

## Using FESR to Dictate into Cerner vs Fluency Flex

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### Introduction

This guide is for providers who have already been trained in Front End Speech Recognition (FESR) and who have been using it to dictate into the M\*Modal Fluency Flex application. It highlights what providers need to know for dictating into Cerner.

#### What Doesn't Change in Moving to Cerner

1. The **voice profile** users have been progressively improving through their use of Fluency Flex is the same profile that is being used with Cerner.
2. Personal **Commands, Abbreviations and Dictionary** carry over to Cerner. Custom **Microphone Button Mappings** do not change except for one (see below page 6).
3. Providers are **encouraged to do all future documentation in Cerner**. Information entered into Cerner through the standard workflows will auto-populate in the document/note when it is created so this information will not have to be redictated. Similarly, order entries, lab results and allergies will auto-populate in the notes.
4. Fluency Flex can still be used for dictation if preferred. Some changes in Fluency Flex will be noticed as it now mirrors the changes made with Cerner – eg. the number of work types has increased and are the same as those in Cerner. Fluency Flex may also be used for dictation when Cerner is down depending on the site's procedures.

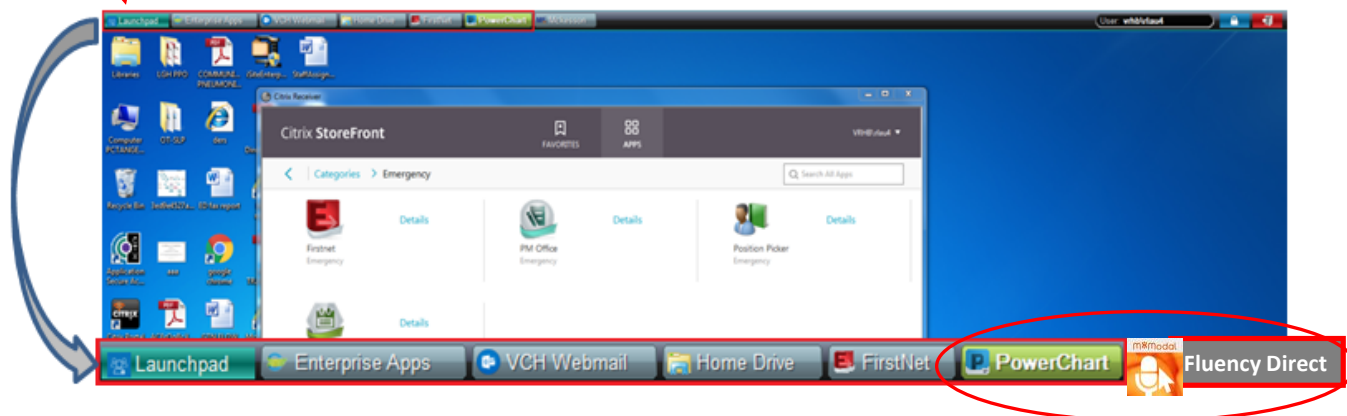
## Logging into Cerner and Fluency Direct

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

### From Lions Gate and Squamish General Hospital

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

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



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

## From Other Health Authority Sites or from Outside the Health Authority

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

Once you have remoted in to the Health Authority, the process for launching Fluency Direct is to start Fluency Direct from the Citrix Storefront. There is an M\*Modal Fluency Direct icon in the “APPS” screen of the Storefront. If you cannot find it type “mmodal” in the search box of the Storefront and you can find it that way to launch it.

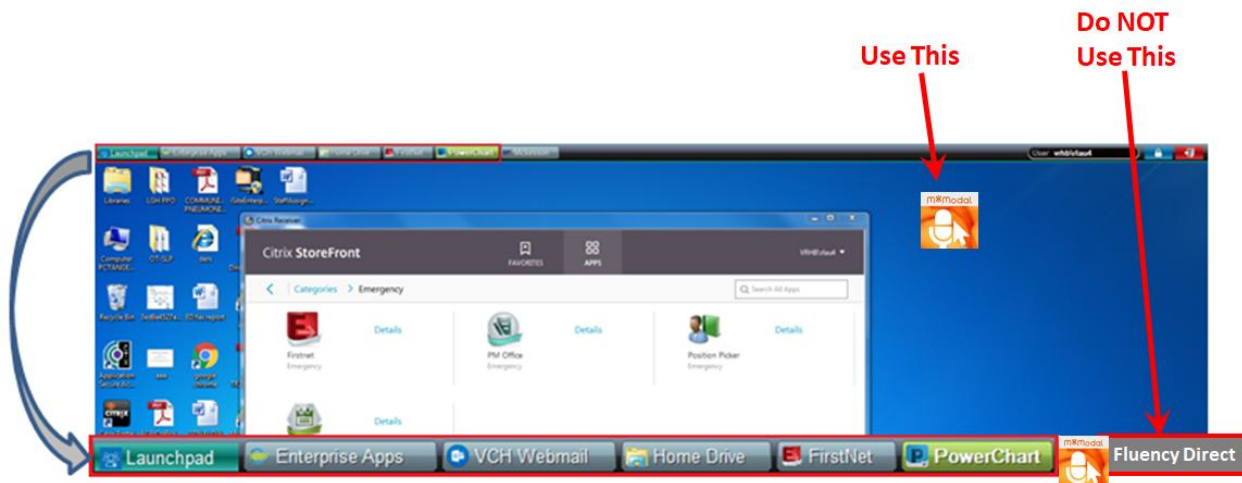
In order to dictate into Cerner via remote access, you must use the **M\*Modal Mobile Microphone Application** for iPhone or Android. Instructions for setting up and using the Mobile Microphone can be found here: <http://www.himconnect.ca/fesr>.

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

**Note:** Remote access is not available for dictation into Fluency Flex.

## Using Fluency Direct in other Applications Besides Cerner

To use Fluency Direct in other desktop applications not hosted in the Citrix portal, you must use the Fluency Direct application **located on the computer desktop** NOT the one on the QuickLaunch toolbar that only works Cerner.



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

## Using FESR to Document in Cerner

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

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

### Dictating into a Cerner Text Field or Note

- After you have launched Cerner and Fluency Direct from the QuickLaunch toolbar, place the cursor in the Cerner text field or note.
- Begin dictating.
- When dictating into a document, any commands and abbreviations that you created previously can be used.
- Any microphone button commands that you have set can also be used except for F1 as this has been pre-programmed to a Cerner specific command “undo that” and cannot be changed.
- Save or sign the document as appropriate.

### Search Boxes

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

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

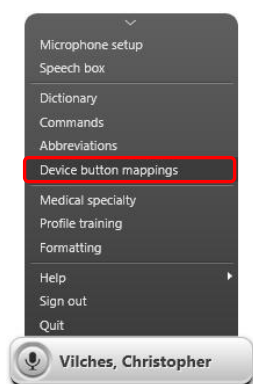
## Microphone Button Mapping

Using the Device Buttons option allows you to assign specific actions to buttons on your handheld microphone. Many of the buttons on your microphone will have been pre-programmed by M\*Modal based on the group you have been associated with. There are, however, several buttons that can be customized by the user. These include F2, F3 and F4.

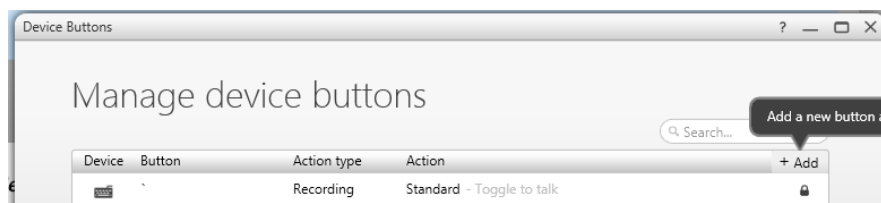
**Note:** The **F1** button has been pre-programmed to function as a shortcut for the 'Undo that' command and **cannot** be changed.

To program the F2, F3 and F4 microphone buttons:

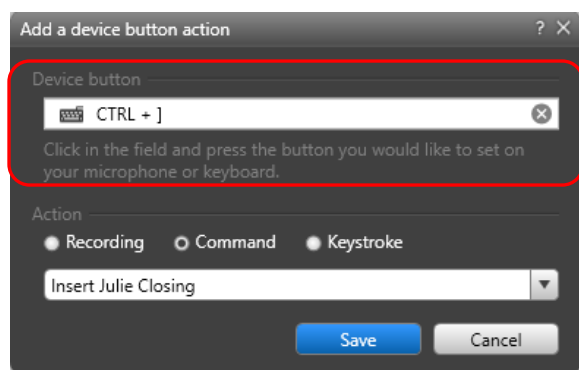
- Click on the Fluency Direct Control Bar and select 'Device button mappings' to bring up the Device Buttons screen.



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



- The 'Add a device button action' window will appear.



- From here you can add a Device Button mapping by clicking in the 'Device button' field and pressing any microphone button.
- Choose the Action Mode for that button:
  - Recording Mode** allows you to select Standard Recording, Text Only Recording, or Command Only Recording.
  - Command Mode** allows you to enter a Command that will be performed when that button is pressed. To enter the Command, start typing the command name, the list will populate with all commands matching. You can select from your complete list of Commands.
  - Keystroke Mode** allows you to assign a specific keystroke to that button. Ex. CTRL + P.

**Note:** With the new RM-4010P microphones, a keyboard icon shows as the Device button when programming buttons on the microphone. This is because the new microphones are programmed to function as a keyboard. You will still see the name of the command in the Action list and you can use the F2, F3 or F4 button on your mic to activate the command as usual.

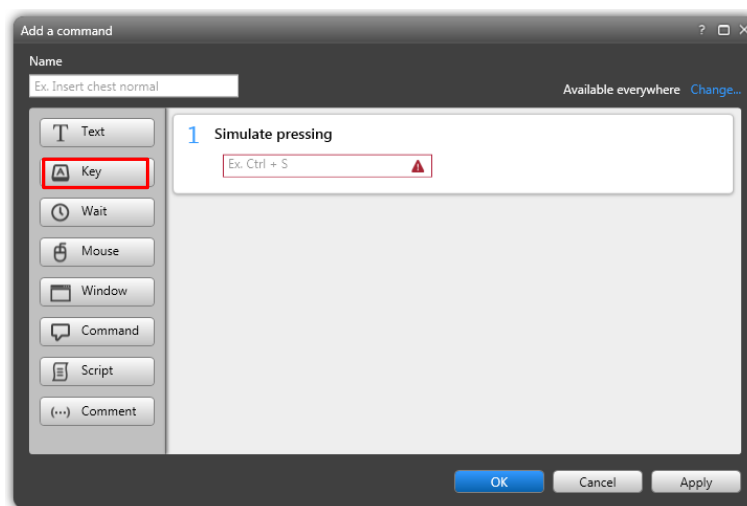
## Voice Enabling a Cerner Autotext

Cerner autotext functions similar to Commands in Fluency Direct. Both speed up documentation by triggering the insertion of blocks of text that are frequently used when creating documents/notes.

Cerner autotext is triggered by typing keystrokes on your keyboard. For FESR users, it is possible to insert the same text using a voice command. The pre-established autotext inserts can then be modified by the user once they are placed in the document.

To voice enable a Cerner autotext, you will need to create a voice command by doing the following (this must be repeated for each autotext you wish to voice enable):

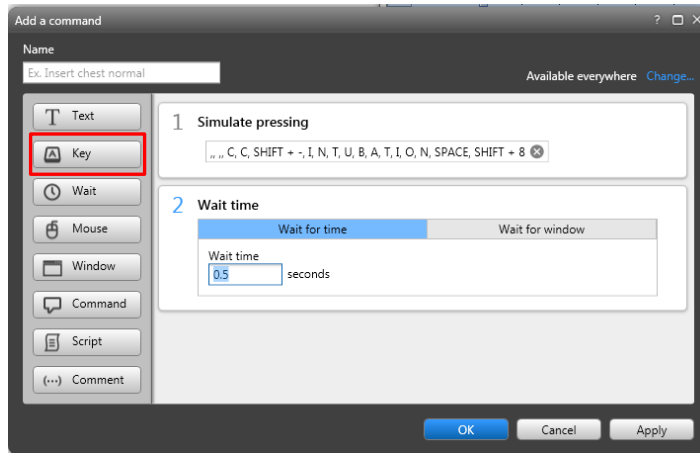
- Click on the Fluency Direct pill that has your name.
- Click on 'Commands'.
- Click on 'Command Group'.
- Click on 'Add' to add a new command.



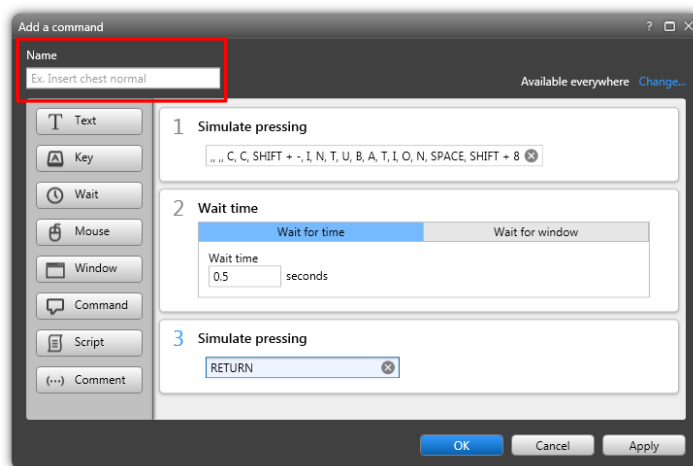
- Click on 'Key' and click in the text box
- Enter the keystroke command from within Cerner e.g. „cc\_intubation.

- The keystroke command must be entered exactly as displayed in Cerner.
- Click on 'Wait'. The default time will be 0.5 seconds. Keep as is.

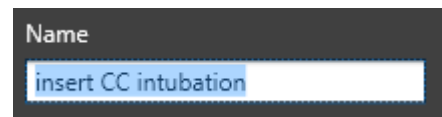




- Click on 'Key' again and click on the text box. Press 'Enter' on the keyboard.



- Name the command something that is easy to remember, always preceding the name with 'Insert' e.g. 'Insert CC intubation'.

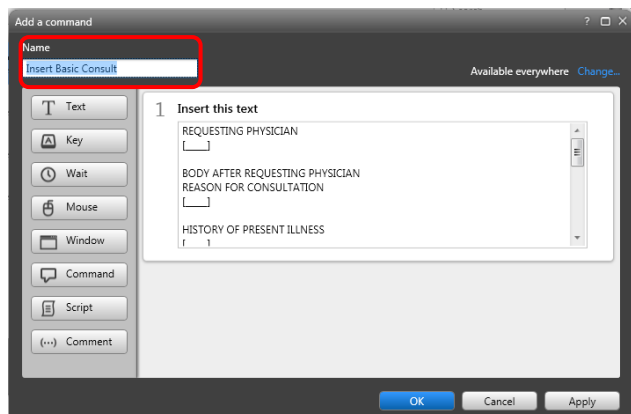
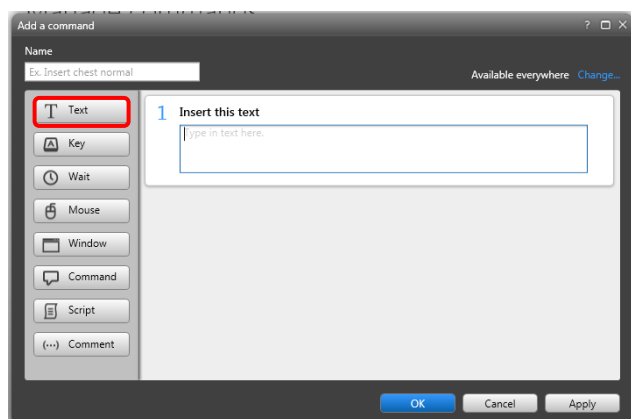
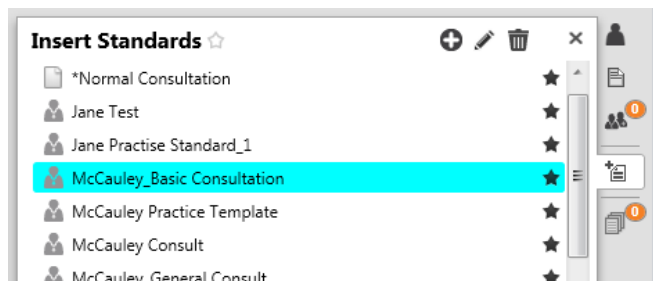


- Click 'OK'.

- Now test this in Cerner.
- Position the cursor where you want the command to appear.
- Dictate the command name.
- The autotext should appear on screen.

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

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



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

**Note:** Any blank fields will show with empty square brackets. When using the Command, these fields can be used to move through the command easily, as in the template. However, the square brackets will not be removed automatically. If you don't want them to appear in the final report, you will need to remove them manually or use the command 'Remove all fields'.

## FESR Dictation for Sites not yet Using Cerner

If you also dictate for VCH, PHC and PHSA sites that are not yet using Cerner, there is no change to dictating with Fluency Flex.

You will continue to launch Fluency Flex via the Fluency Flex icon your computer desktop. You will use the same Fluency Flex login, password and company code as usual. If you dictate at more than one location you need to be set up to use Fluency Flex for each location. If you need to be set up for an additional site, please contact:

### Transcription Services

Phone : 604 806-9696

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

Monday - Friday	7:00 am – 9:00 pm
Saturday - Sunday	8:00 am – 4:00 pm

**Note:** *Fluency Flex dictation for PHSA Children's & Women's sites is not yet available.*

### Support

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

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

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

Phone: 604-806-9696

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