



Train Your Dragon Webinar Series: Training and educational opportunities



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

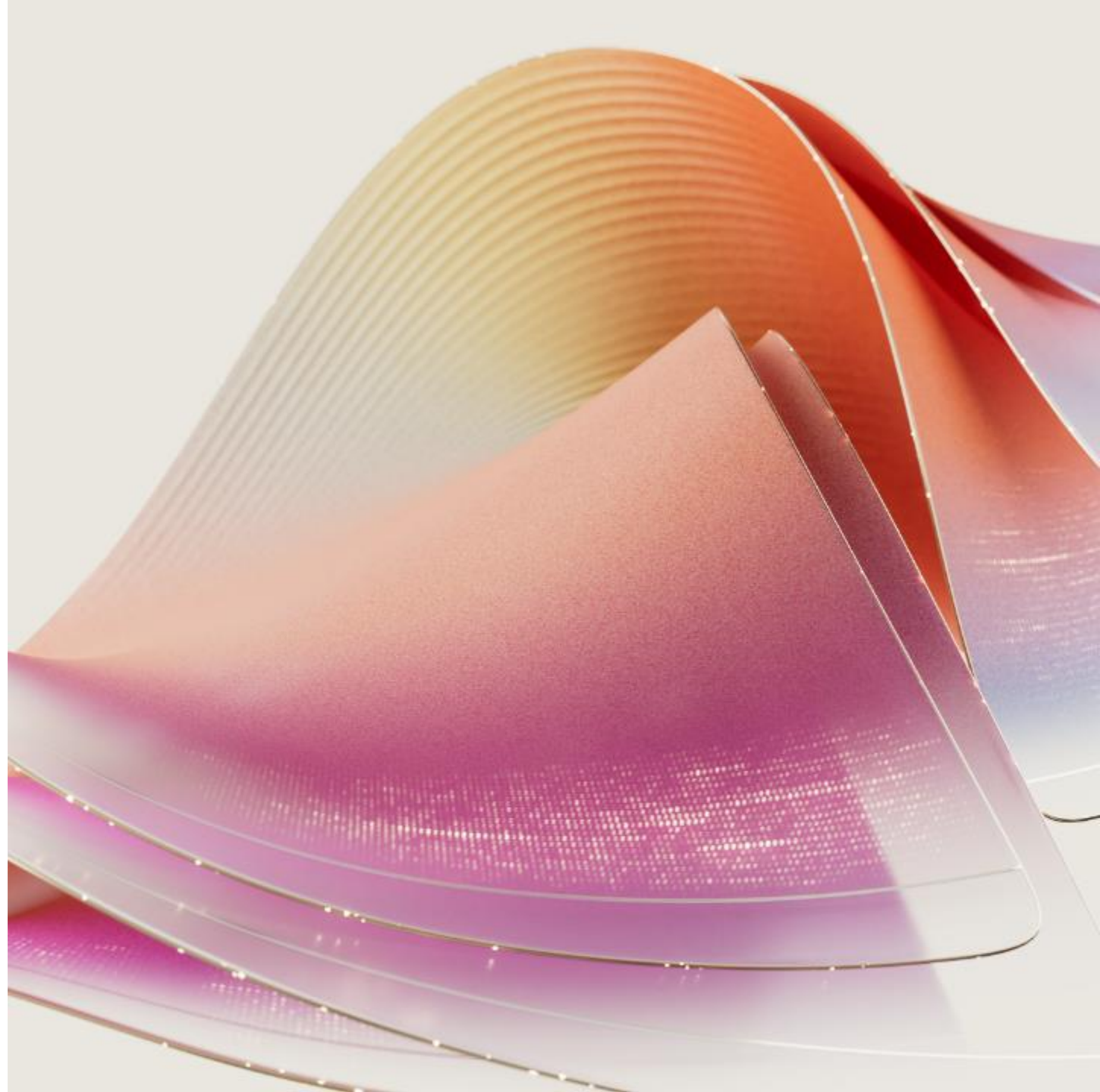
Today's speaker



Natalie Holtgreffe

Director, Healthcare Relationship Marketing
Microsoft




No-cost enablement resources

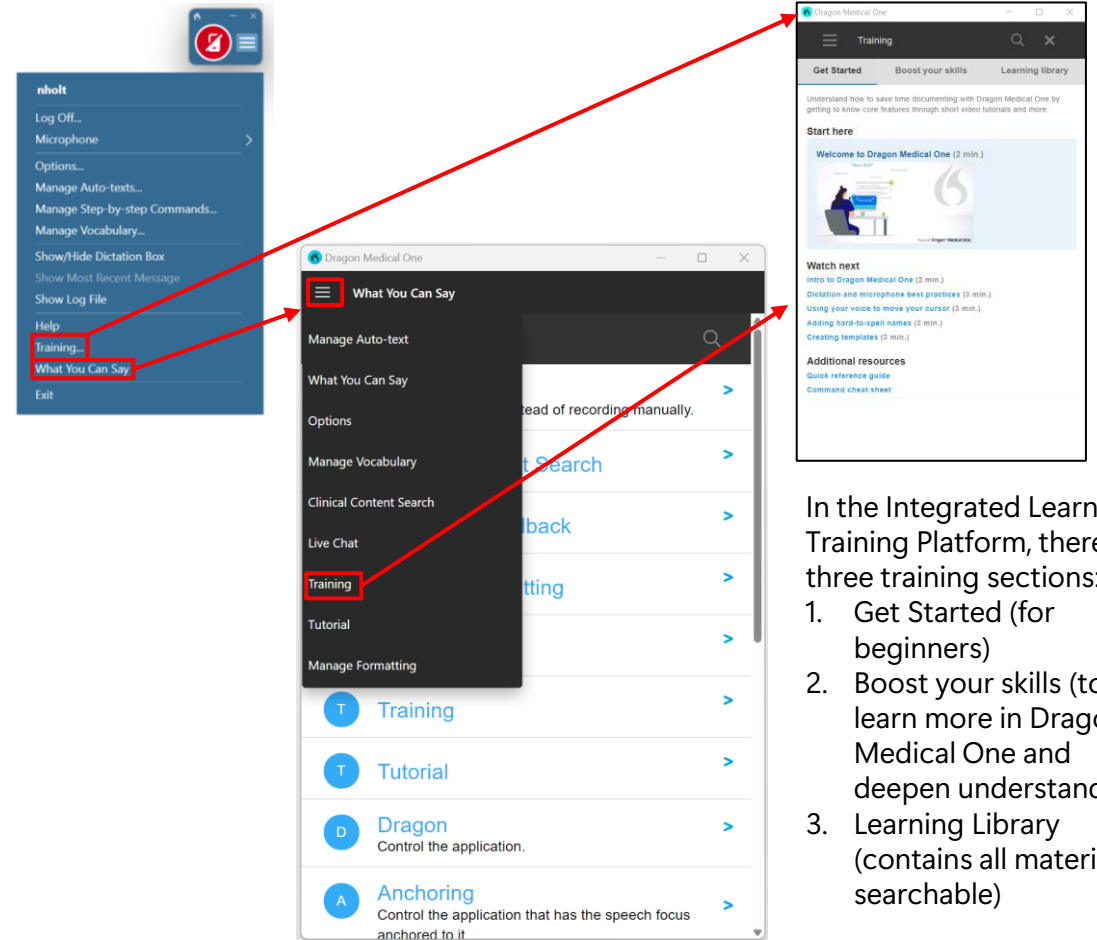


Integrated Learning Training Platform

Integrated Learning is a **training platform built directly in Dragon Medical One**. This provides a myriad of short training videos, resource guides, on-demand webinars, and other training materials.

There are three ways to access:

1. With Dragon Medical One open, dictate the voice command, **“Open training.”**
2. Tap the  on the DragonBar and navigate to **“Training...”**
3. Tap the  on the DragonBar, navigate to **What You Can Say**. On the What You Can Say menu, tap the , then tap **Training**.



In the Integrated Learning Training Platform, there are three training sections:

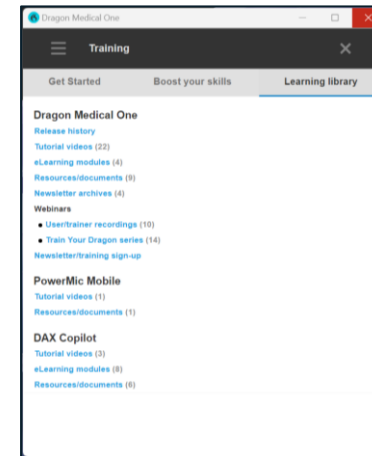
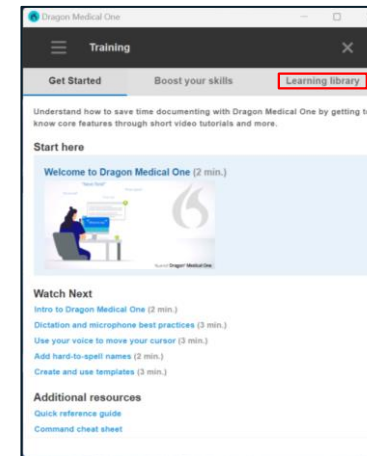
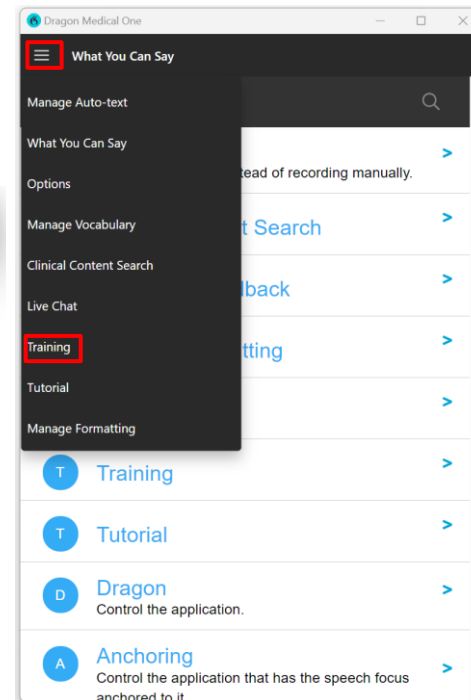
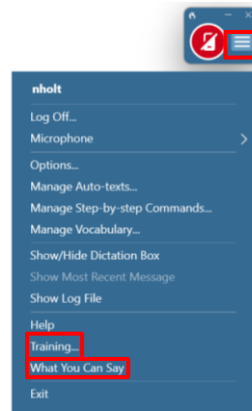
1. Get Started (for beginners)
2. Boost your skills (to learn more in Dragon Medical One and deepen understanding)
3. Learning Library (contains all materials, searchable)

The Dragon Medical One Resource hub has moved!

Now in Dragon Medical One for users/trainers and Nuance University for administrators

For users/trainers with access to Dragon Medical One:

- Dictate **“open training”** or go to the hamburger menu > Training or hamburger menu > What You Can Say > Training
- Navigate to the Learning Library



For administrators without access to Dragon Medical One:

- Go to: aka.ms/DMOAdmin
- Fill out the form and within a week you will receive a username/password to login to the hub

New Dragon Medical One Infohub

The DMO infohub is replacing the resource hub. This infohub gives you access to all future educational and training opportunities and directions to access the resource hub in DMO or Nuance University.

- aka.ms/DMOHub
- Informational video on how to access training in DMO
- Information to reach the revamped resource hubs
- Educational and training opportunity sign ups
 - Quarterly newsletter
 - Quarterly education series (webinars)
 - Train your dragon webinar series
 - Essential training
 - Any other future opportunities
- Welcome video
- Customer testimonials

- Questions or comments? Email GoDMO@microsoft.com

Microsoft + NUANCE

Dragon Medical One Infohub

Dragon Medical One resource and training materials have moved

For easier access and even less clicks, we've moved the Dragon Medical One resource hub into the product for users/trainers and into Nuance University for those that do not have access to Dragon Medical One (administrators).

Learn more

How to find the new resource hub | Educational and training opportunities | Customer testimonials

Welcome to your improved Dragon Medical One training center

The updated and improved Dragon Medical One training center with all resource hub materials for all training and enablement materials needed to become an optimized Dragon Medical One user. Check out the video here and discover "open training" into Dragon Medical One to get all of the help and support you need to save two hours per day documenting.

Discover what's new with Dragon Medical One >

The Dragon Medical One Resource Hub has moved

Due to an overwhelming demand for Dragon Medical One materials to be in the application instead of an external website, we have moved all getting started resources, video tutorials, and webinars into Dragon Medical One for users and trainers who have access to the application, and into Nuance University for administrators without access to the application.

Users and trainers

For Dragon Medical One users that have access to Dragon Medical One, open Dragon Medical One and click "open training" to be taken to our integrated learning platform where there are three tabs: Getting started, Boost your skills, and Learning library. Under the learning library, you will find all materials from the Resource Hub.

Administrators

For administrators, click here to request a login to Nuance University where you can access all the same materials that were found on the Resource Hub and that are now in Dragon Medical One.

In the future, when we have new resources, videos, or webinars, we will load them into Dragon Medical One and Nuance University for you to always have access to what you need.

Educational and training opportunities

Optimizing Dragon Medical One in a Cerner EHR webinar

On-demand
Are you a Dragon Medical One user or trainer? Are you using Dragon Medical One in a Cerner EHR? Do you want to learn how to increase accuracy and efficiency so you can shorten your workday by decreasing documentation time?

Then watch our on-demand 45-minute webinar *Optimizing Dragon Medical One in a Cerner EHR*, where Dr. Scott Eshowsky, Chief Medical Information Officer and Family Physician at Beacon Health, along with Matt Guthrie, Sr. Adoption Specialist at Microsoft-Nuance, demonstrate and discuss the following:

- Increasing accuracy
- Adoption, efficiency, and use of commands
- Dragon Medical One demonstration in Cerner
- Voice activating documentation tools
- Various types of commands to optimize workflow
- PowerMic and PowerMic Mobile button configurations

Passcode: **DMOCerner2024%**

View now

Optimizing Dragon Medical One in Epic Hyperdrive webinar

On-demand
Are you a Dragon Medical One user? Do you use Dragon Medical One in Epic Hyperdrive? If so, watch this on-demand webinar to learn how to optimize Dragon Medical One in Epic Hyperdrive.

During this webinar, JM Vore, DO, FAAPF, MSHI, Chief Medical Information Officer and Family Physician at Solution Health, and Andrea Janowski, Adoption Specialist at Microsoft-Nuance, cover the following topics:

- Dragon Medical One no-cost resources
- Increasing accuracy & saving time
- Adoption, efficiency, and use of commands
- Demonstration and keyboard shortcuts in Epic Hyperdrive
- Step-by-step commands to optimize workflow
- PowerMic and PowerMic Mobile button configurations

You must be an Epic customer and sign up via Epic userweb.

View now

Train your Dragon webinar series

New to Dragon Medical One or want to learn about all the efficiency and timesaving features available? Join our early morning 15-minute webinar sessions to learn to train your Dragon so you can reduce your documentation time by 2 hours per day. These webinars will be available on-demand after they take place.

Explore sessions

Dragon Medical One quarterly education series

Register for the ongoing quarterly webinar series to hear about the latest feature enhancements of Dragon Medical One and get refresher training from Nuance subject matter experts.

Register now

Quarterly newsletter

Our quarterly newsletter is packed with pertinent information for you to document faster and easier. Each newsletter tells you about what's new in Dragon Medical One, spotlight topics, tips and tricks, upcoming webinars, and there's even a "customer corner" where you can learn about other customers experiences with Dragon Medical One.

Sign up now

Dragon Medical One essentials training

No-cost, small-group training sessions, no matter your role.

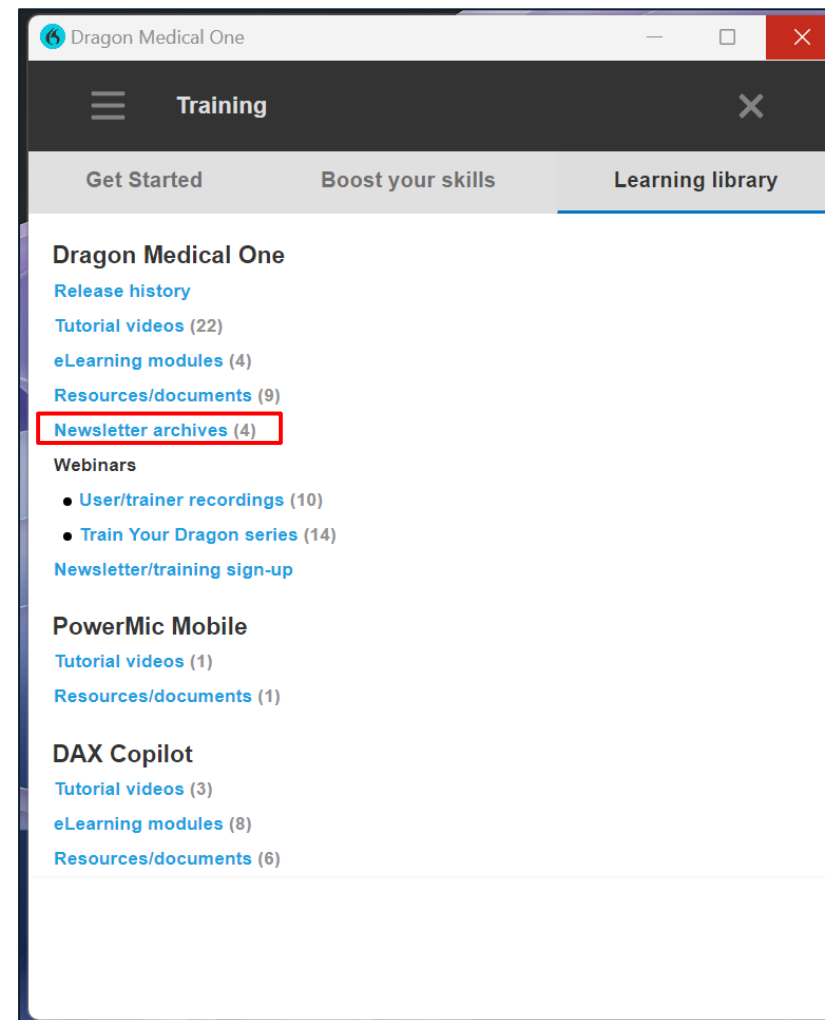
Tracks include:

- Chat with a Dragon Genius
- Provider Power Hour
- Trainer Talk
- NMC Lab

Register now

Newsletter sign up & archives

- If you were signed up for the resource hub in the past, you are already signed up for the newsletter and do not need to re-register
- If you never signed up for the resource hub and would like to sign up for future newsletters, go to: aka.ms/DMOnewsletter
- See all past newsletters in DMO by dictating "open training," navigating to the Learning Library and tapping on "Newsletter archives"



Quarterly Education Series

Two quarterly webinar series held every 2nd Wednesday of the quarter

Microsoft provides two quarterly webinar sessions held every 2nd Wednesday of every quarter – one for users and trainers of DMO and the other for DMO administrators.

Each session covers:



What's new

The latest feature enhancements in Dragon Medical One



Spotlight topics

Current strategic initiatives in the Provider space



Refresher training

Our most popular feature sets and how to use them. Keep your Dragon Medical One skills current or invite your colleagues who are new to Dragon Medical One.

[Register now](#)

SIGN UP: Tap the “register now” button above, scan the QR code or go to aka.ms/DMOwebinars



Train Your Dragon webinar series

NEW take your Dragon Medical One skills to the next level

- 15-minute webinar sessions at 10am ET / 7am PT
- Anyone who attends all 10 sessions will receive a Dragon Medial One notebook
- Each session will be on-sign-up the next day on the sign up page
- 2023 series webinars on-demand in DMO or Nuance University

• Topics:

GETTING STARTED:

- 8/15: Natural language command
- 8/22: Custom vocabulary
- 8/29: PowerMic Mobile
- 9/5: No-cost training and educational opportunities
- 9/12: Dragon options and menu

BOOST YOUR SKILLS:

- 9/19: Troubleshooting
- 9/26: Advanced step-by-step commands
- 10/3: Advanced step-by-step commands for EHR note workflows
- 10/10: Formatted auto-texts
- 10/17: Adoption analytics

Scan the QR code below or go to
aka.ms/TrainYourDragon
to register for the sessions you are interested in or
view prior sessions on-demand.



No-cost, small-group virtual fundamentals training

We realize that some DMO users, trainers and administrators would prefer a more intimate virtual training setting, as well as the ability to choose the training time/date that works best for them. Join a **DMO Essentials** training pertinent to your role to get the help you need with Dragon Medical One.

Provider Power Hour



During this open-forum style session, Dragon Medical One end-users will learn about Dragon's most time-saving productivity tools such as: navigating applications by voice, creating custom voice commands to perform tasks, and creating shortcuts to insert large blocks of commonly-used content into the patient chart.



Duration: 1 hour / Max class size: 8

Trainer Talk



During this open forum style session, Dragon Medical One trainers and support team members will learn about dictation best practices, Dragon's time saving productivity tools, training advice, and troubleshooting tips.



Duration: 2 hours / Max class size: 8

NMC (Nuance Management Center) Lab



During this customer specific Q&A session, we will review the most important concepts that were covered in the Introduction to the Nuance Management Center (NMC) course. The topics will be customized based on your questions, but overall topics may include:

- NMC structure
- User account creation
- License maintenance
- Distribution of Speech Recognition Tools (Auto-texts, etc.)
- Central Config of DMO end user settings



Duration: 1 hour / Max class size: 4 per organization

Chat with a Dragon Expert



During this open forum style session with an Adoption Specialist, attendees will discuss ways the organization can optimize Dragon Medical One adoption and utilization.

- Review NMC Analytics
- NMC Maintenance Best Practices
- Provider Engagement Strategies
- Training Best Practices
- Reengaging Inactive Users
- Site Level Commands



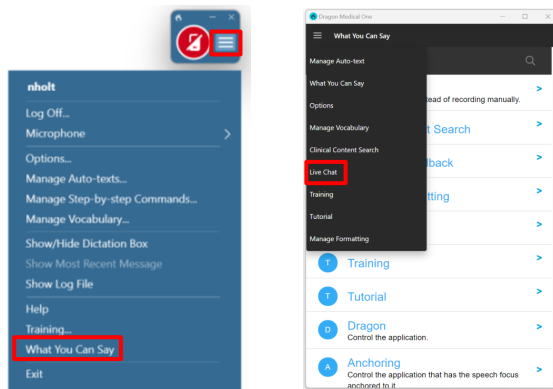
Duration: 1 hour / Max class size: 8 per organization

Dragon Medical One Live Chat

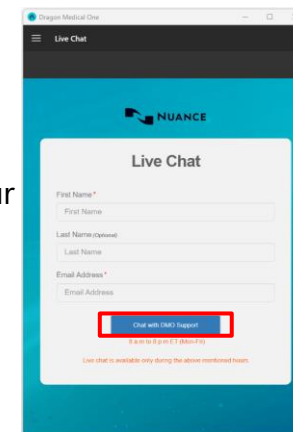
To help those new to Dragon Medical One and limit user disruptions from questions or problems, Microsoft offers instant professional training and support help through **Dragon Medical One Live Chat**.

Accessing Dragon Medical One Live Chat

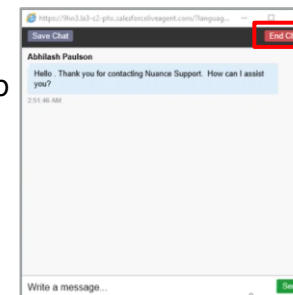
- 1 With Dragon Medical One running, say **“Open Chat”** to launch the chat window. Alternatively, you can tap the Dragon flame on the DragonBar and select **What You Can Say** from the menu. Tap the hamburger icon and select **Live Chat**.



- 2 Tap on **Chat with Support** for help with technical, setup or performance issues. Your chat will begin in a separate pop-up window.



- 3 To end the session, say **“Close Chat”** or tap **End Chat** in the upper right corner of the chat window to close the window and resume dictation.





Questions?