

CHANGES

# DICTATION INSTRUCTIONS

\*Effective 12/11/2018 at 4:00 AM

## CHANGES TO BE AWARE OF:

- Dictation control keypad buttons are the same, however users will be placed into record mode vs pause mode after all keypad functions. For example, after 3 is pressed to rewind, and after the voice file plays back, user is placed into record mode automatically. It will no longer be required to press 2 to return to record mode
- There will no longer be a prompt if there is an interrupted dictation. The process to retrieve an interrupted dictation has changed. Please follow the instructions below. Interrupted dictation can remain interrupted/incomplete for 30 days. If after 30 days it is not completed, the dictation will auto route to transcription.
- The new transcription platform does NOT allow for transcriptionists to revise a report once it has been posted to the EMR. Please see the PAUSE/DISCONNECT: section below.

**QUESTIONS or NEED DICTATION ID:** Contact Transcription Manager at 952-992-5237 or Transcription Coordinator at 952-992-5243. If no answer, call ITS Service Desk at 952-992-5000 and your inquiry will be paged out.

1. Dial 612-813-6211 (5-6211 internally)
2. Enter your provider ID followed by the # sign.
3. Enter numerical report type (see list below) followed by the # sign.
  - 1 – Stat report
  - 2 – Inpatient history and physical
  - 3 – Inpatient consultation
  - 4 – Operative/procedure report
  - 5 – Narrative/discharge summary
4. Enter medical record number followed by the # sign. If unknown, enter 222222
5. Begin dictation –
  - a. State **your name**
  - b. State **campus/worktype** (e.g. Minneapolis history and physical)
  - c. State **patient's name** clearly, spell if it has an unfamiliar name/spelling
  - d. State **date** that patient was seen

**EXAMPLE:** This is Dr. Jane Doe dictating a Minneapolis consult on [patient name] who was seen on [xx/xx/xxxx]

6. When finished press 5, record confirmation number. If confirmation number is provided, typically the report can be found.

\*\*Press 07 anytime in the dictation to interrupt the report if you cannot finish it.

**NOTE:** When dictating more than 1 report at a time, press 5 at the end of each report. You will be prompted for the next report type and MRN for your next dictation. This electronically separates reports and helps to find dictations later.

## DICTATION CONTROLS

- |                      |                         |   |          |
|----------------------|-------------------------|---|----------|
| 2 – Resume dictating | 5 – End report          | 8 – Move to beginning of dictation                            | 7 – Play |
| 3 – Rewind           | 6 – Continuous rewind   | 04 – Move to end of dictation                                 |          |
| 4 – Pause            | 02 – Continuous forward | 07 – Interrupts report, allows for additions at a later time. |          |

**ADDITIONS/ADDENDUMS:** Once a report is available in the EMR, transcription can no longer update the document. Once the document is posted, please do not dictate any additions or addendums. You must make the modifications/addendums yourself via the EMR.

**PAUSE / DISCONNECTS:** After 2 minutes of recorded silence, you will be placed in pause mode. You will hear an audible notification of "pause mode". After 15 minutes of a paused dictation, the dictation system will indicate "This station has timed out due to inactivity and will now be disconnected. Thank you. Good Bye." Your call will be disconnected.

If you are disconnected from the dictation system for any reason, the dictation system auto saves the dictation. There is no need to restart the dictation over from the beginning. Simply dial back into the dictation system and state you were disconnected. Begin dictating where you think you were cut off at. Transcription will NOT post the incomplete 1<sup>st</sup> portion to the EMR until the 2<sup>nd</sup> portion has been completed. If a 2<sup>nd</sup> portion is NOT completed, you will be contacted to determine if the 1<sup>st</sup> portion should be posted to the EMR or if you will be dictating a continuation. If no response, the 1<sup>st</sup> portion will be posted to the EMR and you will be responsible to make the necessary modifications via the EMR.

## TO ADD TO AN INTERRUPTED DICTATION:

1. Dial 612-813-6211
2. Enter you provider ID followed by the # sign
3. At the worktype prompt, press \*2 to retrieve a job
4. Re-Enter your provider ID followed by the # sign
5. You will hear "searching for jobs", when a job is found, the dictation will begin auto playback from the beginning.
6. Press 04 to move to the end of the dictation. You will be placed into record mode automatically.

# BASIC ELEMENTS OF GOOD DICTATION

- Organize your data before dictating.
- Dictate in appropriate areas away from distractions and noise. Ensure location is secure and quiet.
- Do not use speakerphones or cell phones.
- Speak clearly and loudly, in a normal conversational voice
- Do not rush. Dictate at an even pace throughout the report so the transcriptionists can hear every nuance of a vowel or consonant in a word.
- Dictate appropriate identification information:
  - State your name
  - State Campus/worktype (e.g. Minneapolis history and physical)
  - State patient's name clearly, spell if it has an unfamiliar name/spelling
  - State date that patient was seen

**EXAMPLE: This is Dr. Jane Doe dictating a Minneapolis Consult on [patient name] who was seen on [xx/xx/xxxx]**

- Give hints in areas that could be misunderstood, such as ABduction or ADduction, hyPER and hyPO tension, one-five for 15, five-O for 50.
- Avoid using abbreviations unless stating what it stands for at least once in the report.
- When listing medications, never abbreviate. Spell any uncommon drugs. Many drugs sound alike, so be very clear (i.e. Endal, Inderal, MiraSept, Mircette). Try to dictate dosage instructions consistently (in the same sequence) throughout.
- Delineate lab values. While you are reading them and they make perfect sense to you, but it can be very confusing to sort out what part of a number goes with what when you are listening to a bunch of numbers. The transcriptionist cannot always tell where one value stops and the other begins. For example, the value "133.6" could be a single value, but could also represent two separate values where a dictator fails to indicate a new lab test. Thus, a sodium of 130 and a potassium of 3.6 can sound like "133.6" if the dictator merely provides back-to-back values without a test indicator by dictating "130, 3.6" and so on.