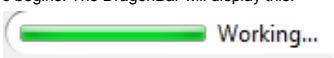
Log-in to Dragon

1. On an AL computer, scan your badge.
2. If prompted on the Vergence log in screen, type your password.
3. On the Launchpad, click **Dragon** (no auto-launch).

4. The DragonBar opens.

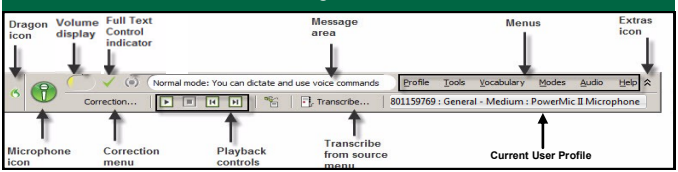
Switch between users

If you badge in while another user's session is open, there will be a delay, while their session closes and yours begins. The DragonBar will display this:



After the other user's session closes, your session will open. Check the DragonBar for the current user profile.

Dragon Bar



Log out of Dragon

REMEMBER!!

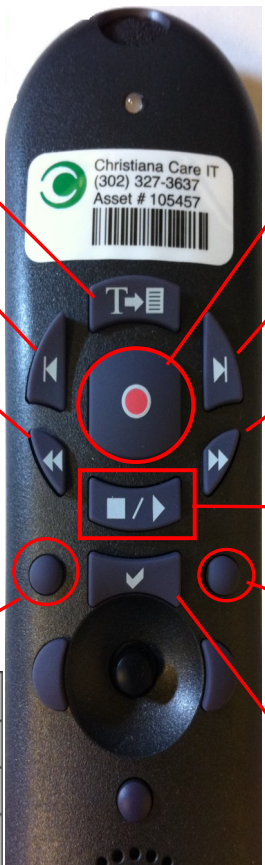
When you are finished working in Dragon, log out with the **X** on the Launchpad!

Failure to logout could risk the corruption of your user profile, which could prevent you from logging into a new session, or compromise the performance of Dragon.

If you think your profile has been corrupted, contact the **Help Desk** (**3637**).

Repair of your profile could take anywhere from 5 minutes to 2 hours.

Microphone Settings



Transfer Text

Previous Field

Skip Backward

PowerChart: Microphone on/off

Dictation Box: Press Cancel Button

Press to talk

Next Field

Tab Forward

Accepts Defaults

Press OK button

PowerChart: Show Dictation Box

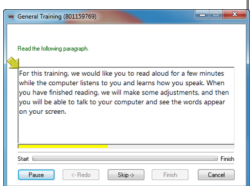
Dictation Box: Hidden mode on/off

On	
Off	
Sleeping	
Microphone not detected	

Improving Dragon Accuracy

During class, you completed a brief voice training. Improve the accuracy of Dragon by completing additional voice training.

1. In the menu, click **Audio**. Select **Read text to improve accuracy**.
2. The General Training window appears. Click **Go**.
3. Read the text as it appears in the display box.
   Note: There is no need to press any buttons on the PowerMic II in this general training.
4. Select the text you would like to read. Suggested: What to Expect from Speech Recognition (Easier Reading: Instructional)
5. Click **OK**.
6. With the microphone positioned near your mouth, begin reading the text as it appears in the display area.
7. When you are finished, the Congratulations screen displays. Click **OK**.



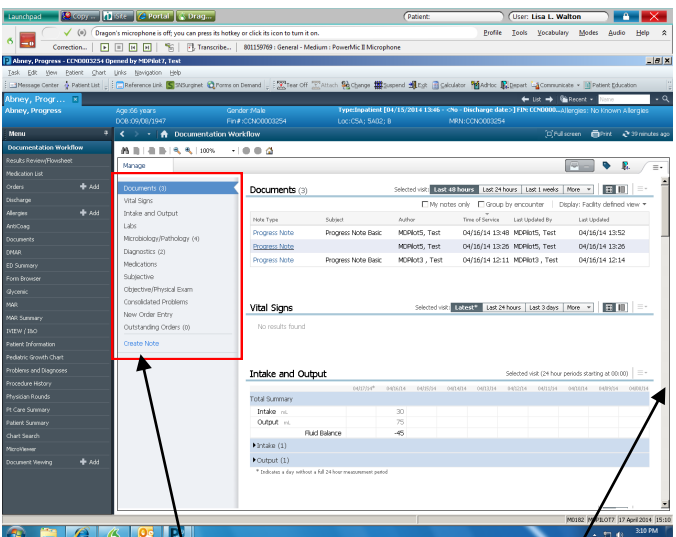
Basic Dragon Commands

Select <text> **Select** <text> through <text>	**Cap that** **All Caps that** **No Caps that**	**New line** **New paragraph**
Correct <text> • Select *or* Type **correct word** • Select *or* Say **Train** • Select *or* Say **Go** *(May repeat this step 1-2 times)* • Select *or* Say **Done**	**Go to bottom** **Go to Top** **Page up** **Page down** **Next field** **Previous field**	**Period** . **Comma** , **Colon** : **Semicolon** ; **Hyphen** - **Apostrophe** ‘
Scratch that (may repeat more than once to keep erasing previous words/phrases)	**Copy that** **Cut that** **Paste that** **Transfer text** **Insert After** <text> **Insert Before** <text>	**Open parenthesis** (**Close parenthesis**) **Open bracket** [**Close bracket**] **Percent sign** %
What Can I Say **(**open the Dragon sidebar and display common voice commands for your current program, window, or text field)	**Delete that** **Delete** <text> **Delete from** <text> to <text> **Delete** <text> through <text>	**Accept Defaults** (clear [delimiters])

Progress Notes

The new Documentation Workflow page will make the creation of your progress note a by-product of your normal workflow.

1. Launch Dragon before accessing a patient's chart, so that it may load while you are reviewing the chart.
2. From the patient list, open the patient's chart.
3. The **Documentation Workflow** will open. On the left is the **Workflow**.



Click on each item to jump to that section.

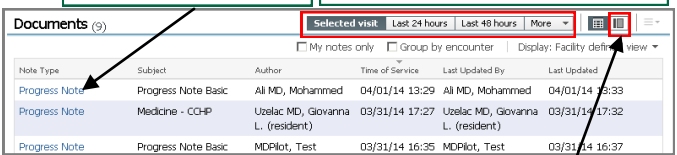
OR you can scroll down the page to review each section.

Documentation Workflow

Documents

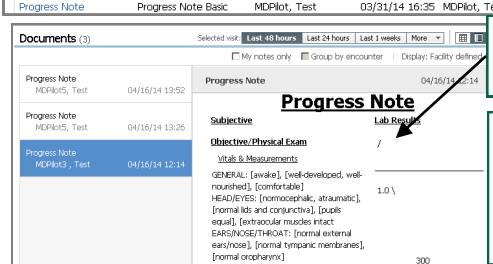
Click on the Note Type to open and view the document.

The list defaults to most recent document on top, but the timeframe can be changed.



Click on Pane Selector to view the documents like a paper chart.

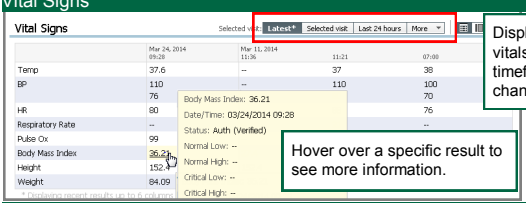
On the Pane view, use down arrow on keyboard or click the note name to move from note to note, to review like paper chart.



Vital Signs

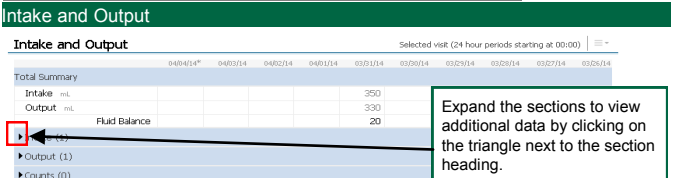
Display of most recent vitals defaults, but the timeframe can be changed.

Hover over a specific result to see more information.



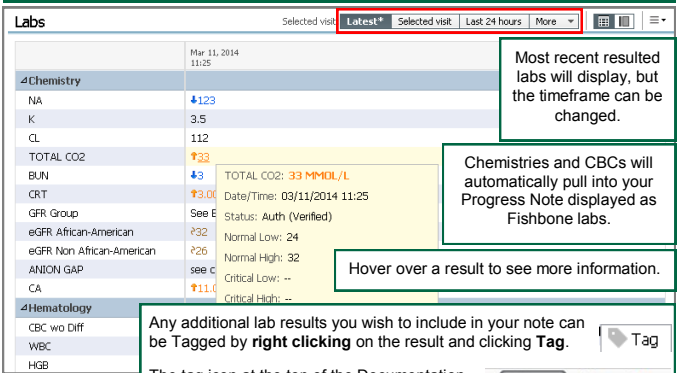
Intake and Output

Expand the sections to view additional data by clicking on the triangle next to the section heading.



Documentation Workflow

Labs



Most recent resulted labs will display, but the timeframe can be changed.

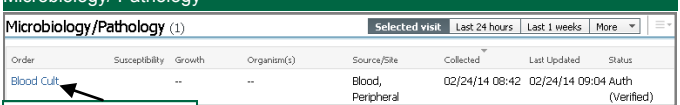
Chemistries and CBCs will automatically pull into your Progress Note displayed as Fishbone labs.

Hover over a result to see more information.

Any additional lab results you wish to include in your note can be Tagged by **right clicking** on the result and clicking **Tag**.

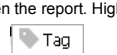
The tag icon at the top of the Documentation workflow page turns blue, indicating a tagged result.
These results will then pull into your note.

Microbiology/ Pathology



Click on the order name (in blue) to open and view the report.

Tag Microbiology/ Pathology information by navigating to **Documents** to locate and open the report. Highlight the information and choose **Tag**.



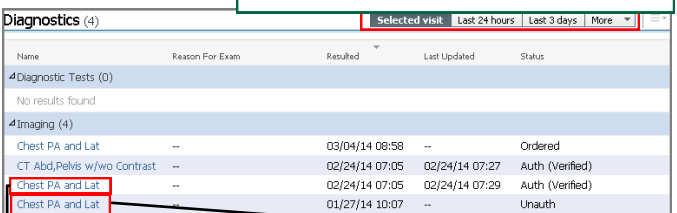
You may see a separate Progress Note to indicate that an exam *was not* completed, but you will no longer see Progress Notes to indicate an exam was completed. Use **Order Status**.

Status	Meaning
Ordered	Order placed but not yet completed
In Progress	Order currently processing
Unauth	Order completed but not yet resulted
Auth (Verified)	Completed order with dictated report available

Documentation Workflow

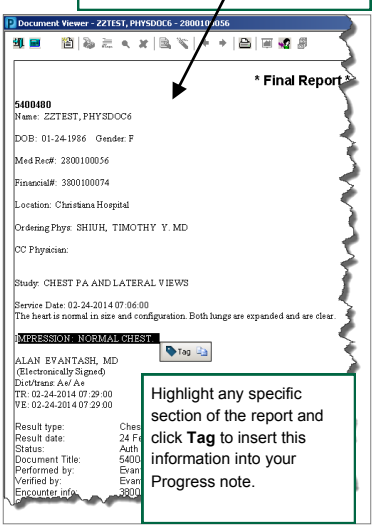
Diagnostics

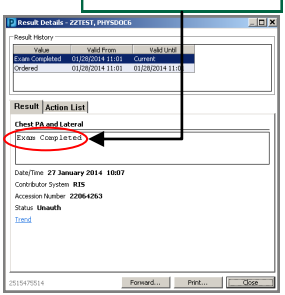
The Diagnostic Tests and Imaging Orders for the selected visit will be displayed, but the timeframe can be changed.



Clicking an **Auth (Verified)** report opens the Final report.

Clicking an Unauth report opens the Result Details window with more information about the order.





Highlight any specific section of the report and click **Tag** to insert this information into your Progress note.

Tagging can be used in:

- Documents
- Diagnostics
- Lab Results

Documentation Workflow

Medications

Medications for the selected visit are displayed in the following categories:

- Scheduled
- Continuous
- PRN/Unscheduled Available
- Administered in last 24 hours
- Discontinued in last 24 hours

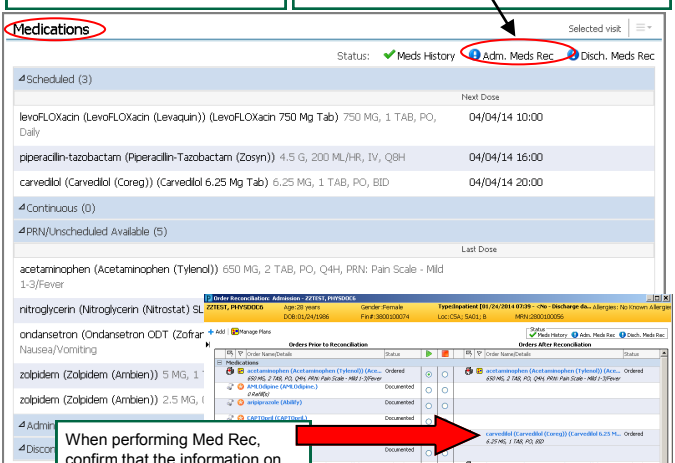
Click the **Medications** heading to view the MAR Summary screen.

Medication Reconciliation Status is easy to determine on the workflow.

- Meds History (Home Medications)
- Adm. Meds Rec
- Disch. Meds Rec

= Completed
= In Progress
= Not Started

To complete reconciliation or view the med rec screens, click the status.



When performing Med Rec, confirm that the information on the right side is correct and that the order includes:

- Name
- Dosage
- Route
- Frequency

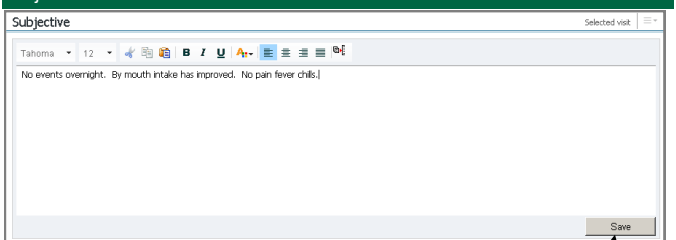
Documentation Workflow

Subjective and Objective/ Physical Exam is where documentation begins. Document, in most cases:

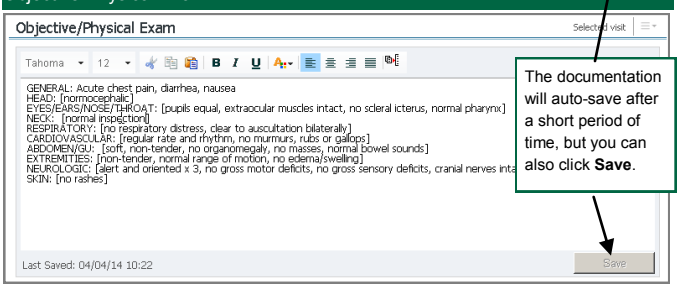
- Chief complaint
- Review of Systems (ROS)
- History of Present Illness (HPI)
- Past Family or Social History

Complete documentation is critical for records and billing.

Subjective



Objective/Physical Exam



Documentation Workflow

To add your **Subjective** and **Objective/Physical Exam** documentation for this update, you can:

Free text

Click inside the text box and begin typing.

Auto-text

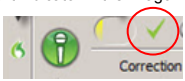
1. In the text field, type the special character of the auto-text you want to enter. You can also type the first few letters to shorten the list that returns.
2. In the list, double click on the auto-text.
3. Press **F3** on the keyboard to move to the first field.
4. Type the appropriate information.
5. Press **F3** to move to the next field.
6. If adding an X to select an option, be sure to use a capital X.
7. Continue this process until all of the appropriate fields are completed.

Dragon

1. In the text field, say the name of the Dragon command you want to enter.
2. Use the Dragon **Next Field key** (or say "Next field") to move to each bracketed field and dictate your findings.
3. If adding an X to select an option, be sure to use a **capital X**.
4. When complete, press the **Accept Defaults** key on the Dragon mic to remove the brackets.

I'm using Dragon to dictate my Subjective and Objective and it's not working correctly. What's going on?

If commands are not working and the beginning of dictated sentences do not start with capital letters, check the Full text indicator in the Dragon Bar. It should be a green check mark.



If it is a gray check mark, the VSync between Dragon and PowerChart is not working. Contact the help desk to check your settings.

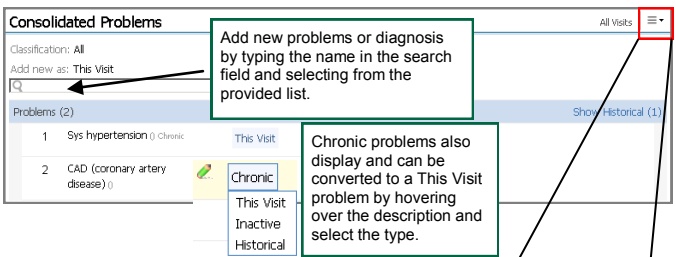
You can also complete additional voice training to improve Dragon Accuracy. See page 3 for steps to complete.

Documentation Workflow

Consolidated Problems

Consolidated Problems list is a combined list of **problems and diagnoses.**

Active Problems carry forward from day to day.



Add new problems or diagnosis by typing the name in the search field and selecting from the provided list.

Chronic problems also display and can be converted to a This Visit problem by hovering over the description and select the type.

If a problem is no longer applicable, it can be removed from this visit.

Select the menu option in the right corner of the Consolidated Problems section.

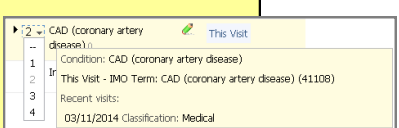
Then select **Remove from This Visit**.

Prioritize the problems/diagnoses.

These will pull into your note under the Assessment/Plan section.

THE FIRST ON THE LIST SHOULD BE THE CHIEF COMPLAINT.

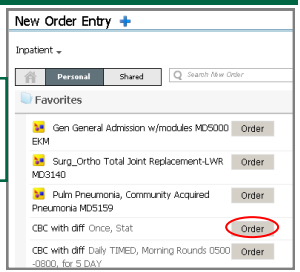
1. Hover over the problem's number.
2. Click the dropdown arrow.
3. From the list, select the new priority.
4. The problem will move on the list to the new assigned priority.



Documentation Workflow

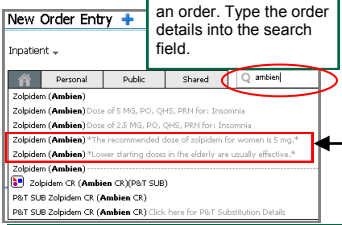
New Order Entry

New Order Entry allows you to quickly add an order from the workflow.



Orders may be displayed by a list of your favorites.
To order, simply click the **Order** button next to the order name. The button turns dark gray.

You can also search for an order. Type the order details into the search field.



Use caution!!
Order sentences that begin with an * are not real orders.
Do not select these orders on this screen.

Being as specific as possible will return the most correct order:
1. Type the order, dosage, route and frequency.
2. Select the correct order from the list.

As you make your selections, the Order Inbox in the upper right of the Workflow page turns green and counts the number of orders.

Click the **Order inbox.**

The **Orders for Signature window** appears.

Remove the order by hovering over the order and clicking the **X** that appears.

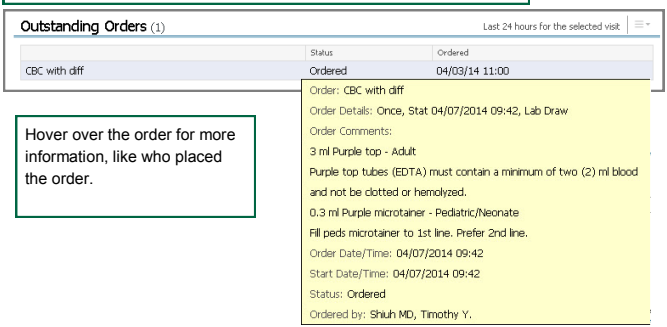
Click **Sign** to complete the order.

Change order information by clicking **Modify.**

Documentation Workflow

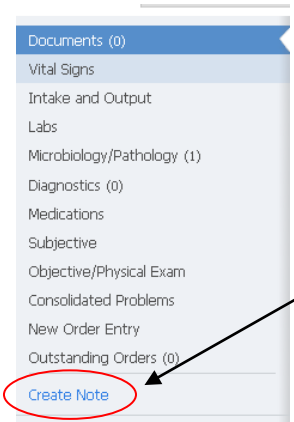
Outstanding Orders

Outstanding orders are orders which have not been completed yet.



Hover over the order for more information, like who placed the order.

Create Note

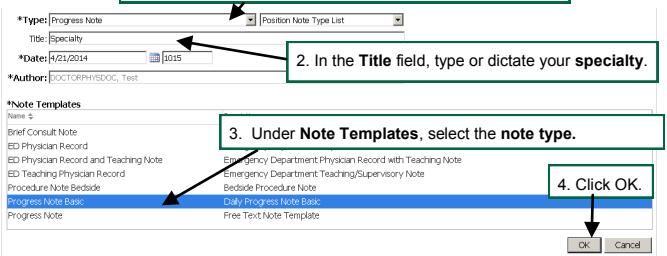


Now that your review and documentation are complete, click **Create Note**.

Progress Notes

To create your Progress Note, complete the following:

1. From the **Type** dropdown list, select **Progress Note**.



2. In the **Title** field, type or dictate your **specialty**.

3. Under **Note Templates**, select the **note type.**

4. Click OK.

Note Template Type	In addition to Subjective, Objective, Assessment Plan, also pulls in:
Progress Notes Basic	Vital Signs, Fish Bone Labs
Free-text Progress Note	None; blank text field for free text.
Procedure Note w/ Headers	None
Brief Consult Note	None
Progress Note with I/O	Vital Signs, Fish Bone Labs, I/O
Progress Note with Med List	Vital Signs, Fish Bone Labs, Medication List
Progress Note with Med List and I/O	Vital Signs, Fish Bone Labs, Medication List, I/O

There are a variety of department specific Note Templates. Please see your department Progress Notes Job Aid or refer to the PowerChart website listed below.

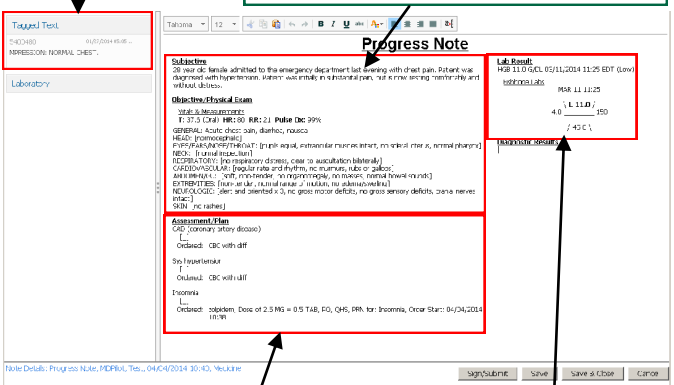
Progress Notes

The Progress Note opens and displays the following information:

Tagged Diagnostics Results appear in Tagged text clipboard.

Dictated Subjective and Objective/Physical Exam information pull in.

Most Recent Vitals display in the Objective/Physical Exam section.



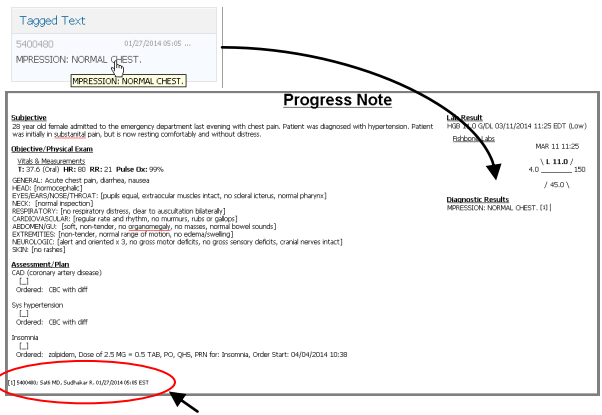
Under Assessment/Plan, the active and prioritized diagnoses will display. Document the plan of care for each diagnosis on each date of service.

Chemistries and CBC results are displayed in Fishbone labs, as well as any other tagged lab results.

Progress Notes

Tagged text

1.To add the Tagged Text to the Progress Note, click and hold the Tagged Text.
2.Then drag it to the desired section of the note.



3. A footnote appears, attributing the tagged information to the original document.

Refreshing/ Free text fields/ Deleting

Parts of the Progress Note, like Lab Result can be refreshed to import the most recent information.

Hover over the title and click the **Refresh** icon that displays.

Add a free text field to document additional information.

Hover over the title and click the **Insert Free Text field** icon.

Information added here does not update on the Documentation Workflow.

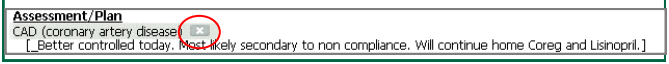
Sections can be deleted if that information is not pertinent to your progress note.

Hover over the title and click the **Delete** icon that displays.

Progress Notes

Consultations– Removing Diagnosis fields

If you are consulting on a patient and do not need to document plan of care for each diagnosis in your note, hover over the diagnosis name and click the X to remove it from your note.



Completing the note

- Once you have completed your note, click **Sign & Submit**.
  No more changes can be made to the original note; only an addendum can be added. The note will display in the patient's chart under Documents and can be seen on the Documents list in Documentation Workflow. The status is **Auth (Verified).**
- To save the information without closing or signing, click **Save**.
- To save the information and close the note without signing, click **Save & Close**. On the Documentation Workflow under Documents, the note displays as (In Progress). The Status is **Ordered**. Only the author should open and modify.
- Click **Cancel** to discontinue the note. All changes will be lost.

Modifying a Saved Note

If you saved your note, click on the note In the Documents list of Documentation Workflow to open it for editing.

Modifying a Signed Note

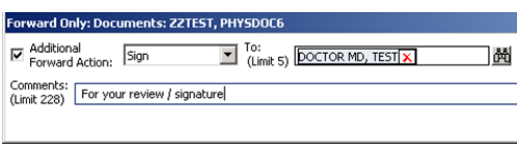
1. On Documentation Workflow in the patient's chart, the Documents section will list the notes.
2. Click on the note you wish to modify. The note opens.
3. Right click and select Modify, or in the toolbar, click the **Modify** icon.
4. At the bottom of the note, you will see ***Insert Addendum here:**.
   You cannot change the portion of the note that has already been signed.
5. Add your information.
6. Click **Sign**. Your name, the date and the time will be added with your information.

Progress Notes

Co-signature Process

My note needs to be cosigned. What do I need to do?

1. **Create your note**. Best practice is to list the name of the responsible signatory physician if you know this in advance; for example: "Cardiology Progress – Dr. Smith" if Dr. Smith is your preceptor.
2. **Complete your note for review**. You have two options:
   - Save your note, so that your attending or preceptor can review and advise.
   - Sign your note.
3. **Forward the note** to the co-signor. From Documentation Workflow:
   a. Under Documents, open the note to forward by clicking it.
   b. Click the **Forward** icon just above the body of the note. 
   c. Select **Sign** or **Review** from the first yellow drop down.
   d. Enter co-signor's name in the To: box.
   e. Enter any relevant comments, then click the **OK** button.



4. If you saved your note, once the co-signor has reviewed, you will need to open your note, make any recommended changes, and sign the note. If you choose to save again, instead of final sign, you should manually add your name, date/time to the bottom of the note so the end of your documentation is clear.

Progress Notes

Co-signature Process

I need to review and co-sign a note. What do I do?

1. From the Message Center, Documentation Workflow or Documents tab, locate and open the note to be reviewed and signed.
2. Click **Modify** in the toolbar. 
3. At the bottom of the note, you will see ***Insert Addendum here:**.
4. Use the Dragon commands or auto-text below to enter your attestation information and any additional documentation or findings you want to include in the progress note.

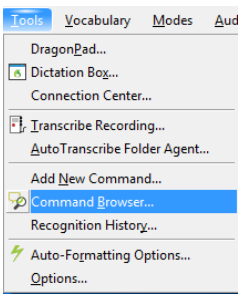
Dragon Command	Auto-text
Attending Agree Macro	=attending_attestation_agree
Attending Present Macro	=attending_attestation_present
Attending Agree Except Macro	=attending_attestation_except
Attending Reviewed Macro	=attending_attestation_reviewed
Attending Split Macro	=attending_attestation_split

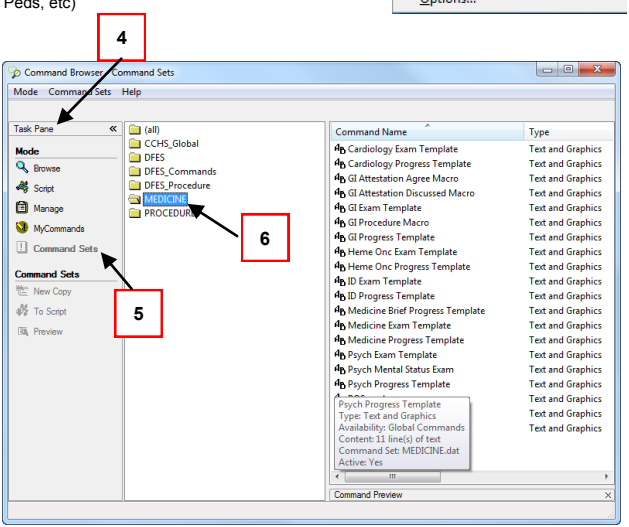
5. When finished, click **Sign**.

General and Custom Dragon Commands

A list of general and custom created commands are available in Dragon's Command Browser. To view the list, follow these steps:

1. Open Dragon.
2. On the Dragon toolbar, click **Tools** and select **Command Browser** or say "**Command Browser**".
3. The Command Browser window opens.
4. On the left, click **Task Pane** to expand it so you can see the Modes.
5. Click **Command Sets**.
6. Click a folder type to see what commands are available by specialty (DFES, Medicine, Surgery, Peds, etc)





How do I make my own Dragon commands?

1. In **PowerChart**, dictate the information in a text field.
2. Say "Select All" to select the text you just dictated.
3. Say "Make that a command."
4. Select text appears in Content section of The My Commands Editor dialog box.
5. Make sure the cursor is in the My CommandName field.
6. Dictate the name for your new command.
7. Say "Plain text" to select the Plain text check box.
8. When finished, click **Save**.

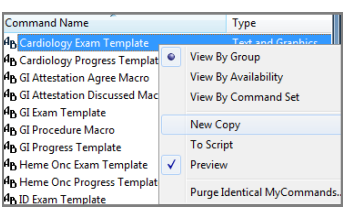
Recommended:

- Use command names that are two to fours words in length.
- If you decide to type the command name, be sure to use spaces between multiple words.

How do I customize existing specialty Dragon Commands?

Some commands have already been created for your specialty and you can modify and customize those commands (macros) to suit your needs.

1. Open Dragon.
2. On the Dragon toolbar, click **Tools** and select **Command Browser** or say "**Command Browser**". The Command Browser window opens.
3. Click **Command Sets**.
4. Select your specialty folder.
5. Right click on the Command name (macro) you wish to modify.
6. Select **New Copy**.
7. The My Commands Editor dialog box appears.
8. You can change the name of the command in the My CommandName field.
9. Modify any of the existing information in the Content section.
10. Leave the Plain Text box checked.
11. When finished, click **Save**.
12. The new, saved copy will be located under Modes>MyCommands in the Task Pane, in the same folder name.

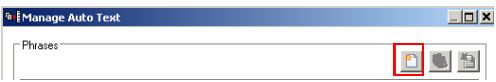


How do I make my own auto-text?

Auto-text can be used anywhere you'd use a Dragon command and can be used in the event that Dragon is not available. For every Dragon Command, an auto-text has been configured, but you can create your own customized auto-text as well.

1. In **PowerChart**, open the Documentation workflow to a text field.
2. From the text editor toolbar, click the **Manage Auto Text** button.

3. On the Manage Auto-text window, click the icon for **New Phrase**.



4. Enter an abbreviation and description for your text in the Abbreviation and Description boxes.
5. Click the **Add Text** icon.

6. The Formatted Text Entry window opens. Enter your text entry in the HTML section (bottom section) of the Formatted Auto Text dialog box.
7. Click **OK**.
8. Click **Save**.
9. Click **Close**.

Recommended:

- Begin with special characters
- All words should be lowercase.
- Separate words with underscores, not spaces.

General Smart Templates

Smart templates pull information contained in PowerChart into the note.

Dragon Command	Auto-text	Description
Insert Antibiotic Orders	.antibiotic orders	For each antibiotic, # of days that antibiotic type has been administered (regardless of dose/ route changes) and current order detail
Insert Bipap	.bipap	Bipap settings
Insert Central Line	.central_line_day	Central Line - Number of days a central line has been present
Insert Code status	.code_status	DNR order - active
Insert Drain Output	.drain_output	Output from any drains recorded in I/O
Insert Hospital Day	.hospital_day	Hospital Day #
Insert I and O	.io	Intake and Output from last 24 hours (midnight to midnight)
Insert My Name	.my_name	My name
Insert Pain Score Trend	.pain_score_trend	Pain scores, Last 24 hrs
Insert Post op Day	.post_op_day_procedure	Post-op Day# and Name of procedure
Insert Post Void Residual	.post_void_residual	Post void residual volumes
Insert Pressors	.pressors	List of active inotrope or pressor orders
Insert Signature	.sign	Name, Date, Time
Insert Stress Ulcer prophylaxis	.stress_ulcer_prophylaxis	Stress ulcer prophylaxis medication orders
Insert Urine Output	.urine_output_last_8hrs	Urine output over last 8 hours

General Smart Templates– continued		
Dragon Command	**Auto-text**	**Description**
Insert Vent Settings	.vent_settings	Vent Settings: Most recent vent settings (documented in Powerchart)
Insert Vent Weaning Parameters	.vent_weaning_parameters	Vent Weaning: Most recent vent weaning parameters (documented in Powerchart)
Insert VTE Prophylaxis	.vte_prophylaxis	VTE Risk, Medications ordered, contraindications to prophylaxis
Insert Vitals	.vitals_4hrs	Vitals: last set within previous 4 hrs
Insert Vitals Last	.vitals_8hrs	Vitals: last set within previous 8 hrs
Insert Vitals min max	.vitals_min_max	Vitals: last set of vitals with min/max for each result from the past 24 hrs
Insert Weight Change	.weight_change	Weight change from last documented weight this encounter

Labs Smart Templates

Smart templates pull information contained in PowerChart into the note.

Dragon Command	Auto-text	Description
Insert ABG	.abg_last_12hrs	Labs: ABG - Last result within past 12 hours
Insert ABG Last	.abg_last_24hrs	Labs: ABG - Last result within past 24 hours
Insert ABG Last Three	.abg_last_3_results	Labs: ABGs last 3 results (3 sets)
Insert Anemia Labs	.anemia labs	Labs: Anemia (Bili, Direct Bili, Direct Coombs, Ferritin, Haptoglobin, TIBC, SPEP, Folate, LDH, Retic)
Insert Body Fluid Analysis	.body_fluid_labs	Labs: Last results for body fluid analysis, this encounter only
Insert Cardiac Labs	.cardiac_labs_12hrs	Labs: Cardiac enzymes + BNP (most recent within last 12 hrs)
Insert Cardiac Labs Last	.cardiac_labs_last	Labs: Cardiac enzymes + BNP (last resulted for this encounter)
Insert Coags	.coag_labs_12hrs	Labs: PT, INR, PTT, DIC, Fibrinogen, Thrombin Time - within last 12 hours
Insert Coags Last	.coag_labs_last	Labs: PT, INR, PTT, DIC, Fibrinogen, Thrombin Time - last from encounter
Insert CSF	.csf_labs	Labs: Lab testing for CSF analysis
Insert D Dimer	.d_dimer_labs	Labs: D Dimer
Insert Differential	.differential_24hrs	Labs: Differential (WBC) - within last 24hrs
Insert Differential Last	.differential_last	Labs: Differential (WBC) - last from encounter
Insert Electrolytes Other	.electrolytes_other	Labs: electrolytes, other (Mg, Phos, Ca)
Insert Fishbone Labs	.fishbone_labs	Labs: Chem7 and CBC in a fishbone format

Labs Smart Templates—continued		
Dragon Command	**Auto-text**	**Description**
Insert GI Labs	.gi_labs_12hrs	Labs: GI Labs (LFTs, Lipase, ammonia, amylase) - within last 12 hrs
Insert GI Labs Last	.gi_labs_last	Labs: GI Labs (LFTs, Lipase, ammonia, amylase) - last from encounter
Insert Glycemic Trend	.glycemic_trend	Labs: Glycemic trend - glucose results from today and previous day
Insert Heme Onc levels	.hem_onc_levels	Labs: Tacrolimus and Cyclosporine levels
Insert Hepatitis Labs	.hepatitis_labs	Labs: Hepatitis lab results
Insert H and H trend	.hh_trend	Labs: Last 3 Hemoglobin & Hematocrit results
Insert Lactate	.lactate_12hrs	Labs: Serum lactate level - within last 12 hours
Insert Lactate Last	.lactate_last	Labs: Serum lactate level - last from encounter
Insert LFT	.lft_12hrs	Labs: Liver Function Tests - within last 12 hours
Insert LFT Last	.lft_last	Labs: Liver Function Tests - last from encounter
Insert Lipids	.lipid_profile_labs	Labs: Lipid Profile
Insert Tacrolimus Trend	.tacrolimus_trend	Labs: Tacro trend (Last 3 Tacrolimus results)
Insert Thyroid Labs	.thyroid_labs	Labs: TSH, Free T4
Insert Tox Labs	.tox_labs	Labs: Toxicology (Aspirin, Tylenol, ETOH levels, Urine Drug Screen)
Insert Troponin Trend	.troponin_trend	Labs: Troponin Trend (Last 3 Troponin results)

Labs Smart Templates—continued		
Dragon Command	**Auto-text**	**Description**
Insert Urine Studies	.urine_studies	Labs: U/A, HCG, Drug Screen (If both Point of care and Lab studies, will result most recent set)
Insert VBG	.VBG_12hrs	Labs: VBG - Last result within past 12 hours
Insert VBG Last	.VBG_24hrs	Labs: VBG - Last result within past 24 hours
Insert VBG Last Three	.VBG_last_3_results	Labs: VBGs last 3 results (3 sets)
Insert WBC	.wbc_only	Labs: WBC only