



Saskatchewan
**Dictation
Manual**

Table of Contents

List of Facilities by Community with Site Codes	3
Dictation Instructions	4
Saskatchewan Recommended Dictation Practices	5
Samples of Work Types	
Work Type 1 – History and Physical	6
Work Type 2 – Consult	7
Work Type 3 – Diagnostic Report	8
Work Type 4 – Operative/Procedure Report	9
Work Type 5 – Inpatient Progress Note	10
Work Type 6 – Discharge Summary	11
Work Type 7 – Outpatient Report	12
Work Type 8 – Letter	13
Work Type 30 – Mental Health Assessment	14
Work Type 31 – Mental Health Progress Note	15
Work Type 99 – Advance Care Plan	16
Dictation FAQs	17
Institute for Safe Medication Practices (ISMP)'s List of Error-Prone Abbreviations, Symbols, and Dose Designations	19

Please note:

Work types 1 – 8, 30, 31, and 99 are provincial standards; all others are only available when the applicable site code has been selected. Samples are not provided for those templates.

List of Facilities by Community with Site Codes

3	Arcola Health	74	Porcupine Plain – Porcupine Carragana Hospital
88	Assiniboia Union Hospital	65	Prince Albert – Victoria Hospital
16	Battlefords Mental Health	66	Prince Albert – Victoria Hospital Mental Health
35	Biggar & District Health Centre	4	Radville Marian Health Centre
116	Broadview Union Hospital	9	Redvers Health Centre
120	Canora Hospital	108	Regina – Addictions Services (AS)
34	Davidson Health Centre	104	Regina – Child and Youth Services (CYS)
122	Esterhazy – St. Anthony’s Hospital	105	Regina – Mental Health Clinic (MHC)
2	Estevan – St. Joseph’s Hospital	101	Regina – Pasqua Hospital (PH)
7	Estevan Mental Health	106	Regina – Regina Ctr Crossing (Family Med Unit [FMU])
118	Fort Qu’Appelle – All Nations Healing Hospital	102	Regina – Regina General Hospital (RGH)
87	Gravelbourg – St. Joseph’s Hospital/Foyer D’Youville	102	Regina – RGH – Infectious Disease Clinic (IDC)
41	Herbert And District Integrated Health Facility	102	Regina – RGH – Medical Services
70	Hudson Bay Health Care Facility	109	Regina – Population Public Health
55	Humboldt District Health Complex	102	Regina – TB Prevention and Control
91	Île à la Crosse – St. Joseph’s Health Centre	103	Regina – Wascana Rehabilitation Centre (WRC)
114	Indian Head Union Hospital	103	Regina – WRC – Functional Rehab Program (FRP)
121	Kamsack Hospital	103	Regina – WRC – Orthotics and Prosthetics
71	Kelvington & Area Hospital	31	Rosetown & District Health Centre
33	Kerrobert Integrated Health Centre	57	Rosthern Hospital
30	Kindersley & District Health Centre	53	Saskatoon – Parkridge Centre
8	Kipling Integrated Health Centre	51	Saskatoon – Jim Pattison Children’s Hospital
90	La Loche Health Centre	51	Saskatoon – Royal University Hospital
56	Lanigan Hospital	50	Saskatoon – Saskatoon City Hospital (SCH)
42	Leader Hospital	50	Saskatoon – SCH – Prairieview Surgical Centre
11	Lloydminster Hospital	52	Saskatoon – St. Paul’s Hospital
19	Maidstone Health Complex	44	Shaunavon Hospital And Care Centre
43	Maple Creek – Southwest Integrated Healthcare	67	Shellbrook – Parkland Integrated Health Centre
18	Meadow Lake Hospital	46	Swift Current – Community Health Services
79	Melfort – Parkland Place	45	Swift Current – Cypress Regional Hospital
72	Melfort Hospital	75	Tisdale Hospital
76	Melfort Mental Health & Addictions Services	78	Tisdale Mental Health & Addictions Services
123	Melville – St. Peter’s Hospital	20	Turtleford Riverside Health
85	Moose Jaw – Dr. F.H. Wigmore Hospital	36	Unity & District Health Centre
86	Moose Jaw – Dr. F.H. Wigmore Mental Health	58	Wadena Hospital
89	Moose Jaw – Providence Place	59	Watrous District Health Complex
117	Moosomin – South East Integrated Care Centre	1	Weyburn General Hospital
73	Nipawin Hospital	6	Weyburn Mental Health
77	Nipawin Mental Health & Addictions Services	115	Wolseley Memorial Integrated Care Centre
13	North Battleford – Battlefords Union Hospital	60	Wynyard Integrated Hospital
17	North Battleford – Primary Care Battlefords	125	Yorkton Mental Health Centre
32	Outlook & District Health Centre	124	Yorkton Regional Health Centre

Dictation Instructions

1. Dial **1-844-666-3250** - or -
 - Regina speed dial number **4700** (within Regina city facilities)
 - Saskatoon speed dial number **7745** (within Saskatoon city facilities)
2. Follow the three prompts: **User ID Number**, **Site Location Number** (where patient received care – see chart on page 3), repeat **User ID Number** (for security).

Note: Residents and Clerks must log into the dictation system with their own unique User ID Number

3. Enter the **Work Type Number**, followed by the # key

Provincial Standard work types

1 – History and Physical	5 – Inpatient Progress Note	30 – Mental Health Assessment
2 – Consult	6 – Discharge Summary	31 – Mental Health Progress Note
3 – Diagnostic Report	7 – Outpatient Report	99 – Advance Care Plan
4 – Operative / Procedure Report	8 – Letter	

Ancillary or Location Specific work types (available only when site code selected – see chart on page 3)

10 – Orthotics (WRC)	22 – FRP SGI Assessment (WRC)	92 – Urgent Letter (FMU)
16 – IDC – Outpatient (RGH)	23 – FRP Hand (WRC)	93 – Confidential Letter (FMU)
17 – IDC – Outreach (RGH)	26 – Vascular Lab (Saskatoon)	96 – Sexual Assault Report (PH & RGH)
18 – IDC – Letter (RGH)	55 – Young Offender Court	97 – Child Abuse Report (RGH)
19 – IDC – Letter Outreach (RGH)	Assessment (AS, CYS, MHC)	97 – Sexual Assault Report (Saskatoon)
20 – FRP WCB (WRC)	90 – Notes (FMU)	100 – Administrative (RGH)
21 – FRP SGI Treatment (WRC)	91 – Letters (FMU)	101 – Mortality Review (PH & RGH)

4. To mark this report as normal, press **1**. To exclude this report from MSHR, press **2**.
Access additional information: <https://www.ehealthsask.ca/services/MSHR>.
5. Enter the Site Specific Medical Record Number (**MRN**) patient (chart) identifier, followed by the # key. (If Health Services Number [HSN] is all that is available, press # to move on).

6. After the tone, begin dictation. Every time you dictate, please state:
 - 6.1 This is (your **first** and **last** name),
 - **Note for Residents/Clerks** – in addition to your own name, state the first and last name of your attending physician, and his/her specialty. Always **spell** complicated names.
 - 6.2 Dictating a (work type),
 - 6.3 For (patient **first** and **last** name – please **spell** names),
 - **For mental health dictations** you must **spell** the patient's name, date of birth and Health Services number, as these need to be manually entered.
 - 6.4 Date of birth,
 - 6.5 MRN (or HSN if MRN is unknown),
 - 6.6 Seen on (date of care event),
 - 6.7 Copies to (**first** name, **last** name, specialty of **each** recipient – please **spell** names).
 - **Family physicians** listed on the registration system will automatically receive a copy.

7. To pause and restart current dictation, press **2**.
8. Press **8** to end current job/begin new job, or press **5** to end dictation session and disconnect.

Other Keypad functions to use while dictating:

1 – Play	44 – Go to End of Job	77 – Go to Beginning of Job
2 – Start or Record/Pause/Restart	5 – End and Disconnect	8 – End of Current Job/Begin New Job (will act as a pause)
3 – Rewind and Play Back	6 – Stat*	## – Play Dictation Job Number
4 – Fast Forward	7 – Rewind	

*the stat function is used in a small percentage of reports to communicate immediately in critical situations

If you are experiencing difficulties, or require assistance with dictation, please contact **eHealth Saskatchewan Service Desk** at **1-888-316-7446** or email at servicedesk@ehealthsask.ca.

Saskatchewan Recommended Dictation Practices

- **Never allow another person to dictate a single word with your User ID Number**, as the system learns from your voice individually.
- Residents and Clerks will be assigned their own unique User ID Number which must be used when doing dictation for the attending physician. Residents and clerks must dictate and spell out the attending physician's first and last name and specialty. Copies of reports will be distributed to the attending physician (or clinician dictated for).
- Dictate with patient, or immediately after the care event whenever possible. Using the Fluency Mobile app on your smartphone makes this easier and secure. To get set up with the Fluency Mobile app, please contact the eHealth service desk, 18883167446.
- Be aware of additional noises around you – rustling papers and other noises make it hard for the transcriptionist to hear.
- Do not use a speakerphone to dictate, as this picks up excess background noise, which impacts your voice recognition profile. This includes handsfree dictation while driving.
- Speak clearly, at a regular pace – articulate properly without over enunciating or speaking too slowly.
- Spell the name of the patient you are dictating on.
- If copies are required, (or you specify other clinicians in the body of the report) dictate and spell out (if spelling known) the first and last names of the clinician(s) and specialty.
- Include the exact and only needed information.
- Exaggerate or spell out words that can be misunderstood: “Abduction” vs. “adduction” and “hyper-” vs. “hypo-”.
- When dictating on a phone, press 2 to pause and restart. If using an application that requires a microphone, release the RECORD button on the microphone when pausing.
- If using an application that requires a microphone, hold the microphone approximately 4 to 6 inches from your mouth and off to the side. Remember to state punctuation.
- Avoid using slang, acronyms, and/or coined terms. A List of Error-Prone Abbreviations, Symbols, and Dose Designations, as determined by Institute for Safe Medication Practices (ISMP) is included beginning on page 19. ***These should never be used.***



**Saskatchewan
Health Authority**

Facility Name will appear in this space

MRN:

Name:

D:

H:

W:

Registration #:

Admission Date:

*Patient demographic information
will appear in this space*

History and Physical

Required Headings

DATE SEEN:

REASON FOR ADMISSION:

PRESENTING COMPLAINT:

HISTORY OF PRESENTING COMPLAINT:

ALLERGIES:

CURRENT MEDICATIONS:

PAST HISTORY:

FAMILY/SOCIAL HISTORY:

PHYSICAL EXAMINATION:

CLINICAL SUMMARY/IMPRESSION:

PLAN:

DICTATION TIPS:

1. Use this work type for all inpatient admissions, including for Mental Health.
2. First sentence should be “This is (your first and last name) dictating a **History and Physical** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first and last name**, location, and specialty of any additional copy recipients.

Testing Doctor, MD

TD/

DD: 03/18/2016 12:09:25

DT:

Job #: 16031801/25337980



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:
Name:

D:
H:
W:

Patient demographic information
will appear in this space

Registration #:
Admission Date:

Consult

Required Headings

DATE SEEN:

REFERRING PROVIDER:

REASON FOR CONSULT:

PLAN:

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:09:31

DT: 03/18/2016 13:27:56

Job #: 16031802/25337982

DICTIONATION TIPS:

1. Use this work type for all consults, as defined by Medical Services Branch (initial service by a specialist on request of another provider).
2. First sentence should be “This is (your first and last name) dictating a **Consult** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
 - For consults provided via TeleHealth, choose the patient’s facility (see page 3 for list of facilities), not the provider’s.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.
5. The body of the report should begin “Thank you for asking me to see (patient name) for (reason for consult [e.g. advice, accept patient care, share patient care]).



**Saskatchewan
Health Authority**

Facility Name will appear in this space

MRN:

Name:

D:

H:

W:

Registration #:

Admission Date:

*Patient demographic information
will appear in this space*

Diagnostic Report

Required Headings

DATE SEEN:

NAME OF TEST:

REASON FOR TEST:

RESULTS:

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:09:37

DT: 03/18/2016 13:28:31

Job #: 16031803/25337985

DICTATION TIPS:

1. Use this work type for any investigative or diagnostic report based on type and location of service provided to patient. Not to be used for Laboratory or Medical Imaging.
2. First sentence should be “This is (your first and last name) dictating a **Diagnostic Report** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first and last name**, location, and specialty of any additional copy recipients.

SAMPLE



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:

Name:

D:

H:

W:

Registration #:

Admission Date:

Patient demographic information
will appear in this space

Operative/Procedure Report

Required Headings

DATE OF PROCEDURE:

PROCEDURE PERFORMED BY:

PRE-PROCEDURE DIAGNOSIS:

POST-PROCEDURE DIAGNOSIS:

PROCEDURE PERFORMED:

PROCEDURE DETAILS AND FINDINGS:

POST-PROCEDURE PLAN:

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:09:43

DT: 03/18/2016 13:29:03

Job #: 16031804/25337993

DICTIONATION TIPS:

1. Use this work type for:
 - a. Any invasive procedures
 - b. Procedure requiring support from nursing/anesthesia
 - c. Vaginal delivery performed in an operating room
 - d. Procedures performed in ambulatory care or other outpatient settings.
2. First sentence should be "This is (your first and last name) dictating an **Operative/ Procedure Report** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*".
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first and last name**, location, and specialty of any additional copy recipients.



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:

Name:

D:

H:

W:

Registration #:

Admission Date:

Patient demographic information
will appear in this space

Inpatient Progress Note

DATE SEEN:

(Dictation goes here)

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:09:49

DT: 03/18/2016 13:29:26

Job #: 16031805/25337994

DICTIONATION TIPS:

1. Use this work type for:
 - a. Documenting inpatient progress; or
 - b. Transfer of care within a facility (to another unit or care team).
2. First sentence should be "This is (your first and last name) dictating an **Inpatient Progress Note** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*".
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.



**Saskatchewan
Health Authority**

Facility Name will appear in this space

MRN:

Name:

DOB:

HS:

W:

Registration #:

Admission Date:

Discharge Date:

*Patient demographic information
will appear in this space*

Discharge Summary

Required Headings

DATE ADMITTED:

DATE DISCHARGED OR TRANSFERRED:

MOST RESPONSIBLE DIAGNOSIS:

COMORBIDITIES:

COURSE IN HOSPITAL:

COMPLICATIONS:

DISCHARGE PLAN:

MEDICATIONS AT DISCHARGE:

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:09:55

DT: 03/18/2016 13:30:13

Job #: 16031806/25337997

DICTATION TIPS:

1. Use this work type when patient is:
 - a. Discharged home (including personal or long term care homes); or
 - b. Transferred to another facility (press “6” to designate dictation as STAT for urgent interfacility transfers).
2. First sentence should be “This is (your first and last name) dictating a **Discharge Summary** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:

Name:

D:

H:

W:

Registration #:

Admission Date:

Patient demographic information
will appear in this space

Outpatient Report

Required Headings

DATE SEEN:

TITLE OF CLINIC/REPORT:

(Dictation goes here)

Testing Doctor, MD

TD/SM

DD: 03/18/2016 12:10:01

DT: 03/18/2016 13:30:56

Job #: 16031807/25337999

DICTATION TIPS:

1. Use this work type for outpatient clinic visits, such as follow up visits. Do not use for a consult, or diagnostic or operative procedure.
2. First sentence should be “This is (your first and last name) dictating an **Outpatient Report** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first and last name**, location, and specialty of any additional copy recipients.



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:
Name:

D:
H:
W:

Patient demographic information
will appear in this space

Registration #:
Admission Date:

Letter

Testing Doctor, MD
Cardiology
28 Lancaster Place
Regina SK S4S 2Z4
Phone: (555) 555-1212
Fax: (555) 555-1213

Return address is
aligned to the right

May 25, 2016

Test Doctor, MD
1234 Riverside Ave, Suite 200
Riverside, CA 92507

RE: TEST-BIGG, TRANSCRIPTION (H) (306) 948-3323

Dear Dr. Doctor:

This is sample text to show format of letter. This is sample
text to show format of letter.

Sincerely,

Testing Doctor, MD

*This document has been dictated and may have been
distributed before being read. Any corrections to this
document must be made within thirty (30) days following
the transcription date.*

TD/SM
DD: 05/25/2016 16:05:49
DT: 05/25/2016 16:20:13
Job #: 673372/26118129

cc: Testing Doctor, MD

DICTATION TIPS:

1. Use this work type for:
 - a. Referrals/requests for consults
 - b. Communication with outside agencies such as schools or insurers.

DO NOT USE FOR CONSULTS.
2. First sentence should be “This is (your first and last name) dictating a **Letter** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart and addressee;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first and last** name, location, and specialty of any additional copy recipients.
5. Required Headings for generic referral letter (request for consult):
 - History of presenting complaint
 - Pertinent other history
 - Allergies
 - Medications
 - Special considerations
 - Goals (e.g. opinion, take over care, shared care)



**Saskatchewan
Health Authority**

Facility Name will appear in this space

MRN:

Name:

DOB:

HS:

W:

Registration #:

Admission Date:

*Patient demographic information
will appear in this space*

Assessment

Required Headings

DATE SEEN:

TITLE OF REPORT:

PRESENTING COMPLAINT:

HISTORY OF PRESENTING COMPLAINT:

BACKGROUND/PERSONAL HISTORY:

CURRENT MEDICATIONS:

MENTAL STATE EXAM:

PRINCIPAL DIAGNOSIS:

SECONDARY DIAGNOSIS:

MANAGEMENT OR TREATMENT PLAN:

Test Doctor, MD

TD/SM

DD: 04/06/2016 00:20:57

DT: 04/07/2016 00:23:44

Job #: 160-0511/25527919

DICTATION TIPS:

1. Use this work type for mental health program intake.
2. First sentence should be “This is (your first and last name) dictating an **Assessment** on *patient* (first and last name – please spell out), *date of birth*, *MRN*, and *Health Services Number*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:

Name:

DO

HS

W

Registration #:

Admission Date:

Patient demographic information
will appear in this space

Progress Note

DATE SEEN:

(Dictation goes here)

Testing Doctor, MD

TD/SM

DD: 03/23/2016 15:25:32

DT: 03/23/2016 15:55:00

Job #: 375784/25392424

DICTATION TIPS:

1. Use this work type for follow up mental health visits.
2. First sentence should be “This is (your first and last name) dictating a **Progress Note** on *patient* (first and last name – please spell out), *date of birth*, *MRN*, and *Health Services Number*, seen on *date of service*”.
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.



Saskatchewan
Health Authority

Facility Name will appear in this space

MRN:

Name:

DO:

HS:

W:

Registration #:

Admission Date:

Patient demographic information
will appear in this space

Progress Note

DATE SEEN:

(Dictation goes here)

Testing Doctor, MD

TD/SM

DD: 03/23/2016 15:25:32

DT: 03/23/2016 15:55:00

Job #: 375784/25392424

DICTATION TIPS:

1. Use this work type for advance care plan.
2. First sentence should be "This is (your first and last name) dictating an **Advance Care Plan** on *patient* (first and last name – please spell out), *date of birth*, and *MRN*, seen on *date of service*".
3. Report will be automatically copied to:
 - a. Patient chart;
 - b. Dictator or clinician dictated for; and
 - c. Family physician (if listed at registration).
4. Clearly state the **first** and **last** name, location, and specialty of any additional copy recipients.

SAMPLE

Dictation FAQs

1. Where do I get help?

If you are experiencing difficulties or require assistance with dictation, please contact eHealth Saskatchewan Service Desk at 1-888-316-7446 or email servicedesk@ehealthsask.ca.

2. How do I prioritize the dictation?

As you are dictating, or at the end of your dictation, use keypad number 6 to mark your dictation as a stat report. The target turnaround time for stat dictations is 2 hours within business hours (currently 8:00 am to 4:30 pm Monday to Friday).

3. What do I do if I forget to mark an urgent dictation as stat?

Call eHealth Saskatchewan Service Desk at 1-888-316-7446 and provide your name, the dictation job number, patient name, and approximate time of the dictation.

4. What if I have dictated something in error (e.g. wrong patient name), or need to add more information to a dictated document?

Minor corrections (e.g. grammar, punctuation, formatting) need not be made, unless patient care is impacted.

Any *changes* to the original **transcribed** document must be printed legibly (in dark coloured ink) on the report and faxed to Dictation and Transcription Services at 3063475914. The document will be marked “**REVISÉD DOCUMENT**” and redistributed as per the original.

Additional information must be dictated as an addendum through Dictation and Transcription Services. Call the dictation toll-free number and begin a new dictation, indicating that it is an addendum for a previously dictated document. Please include any available information that will help the transcriptionist find the original document (e.g. patient name, dictation job number and date/time of original dictation, etc.). Dictate the information you need to add to the patient’s record. The addendum will be added to the original, marked “**REVISÉD DOCUMENT**” and redistributed as per the original.

5. What if I can’t remember the headings in the work type?

There are examples of the templates and headings available in the Health Information Management area, and at all dictation stations, as well as in this manual (beginning on page 6).

6. Can other documents from a patient’s record be attached to the transcribed report?

No. Transcriptionists working in the Dictation and Transcription Services pool are not able to access historical documents from patient records; please include in your dictation any relevant information that is not available elsewhere in the record or on the eViewer. You may contact the Health Information Management department in the applicable facility to help obtain the missing but required information.

7. How do I ensure that other clinicians receive a copy of the dictated document?

If a family physician is listed in the patient’s registration data, they will receive a copy automatically.

Copies are sent to other clinicians only when their first and last name and other applicable identifying information (e.g. location and/or specialty) is provided in the dictation (dictated and spelled out [if spelling known]). This is necessary to avoid distribution errors and delays in care.

8. Where does my dictation get transcribed?

Your report could be transcribed by any qualified medical transcriptionist anywhere in the province.

9. Do I need to sign my reports?

No. The Senior Medical Officers Committee (SMOC) passed a motion on April 22, 2016 supported by the College of Physicians and Surgeons of Saskatchewan that standardized use of electronic authentication and immediate distribution, with subsequent review by the physician and then making any needed amendments to reports.

The following disclaimer appears on all reports: *This document has been dictated and may have been distributed before being read. Any corrections to this document must be made within thirty (30) days following the transcription date.*

10. Where will the transcribed report from my dictation be delivered?

The transcribed report will always be distributed to you, unless you are a Resident or Clerk. Family physicians will also be copied if identified on the registration data, and a copy will be placed on the patient's health record at the local site of service. For some work types, there may be other additional distribution rules.

The report may be distributed by fax, printer, and/or into Sunrise Clinical Manager(SCM) (if in use at the patient's location). Distribution rule changes can be requested via the local health information area.

Reports dictated by Residents and Clerks will be distributed to the ***clinician dictated for***.

11. Can I dictate ahead of time from an outside location?

Once the patient is registered in Admitting, the report can be dictated.

12. Can I go faster than the prompts when entering the numbers on the phone?

Yes, you do not need to wait to hear the next step if you know what it is.

13. Is the voice file stored electronically? If yes, for how long?

The voice record is encrypted and stored electronically for 90 days after the report has been distributed.

14. How do I obtain the dictation job ID number for my records?

The number will be given at the end of the dictation for each patient (when you press 5 or 8). You can also press ## at any time during the dictation to pause and obtain the number. To continue dictating, press 2 on the keypad.

Institute for Safe Medication Practices (ISMP)'s

List of Error-Prone Abbreviations, Symbols, and Dose Designations

The abbreviations, symbols, and dose designations found in this table have been reported to ISMP through the ISMP National Medication Errors Reporting Program (ISMP MERP) as being frequently misinterpreted and involved in harmful medication errors. They should **NEVER** be used when communicating medical information. This includes internal communications, telephone/verbal prescriptions, computer-generated labels, labels for drug storage bins, medication administration records, as well as pharmacy and prescriber computer order entry screens.

Abbreviations	Intended Meaning	Misinterpretation	Correction
µg	Microgram	Mistaken as “mg”	Use “mcg”
AD, AS, AU	Right ear, left ear, each ear	Mistaken as OD, OS, OU (right eye, left eye, each eye)	Use “right ear,” “left ear,” or “each ear”
OD, OS, OU	Right eye, left eye, each eye	Mistaken as AD, AS, AU (right ear, left ear, each ear)	Use “right eye,” “left eye,” or “each eye”
BT	Bedtime	Mistaken as “BID” (twice daily)	Use “bedtime”
cc	Cubic centimeters	Mistaken as “u” (units)	Use “mL”
D/C	Discharge or discontinue	Premature discontinuation of medications if D/C (intended to mean “discharge”) has been misinterpreted as “discontinued” when followed by a list of discharge medications	Use “discharge” and “discontinue”
IJ	Injection	Mistaken as “IV” or “intrajugular”	Use “injection”
IN	Intranasal	Mistaken as “IM” or “IV”	Use “intranasal” or “NAS”
HS	Half-strength	Mistaken as bedtime	Use “half-strength” or “bedtime”
hs	At bedtime, hours of sleep	Mistaken as half-strength	Use “half-strength” or “bedtime”
IU**	International unit	Mistaken as IV (intravenous) or 10 (ten)	Use “units”
o.d. or OD	Once daily	Mistaken as “right eye” (OD-oculus dexter), leading to oral liquid medications administered in the eye	Use “daily”
OJ	Orange juice	Mistaken as OD or OS (right or left eye); drugs meant to be diluted in orange juice may be given in the eye	Use “orange juice”
Per os	By mouth, orally	The “os” can be mistaken as “left eye” (OS-oculus sinister)	Use “PO,” “by mouth,” or “orally”

Abbreviations	Intended Meaning	Misinterpretation	Correction
q.d. or QD**	Every day	Mistaken as q.i.d., especially if the period after the “q” or the tail of the “q” is misunderstood as an “i”	Use “daily”
qhs	At bedtime	Mistaken as “qhr” or every hour	Use “at bedtime”
qn	Nightly	Mistaken as “qh” (every hour)	Use “nightly”
q.o.d. or QOD**	Every other day	Mistaken as “q.d.” (daily) or “q.i.d. (four times daily) if the “o” is poorly written	Use “every other day”
q1d	Daily	Mistaken as q.i.d. (four times daily)	Use “daily”
q6PM, etc.	Every evening at 6 PM	Mistaken as every 6 hours	Use “6 PM nightly” or “6 PM daily”
SC, SQ, sub q	Subcutaneous	SC mistaken as SL (sublingual); SQ mistaken as “5 every;” the “q” in “sub q” has been mistaken as “every” (e.g., a heparin dose ordered “sub q 2 hours before surgery” misunderstood as every 2 hours before surgery)	Use “subcut” or “subcutaneously”
ss	Sliding scale (insulin) or ½ (apothecary)	Mistaken as “55”	Spell out “sliding scale;” use “one-half” or “½”
SSRI	Sliding scale regular insulin	Mistaken as selective-serotonin reuptake inhibitor	Spell out “sliding scale (insulin)”
SSI	Sliding scale insulin	Mistaken as Strong Solution of Iodine (Lugol’s)	Spell out “sliding scale (insulin)”
i/d	One daily	Mistaken as “tid”	Use “1 daily”
TIW or tiw	3 times a week	Mistaken as “3 times a day” or “twice in a week”	Use “3 times weekly”
U or u**	Unit	Mistaken as the number 0 or 4, causing a 10-fold overdose or greater (e.g., 4U seen as “40” or 4u seen as “44”); mistaken as “cc” so dose given in volume instead of units (e.g., 4u seen as 4cc)	Use “unit”
UD	As directed (“ut dictum”)	Mistaken as unit dose (e.g., diltiazem 125 mg IV infusion “UD” misinterpreted as meaning to give the entire infusion as a unit [bolus] dose)	Use “as directed”

Dose Designations and Other Information	Intended Meaning	Misinterpretation	Correction
Trailing zero after decimal point (e.g., 1.0 mg)**	1 mg	Mistaken as 10 mg if the decimal point is not seen	Do not use trailing zeros for doses expressed in whole numbers
No leading zero before a decimal dose (e.g., .5 mg)**	0.5 mg	Mistaken as 5 mg if the decimal point is not seen	Use zero before a decimal point when the dose is less than a whole unit
Drug name and dose run together (especially problematic for drug names that end in "L" such as Inderal40 mg; Tegretol300 mg)	Inderal 40 mg Tegretol 300 mg	Mistaken as Inderal 140 mg Mistaken as Tegretol 1300 mg	Place adequate space between the drug name, dose, and unit of measure
Numerical dose and unit of measure run together (e.g., 10mg, 100mL)	10 mg 100 mL	The "m" is sometimes mistaken as a zero or two zeros, risking a 10- to 100-fold overdose	Place adequate space between the dose and unit of measure
Abbreviations such as mg. or mL. with a period following the abbreviation	mg mL	The period is unnecessary and could be mistaken as the number 1 if written poorly	Use mg, mL, etc. without a terminal period
Large doses without properly placed commas (e.g., 100000 units; 1000000 units)	100,000 units 1,000,000 units	100000 has been mistaken as 10,000 or 1,000,000; 1000000 has been mistaken as 100,000	Use commas for dosing units at or above 1,000, or use words such as 100 "thousand" or 1 "million" to improve readability

Drug Name Abbreviations	Intended Meaning	Misinterpretation	Correction
APAP	Acetaminophen	Not recognized as acetaminophen	Use complete drug name
ARA A	vidarabine	Mistaken as cytarabine (ARA C)	Use complete drug name
AZT	zidovudine (Retrovir)	Mistaken as azathioprine or aztreonam	Use complete drug name
CPZ	Compazine (prochlorperazine)	Mistaken as chlorpromazine	Use complete drug name
DPT	Demerol-Phenergan-Thorazine	Mistaken as diphtheria-pertussis-tetanus (vaccine)	Use complete drug name
DTO	Diluted tincture of opium, or deodorized tincture of opium (Paregoric)	Mistaken as tincture of opium	Use complete drug name

Drug Name Abbreviations	Intended Meaning	Misinterpretation	Correction
HCl	hydrochloric acid or hydrochloride	Mistaken as potassium chloride (The “H” is misinterpreted as “K”)	Use complete drug name unless expressed as a salt of a drug
HCT	hydrocortisone	Mistaken as hydrochlorothiazide	Use complete drug name
HCTZ	hydrochlorothiazide	Mistaken as hydrocortisone (seen as HCT250 mg)	Use complete drug name
MgSO4**	magnesium sulfate	Mistaken as morphine sulfate	Use complete drug name
MS, MSO4**	morphine sulfate	Mistaken as magnesium sulfate	Use complete drug name
MTX	methotrexate	Mistaken as mitoxantrone	Use complete drug name
NoAC	Novel/new oral anticoagulant	No anticoagulant	Use complete drug name
PCA	procainamide	Mistaken as Patient Controlled Analgesia	Use complete drug name
PTU	propylthiouracil	Mistaken as mercaptopurine	Use complete drug name
T3	Tylenol with codeine No. 3	Mistaken as liothyronine	Use complete drug name
TAC	triamcinolone	Mistaken as tetracaine, Adrenalin, cocaine	Use complete drug name
TNK	TNKase	Mistaken as “TPA”	Use complete drug name
TPA or tPA	tissue plasminogen activator, Activase (alteplase)	Mistaken as TNKase (tenecteplase), or less often as another tissue plasminogen activator, Retavase (retaplase)	Use complete drug name
ZnSO4	zinc sulfate	Mistaken as morphine sulfate	Use complete drug name

Stemmed Drug Names	Intended Meaning	Misinterpretation	Correction
“Nitro” drip	nitroglycerin infusion	Mistaken as sodium nitroprusside infusion	Use complete drug name
“Norflox”	norfloxacin	Mistaken as Norflex	Use complete drug name
“IV Vanc”	intravenous vancomycin	Mistaken as Invanz	Use complete drug name

Symbols	Intended Meaning	Misinterpretation	Correction
3	Dram	Symbol for dram mistaken as “3”	Use the metric system
℥	Minim	Symbol for minim mistaken as “mL”	Use the metric system
x3d	For three days	Mistaken as “3 doses”	Use “for three days”
> and <	Greater than and less than	Mistaken as opposite of intended; mistakenly use incorrect symbol; “< 10” mistaken as “40”	Use “greater than” or “less than”
/ (slash mark)	Separates two doses or indicates “per”	Mistaken as the number 1 (e.g., “25 units/10 units” misread as “25 units and 110” units)	Use “per” rather than a slash mark to separate doses
@	At	Mistaken as “2”	Use “at”
&	And	Mistaken as “2”	Use “and”
+	Plus or and	Mistaken as “4”	Use “and”
°	Hour	Mistaken as a zero (e.g., q2° seen as q 20)	Use “hr,” “h,” or “hour”
Φ or 0	zero, null sign	Mistaken as numerals 4, 6, 8, and 9	Use 0 or zero, or describe intent using whole words

**These abbreviations are included on The Joint Commission’s “minimum list” of dangerous abbreviations, acronyms, and symbols that must be included on an organization’s “Do Not Use” list, effective January 1, 2004. Visit www.jointcommission.org for more information about this Joint Commission requirement.

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