Dictating a Flex Report (Start to End)

1. Login to Fluency Flex application

- Company ID: 500687 (if you've never logged in before).
- 2. Go to "Patient Search" tab
- 3. Choose the correct facility Location (with the 'FX' at the end)

SHR-A Saskatoon City Ancillary FX

4. Search your patient.

- Use either MRN or Last Name
- Ensure the search criteria you want to use is highlighted blue.

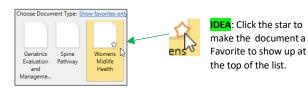
| Patient Sear | ch Docu | ment Search | |
|---|-------------|-------------------------|---|
| ring | | Q | |
| Medical Record Nur Billing Number: rin | 2 | | _ |
| Last name: ring | First name: | Middle name or initial: | |

5. From the results, select the CORRECT visit (Admit Date)

NOTE: Choosing the incorrect date will affect the Distribution of your report!

| RING, PEARL RUBY F, 44 | DATE OF BIRTH 4/8/1977 | MEDICAL RECORD NUMBER | 1501876 |
|-------------------------|------------------------|-----------------------|----------------------|
| Billing Number 06012807 | Patient Class IP | Station SRM1 | Admit date 2/3/2021 |
| Billing Number 06012188 | Patient Class IP | Station SRM1 | Admit date 8/31/2020 |
| Billing Number 06012871 | Patient Class OP | Station AMBCB | Admit date 2/22/2021 |
| Billing Number 06012882 | Patient Class OP | Station NIC | Admit date 2/22/2021 |

6. Choose the Document Type (Discharge, Consult, etc.)



7. On the Editor Screen, click on the Patient Details icon -



IDEA: Click the star icon after 'Patient Details' to have

this panel display as soon as you open a patient record!

| Patient Details | 22 |
|-----------------|---------------------------------|
| | Make this panel show by default |

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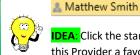
8. Verify the Date of Service (DOS)

NOTE: The DOS defaults to the date you created the report.

- Locate the Date of Service on the Patient Details panel, • and change it to the date you saw the patient.
- For a Virtual Visit, this would be when you spoke to the ٠ patient.

9. Add the Family Doctor & other CC's (Carbon Copies)

- Click the Carbon Copies icon from the right panel -
- Click the 🖸 icon, and search for the Provider or location. • Lastname, Firstname
- Click on the correct Provider from the search results to add to the carbon copy list.
- MAKE SURE TO ADD THE FAMILY DOCTOR!



IDEA: Click the star icon after a Provider name to make

General Practice/F...

this Provider a favourite! This name will show up automatically next time you click on the Oicon to search for a Provider.

10. Insert a Standard

- Click the Standards icon 诣
- Double click the Standard you wish to use and it will populate in the Editor screen on the left.

11. Dictate your Report

٠ Use the 'Next Field' and 'Previous Field' buttons on the microphone to navigate throughout the Text Fields.

12. Complete your Report

When you have proof-read your report and are ready to send it out, click the 'Sign' button.

NOTE: You have 2 minutes to 'recall' a document after you click 'Sign.' Click the 'Recall' button to pull the document back into

- ٠ If you need to finish your report, click 'Save' and the document will save as a Draft that is accessible from your To Do and My Patients tabs.
- If you do not need the report, click 'Delete' and the report will be deleted out of the patient chart.



To edit your Device Buttons, say Open Device Button Mappings or click on your name on the Command Bar and select: Device Button Mappings

1. Double click the Device Button you would like to edit.

2. Select an action: Command or Keystroke.

3. Choose the Recording, Command or Keystroke you'd like to map

Note: Use the dropdown arrow to find the available actions to map.

4. Select Save

Note: Test your button while documenting to make sure it functions as desired.

BEFORE YOU SIGN...

- Verify the Encounter Date is correct (see #5) 1.
- 2. Verify the Date of Service (see #8)
- 3. Did you CC the Family Doctor? (see #9)
- 4. Remove any blank Fields
- Do a "Print" preview of your document for one final 5. visual! (any blank Fields will display as '@@')

Draft.



FAQ's & "Did you know..."

A. What is a 'HOLD QUEUE' Status?

If the system detects either some missing or incorrect information after you signed a document, the document will go to the Hold Queue where the Flex Team will review it. The 3 most common causes of a report going to the Hold Queue are:

- Choosing the incorrect 'Encounter' (see #5)
- Failing to verify Date of Service (see #8)
- Blank Fields

B. How do I find a non-physician or Location for a CC?

 Ward/Depts. are entered with the hospital as the Last Name and the Dept. as the first. So enter the hospital name followed by a comma, and then dept. name.

royal university hospital, ICU

Search Results

🎄 ICU Royal University Hospital

- Non-People List
- Medical Clinics are entered with "Centre" as the Last Name, with the clinic name as the First.

| Centre, | | Q 🦾 |
|----------------------------|-----|-----|
| Search Results | | ^ |
| 🏝 Acadia Medical Centre | Non | |
| گ Access Centre | Non | |
| 🎄 Advanced Eye Care Centre | Non | |

 You can also enter a percentage sign as the Last Name, then comma, and then type the clinic or department name after the comma.

• Example, "%, West Winds"

%, west winds
Q &
Search Results
West Winds Primary Health Care Centre
Won-People List
West Winds Diabetic Multidisciplinary Clinic Non-People List

C. How do I add a word to my Dictionary?

- Select the word you want to add and say, "Add to
 - Select the word you want to add and say, Add to Dictionary"
- Click 'Change', then click 'Record Pronunciation' tab.
- Using the microphone, record yourself saying the word.
- Click "*Try Again*" to re-record or say, "*OK*" to save it.
- Choose correct Category, then click or say, "SAVE"

FAQ's & "Did you know...Continued..."

D. How do I revise a report that has been 'Signed?'

- Notify your contact in your local HIMS Department or email <u>selfedit.dictation@3sHealth.ca</u> about the report that needs to be corrected/edited.
 - Provide Job ID (8-digit) and MRN of patient
 - The Job ID is found in the Document Details (see below diagram).

Document Details 🏠

Document ID: 53323162

Created: :3/21/2020 5:48 PM

×

- A "Revised Document" disclaimer will be added to the report, which generally looks like, "**REVISED DOCUMENT** (See body of report) 9-Jun-2020"
- The report will then be available in your Fluency Flex "To Do" tab and "Awaiting Signature" section.
- Make the necessary corrections to your report.
- **!** Remember to **BOLD** any corrections made.
- 'Sign' the report when you are finished.

E. How do I CC to a provider I cannot find?

- a. If you cannot find a Provider or Location when doing a search, write the Name, Fax Number and a request in the 'Document Details' box.
- By leaving a message here, the report will go to the Hold Queue where the Flex Team will see your request and ensure a copy is sent where you need.

| Document Details 🖄 🛛 🗙 | | × | |
|------------------------|---|--|-------|
| Document ID | b. | | B |
| Dictator: | <u></u> . Me | | ,, 0 |
| Stat: | | | 434°C |
| Note: | Please fax to Dr. Stephanie Miller at 403-555-1234. | \sim | * |
| A | | ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | |
| | | | |

Common Fluency Direct Commands:

EDIT COMMANDS

To move your cursor after a word or word sequence: Insert after <word> or <word sequence>

To move your cursor before a word or word sequence: Insert before <word> or <word sequence>

To move to the beginning or end of a document, sentence, paragraph,list Go to OR Move to begin / end of sentence, paragraph or list Go to OR Move to beginning / ending of sentence, paragraph or list Go to OR Move to start / end of document Go to OR Move to beginning / ending of document

To select a string of words: Select <word> through <word> Correct <word> through <word>

To select all text in the document: Select All

To select a specific number of words: Select next <n> words Select previous <n> words

To clear selected text: Clear selection or Unselect text or Unselect that

To replace a word or phrase:

Select the word or phrase you want to replace and dictate the replacement word or phrase.

To undo the last command: Undo that or Undo last

To apply formatting to selected words:

Lowercase / Uppercase selection Bold Selection / Bold next <n> words / Bold previous <n> words Italicize Selection / Italicize next <n> words / Italicize previous <n> words Underline Selection / Underline next <n> words / Underline previous <n> words

ONGOING SUPPORT

Online User Guides: click the list icon 间 in the upper right corner of the main screen. Then click on "View Help Information," click on, 'Help for self-edit users"

| er 1 | eHealth Service Desk 1-888-316-7446 Email: servicedesk@eHealthSask.ca |
|------|---|
| er 2 | •Vendor—M*Modal: •Ph: 1-888-DICTATE (1-888-342-8283) |