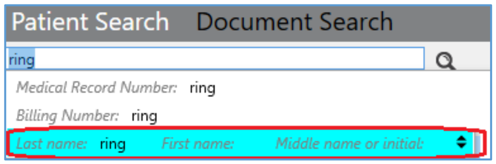
M*Modal **Fluency Flex**

Last Edited January 29, 2025

Dictating a Flex Report (Start to Finish)

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.



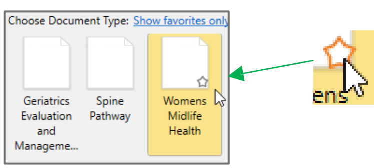
5. **From the results, select the CORRECT visit (Admit Date)**

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.)**



IDEA: Click the star to make the document a Favorite to show up at the top of the list.

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!

Dictating a Flex Report (Start to Finish) con't...

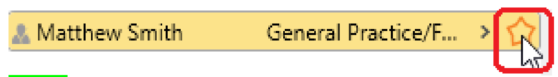
8. **Verify the Date of Service (DOS)**

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

10. **Insert a Standard**

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

11. **Dictate your Report!**

- 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 Draft.**

- 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 removed out of the patient chart.

DEFAULT DEVICE BUTTON MAPPING

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...

1. Verify the Encounter Date is correct (see #**5**)
2. Verify the Date of Service (see **#8**)
3. Did you CC the Family Doctor? (see **#9**)
4. Remove any blank Fields.
5. Do a "Print" preview of your document for one final visual! (any blank Fields will display as '@@')
6. **Residents/Clerks/Fellows: Remember to add your 'Dictated For'**

FAQ's & "Did you know…"

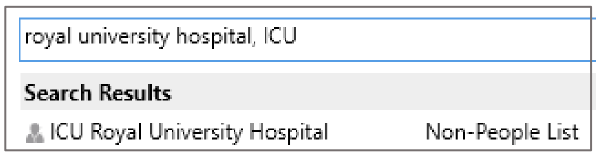
A. What is a 'HOLD QUEUE' Status?

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:

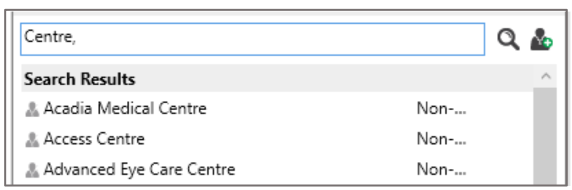
- Choosing the incorrect 'Encounter' (see #5)
- Not verifying the Date of Service (see #8)
- Blank Fields

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

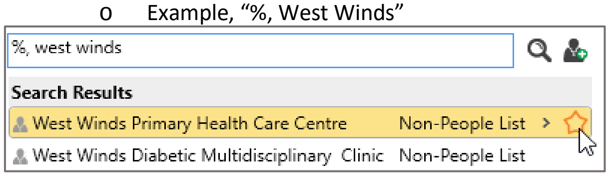
- Ward/Depts are entered with the hospital as the Last Name and the Dept as the first. So, enter the hospital name followed by a comma, and then Dept name.



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



- 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"



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

- 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?'

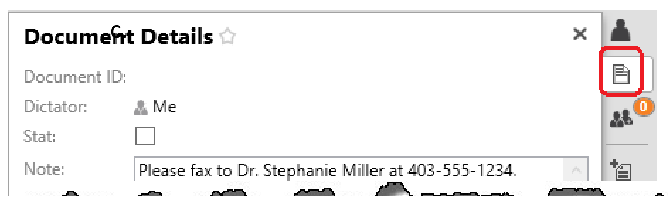
- Notify your contact in your local HIMS Department or email selfedit.dictation@3sHealth.ca about the report that needs to be corrected/edited.
  - Provide Job ID (8-digit) and MRN of patient.
  - The Job ID is found in the Document Details (see below diagram).

- A "Revised Document" disclaimer will be added to the report, which generally looks like, "**REVISED DOCUMENT** (See body of report) 28-Jan-2025."
- 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.

b. 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.



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 in the upper right corner of the main screen. Then click on "*View Help Information*," click on, 'Help for self-edit users"

Tier 1
- eHealth Service Desk
- 1-888-316-7446
- Email: servicedesk@eHealthSask.ca

Tier 2
Vendor—Solventum (M*Modal):
Ph: 1-800-435-7776 (Opt.1, then Opt.1)