

## Telephone Dictation for CST Cerner Facilities

The current dictation/transcription system (M\*Modal Fluency for Transcription) has been reconfigured to interact with CST Cerner. As a result, there are changes to the dictation prompts, which include requiring the patient 13-digit encounter number, new work type and facility codes for those who choose telephone dictation for documentation in the CST Cerner environment. **All transcribed reports will upload as a Preliminary report to Cerner for review and signing in Cerner Message Centre.**

### Steps

1. Call the dictation access phone number: 1-855-666-3240 and then enter the following.
2. Enter Unique ID (MSP# or assigned) + # key.
3. Enter Facility code + # key.
4. Enter Work type number + # key.
5. Enter 13 digit patient encounter number + # key (e.g. 7400000000685).
6. The patient’s name plays back after the encounter # is entered.
7. Press 1 to accept and continue or 2 to correct.
8. Press 2 to dictate.
9. If encounter # is not valid, system states “Patient name is not found or unique.”
10. Press 2 to correct, re-enter encounter #.
11. Press 8 to save dictation and start new.
12. Press 5 to save dictation and log off.

### Facilities

Refer to the table of Facilities below and choose the site you are dictating for.

Group 1 sites:

**Enter code + # key**

Facility	New Code
Lions Gate Hospital	390
Evergreen House (LGH)	395
Squamish General Hospital	360
Hilltop House (SGH)	394

## Work Types

The number of work types have expanded from 14 to over 300 and many are now specialty specific. To identify the desired work type, please find the catalogue and Online Search Tool at: [HIMconnect.ca/TeleDictate](http://HIMconnect.ca/TeleDictate)

## Patient Encounter Number

The 13 digit encounter number can be found in Cerner Power Chart in the top patient banner.



## When Resident require co-signature by Preceptor

Residents will no longer require a co-signature on most reports except those listed below. If a Resident chooses telephone dictation for any of these reports, they **must remember to specify the name of their Preceptor, i.e. say “Dictating for” Residents will have the opportunity to forward the report to their Preceptor in Message Centre (Cerner) if this step is forgotten during telephone dictation.**

Report Name	Requires Co-Signature
ED Note Provider	Yes
BMT Consult	Yes
Oncology Hereditary Consult	Yes
Oncology Medical Consult	Yes
Oncology Radiation Consult	Yes
Oncology Surgical Consult	Yes
Oncology Gynecologic Consult	Yes
Trauma Consult	Yes
BMT Treatment Clinic Note	Yes
BMT Follow-Up Clinic Note	Yes
BMT Clinical Trial Clinic Note	Yes
BMT Medical Daycare Clinic Note	Yes
Onc. Gynecologic Consult Clinic Note	Yes
Onc. Gynecologic Treatment Clinic Note	Yes
Onc. Gynecologic Follow-Up Clinic Note	Yes
Onc. Gynecologic Clinical Trial Note	Yes
Onc. Hereditary Consult Clinic Note	Yes
Onc. Hereditary Follow-Up Clinic Note	Yes
Onc. Medical Consult Clinic Note	Yes
Onc. Medical Daycare Clinic Note	Yes
Onc. Medical Treatment Clinic Note	Yes
Onc. Medical Follow-Up Clinic Note	Yes
Onc. Medical Clinical Trial Note	Yes
Onc. Radiation Consult Clinic Note	Yes

Report Name	Requires Co-Signature
Onc. Radiation Treatment Clinic Note	Yes
Onc. Radiation Follow-Up Clinic Note	Yes
Onc. Radiation Clinical Trial Note	Yes
Onc. Radiation Therapy Completion	Yes
Onc. Surgical Consult Clinic Note	Yes
Onc. Surgical Follow-Up Clinic Note	Yes
Onc. Surgical Clinical Trial Note	Yes
BMT Communication	Yes
Oncology Gynecologic Communication	Yes
Oncology Medical Communication	Yes
Oncology Radiation Communication	Yes
Oncology Surgical Communication	Yes
Oncology Procedure Note	Yes
Oncology Consent	Yes

**Skip Back Feature**

- Enter \*3 to return the dictation system to a previous prompt.
- You can only edit any of the demographic prompts PRIOR to dictation.
- To move back more than one prompt, enter \*3 twice (i.e. wrong facility code after entering patient encounter).
- To correct facility ID, you will be prompted to re-enter your dictation ID.

**Keypad # / Function**

- 1 Listen
- 2 Dictate/Pause/Rewind
- 3 Incremental rewind (a few words)
- 4 Fast forward
- 5 Save dictation and disconnect
- 6 Prioritize
- 7 Rewind to beginning of dictation
- 8 Complete report and start new
- 9 Playback – Patient Encounter #, Work type, Job ID

## **MSI, Residents, Fellows**

MSIs, Residents and Fellows must go through Cerner training prior to receiving a Dictation ID.

Please contact: [cerner.support@phsa.ca](mailto:cerner.support@phsa.ca) to arrange training

MSIs, Residents and Fellows do not receive copies of reports, even if they dictate them.

Please dictate the full name of your preceptor/attendee with each dictation.

## **Unique Dictation Numbers**

For back-end speech recognition and legal purposes do not borrow or lend dictation IDs. Please use only the one that has been assigned to you.

If you do not have a number, please contact Transcription Services.

## **Automatic Carbon Copies**

The following CC process will be used for all transcribed reports:

- The GP/Primary Care Provider is auto cc'd on all reports.
- The Referring Provider is auto cc'd on all reports.
- The Dictating Author is auto cc'd on all reports.
- The OB Lifetime (not in scope for Group 1)

## **Do Not Auto Distribute**

A provider can choose to not include an auto cc (see above) by dictating one of the following:

- Provider, Do not auto distribute PCP OB Author and Referring
- Provider, Do not auto distribute PCP
- Provider, Do not auto distribute Referring
- Provider, Do Not Distribute Author

This can also be accomplished within Cerner after your dictated report is uploaded to a provider's Message Centre inbox.

## **Modify Additional Carbon Copy Recipients**

Providers will have the opportunity to modify, i.e. add or remove, their additional cc recipients after their dictated report is uploaded to Cerner (Message Centre).

## Discharge Summary (Work type #10700) Required Content

- Most Responsible Diagnosis
- Pre-Admit Diagnoses
- Post-Admit Diagnoses
- Secondary Diagnoses
- Code Status
- Operative Interventions
- Other Interventions
- Flagged Interventions
- Names of Relevant Specialists
- Allergies
- Medications on Discharge
- Post Discharge Follow-up
- Discharge Disposition
- Treatment/Course in Hospital

## Required Dictation Practice

- **Identify** – Identify yourself, your preceptor, TWO patient identifiers (full name & encounter #)
- **Clinic Name & Specialty** – Dictate the specific area at the beginning of the report. Dictating this will populate the subject field in Cerner.
- **Date of Service** – Dictate date of service when patient was seen.
- **Carbon Copies** – Dictate full name of cc and location/specialty if known.
- **Lab results/Med dosages** – Clearly state (e.g. 15 vs 50, mg vs mcg)
- **Priority** – Press 6 on keypad at any time during dictation, state reason for priority.
- **Edits/Corrections** – Edits to the report can be made in Message Center after the report uploads to Cerner.
- **Addenda** – Addenda can be made in Message Center after the report uploads to Cerner.

## Contact Information

- **Transcription Services**

Phone: 604-806-9696

Fax: 604-806-8257

Email: [Transcriptionalerts2@vch.ca](mailto:Transcriptionalerts2@vch.ca)

Monday-Sunday                      8:00 am – 4:00 pm

- **Dictation Resources**

[www.HIMconnect.ca/TeleDictate](http://www.HIMconnect.ca/TeleDictate)

- **Excelleris (reports distribution)**

1-866-728-4777

[support@excelleris.com](mailto:support@excelleris.com)