

Improving Voice Recognition

The Fluency Direct speech engine assumes that you will edit mistakes at the time of dictation; not doing so can result in continued recognition issues.

- ✎ Edits ensure accurate documentation and enable Fluency Direct to learn and improve recognition quality
- ✎ To edit text, say 'Select <text>' and speak over the highlighted text
- ✎ Edits can also be made by using the keyboard and mouse – Fluency Direct will learn from any type of correction
- ✎ Add unrecognized words to your dictionary
- ✎ Re-record pronunciation of words added to your dictionary
- ✎ Change the spoken form of the word in your dictionary

Creating Dictionary Entries

- ✎ Highlight or say the command 'Select <text>'
- ✎ Say the command 'Correct That'
- ✎ Once dialogue box appears, type in the new word with correct capitalization and click the check box if 'Add to dictionary' appears
- ✎ Select the proper category and adjust the pronunciation if needed
- ✎ The new word will replace the highlighted text in your dictation

Dictating into a Cerner Document

- ✎ Place your cursor in the free text box field
- ✎ Begin dictating
- ✎ Use commands or abbreviations created in Fluency Direct
- ✎ Use microphone buttons to navigate between fields
- ✎ To remove all fields [] from your dictation, say 'Remove all Fields'

Good Dictation Habits

- ✎ Recalibrate your microphone if you experience a decrease in recognition quality. This could be due to a change in dictation environments.
- ✎ Use correct verbiage and grammar – speak in full sentences and include punctuation
- ✎ Enunciate words that can be misunderstood (e.g., abduction vs adduction, 15 vs 50)
- ✎ Release the RECORD button when pausing or gathering your thoughts

FESR Support

Transcription Services: 604.806.9696

Transcriptionalerts2@vch.ca

Monday	7:00 am – 5:00 pm
Tues-Thurs	7:00 am – 9:00 pm
Friday	8:00 am – 9:00 pm
Sat-Sun	10:00 am – 6:00 pm

For Online Help resources:

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



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Login to Fluency Direct for Cerner from sites using new Cerner

- ✎ Login with network credentials
- ✎ Look for Launchpad toolbar at top of screen containing Cerner Powerchart and Fluency Direct icons
- ✎ Single click on Powerchart to open Cerner
- ✎ Single click on Fluency Direct to open Fluency Direct

No additional credentials are required to access Fluency Direct

Login to Fluency Direct for Cerner from other Health Authority Sites or from outside Health Authority

- ✎ Access Cerner via the remote access process just like when you are outside the Health Authority
- ✎ Launch Powerchart and Fluency Direct from the Citrix Storefront APPS screen
- ✎ Only the Mobile Microphone can be used to dictate into Cerner via remote access

Using Fluency Direct in other Apps

You must use the Fluency Direct app located on the computer desktop, not the one on the Launchpad toolbar.

Prior to opening desktop version, ensure the Cerner/Launchpad version of Fluency Direct has been closed.

- Go to desktop
- Double click on Fluency Direct
- Enter Fluency Direct login credentials
- Open app you wish to dictate into (Word, Outlook)
- Place your cursor where you would like text to appear and begin dictating

Username

Password

Commands & Standards

Creating Commands

- Open Fluency Direct
- Open Commands
- Click 'Add'
- Select 'Text' box
- Name command starting with 'Insert', e.g., 'Insert Normal Exam'
- Dictate or type content of command
- Use [] for fields
- Click 'Save'

How to Convert a Flex Standard to a

Command for Use in Cerner

- Open Fluency Flex
- Follow process for creating document on a patient (do not save or sign document)
- Click 'Show Standards'
- Select standard from list
- Select all text (Ctrl + A)
- Copy standard (Ctrl + C)
- Open Fluency Direct
- Open Commands
- Click 'Add' and Click 'Text'
- Paste Text (Ctrl + V)
- Rename, starting with 'Insert'

Flex standards containing Automatic Fields (ADT) will not function in Cerner - Remove automatic fields and replace with [] for blank fields as needed

Cerner Commands

- Say 'Patient Name', 'Patient First Name' or 'Patient Last Name' to insert the patient name
- Say 'Primary Care Provider' to insert primary care provider
- Say 'Undo last' to remove the last word
- Say 'Undo that' to remove last saved word(s)
- Say 'Redo that' to reverse undo

Common Commands

Action Commands

- Select <word>
- Undo that
- Delete that

Navigation Commands

- Next field or Previous field
- Insert before/after <word>
- Go or move to begin/end of sentence/paragraph/list

Formatting Commands

- Select word or words
- Uppercase/lowercase that or toggle case (for initial cap)
- Remove all fields

Voice Enable Cerner Autotext

Identify autotext you wish to voice enable by creating a command.

Open Fluency Direct Commands

Click on Command Group (i.e. John Smith Commands)

- Click 'Add'
- Click 'Key'
- Enter name of autotext, e.g., „med_pe_short
- Select 'Wait'. Default wait time is 0.5 seconds
- Click 'Key'
- Press 'Enter' on keyboard
- Name the command, starting with 'Insert'
- Click 'OK'

Mobile Microphone

For initial setup of Mobile Microphone, please contact Transcription Services for instructions.

For multi-facility use, please contact Transcription Services.

To switch between a wired microphone and Mobile Microphone (iPhone or Android), open 'Mobile Microphone' on your device, open 'Fluency Direct' on your desktop/laptop. Go to 'Microphone Setup' in Fluency Direct and from the dropdown menu, ensure your mobile device is selected.

Microphone Calibration

When switching between a wired microphone and a mobile microphone, it is recommended that you calibrate the microphone on your mobile device. Go to 'Microphone Setup' in Fluency Direct, click on 'Calibrate', press the 'record' button and record the paragraph. Press 'OK' when done.