DICTATION INSTRUCTIONS

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 & 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 (recommend on visit sheet). If you provide the confirmation number, typically the report can be found.

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

NOTE: When dictating more than one report at a time, press 5 at the end of each report. You will be prompted for the next report type and medical record number for your next dictation. This electronically separates reports and helps us 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 modified or electronically signed in Cerner, transcription can no longer update the document. Please do not dictate any additions or addendums once a document has been modified or signed. You must make the modifications/addendums yourself via Cerner.

DISCONNECTS: After 2 minutes of recorded silence or after 15 minutes of a paused dictation, the dictation system will prompt you to continue by indicating, "input time exceeded, press any key to remain connected". You have 30 seconds to press any key.

- If you do NOT press a key, you will be disconnected.
- If you press a key, the dictation is placed into pause mode (with audible beeps to indicate pause). You then must press 2 to resume dictating. If you do not press 2 after 15 minutes, you will be prompted again to press any key to remain connected. If you do NOT press a key, you will be disconnected.

NOTE: If you are disconnected from the dictation system for any reason, the dictation system auto saves your dictation. There is no need to restart your dictation over from the beginning. Simply dial back into the dictation system and when you begin to dictate, state you were disconnected, ask that this portion of the dictation be added to the first part and begin dictating where you think you were cut off at. It is IMPORTANT to not edit, modify, or sign the first portion of the report in Cerner. You must wait to modify or sign the document AFTER the second portion has been added.

TO ADD TO AN INTERRUPTED REPORT:

1. Dial 612-813-6211
2. Enter you provider ID followed by the # sign
3. You will hear a prompt indicating that you have interrupted jobs
   a. Press 1 to retrieve OR press 2 to ignore
4. If you retrieve, the dictation will start playing back to you
   a. Press 04 to move to the end of the job
   b. Press 3 to rewind and play back the last couple of sentences
   c. Press 2 to record

Children's MINNESOTA

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 is 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.