



Train Your Dragon Webinar Series: Advanced step-by-step commands for EHR note workflows



General Reminders



Thank you for attending our webinar!



You are on mute and will remain muted throughout the presentation.



If you'd like to ask a question, please submit it in the Q&A box (NOT the chat box) and we will answer during/after the presentation.



This webinar is being recorded. You may view this webinar on-demand and all other 15-minute webinars by the Friday evening following: aka.ms/TrainYourDragon.

On-going training resources

- **Our Resource Hub has moved! To find materials from the hub (quick reference guides, tutorial videos, on-demand webinars, etc.):**
 - **In Dragon Medical One:** dictate “open training” or go to the What Can You Say Menu, the hamburger menu and click training
 - For those without access to Dragon Medical One, you can request access to the resource hub in Nuance University: aka.ms/DMOadmin
- **Infohub:** aka.ms/DMOhub
 - Information to access the resource hub materials for users, trainers and administrators
 - Sign up for our quarterly newsletter
 - One-stop shop for all future educational and training opportunities: quarterly webinars, Epic and Cerner webinars (coming up in April and May!), Essentials training, and more!
- **Webinars:**
 - Quarterly webinars: aka.ms/DMOwebinars
 - Optimizing Dragon Medical One in Epic Hyperdrive or Cerner: aka.ms/DMOhub
- **Essentials training:**
 - Chat with a Dragon Expert: aka.ms/DragonExpert
 - Provider Power Hour: aka.ms/DMOPowerHour
 - Trainer Talk: aka.ms/TrainerTalk
 - NMC Lab: aka.ms/NMCLab

Today's speaker



Andrea Janowski
Adoption Specialist
Microsoft

Advance step by step commands

Step by step commands execute a series of actions or keyboard shortcuts via a single voice command.

Examples:

- Insert my H&P note
- Insert last CBC
- F2 *or* F3
- Open [website]
- Jump to Chart Review

Say **"Manage Commands"** , **"Add Command"**
or **"Manage Step-by-step commands"**

or

Open Manage Step-by-step Commands
through your Dragon menu

The screenshot shows a window titled "Manage Step-by-step Commands". On the left is a list of commands, with "Insert my H and P" selected. On the right is a form for editing this command. The form includes fields for Name, Description, and Spoken form, and a "Steps" section with two steps: "Enter Text" and "Press Hotkey".

Manage Step-by-step Commands	
Search	
! Arrange by: Name	
+	
Insert Last TSH	
Insert Last Visit Results	
Insert Meds	
Insert my H and P	
Insert Name	
Insert This Visit Results	
Insert Time	
Insert Tobacco	
Insert Vitals	

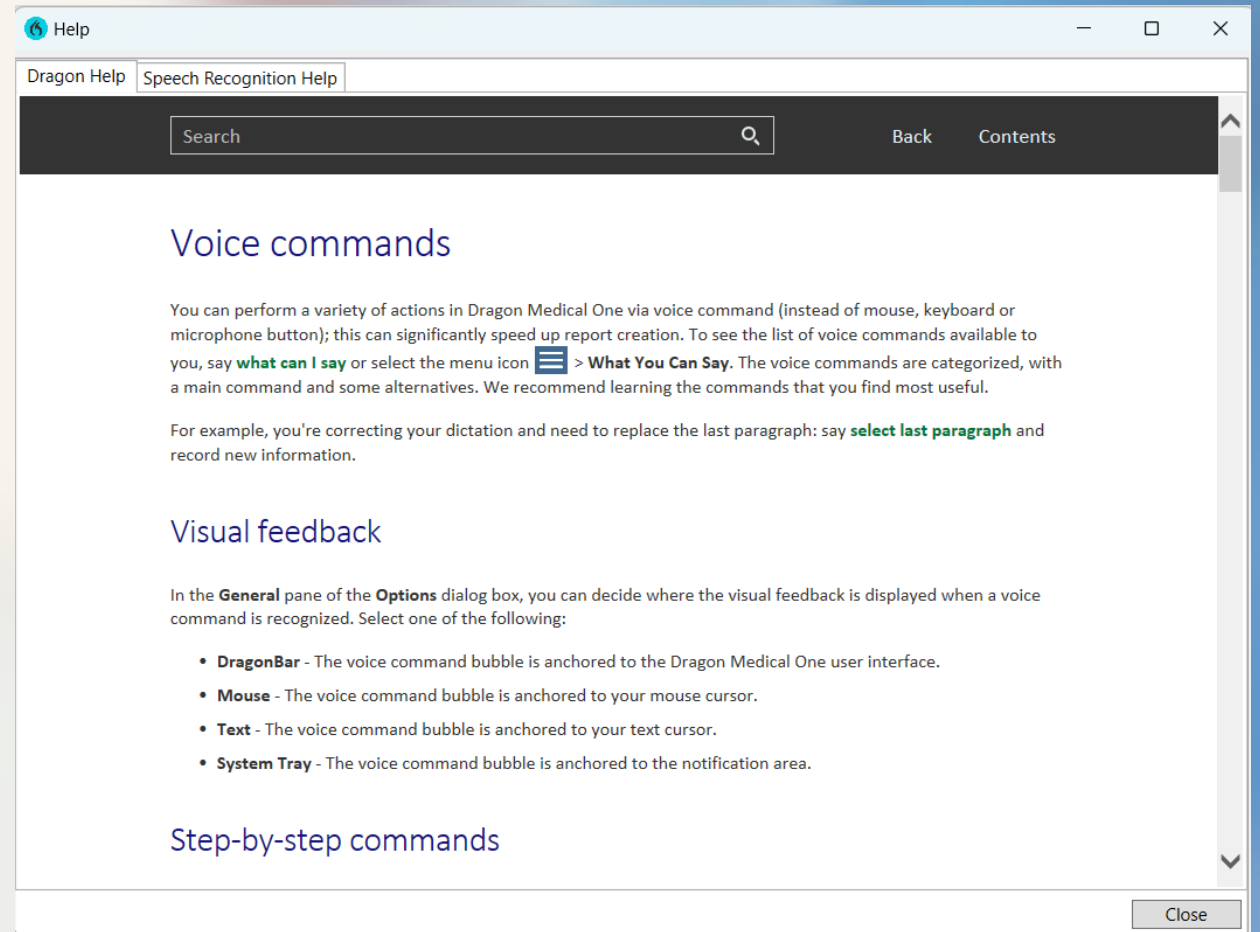
Name *	Insert my H and P
Description	
Spoken form *	Insert my H and P
Steps *	
Enter Text	
Text	.SCHPNOTE
Press Hotkey	
Hotkey	Enter
New Step	

Open Help > Voice Commands for more info


Say "Open Help" or open Help from the Dragon Menu and click on the 'voice commands' link to learn more information about creating step-by-step commands.

Learn more about:

- Tips on naming commands
 - Ex. *You cannot have numeral values in the spoken form field. You need to write out the name of a number.*
- **What each step type does**
- How to enter Press Keys
- And more!



The screenshot shows a help window titled "Help" with a sub-tab "Speech Recognition Help". The main content area is titled "Voice commands" and contains the following text:

You can perform a variety of actions in Dragon Medical One via voice command (instead of mouse, keyboard or microphone button); this can significantly speed up report creation. To see the list of voice commands available to you, say **what can I say** or select the menu icon  > **What You Can Say**. The voice commands are categorized, with a main command and some alternatives. We recommend learning the commands that you find most useful.

For example, you're correcting your dictation and need to replace the last paragraph: say **select last paragraph** and record new information.

Visual feedback

In the **General** pane of the **Options** dialog box, you can decide where the visual feedback is displayed when a voice command is recognized. Select one of the following:

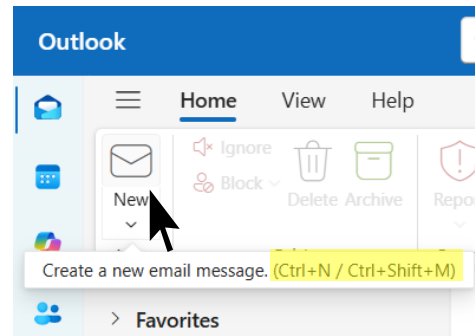
- **DragonBar** - The voice command bubble is anchored to the Dragon Medical One user interface.
- **Mouse** - The voice command bubble is anchored to your mouse cursor.
- **Text** - The voice command bubble is anchored to your text cursor.
- **System Tray** - The voice command bubble is anchored to the notification area.

Below this section is a heading for "Step-by-step commands".

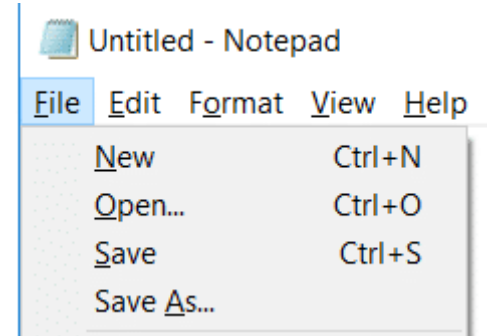
The window has a search bar, "Back" and "Contents" links, and a "Close" button at the bottom right.

Finding keyboard shortcuts

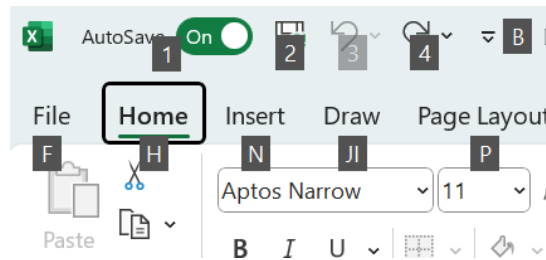
Hover to discover



Alt + [underlined characters]



Press **Alt**
or
Press **Ctrl + Alt**



- Look for “**view keyboard shortcuts**” menus within your EHR
- Utilize Chart Search to open activities
- Request a list from an EHR Analyst

Command to pull in an Epic SmartPhrase

1. Click the + symbol to start a new command
2. Name the command
3. Click **New Step** > Select **Enter text**
4. Type in the SmartPhrase or SmartLink name (including the .)
5. Select New Step, **Press Hotkey**
6. Click pencil icon and press **Enter** on keyboard
7. **Optional:** New Step, Press Hotkey > **Ctrl + Home**
(brings cursor to top of the note)
8. **Optional:** New Step, Press Hotkey > **F2**
(will select first wildcard or SmartList in note)
9. Select **Apply All** to save

The screenshot shows the Epic SmartPhrase configuration interface. On the left is a list of existing commands, and on the right is a form for configuring a new command. Numbered callouts indicate the steps:

- 1:** A '+' symbol at the top of the command list to start a new command.
- 2:** The 'Name *' field containing 'Insert my H and P'.
- 3:** The 'New Step' button at the bottom of the steps list.
- 4:** The 'Enter Text' step with the 'Text' field containing '.SCHPNOTE'.
- 5:** The 'Press Hotkey' step with the 'Hotkey' field containing 'Enter'.
- 6:** A pencil icon next to the 'Enter' hotkey field.
- 7:** The 'Press Hotkey' step with the 'Hotkey' field containing 'Ctrl + Home'.
- 8:** The 'Press Hotkey' step with the 'Hotkey' field containing 'F2'.
- 9:** The 'Apply All' button at the bottom right of the form.

Fields marked with * are mandatory

Command to pull in a Cerner Auto-Text

1. Click the + symbol to start a new command
2. Name the command
**Note – you will need to spell out numbers in the spoken form field*
3. Click **New Step** > Select **Enter text**
4. Type in the Cerner Auto-Text name
(including the trigger for your organization)
5. Select New Step, **Wait** > **500**
This allows Cerner time to find the Auto-Text within the system
6. Select New Step, **Press Hotkey**
7. Click pencil icon and press **Enter** on keyboard
8. Select **Apply All** to save

The screenshot shows the 'Manage Step-by-step Commands' window. On the left is a list of existing commands, with a '+' button at the top. On the right is a form for configuring a new command. The form includes fields for Name, Description, and Spoken form, and a 'Steps' section with three steps: Enter Text, Wait, and Press Hotkey. The 'Enter Text' step has a text field containing '..labs1week'. The 'Wait' step has a 'Waiting time (ms)' field set to 500. The 'Press Hotkey' step has a 'Hotkey' field with a pencil icon and the text 'Enter'. At the bottom right, there are 'Apply All' and 'Close' buttons.

1 +

2 Name *
Insert 1 week Labs

Description

Spoken form *
Insert one week Labs

Steps *

4 Enter Text
Text ..labs1week

5 Wait
Waiting time (ms) 500

7 Press Hotkey
Hotkey Enter

New Step

9 Apply All Close

Fields marked with * are mandatory

Command to open a website

1. Click the + symbol to start a new command
2. Name the command
3. Click **New Step** > Select **Open Application**
4. In target field: paste/enter the name of the website
5. **Apply All** to save your command

The screenshot shows a configuration dialog box for a new command. The dialog is titled 'Open Application' and contains several fields and a 'New Step' button. The fields are: 'Name *' (containing 'Open Bing'), 'Description' (empty), 'Spoken form *' (containing 'Open Bing'), and 'Steps *' (containing 'Open Application'). The 'Steps *' field is expanded to show a table with columns for 'Target', 'Arguments', 'Start in', and 'Run as'. The 'Target' field contains 'https://www.bing.com/'. The 'Run as' field is set to 'Normal'. The 'New Step' button is located below the table. At the bottom of the dialog, there are two buttons: 'Apply All' and 'Close'. A note at the bottom of the dialog states 'Fields marked with * are mandatory'.

Name *

2 **Open Bing**

Description

Spoken form *

Open Bing

Steps *

3 **Open Application**

Target	4 https://www.bing.com/
Arguments	
Start in	...
Run as	Normal

New Step

Fields marked with * are mandatory

5 **Apply All** **Close**

What is the “wait” step?

Dragon will move through command steps promptly regardless of what the applications is doing.

Occasionally, Dragon may speed through the command steps too swiftly, causing the command to halt prematurely. This is because we need to tell Dragon to *wait or slow down* so the application can catch up.


Use the wait step when:

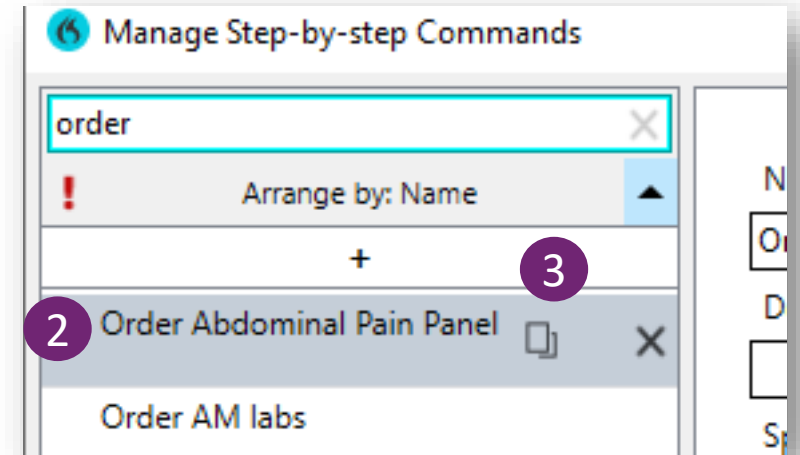
- Moving to a new activity within the chart
- A new window is opening
- To allow a field to activate
- Post-search to allow time for the HER to find information

For example, below I’ve built a command to queue up an inpatient order panel in Epic. I needed to add a wait command to allow the EHR to navigate and activate the order activity before searching for my panel.

Name *	Order Daily AM Labs												
Description													
Spoken form *	Order Daily AM Labs												
Steps *	<table><tr><td>Press Hotkey</td><td>Hotkey</td><td>Ctrl + O</td></tr><tr><td>Wait</td><td>Waiting time (ms)</td><td>1000</td></tr><tr><td>Enter Text</td><td>Text</td><td>My AM Labs</td></tr><tr><td>Press Hotkey</td><td>Hotkey</td><td>Enter</td></tr></table>	Press Hotkey	Hotkey	Ctrl + O	Wait	Waiting time (ms)	1000	Enter Text	Text	My AM Labs	Press Hotkey	Hotkey	Enter
Press Hotkey	Hotkey	Ctrl + O											
Wait	Waiting time (ms)	1000											
Enter Text	Text	My AM Labs											
Press Hotkey	Hotkey	Enter											

Copying an existing command

1. Say **Manage Commands** to open your list of commands
2. Find and select the command you want to copy
3. Select the  icon to copy the steps of a command
4. Ensure a new command is created; name the command
A new command is created when you see the steps copied over, but the Name and Spoken form is blank
5. Update necessary steps
For example, in the case of a command to queue up orders, you simply need to update the 'Enter text' step with the new order or order panel name



Editing or Deleting a Step-by-Step Command

- Say **Manage Commands** to open your list of commands
 - Click on desired command
 - Edit as necessary
- You can move the steps up or down with the arrows to the right of the step or click on the X to remove the step
 - Click Apply all
 - Click Close
- To Delete the Command:
 - Click on the X symbol to the right of the Name
 - Click Apply all
 - Click Close

Name *

Beginning of line

Description

Spoken form *

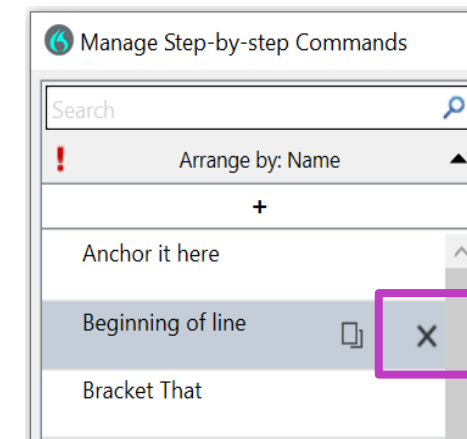
Beginning of line

Steps *

Press Hotkey

Hotkey Home

New Step



Press Keys Step

For commands requiring repeated key presses, like tabbing multiple times, utilize the **'Press Keys'** feature.

This function allows you to input a sequence of keys in a specific format, including text and modifiers, all consolidated into a single step. See following slides for input format.

Here's a step that would press Tab 5 times:

▀ Press Keys

Keys	{TAB 5}
------	---------

Press Keys cont.

What does Press Keys do?

Press Keys - enters the sequence of keys that you want pressed. This step requires a specific input format to be used. You can also enter text and combine keys with modifiers

For more info, say “**Open Help**” > click the Voice Command Link > and scroll down to see more information on building out steps with Press Keys. You will see this → table in the information

(continued next slide)

The following keys can be entered in the **Press keys** field (use curly brackets):

Key	Input format
Backspace	{BACKSPACE} or {BS}
Break	{BREAK}
Caps lock	{CAPSLOCK}
Scroll lock	{SCROLL}
Delete	{DEL} or {DELETE}
Down arrow	{DOWN}
End	{END}
Enter	{ENTER}
Esc	{ESCAPE} or {ESC}
Home	{HOME}
Insert	{INS}
Left arrow	{LEFT}
Num lock	{NUMLOCK}
Page down	{PGDN}
Page up	{PGUP}

Key	Input format
F1 - F24	{F1} to {F24}
Return	{RETURN}
Help	{HELP}
Decimal	{DECIMAL}
Separator	{SEPARATOR}
Space	{SPACE}
Select	{SELECT}
Print	{PRINT}
Execute	{EXECUTE} or {EXEC}
Snapshot	{SNAPSHOT}
Cancel	{CANCEL}
Windows	{WINDOWS} or {WIN}
Applications	{APPLICATIONS} or {APPS}
Clear	{CLEAR}
NUMPAD0 - NUMPAD9	{NUMPAD0} or {NP0} to {NUMPAD9} or {NP9}

Press Keys cont.

Right arrow	{RIGHT}
Tab	{TAB}
Up arrow	{UP}
Add	{ADD}
Subtract	{SUBTRACT}
Multiply	{MULTIPLY}
Divide	{DIVIDE}

The following modifiers can be entered in the **Press keys** field (always used with other keys):

Modifier	Input format
Shift	+
Ctrl	^
Alt	%

Examples:

Sequence executed	Input format
Alt+Ctrl+s	%^s
Shift+Tab	+{Tab}



Thank you!