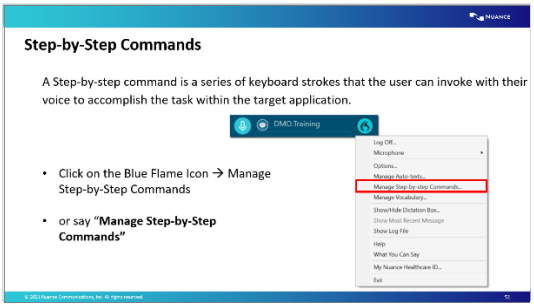
Slide #50



Creating a Step-by-Step Command

Explain that 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. When the user speaks a command, the keystrokes are played back into the target application.

Slide #51



To do so you can either say **Manage Step-by-Step Commands** or click on the DragonBar Menu Icon.

- Click on the DragonBar Menu Icon > Manage Step-by-Step Command or say **Manage Step-by-Step Commands**
- Click **+** and fill in the **Name**, **Description** (optional) and **Spoken form** fields.
- Click **New Step** and select the type of step you want; repeat as necessary.
- Click **Apply All**.

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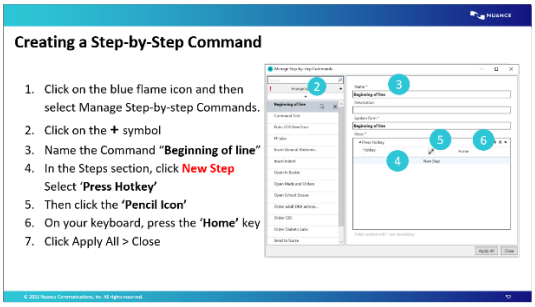
Exercise 11: Beginning of line

- Have the user click on the DragonBar Menu Icon and then select **Manage Step-by-step Commands**.
- Have the user click on the **+** symbol
- Name the Command **Beginning of line**
- In the Steps section, click **New Step**
- Select **Press Hotkey**
- Click the **Pencil Icon**
- On your keyboard, press the **Home** key
- Click **Apply All** > **Close**

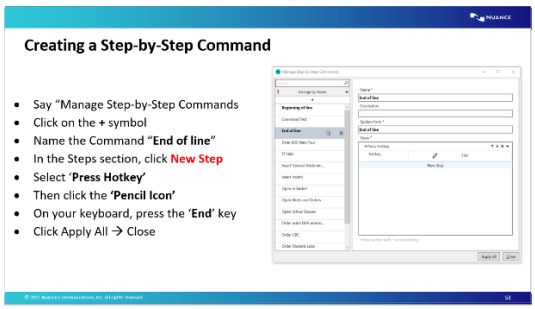
Slide #52



Exercise 12: End of line

- Have the user Say **Manage Step-by-Step Commands**
- Have the user click on the **+** symbol
- Name the Command **End of line**
- In the Steps section, click **New Step**
- Select **Press Hotkey**
- Click the **Pencil Icon**
- On your keyboard, press the **End** key
- Click **Apply All**>**Close**

Slide #53



Walk the user through using the **Beginning of line/End of line** commands.

1. Have the user open their dictation box
2. Have the user pull in one of their auto-texts
3. Have the user say **Beginning of line**
4. Have the user say **End of line**

Address any questions.

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Editing or Deleting a Step-by-Step Command

Explain that once a Step-by-Step command has been created the user can always go back and edit or delete the command. To do so the user can either say **Manage Step-by-Step Commands** or click on the DragonBar Menu Icon.

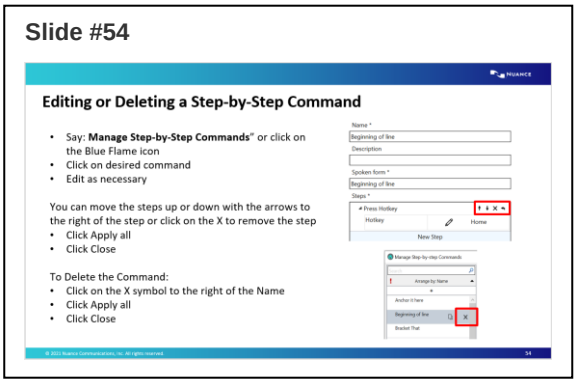
Exercise 13: Editing a Step-by-Step Command

Walk the user through the steps but do not have them change anything.

Explain that they would:

1. Say: **Manage Step-by-Step Commands**
2. Click on desired command
3. Edit as necessary
4. Click **Apply All**
5. Click **Close**

Slide #54



Point out the arrows and X to the right of each step.
Explain that these are used to move a step up or down or to delete the step entirely.

Exercise 14: Deleting a Step-by-Step Command

Walk the user through the steps but do not have them change anything.

Explain that they would:

6. Click on the Blue Flame
7. Click on Manage Step-by-Step commands
8. Click on desired Command
9. Click on the **X** symbol to the right of the name of the command
10. Click **Apply All**
11. Click **Close**

<Continue to slide #56 for facilities using PowerMic Mobile.>

<Advance to slide #63 if not using PowerMic Mobile.>

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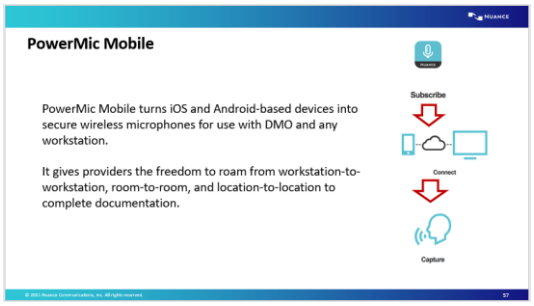
PowerMic Mobile

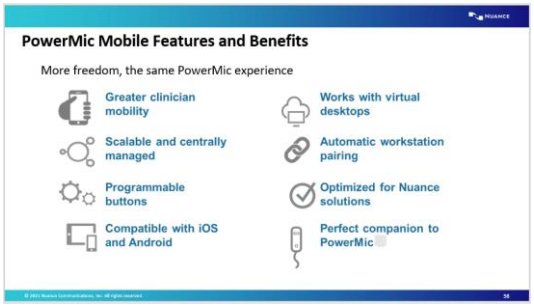
- Discuss that PowerMic Mobile turns iOS and Android-based devices into secure wireless microphones for use with DMO and any workstation application that accepts audio from a hardware microphone. It gives providers the freedom to roam from workstation-to-workstation, room-to-room, and location-to-location to complete their clinical documentation using their smartphone as a wireless microphone at the desktop.

Slide #57



- To use PowerMic Mobile (PMM), the free PowerMic Mobile app must be downloaded from the App Store or Google Play. You will be provided with a Welcome Letter that includes configuration instructions.

Slide #58



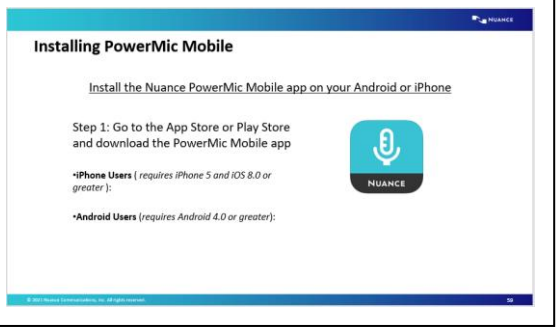
- Read over the features and benefits of PowerMic Mobile.

Installing PowerMic Mobile

First download the PowerMic Mobile App from the app store or Google Play

Note the minimum requirements of the phone to download the app

Slide #59



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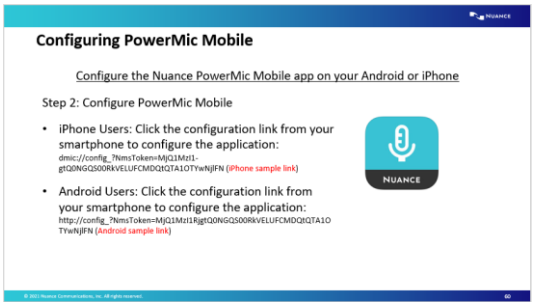
Configuring PowerMic Mobile

Once the app is downloaded, you'll need to click on the configuration link from your phone. The configuration link can be sent via email or text message.

If the link is not clickable, copy and paste directly into the settings on the app.

Slide #60

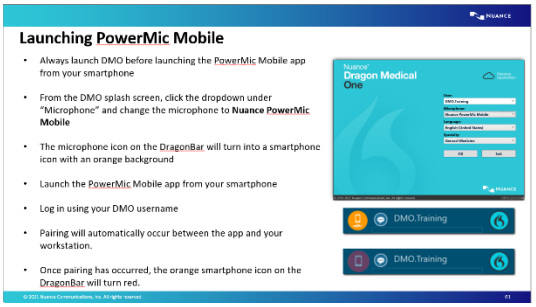


Launching PowerMic Mobile

Discuss the following instructions for launching PowerMic Mobile:

- Always launch DMO before launching the PowerMic Mobile app from your smartphone
- From the DMO splash screen, click the dropdown under Microphone and change the microphone to **Nuance PowerMic Mobile**
- The microphone icon on the DragonBar will turn into a smartphone icon with an orange background

Slide #61



Launch the PowerMic Mobile app from your smartphone

- Log in using your DMO username
- Pairing will automatically occur between the app and your workstation.
- Once pairing has occurred, the orange smartphone icon on the DragonBar will turn red.

Point out that: PMM must be paired with a workstation before you can dictate.

Note: *With PowerMic Mobile 2020.4, Both iOS and Android versions support wired headsets and microphone control with the play/pause button on the wired headsets. The iOS version supports the use of Bluetooth headsets and earbuds.*

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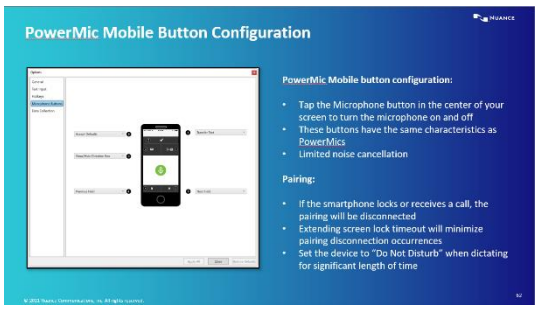
PowerMic Mobile Button configuration

- Discuss the PowerMic Mobile button configurations.
  - These buttons have the same characteristics as PowerMics
- Explain how to dictate using PMM
  - Tap the Microphone button in the center of your screen to turn the microphone on and off
- Limited noise cancellation
- Discuss Pairing tips:
  - If the smartphone locks or receives a call, the pairing will be disconnected
  - Extending screen lock timeout will minimize pairing disconnection occurrences
  - Set the device to Do Not Disturb when dictating for significant length of time

Slide #62



Manage Formatting

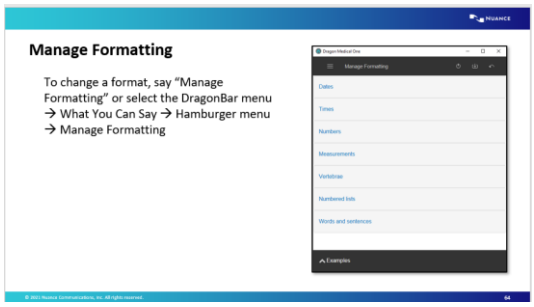
With Manage Formatting option in Dragon Medical One, you can set your preferred format for the words you dictate. This saves time while achieving desired outputs.

Manage Formatting eliminates the need to use a keyboard or mouse to achieve the desired formatting. It supports consistent treatment of the content throughout the documentation.

You can choose or change formats for:

- Dates
- Times
- Numbers
- Measurements
- Vertebrae
- Numbered lists
- Words and sentences

Slide #64



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Format	Function	Format options	Examples
Dates	Define how the system writes dates. When you say a date, you can say the month as a number or as a word. Each spoken form has its own settings.	Format dates Months spoken as words Months spoken as numbers	September 12, 2020 9/12/2020
Times	Define how the system writes times.	Write 'o' clock Write "hours in military time"	at 5:00 at 5 o'clock position 1400
Numbers	Define how the system writes numbers.	Write the following numbers as digits Write large numbers (million, billion, ...)	1000 patients Platelet count is over 1.5 million 13th first
Measurements	Define how the system writes measurements. A measurement combines a number or number range with a unit. Settings that define how the system writes units only apply to units that are part of a measurement (follow a number).	Areas and volumes Micro prefix Time units Non-metric US and UK units Other units	ultrasound showed a volume of 129 mm^3 patient is on dopamine 7 mcg daily nitroglycerin patch 0.2 mg/h daily the infant weighed 5 pounds 3 ounces he has 100 degrees of hip flexion and 10 degrees of internal rotation
Vertebrae	Define how the system writes vertebra expressions. To avoid ambiguity, we recommend saying the comma in lists of vertebrae or spinal nerves.	Write the vertebra number Write vertebra ranges Write adjacent vertebrae Write the right side of the vertebra range	C1-2-3 disc protrusion at L IV-V foraminal stenosis from L3-L4 through L5-S1
Numbered lists	Define how the system writes numbered lists.	Enable numbered list formatting Insert before numbered list items Write numbered list items	PLAN: 1. Self intermittent catheterization. 2. Macrobid, chronic suppression. PLAN: #1. Self intermittent catheterization. #2. Macrobid, chronic suppression.
Words and sentences	Define the general writing style for words and sentences.	Start new lines with a capital letter Number of spaces after punctuation marks Expand contractions	Dear Mr. Smith, We have enclosed additional information. Do not hesitate to call us.

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Changing a Format:

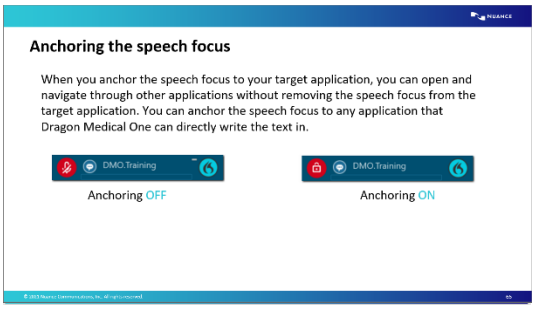
To set formatting preferences:

- Use the voice command '**Manage Formatting**'. Alternatively, click the **Dragon flame**, select '**What You Can Say**,' click the '**hamburger icon**', and select '**Manage Formatting**'
  The '**Manage Formatting**' window lists the formatting attributes that can be customized
- Select '**Dates**.' Change the format from '**As spoken**' to '**Write the month as digits**' and click '**Save'**

Anchoring the Speech Focus

Note: Depending on the EHR this feature may not be available. If it is, continue with the exercise. If not, do not review.
Explain that if the user needs to go and review orders, labs, x-rays past visits etc., the user can anchor their speech focus before moving away from their note. This allows them to review and continue to dictate while Dragon types everything into their desired text field within the note.

Slide #65



If the user does not Anchor the Speech Focus, everything they dictate will go into the DMO Dictation Box and then they will have to transfer the text.

DMO 2021.4 gives organizations the flexibility to use the sod.exe.config file to enable Basic Text Control for specific URLs such as Chrome-based EHRs and other Chrome-based applications that do not perform optimally with Dragon
To enable Chrome-based URLs with Basic Text Control, you must add the desired URL to the sod.exe.config file.

```
<setting name="BasicTextControls" serializeAs="String">
  <value>
  <BasicTextControls>
  <ProcessName name="chrome" textTransferMethod="">
  <UrlTextToMatch>www.URL.com</UrlTextToMatch>
  </ProcessName>
  </BasicTextControls>
  </value>
</setting>
```

Note that changing this setting at in the configuration file overrides any user-level changes to "What happens when the cursor is placed in an unknown text field" in DMO Options.

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Exercise 15: Anchor Speech Focus

Walk the user through Anchoring the Speech Focus

5. Have the user click into the desired text field with in their EHR.
6. Have the user Say **Anchor Speech Focus**.
    - Point out that the Mic Icon on the DragonBar now shows a lock inside of it.
7. Have the user minimize their note and go and review labs etc. while continuing to dictate.

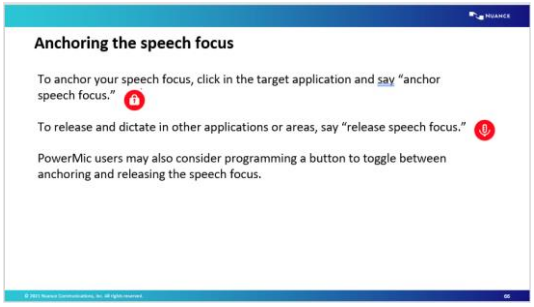
    Point out that the dictation box is not appearing because everything they dictated is going into their note
8. Have the user bring their note back up to show them that their dictation is in the desired text field that they had specified.

Explain that once they have finished with that desired text field, they need to release the speech focus before moving onto another field within their note.

To do so:

- Have the user Say **Release Speech Focus**
    - Point out that the Mic icon in the DragonBar has returned to normal. The lock is gone.

Slide #66

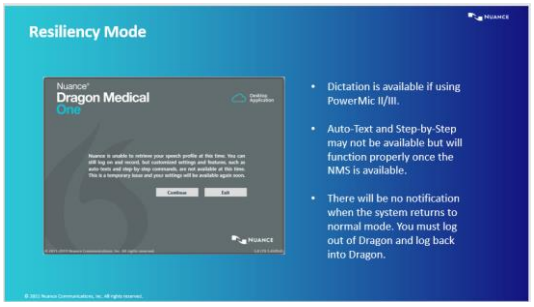


Resiliency Mode

Briefly explain about Resiliency Mode and the benefits

- May be automatically enabled for the site
- Allows basic speech service use when the Nuance Management Server (NMS) is unavailable.
- Advanced functionality, such as Auto-Text and Step-by-Step commands may be unavailable. When the NMS is available, this functionality will be available.

Slide #67



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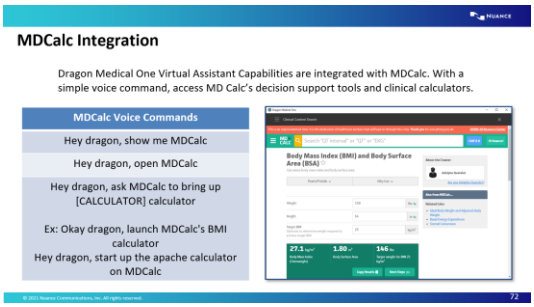
MDCalc Integration

Dragon Medical One Virtual Assistant Capabilities are integrated with MDCalc. With a simple voice command, access MD Calc's decision support tools and clinical calculators.

Slide #68



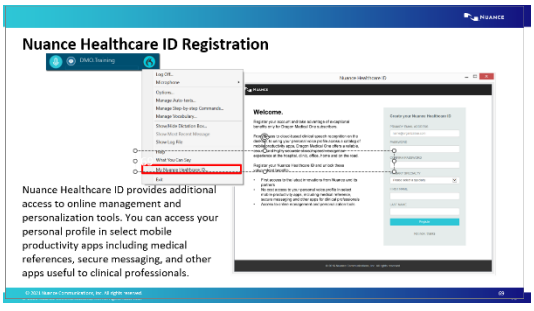
Nuance Healthcare ID

Explain Nuance Healthcare ID is a one-time registration and provides additional access to online management and personalization tools.

- To access the registration for your NHID, click on the DragonBar menu and select 'My Nuance Healthcare ID"

1. Complete the registration form and click Submit.
2. You will receive a confirmation email; click the link in this email to complete the registration.
 - Note: The link in the registration email expires 30 minutes after it is sent. This link needs to be clicked within a few minutes of submitting the registration to finalize.

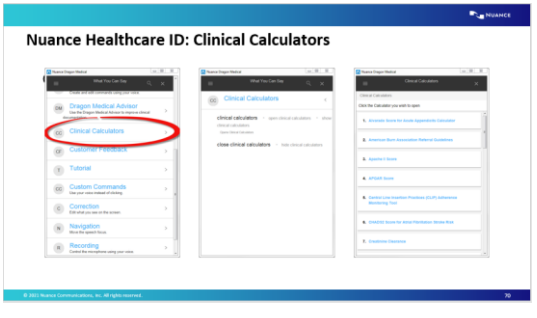
Slide #69



Once registered, you will have access to clinical calculators. To use clinical calculators, simply say the command "Clinical Calculators" into your Dragon mic.

It will open a list of 33 available calculators. You can click on one you wish to access, complete the questionnaire and it will provide a result. You can use this for reference or transfer the result into your documentation.

Slide #70



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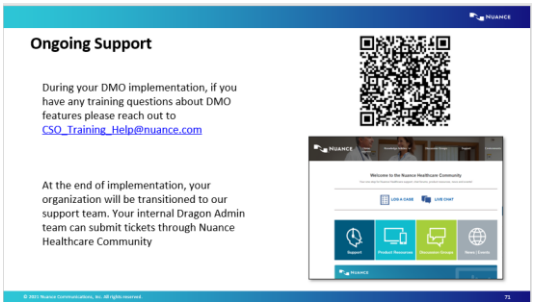
Ongoing Support

During your DMO implementation, if you have any training questions about DMO features please reach out to CSO_Training_Help@nuance.com

At the end of implementation, your organization will be transitioned to our support team. Your internal Dragon Admin team can submit tickets through Nuance Healthcare Community

Slide #71



Integrated Learning

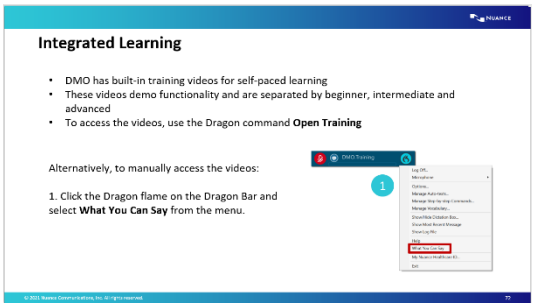
DMO has built-in training videos for self-paced learning

- These videos demo functionality and are separated by beginner, intermediate and advanced
- To access the videos, use the Dragon command **Open Training**

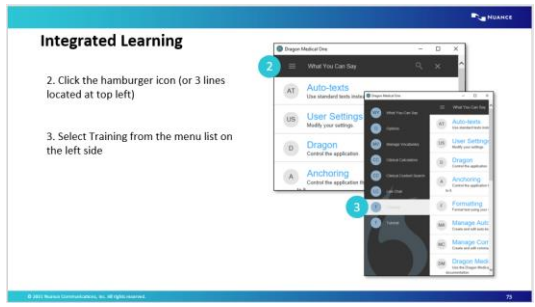
Alternatively, to manually access the videos:

1. Click the Dragon flame on the Dragon Bar and select **What You Can Say** from the menu.
2. Click the hamburger icon (or 3 lines located at top left)
3. Select **Training** from the menu list on the left side

Slide #72



Slide #73



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DMO Live Chat

DMO Live Chat is an Add-On. Not all organizations will have access. Be sure to check with the PM prior to covering any content on DMO Live Chat.

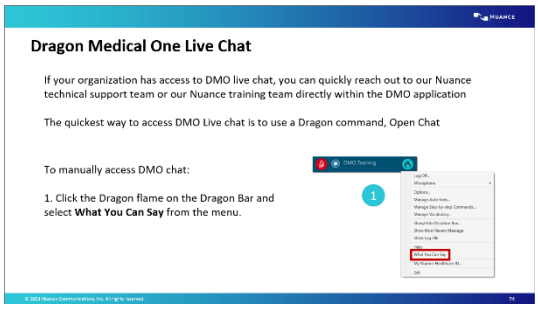
If your organization has access to DMO live chat, you can quickly reach out to our Nuance technical support team or our Nuance training team directly within the DMO application

The quickest way to access DMO Live chat is to use a Dragon command, **Open Chat**

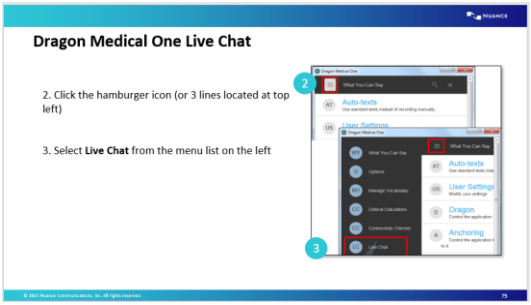
To manually access DMO chat:

1. Click the Dragon flame on the Dragon Bar and select **What You Can Say** from the menu.
2. Click the hamburger icon (or 3 lines located at top left)
3. Select **Live Chat** from the menu list on the left
4. The Live Chat login screen requires that you type in your first name and email. You may also type your last name if you like. Click on the desired support type:
    a. Chat with Support for technical questions
    b. Chat with Training for training or functionality questions
5. Your chat will begin in a separate pop-up window.

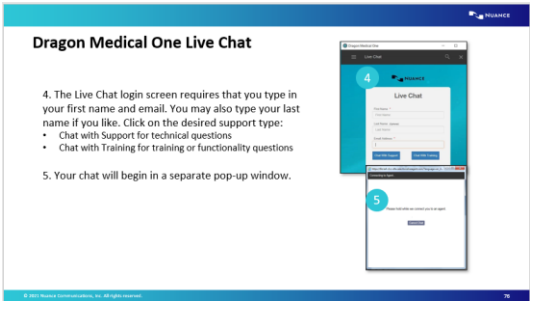
Slide #74



Slide #75



Slide #76



End of Training Session

Provide the link to the survey if time.
Review Questions
End of training. Thank you!

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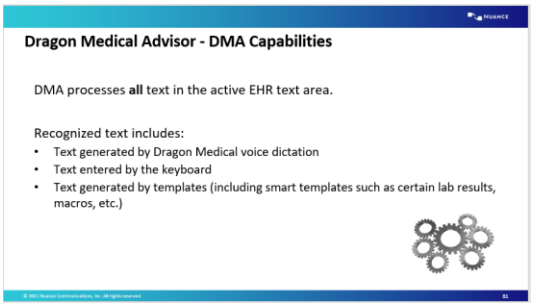
Dragon Medical Advisor

- For clients that purchase licenses for Dragon Medical Advisor, review slides 81-87
- Dragon Medical Advisor is a computer assisted documentation tool. Also known as CAPD. It provides specificity opportunities for most common diagnoses. This increases the documentation quality and reduces in basket queries for documentation improvements.
- It is a tool; it does not replace clinician expertise.

Slide #80

- Explain how DMA processes all text in the active EHR text area.
- Note that recognized text includes:
    - Text generated by Dragon Medical voice dictation.
    - Text entered by the keyboard.
    - Text generated by templates or macros,
- DMA data is analyzed for data in the form that is currently in focus. This means that if an EHR has multiple forms, analysis will be done one form at a time.
- Explain that depending on the EHR, best practice may be to not run DMA until the clinician is ready to view the entire note on a summary or output page.

Slide #81



- Workflow will be refined by EHR as interoperability testing is done by EHR.
- Address questions.

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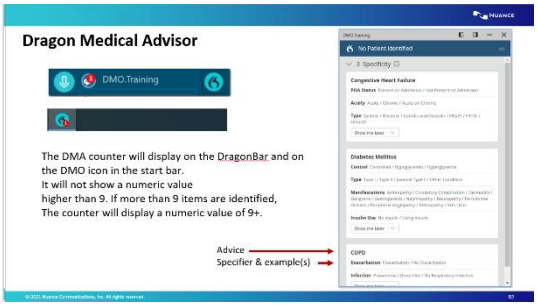
- Advice is presented to providers though an DMA advice window. The window displays the following information when the CLU engine determines documentation can be improved.

- There is a DMA counter on your DragonBar. It will show a number based on how many diagnoses are identified. If there are more than 9 items, the counter will display 9+.

- **Advice** – non-specific diagnosis or procedure identified

- **Specifier** – attributes of non-specific diagnosis or procedure that needs more detail

Slide #82



- **Examples** – attribute details that will resolve the advice

- **Improved conspicuousness of Dragon Medical Advisor notifications.** The Dragon Medical One icon in the notification area will temporarily flash and display the number of available advice items to be reviewed by the user, even if the DragonBar is minimized.

    - Note: Users working in virtual server environments will see numbers, but the notification will not flash. This feature was released in DMA 1.8, but requires DMO 2020.1.1 (DMO 2020.1 SR1)

- The advice window can be adjusted for viewing advice while documenting in an EHR environment, depending on the hosted environment (note: in a Citrix-hosted environment, the ability to dock may not be available currently). If enabled, display options include the following:

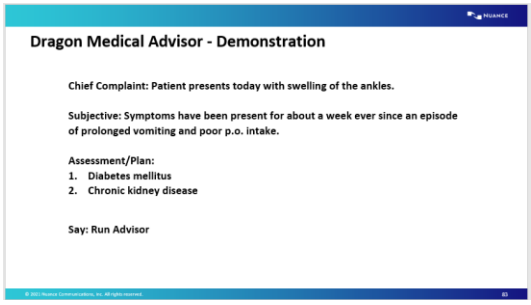
    - Floating, docked left or right, minimized, or closed

    - **Note:** in a Citrix environment, the content window cannot resize to accommodate the DMA window

- I will demonstrate how it works. First, I will click into a text field.

- Next, I will dictate this statement (slide 88) "**Chief Complaint [colon] Patient presents today with swelling of the ankles [period] [New Paragraph] Subjective [colon] symptoms have been present for about a week ever since an episode of prolonged vomiting and poor p.o intake [period] [New Paragraph] Assessment Plan [colon] [New Line] Numeral one period Diabetes mellitus [New Line] numeral two period Chronic Kidney disease**"

Slide #83



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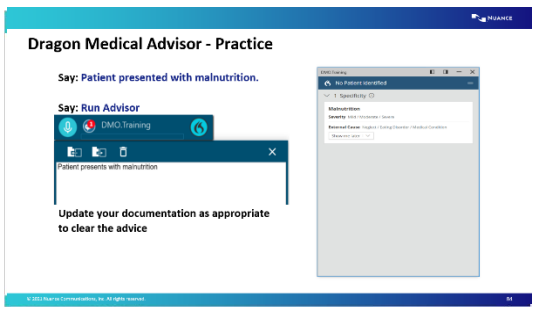
- Say Run Advisor. Note the items that need to be addressed.
- "**Select Diabetes mellitus**" "**Type 2 diabetes mellitus, in poor control, with peripheral neuropathy. The diabetes is insulin dependent with no other complications."**
- **"Insert before Chronic Kidney Disease" "Stage II"**

- Now you can try it. Read the text in blue aloud into your text field.
- Utilizing the DMO Dictation box, instruct attendees to **dictate** the text noted on slide and then say, **"Run Advisor**."
- Instruct attendees to review the specificity advice and update their dictation with specifiers.

Slide #84



- For example, one way to update the statement is to say, "**Patient presented with moderate malnutrition due to an eating disorder."**

- **<u>Note:</u> The 'Patient Context' Feature may not be available for certain EHRs. Ask your Nuance DMA Support Team if unsure.**
- DMA can significantly reduce repetitive advice through the case model (i.e. patient context). Providers benefit because over prompting of advice can lead to alert fatigue. The case model works by keeping track of documentation on each patient encounter. EHRs use "edit-controls" to enter narrative in documents. As providers enter text into EHR edit-controls during documentation, a copy of the information is securely sent to Nuance's hosted data center and stored in the patient's case model. When the CLU engine generates new advice, DMA checks the patient's case model to see if the advice was previously resolved in existing documentation. If DMA finds resolved advice, new advice will not be displayed; the advice will be suppressed.

Slide #85

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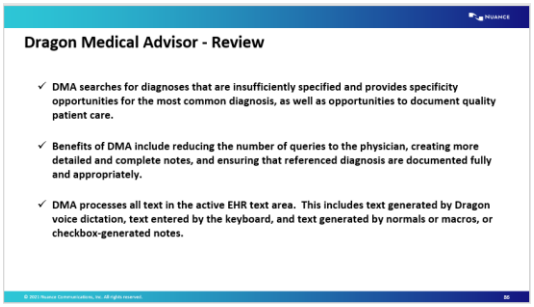
- Dragon Medical Advisor provides specificity opportunities for the most common diagnoses, as well as opportunities to document quality patient care.
- There are many benefits to using DMA. It can reduce the number of queries sent to the physician, it can create more detailed and complete progress notes, and ensures that the referenced diagnoses are documented fully and appropriately.

Slide #85



- It processes all the text in the EHR text field. It includes text generated by Dragon dictation, typed on the keyboard, as well as text generated from templates, macros, or checkbox notes.

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Appendix A: Additional List of Characters for Spell Out Mode

Special Characters

To get	Say
!	exclamation mark | exclamation point
"	double quote | double quotes | begin double quote | begin double quotes | begin quotation | begin quotation marks | begin quote | begin quotes | left quote | open double quote | open double quotes | open quotation | open quotation marks | open quote | open quotes | quote | quotes | close double quote | close double quotes | close quotation | close quotation marks | close quote | close quotes | end double quote | end double quotes | end of double quote | end of double quotes | end of quote | end quotation | end quotation marks | end quote | end quotes | right quote | unquote
#	hash | hash mark | hash sign | hash tag | number | number sign | pound | pound sign | sharp | sharp sign
$	dollar | dollar sign
%	percent | percent sign | percent symbol
&	ampersand | and | and sign | and symbol
'	apostrophe | begin single quote | begin single quotes | inverted comma | open single quote | quote | single quotation mark | single quote | close single quote | end single quote | end single quotes | unquote
(	begin paren | begin parentheses | begin parenthesis | bracket | brackets | left bracket | left paren | left parenthesis | open bracket | open brackets | open paren | open parentheses | open parenthesis | parentheses
)	bracket | brackets | close bracket | close brackets | close paren | close parentheses | close parenthesis | end paren | end parentheses | end parenthesis | right bracket | right paren | right parenthesis
*	asterisk | star | star symbol
+	add sign | plus | plus sign | plus symbol
,	comma

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-	hyphen | minus sign
.	dot | full stop | period | point
/	forward slash | slash
:	colon | colon mark
;	semicolon
<	left angle bracket | left angle brackets | open angle bracket | open angle brackets | less than | less than sign | less than symbol
=	equal | equal sign | equals | equals sign
>	greater than | greater than sign | greater than symbol | close angle bracket | close angle brackets | right angle bracket | right angle brackets
?	question mark
@	at | at sign
[	left bracket | left square bracket | open bracket | open brackets | open square bracket | open square brackets | start bracket | start brackets
\	backslash
	no break space | nonbreakable space | unbreakable space
	space | space bar
]	close bracket | close brackets | close square bracket | close square brackets | end bracket | end brackets | right bracket | right square bracket
^	caret | hat
_	underscore
`	back tick | backquote

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{	left brace | left curly brace | left curly bracket | open brace | open braces | open curly brace | open curly braces | open curly bracket | open curly brackets
|	bar | vertical | vertical bar
}	close brace | close braces | close curly brace | close curly braces | close curly bracket | close curly brackets | right brace | right curly brace | right curly bracket
~	centered tilde | tilde
¡	inverted exclamation mark | inverted exclamation point
¢	cent | cent sign
£	pound | pound sterling | sterling | sterling sign
¤	general currency | general currency sign | general currency symbol
¥	yen | yen sign
¦	broken vertical bar
§	section | section sign | section symbol
©	copyright | copyright symbol
ª	feminine ordinal | feminine ordinal sign | feminine ordinal symbol
«	begin angle quote | begin angle quotes | open French quotation mark | open French quotation marks | open angle quote | open angle quotes | open euro quote | open euro quotes | open guillemet | open guillemets
¬	logical not | logical not sign | logical not symbol | not | not sign | not symbol
	soft hyphen
®	registered | registered symbol | registered trademark | registered trademark sign | registered trademark symbol
¯	macron | macron sign | macron symbol

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°	degree | degree symbol
±	plus minus | plus minus sign | plus minus symbol | plus or minus | plus or minus sign | plus or minus symbol
²	square | squared | superscript two
³	cube | cubed | superscript three
µ	Greek mu | micro | micro sign | micro symbol
¶	paragraph | paragraph sign | paragraph symbol
·	center dot | centered dot | middle dot
¹	superscript one
º	masculine ordinal | masculine ordinal sign | masculine ordinal symbol
»	close French quotation mark | close French quotation marks | close angle quote | close angle quotes | close euro quote | close euro quotes | close guillemet | close guillemets | end angle quote | end angle quotes
¼	one quarter | one quarter sign | one quarter symbol | quarter | quarter sign | quarter symbol
½	half | half sign | half symbol | one half | one half sign | one half symbol
¾	three quarters | three quarters sign | three quarters symbol
¿	inverted question mark
–	N dash | dash | double dash
—	M dash
‚	alternate comma
„	double comma
†	dagger | single dagger | single dagger sign | single dagger symbol

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‡	**double dagger | double dagger sign | double dagger symbol**
…	**dot dot dot | ellipsis**
‰	**per mil | per mil sign | per mil symbol | per thousand | per thousand sign | per thousand symbol**
€	**euro | euro sign**
₹	**rupee sign**
™	**trademark | trademark sign | trademark symbol**
ƒ	**guilder | guilder sign**

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Accents

To get	Say
À	capital A accent grave | capital A grave | capital Alfa accent grave | capital Alfa grave | uppercase A accent grave | uppercase A grave | uppercase Alfa accent grave | uppercase Alfa grave
Á	capital A accent acute | capital A acute | capital Alfa accent acute | capital Alfa acute | uppercase A accent acute | uppercase A acute | uppercase Alfa accent acute | uppercase Alfa acute
Â	capital A accent circumflex | capital A circumflex | capital Alfa accent circumflex | capital Alfa circumflex | uppercase A accent circumflex | uppercase A circumflex | uppercase Alfa accent circumflex | uppercase Alfa circumflex
Ã	capital A accent tilde | capital A tilde | capital Alfa accent tilde | capital Alfa tilde | uppercase A accent tilde | uppercase A tilde | uppercase Alfa accent tilde | uppercase Alfa tilde
Ä	capital A accent umlaut | capital A dieresis | capital A umlaut | capital Alfa accent umlaut | capital Alfa dieresis | capital Alfa umlaut | uppercase A accent umlaut | uppercase A dieresis | uppercase A umlaut | uppercase Alfa accent umlaut | uppercase Alfa dieresis | uppercase Alfa umlaut
Å	capital A ring | capital A ring above | capital Alfa ring | capital Alfa ring above | uppercase A ring | uppercase A ring above | uppercase Alfa ring | uppercase Alfa ring above
Æ	capital AE diphthong | capital AE ligature | capital Alfa Echo diphthong | capital Alfa Echo ligature | uppercase AE diphthong | uppercase AE ligature | uppercase Alfa Echo diphthong | uppercase Alfa Echo ligature
Ç	capital C accent cedilla | capital C cedilla | capital Charlie accent cedilla | capital Charlie cedilla | uppercase C accent cedilla | uppercase C cedilla | uppercase Charlie accent cedilla | uppercase Charlie cedilla
È	capital E accent grave | capital E grave | capital Echo accent grave | capital Echo grave | uppercase E accent grave | uppercase E grave | uppercase Echo accent grave | uppercase Echo grave
É	capital E accent acute | capital E acute | capital Echo accent acute | capital Echo acute | uppercase E accent acute | uppercase E acute | uppercase Echo accent acute | uppercase Echo acute

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Ê	**capital E accent circumflex | capital E circumflex | capital Echo accent circumflex | capital Echo circumflex | uppercase E accent circumflex | uppercase E circumflex | uppercase Echo accent circumflex | uppercase Echo circumflex**
Ë	**capital E accent umlaut | capital E dieresis | capital E umlaut | capital Echo accent umlaut | capital Echo dieresis | capital Echo umlaut | uppercase E accent umlaut | uppercase E dieresis | uppercase E umlaut | uppercase Echo accent umlaut | uppercase Echo dieresis | uppercase Echo umlaut**
Ì	**capital I accent grave | capital I grave | capital India accent grave | capital India grave | uppercase I accent grave | uppercase I grave | uppercase India accent grave | uppercase India grave**
Í	**capital I accent acute | capital I acute | capital India accent acute | capital India acute | uppercase I accent acute | uppercase I acute | uppercase India accent acute | uppercase India acute**
Î	**capital I accent circumflex | capital I circumflex | capital India accent circumflex | capital India circumflex | uppercase I accent circumflex | uppercase I circumflex | uppercase India accent circumflex | uppercase India circumflex**
Ï	**capital I accent umlaut | capital I dieresis | capital I umlaut | capital India accent umlaut | capital India dieresis | capital India umlaut | uppercase I accent umlaut | uppercase I dieresis | uppercase I umlaut | uppercase India accent umlaut | uppercase India dieresis | uppercase India umlaut**
Ð	**capital Icelandic eth | capital eth | uppercase Icelandic eth | uppercase eth**
Ñ	**capital N accent tilde | capital N tilde | capital N yay | capital November accent tilde | capital November tilde | uppercase N accent tilde | uppercase N tilde | uppercase N yay | uppercase November accent tilde | uppercase November tilde**
Ò	**capital O accent grave | capital O grave | capital Oscar accent grave | capital Oscar grave | uppercase O accent grave | uppercase O grave | uppercase Oscar accent grave | uppercase Oscar grave**
Ó	**capital O accent acute | capital O acute | capital Oscar accent acute | capital Oscar acute | uppercase O accent acute | uppercase O acute | uppercase Oscar accent acute | uppercase Oscar acute**
Ô	**capital O accent circumflex | capital O circumflex | capital Oscar accent circumflex | capital Oscar circumflex | uppercase O accent circumflex | uppercase O circumflex | uppercase Oscar accent circumflex | uppercase Oscar circumflex**

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Õ	capital O accent tilde | capital O tilde | capital Oscar accent tilde | capital Oscar tilde | uppercase O accent tilde | uppercase O tilde | uppercase Oscar accent tilde | uppercase Oscar tilde
Ö	capital O accent umlaut | capital O dieresis | capital O umlaut | capital Oscar accent umlaut | capital Oscar dieresis | capital Oscar umlaut | uppercase O accent umlaut | uppercase O dieresis | uppercase O umlaut | uppercase Oscar accent umlaut | uppercase Oscar dieresis | uppercase Oscar umlaut
×	multiplication sign | multiplication symbol | multiply | multiply sign | multiply symbol | times | times sign | times symbol
Ø	capital O oblique stroke | capital O slash | capital Oscar oblique stroke | capital Oscar slash | uppercase O oblique stroke | uppercase O slash | uppercase Oscar oblique stroke | uppercase Oscar slash
Ù	capital U accent grave | capital U grave | capital Uniform accent grave | capital Uniform grave | uppercase U accent grave | uppercase U grave | uppercase Uniform accent grave | uppercase Uniform grave
Ú	capital U accent acute | capital U acute | capital Uniform accent acute | capital Uniform acute | uppercase U accent acute | uppercase U acute | uppercase Uniform accent acute | uppercase Uniform acute
Û	capital U accent circumflex | capital U circumflex | capital Uniform accent circumflex | capital Uniform circumflex | uppercase U accent circumflex | uppercase U circumflex | uppercase Uniform accent circumflex | uppercase Uniform circumflex
Ü	capital U accent umlaut | capital U dieresis | capital U umlaut | capital Uniform accent umlaut | capital Uniform dieresis | capital Uniform umlaut | uppercase U accent umlaut | uppercase U dieresis | uppercase U umlaut | uppercase Uniform accent umlaut | uppercase Uniform dieresis | uppercase Uniform umlaut
Ý	capital Y accent acute | capital Y acute | capital Yankee accent acute | capital Yankee acute | uppercase Y accent acute | uppercase Y acute | uppercase Yankee accent acute | uppercase Yankee acute
Þ	capital Icelandic thorn | capital thorn | uppercase Icelandic thorn | uppercase thorn
ß	German sharp S | German sharp Sierra | eszet | letter German sharp S | letter German sharp Sierra | letter eszet | letter sharp S | letter sharp Sierra | sharp S | sharp Sierra
à	A accent grave | A grave | Alfa accent grave | Alfa grave | letter A accent grave | letter A grave | letter Alfa accent grave | letter Alfa grave | lowercase A accent grave | lowercase A grave | lowercase Alfa accent grave | lowercase Alfa grave

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á	A accent acute | A acute | Alfa accent acute | Alfa acute | letter A accent acute | letter A acute | letter Alfa accent acute | letter Alfa acute | lowercase A accent acute | lowercase A acute | lowercase Alfa accent acute | lowercase Alfa acute
â	A accent circumflex | A circumflex | Alfa accent circumflex | Alfa circumflex | letter A accent circumflex | letter A circumflex | letter Alfa accent circumflex | letter Alfa circumflex | lowercase A accent circumflex | lowercase A circumflex | lowercase Alfa accent circumflex | lowercase Alfa circumflex
ã	A accent tilde | A tilde | Alfa accent tilde | Alfa tilde | letter A accent tilde | letter A tilde | letter Alfa accent tilde | letter Alfa tilde | lowercase A accent tilde | lowercase A tilde | lowercase Alfa accent tilde | lowercase Alfa tilde
ä	A accent umlaut | A dieresis | A umlaut | Alfa accent umlaut | Alfa dieresis | Alfa umlaut | letter A accent umlaut | letter A dieresis | letter A umlaut | letter Alfa accent umlaut | letter Alfa dieresis | letter Alfa umlaut | lowercase A accent umlaut | lowercase A dieresis | lowercase A umlaut | lowercase Alfa accent umlaut | lowercase Alfa dieresis | lowercase Alfa umlaut
å	A ring | A ring above | Alfa ring | Alfa ring above | letter A ring | letter A ring above | letter Alfa ring | letter Alfa ring above | lowercase A ring | lowercase A ring above | lowercase Alfa ring | lowercase Alfa ring above
æ	AE diphthong | AE ligature | Alfa Echo diphthong | Alfa Echo ligature | letter AE diphthong | letter AE ligature | letter Alfa Echo diphthong | letter Alfa Echo ligature | lowercase AE diphthong | lowercase AE ligature | lowercase Alfa Echo diphthong | lowercase Alfa Echo ligature
ç	C accent cedilla | C cedilla | Charlie accent cedilla | Charlie cedilla | letter C accent cedilla | letter C cedilla | letter Charlie accent cedilla | letter Charlie cedilla | lowercase C accent cedilla | lowercase C cedilla | lowercase Charlie accent cedilla | lowercase Charlie cedilla
è	E accent grave | E grave | Echo accent grave | Echo grave | letter E accent grave | letter E grave | letter Echo accent grave | letter Echo grave | lowercase E accent grave | lowercase E grave | lowercase Echo accent grave | lowercase Echo grave
é	E accent acute | E acute | Echo accent acute | Echo acute | letter E accent acute | letter E acute | letter Echo accent acute | letter Echo acute | lowercase E accent acute | lowercase E acute | lowercase Echo accent acute | lowercase Echo acute
ê	E accent circumflex | E circumflex | Echo accent circumflex | Echo circumflex | letter E accent circumflex | letter E circumflex | letter Echo accent circumflex | letter Echo circumflex | lowercase E accent circumflex | lowercase E circumflex | lowercase Echo accent circumflex | lowercase Echo circumflex

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ë	E accent umlaut | E dieresis | E umlaut | Echo accent umlaut | Echo dieresis | Echo umlaut | letter E accent umlaut | letter E dieresis | letter E umlaut | letter Echo accent umlaut | letter Echo dieresis | letter Echo umlaut | lowercase E accent umlaut | lowercase E dieresis | lowercase E umlaut | lowercase Echo accent umlaut | lowercase Echo dieresis | lowercase Echo umlaut
ì	I accent grave | I grave | India accent grave | India grave | letter I accent grave | letter I grave | letter India accent grave | letter India grave | lowercase I accent grave | lowercase I grave | lowercase India accent grave | lowercase India grave
í	I accent acute | I acute | India accent acute | India acute | letter I accent acute | letter I acute | letter India accent acute | letter India acute | lowercase I accent acute | lowercase I acute | lowercase India accent acute | lowercase India acute
î	I accent circumflex | I circumflex | India accent circumflex | India circumflex | letter I accent circumflex | letter I circumflex | letter India accent circumflex | letter India circumflex | lowercase I accent circumflex | lowercase I circumflex | lowercase India accent circumflex | lowercase India circumflex
ï	I accent umlaut | I dieresis | I umlaut | India accent umlaut | India dieresis | India umlaut | letter I accent umlaut | letter I dieresis | letter I umlaut | letter India accent umlaut | letter India dieresis | letter India umlaut | lowercase I accent umlaut | lowercase I dieresis | lowercase I umlaut | lowercase India accent umlaut | lowercase India dieresis | lowercase India umlaut
ð	Icelandic eth | eth | letter Icelandic eth | letter eth | lowercase Icelandic eth | lowercase eth
ñ	N accent tilde | N yay | November accent tilde | November tilde | letter N accent tilde | letter N tilde | letter N yay | letter November accent tilde | letter November tilde | lowercase N accent tilde | lowercase N tilde | lowercase N yay | lowercase November accent tilde | lowercase November tilde
ò	O accent grave | O grave | Oscar accent grave | Oscar grave | letter O accent grave | letter O grave | letter Oscar accent grave | letter Oscar grave | lowercase O accent grave | lowercase O grave | lowercase Oscar accent grave | lowercase Oscar grave
ó	O accent acute | O acute | Oscar accent acute | Oscar acute | letter O accent acute | letter O acute | letter Oscar accent acute | letter Oscar acute | lowercase O accent acute | lowercase O acute | lowercase Oscar accent acute | lowercase Oscar acute
ô	O accent circumflex | O circumflex | Oscar accent circumflex | Oscar circumflex | letter O accent circumflex | letter O circumflex | letter Oscar accent circumflex | letter Oscar circumflex | lowercase O accent circumflex | lowercase O circumflex | lowercase Oscar accent circumflex | lowercase Oscar circumflex

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õ	O accent tilde | O tilde | Oscar accent tilde | Oscar tilde | letter O accent tilde | letter O tilde | letter Oscar accent tilde | letter Oscar tilde | lowercase O accent tilde | lowercase O tilde | lowercase Oscar accent tilde | lowercase Oscar tilde
ö	O accent umlaut | O dieresis | O umlaut | Oscar accent umlaut | Oscar dieresis | Oscar umlaut | letter O accent umlaut | letter O dieresis | letter O umlaut | letter Oscar accent umlaut | letter Oscar dieresis | letter Oscar umlaut | lowercase O accent umlaut | lowercase O dieresis | lowercase O umlaut | lowercase Oscar accent umlaut | lowercase Oscar dieresis | lowercase Oscar umlaut
÷	divide | divide sign | divide symbol | division sign | division symbol
ø	O oblique stroke | O slash | Oscar oblique stroke | Oscar slash | letter O oblique stroke | letter O slash | letter Oscar oblique stroke | letter Oscar slash | lowercase O oblique stroke | lowercase O slash | lowercase Oscar oblique stroke | lowercase Oscar slash
ù	U accent grave | U grave | letter U accent grave | letter U grave | letter Uniform accent grave | letter Uniform grave | Uniform accent grave | Uniform grave | lowercase U accent grave | lowercase U grave | lowercase Uniform accent grave | lowercase Uniform grave
ú	U accent acute | U acute | letter U accent acute | letter U acute | letter Uniform accent acute | letter Uniform acute | Uniform accent acute | Uniform acute | lowercase U accent acute | lowercase U acute | lowercase Uniform accent acute | lowercase Uniform acute
û	U accent circumflex | U circumflex | letter U accent circumflex | letter U circumflex | letter Uniform accent circumflex | letter Uniform circumflex | Uniform accent circumflex | Uniform circumflex | lowercase U accent circumflex | lowercase U circumflex | lowercase Uniform accent circumflex | lowercase Uniform circumflex
ü	U accent umlaut | U dieresis | U umlaut | letter U accent umlaut | letter U dieresis | letter U umlaut | letter Uniform accent umlaut | letter Uniform dieresis | letter Uniform umlaut | Uniform accent umlaut | Uniform dieresis | Uniform umlaut | lowercase U accent umlaut | lowercase U dieresis | lowercase U umlaut | lowercase Uniform accent umlaut | lowercase Uniform dieresis | lowercase Uniform umlaut
ý	Y accent acute | Y acute | Yankee accent acute | Yankee acute | letter Y accent acute | letter Y acute | letter Yankee accent acute | letter Yankee acute | lowercase Y accent acute | lowercase Y acute | lowercase Yankee accent acute | lowercase Yankee acute
þ	Icelandic thorn | letter Icelandic thorn | letter thorn | thorn | lowercase Icelandic thorn | lowercase thorn

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ÿ	Y accent umlaut | Y dieresis | Y umlaut | Yankee accent umlaut | Yankee dieresis | Yankee umlaut | letter Y accent umlaut | letter Y dieresis | letter Y umlaut | letter Yankee accent umlaut | letter Yankee dieresis | letter Yankee umlaut | lowercase Y accent umlaut | lowercase Y dieresis | lowercase Y umlaut | lowercase Yankee accent umlaut | lowercase Yankee dieresis | lowercase Yankee umlaut
Œ	capital OE diphthong | capital OE ligature | capital Oscar Echo diphthong | capital Oscar Echo ligature | uppercase OE diphthong | uppercase OE ligature | uppercase Oscar Echo diphthong | uppercase Oscar Echo ligature
œ	OE diphthong | OE ligature | letter OE diphthong | letter OE ligature | letter Oscar Echo diphthong | letter Oscar Echo ligature | Oscar Echo diphthong | Oscar Echo ligature | lowercase OE diphthong | lowercase OE ligature | lowercase Oscar Echo diphthong | lowercase Oscar Echo ligature
Š	capital S wedge | capital S with Caron | capital Sierra wedge | capital Sierra with Caron | uppercase S wedge | uppercase S with Caron | uppercase Sierra wedge | uppercase Sierra with Caron
š	S wedge | S with Caron | letter S wedge | letter S with Caron | letter Sierra wedge | letter Sierra with Caron | Sierra wedge | Sierra with Caron | lowercase S wedge | lowercase S with Caron | lowercase Sierra wedge | lowercase Sierra with Caron
Ÿ	capital Y accent umlaut | capital Y dieresis | capital Y umlaut | capital Yankee accent umlaut | capital Yankee dieresis | capital Yankee umlaut | uppercase Y accent umlaut | uppercase Y dieresis | uppercase Y umlaut | uppercase Yankee accent umlaut | uppercase Yankee dieresis | uppercase Yankee umlaut
Ž	capital Z with Caron | capital Zulu with Caron | uppercase Z with Caron | uppercase Zulu with Caron
ž	Z with Caron | Zulu with Caron | letter Z with Caron | letter Zulu with Caron | lowercase Z with Caron | lowercase Zulu with Caron

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Appendix: B

Custom Presentations:

1. Bridge Training; (no add-ons
    a. Introduction: slides 2-3; introduction, agenda
    b. Introduction: slides 6,8,9; what is DMO? What are Benefits of DMO? DMO capabilities
    c. DMO Basics: slides 10-15; Let's get started, launching DMO, Log-in screen, DragonBar, DragonBar menu items; questions
    d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions
    e. Dictation Basics: Slides 22-24, 26, 27, 29-31; Dictation basics, when you dictate, practice dictating, review commands, correction, dictation box, dictation box, questions
    f. Vocabulary: slides 32-36, 38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, questions
    g. Custom Commands: slides 39-42, 51-55; dragon medical one commands, basic auto text (2 slides), creating a step-by-step command (3 slides), editing or deleting a step-by-step command, questions
    h. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.
    i. Survey: slides 77-78; survey, thank you
2. Bridge Training; PMM
    a. Introduction: slides 2-3; introduction, agenda
    b. Introduction: slides 6,8,9; what is DMO? What are Benefits of DMO? DMO capabilities
    c. DMO Basics: slides 10-15; Let's get started, launching DMO, Log-in screen, DragonBar, DragonBar menu items; questions
    d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions
    e. Dictation Basics: Slides 22-24, 26, 27, 29-31; Dictation basics, when you dictate, practice dictating, review commands, correction, dictation box, dictation box, questions

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f. Vocabulary: slides 32-36, 38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, questions

g. Custom Commands: slides 39-42, 51-55; dragon medical one commands, basic auto text (2 slides), creating a step-by-step command (3 slides), editing or deleting a step-by-step command, questions

h. PowerMic Mobile: slides 57-63; PowerMic mobile, features and benefits, installing, configuring, launching, button configuration

i. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.

j. Survey: slides 77-78; survey, thank you

3. Bridge Training; PMM, DMA

a. Introduction: slides 2-3; introduction, agenda

b. Introduction: slides 6,8,9; what is DMO? What are Benefits of DMO? DMO capabilities

c. DMO Basics: slides 10-15; Let's get started, launching DMO, Log-in screen, DragonBar, DragonBar menu items; questions

d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions

e. Dictation Basics: Slides 22-24, 26, 27, 29-31; Dictation basics, when you dictate, practice dictating, review commands, correction, dictation box, dictation box, questions

f. Vocabulary: slides 32-36, 38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, questions

g. Custom Commands: slides 39-42, 51-55; dragon medical one commands, basic auto text (2 slides), creating a step-by-step command (3 slides), editing or deleting a step-by-step command, questions

h. PowerMic Mobile: slides 57-63; PowerMic mobile, features and benefits, installing, configuring, launching, button configuration

i. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.

j. Dragon Medical Advisor: slides 79-87; dragon medical advisor, capabilities, DMA counter and specificity, demonstration, practice, patient context, review, questions

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k. Survey: slides 77-78; survey, thank you

4. New User; no add-ons

    a. Introduction: slides 2-3; introduction, agenda

    b. Demonstration: slides 4-9; demonstration, what is DMO? What does DMO do? What are Benefits of DMO? DMO capabilities

    c. DMO Basics: slides 10-15; Let's get started, Log-in screen, DragonBar, DragonBar menu items; questions

    d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions

    e. Dictation Basics: Slides 22-31; Dictation basics, when you dictate, practice dictating, additional commands, review commands, correction, correction review, dictation box, dictation box, questions

    f. Vocabulary: slides 32-38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, DMO review, questions

    g. Custom Commands: slides 39-55; dragon medical one commands, basic auto text (2 slides), variable auto-text (3 slides), editing an auto-text, deleting an auto-text, navigating through variable fields (2 slides), auto-text dictation with changes, creating a step-by-step command (3 slides), editing or deleting a step-by-step command, questions

    h. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.

    i. Survey: slides 77-78; survey, thank you

5. New User; PMM

    a. Introduction: slides 2-3; introduction, agenda

    b. Demonstration: slides 4-9; demonstration, what is DMO? What does DMO do? What are Benefits of DMO? DMO capabilities

    c. DMO Basics: slides 10-15; Let's get started, Log-in screen, DragonBar, DragonBar menu items; questions

    d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions

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e. Dictation Basics: Slides 22-31; Dictation basics, when you dictate, practice dictating, additional commands, review commands, correction, correction review, dictation box, dictation box, questions

f. Vocabulary: slides 32-38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, DMO review, questions

g. Custom Commands: slides 39-55; dragon medical one commands, basic auto text (2 slides), variable auto-text (3 slides), editing an auto-text, deleting an auto-text, navigating through variable fields (2 slides), auto-text dictation with changes, creating a step-by-step command (3 slides), editing or deleting a step-by-step command, questions

h. PowerMic Mobile: slides 56-62; PowerMic mobile, features and benefits, installing, configuring, launching, button configuration

i. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.

j. Survey: slides 77-78; survey, thank you

6. New User PMM, DMA

a. Introduction: slides 2-3; introduction, agenda

b. Demonstration: slides 4-9; demonstration, what is DMO? What does DMO do? What are Benefits of DMO? DMO capabilities

c. DMO Basics: slides 10-15; Let's get started, Log-in screen, DragonBar, DragonBar menu items; questions

d. Microphone management: slides 16-21; microphone basics, nuance PowerMic, using the microphone, microphone management, mic on/off, questions

e. Dictation Basics: Slides 22-31; Dictation basics, when you dictate, practice dictating, additional commands, review commands, correction, correction review, dictation box, dictation box, questions

f. Vocabulary: slides 32-38; updating vocabulary, adding custom vocabulary, custom vocabulary, enter word as pronounced, manage custom vocabulary, DMO review, questions

g. Custom Commands: slides 39-55; dragon medical one commands, basic auto text (2 slides), variable auto-text (3 slides), editing an auto-text, deleting an auto-text, navigating through variable fields (2 slides), auto-text dictation with changes, creating

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a step-by-step command (3 slides), editing or deleting a step-by-step command, questions

h. PowerMic Mobile: slides 57-63; PowerMic mobile, features and benefits, installing, configuring, launching, button configuration

i. Odds and Ends: slides 64-76; anchoring speech focus (slides), resiliency mode, nuance healthcare ID, ID registration, clinical calculators, ongoing support, integrated learning, Live chat.

j. Dragon Medical Advisor: slides 79-87; dragon medical advisor, capabilities, DMA counter and specificity, demonstration, practice, patient context, review, questions

k. Survey: slides 77-78; survey, thank you

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