

# A Step-By-Step Guide to eScripton for

## Clinician Dictation

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July 2014

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## Preamble

UCMG Transcription Services provides the University of Calgary Medical Group (UCMG) members with necessary transcription services specific to capturing and translating a Clinician dictation, creating a transcribed medical report, and facilitating the distribution of the medical report to dedicated locations (including Sunrise Clinical Manager and Netcare) that are responsible for the collection and management of the patient legal record of care.

Transcription Services utilizes the dictation-transcription solution, Dragon Medical 360 | eScription from Nuance. The eScription solution is an industry leading platform for computer-aided speech-recognized medical transcription that is more efficient than traditional transcription; improving turnaround times, reducing transcription costs, and improving clinical workflow and efficiencies.

### About this Step-by-Step Guide

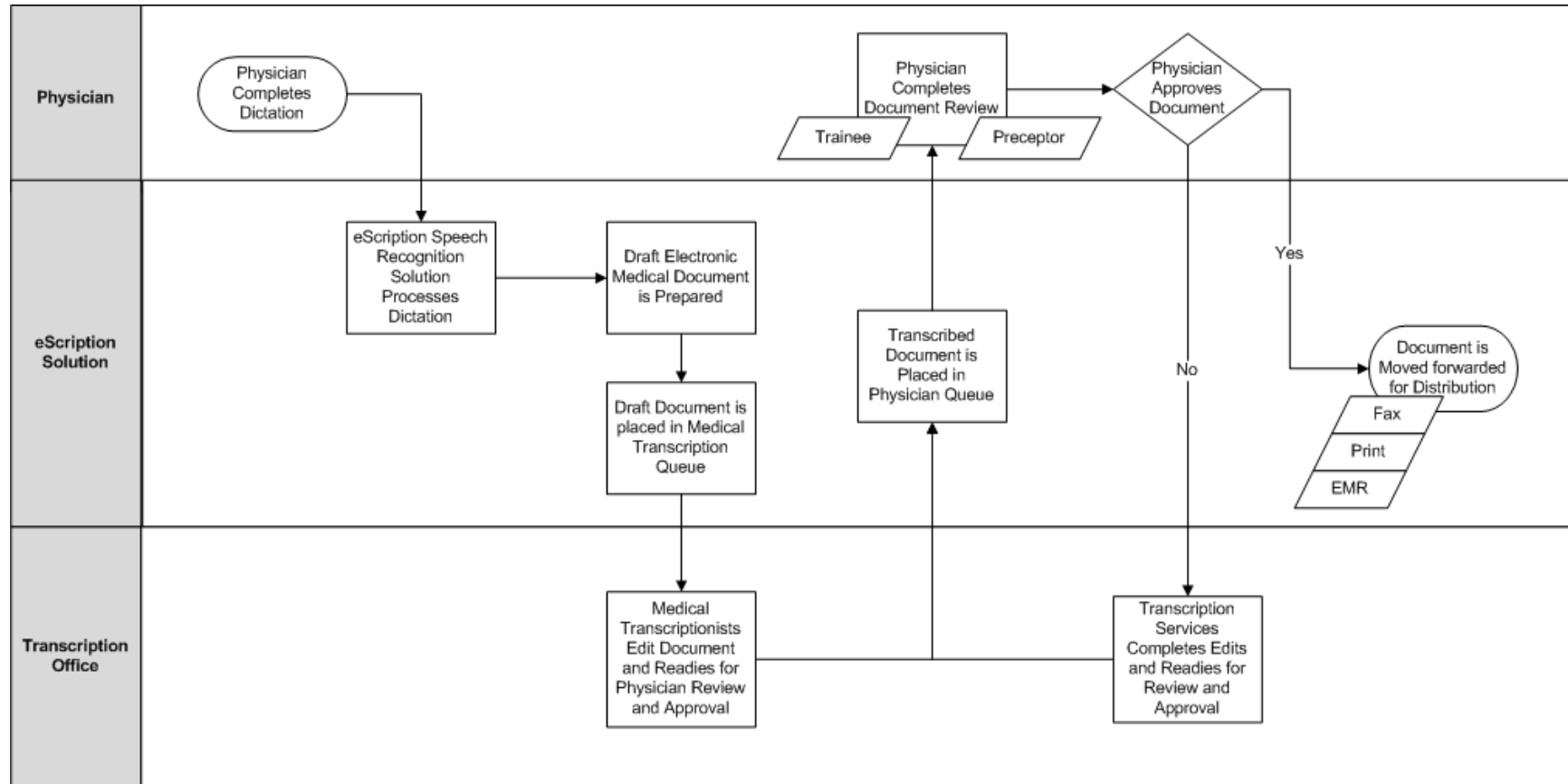
The purpose of this guide is to provide Clinicians with clear and easy-to-understand instructions and information required to complete patient dictation and ultimately approve the transcribed patient report in the eScription solution.

The guide is best used in conjunction with the user having direct access to a phone (landline) for dictation and a computer for approval of completed patient reports.

If a user has any questions or concerns regarding this guide or eScription itself, please contact UCMG Transcription Services by phone at (403) 592-5200 or e-mail at [UCMGTrans@ucalgary.ca](mailto:UCMGTrans@ucalgary.ca).


## The Dictation – Transcription Workflow

Outlined below is a high-level depiction of the complete UCMG Transcription Service process that takes a Clinician dictation from initial recording through transcription to approval and final distribution.



## New Users - Onboarding Process

UCMG Transcription Services provides and manages UCMG Member Clinicians with dedicated “Speaker Codes” that will allow the Clinician to access the eScript dictation system. User Names and Passwords are also provided to allow Clinicians access to the online NetScript portal to review and approve transcribed medical reports.

	<p>All UCMG Member Clinicians and Trainees must use their uniquely assigned Speaker Codes to access the eScript dictation system.</p> <p>User Names and Passwords are required to access the online UCMG Transcription “NetScript” portal.</p> <p>Speaker Codes, User Names, and Passwords must NOT be shared at any time for any reason.</p>
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The UCMG Transcription Services onboarding process is a formal process designed to provide new Clinicians and Trainees with timely and consistent access to its dictation-transcription services.

The first step in completing the onboarding process is to complete the UCMG eScript User Profile Form. The form is available for [Physicians](#) and [Residents](#) at the UCMG eScript website. Once the form is properly completed and submitted, your profile will be set up and you will receive instructions and credentials via your provided e-mail

All users will be required to acknowledge and follow the [University of Calgary password policy](#).

If a user has any questions, concerns, or requires assistance with the onboarding process, please contact UCMG Transcription Services by phone at **(403) 592-5200** or e-mail at [UCMGTrans@ucalgary.ca](mailto:UCMGTrans@ucalgary.ca).

## Dictation on eScription

### Introduction – Things you need to know

The eScription solution uses speech-to-text technology to translate the clinician dictation into a voice recognized draft text report available for final editing. The technology's speech-to-text accuracy improves over time as the solution begins to "learn" the speech patterns of the person dictating. It will take approximately 90 to 100 minutes of dictation before the eScription solution actually begins to recognize the user's speech patterns and is able to translate the speech into draft text more accurately.

Another important item related to speech-to-text is that since the solutions "learning" is specific to each user ID (Speaker Code), users of the solution cannot allow other speakers to use their unique ID.

### Dialing into the new eScription Dictation System

An authorized user can access to the eScription dictation system can be made anywhere at any time. The solution runs 24 hours a day, 7 days a week, 365 days a year.

Users should use only a "landline" telephone (one that has a hardwired connection vs. a cellular connection). The phone numbers for dialing into the system are:

**Local (Calgary):** 403-220-7132

**Long Distance (Toll Free):** 844-279-2116

### Keypad Prompts

Immediately upon dialing into the dictation system the user will be greeted acknowledging connection to the "*UCMG eScription dictation system for outpatient clinic dictation*".

Users should be aware that if the patient dictation is not for a UCMG clinic (Work Type 50) it should be dictated on the AHS dictation system. (The AHS dictation system can be accessed by dialing 855-648-3117.)

### Speaker and Clinic Codes

Following the system greeting, a user will be prompted for a Speaker Code followed by a sequence of prompts that are important to ensure accuracy and completeness of the patient medical report.

Please note that any errors in prompts may create delays in transcription and even result in incorrect patient demographics and distribution. Please follow proper and accurate dictation practices.

## Dictation Guidelines

These guidelines describe ways Clinicians should speak to ensure that the speech recognition system does the best possible job of translating dictation and formatting reports.


- 1) Always use your own code when you dictate, even if you are dictating for someone else. The system is tailored carefully to each speaker's voice, so it needs to know who is speaking.
- 2) Say your full name at the beginning of each dictation. It is not necessary to spell your own name or say the address of your clinic. The system already has this information if you have keyed in the correct Speaker Code and Clinic Code.
- 3) If you are a Trainee dictating for another clinician, please be sure to identify the name of the clinician by saying you are "Dictating For [preceptor's name]". Omitting this information will delay the transcription of your medical report.
- 4) Confine each dictation to a single encounter for a single patient. For multiple dictations without hanging up a user can:
  - a) Select 6 create a new dictation – different patient same clinic
  - b) Select 8 create a new dictation – same patient
  - c) Select 71 create a new dictation – different clinic.
- 5) Use verbal punctuations. Especially "comma" and "period".
- 6) Say section headings. For example, "Medications" or "History and Physical".
- 7) Say important formatting directives. For example, "New paragraph".
- 8) Say "number" when enumerating lists. For example, "Number one" or "Next number".
- 9) It is best to use the same telephone channel (handset and phone line) for all dictations. Using a cell phone, particularly in a moving car, is strongly discouraged, both for speech-to-text translation and privacy reasons.
- 10) Dictate report sections in the order they are to be typed.
- 11) When you pause, press the "pause" (2) key. Press the pause key again to resume dictating.
- 12) If your dictation is interrupted for any reason the dictation will be transcribed as an incomplete report. You may continue your dictation from the point of interruption by dialing back into the system and dictating the remainder of your report. Indicate on the second dictation that this report is a continuation of an interrupted dictation, and include the confirmation # if available.



Remember, the Medical Transcriptionist editing and preparing your patient medical report does not have access to the patient chart or any patient information.

## A summary of key dictation prompts are:


### 1) Enter your Speaker Code followed by #

	All UCMG Member Clinicians and Trainees must use their uniquely assigned Speaker Code. Codes may NOT be shared.
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### 2) Enter the 5-digit Clinic Code followed by #

Clinic Codes are comprised of 3 digits identifying the site plus 2 digits identifying the clinic. A complete list of current clinics and clinic codes can be found at eScripton web page under [Clinic Codes](#) and by downloading [Clinic Code PDF document](#).

### 3) Enter the Patient Medical Record Number (MRN) followed by #

	No MRN? Please enter: 9-9-9-9-9 followed by #. This is important as using any other combination or an incorrect MRN will create database errors within the solution and can adversely affect accuracy and quality of the patient report.
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### 4) Press 2 to begin Dictation of Report


### 5) Press 0 for your Confirmation Number

### 6) Dictate - clearly state:

- Your Full Name
- Clinic Name and Location (site)
- Patient Name (spell if necessary), Date of Birth, MRN
- Clinic Date
- Copy Distribution (Please state full name and location of all recipients)

### 7) Press 9 to end dictation and receive confirmation number

	<b>CONFIRMATION NUMBER</b> - the <b>confirmation #</b> is your receipt of dictation. (Please record this number for future reference.)
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	<b>PRODUCTIVITY TIP!</b> <b>Pressing 9</b> will terminate your call. <b>Press 71</b> will keep you connected and allow you start a new dictation without terminating the cal.
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A visual display of Keypad Prompts and options is shown below:



 Additional material related to dictation best practice training, prompt posters, and dictation wallet cards are available from UCMG Transcription Services.