Getting Started with MModal Fluency Direct in Epic

- For a **Quick Start**, complete **pages 1 - 3**.
- To learn how to save even more valuable time while dictating, by using voice commands and button shortcuts, see **Best Practice and Time Savers** on **pages 4 - 9**.

Quick Start

When your Fluency Direct license first becomes active, you may see a Fluency Direct tutorial pop up whenever you sign into Epic. Try and complete the basic tutorial before dictating in Epic. Then, follow these steps to quickly understand how to use Fluency Direct in the most effective ways:

1) Logging into Epic to automatically sign into MModal Fluency Direct

- Log into Epic.
- You should then be automatically signed into Fluency Direct. Your name should display on the Fluency Direct menu.
- After this Quick Start is complete, logging into Epic and Fluency Direct like this is all you need to do in order to begin your daily dictating. Simply point your cursor to where you would otherwise type, hold down your record button, and begin dictation.

NOTE: If you work in **Jackson**, using a "**Tap On** workstation" ("**TOW**" or "**VDI**"), simply open the MModal Fluency Direct icon (it should sign in automatically after initial setup), then Log-In to Epic, and with both apps signed in, you are ready to dictate. If you have any initial Login questions, please contact your support desk.

*For more info see Best Practice.

The Fluency Direct Menu

2) Settings

- Open the Setting Menu.
- Complete each section.
- **NOTE**: You should not have to use your Fluency Direct username and password often since you will be automatically signed in via Epic.

*For more info see Best Practice.

3) Holding the Microphone

- Hold the mic at a constant 4-6 inches off-to-the-side of your mouth.
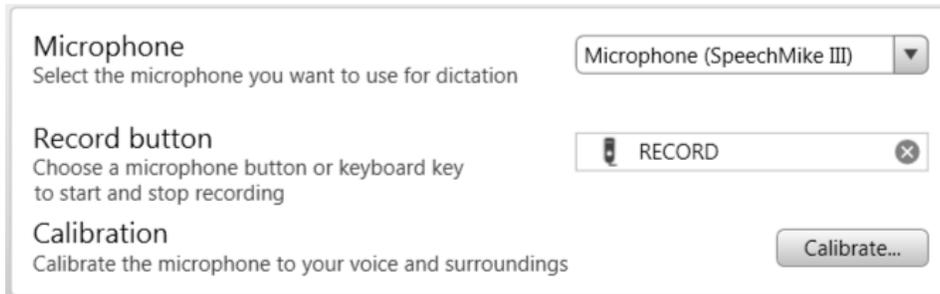- Do not breathe on the mic. Use your thumb to hold down the record button.

*For more info see Best Practice.

Your microphone may be tan or black.
Hold it close, but do not breathe on it.

4) Microphone Setup

- Open the Microphone Setup menu option.
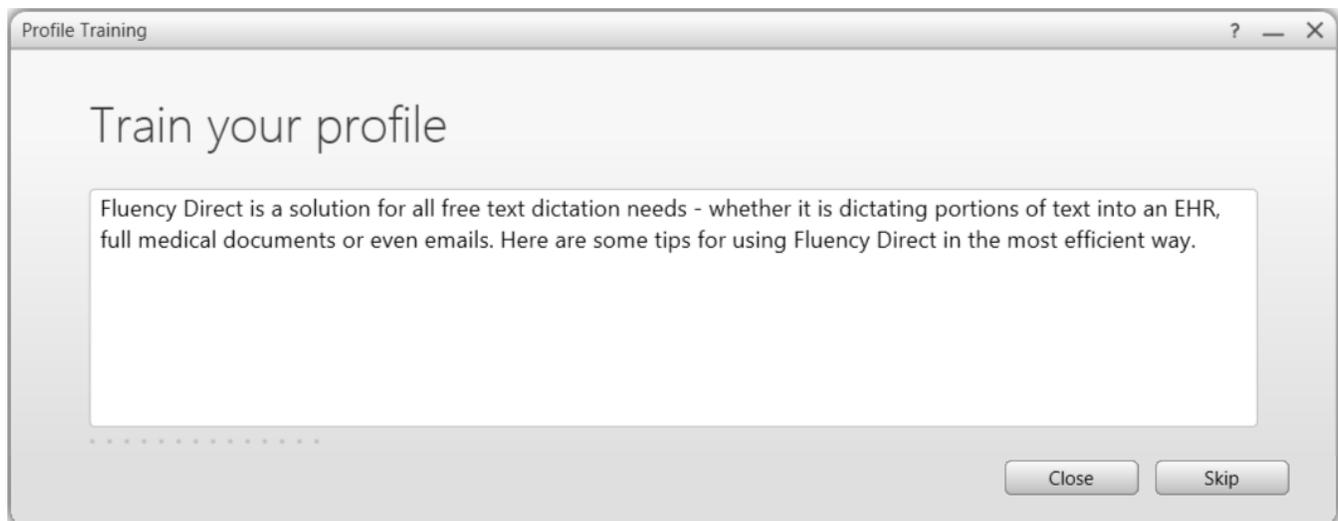- Configure settings as pictured:

- Click Calibrate.
- Calibrate the microphone to your voice volume. Make sure the green volume meter below your name is filling up at least half-way as you speak.

*For more info see Best Practice.

5) Profile Training

- Open the Profile Training menu option.
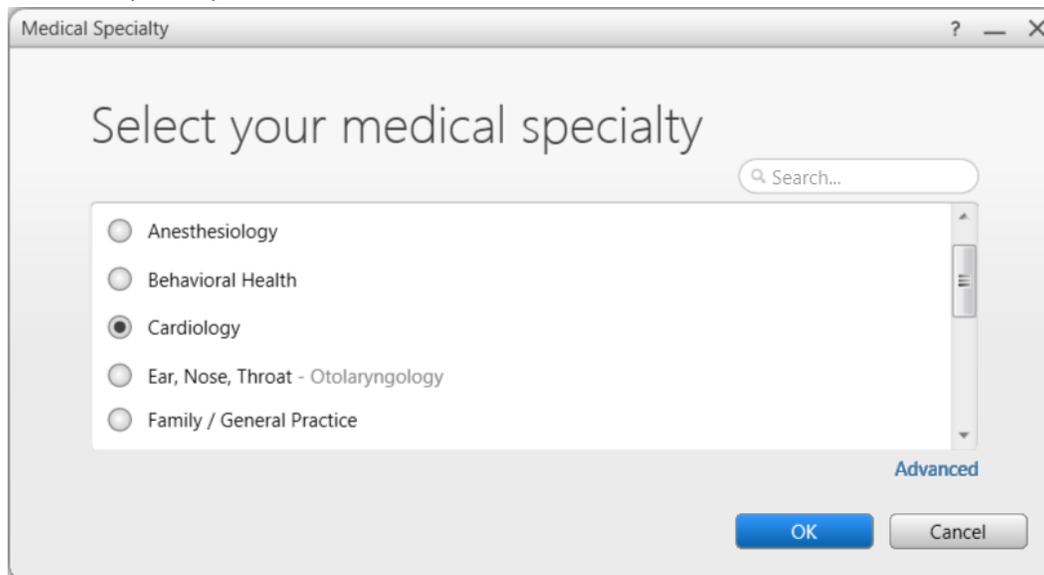- Read each paragraph into the microphone as if you were dictating.

*For more info see Best Practice.

6) Medical Specialty

- Open the Medical Specialty menu option.
- Select your Medical Specialty.

*For more info see Best Practice.

7) Dictionary and Sentence Editing

In the event that you need to add a word or phrase to the dictionary:

- Open the Dictionary menu option.
- Highlight a Category, and then click Add.
- Type the Written Form of the *phrase* you'd like to add. For Example: "Dr. Dorey" not just "Dorey".
- Verify that the Pronunciation looks phonetically correct.
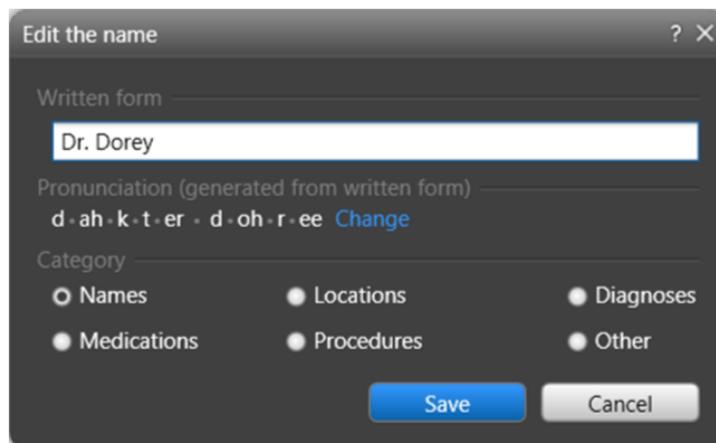
- Save your phrase.
- Open the Speech Box menu option and test by dictating your new phrase.
- If you need to correct any dictated sentences, do so by highlighting mistakes, and dictating overtop of them. You do not have to touch the keyboard to edit sentences anymore.
- **Recommended**: Complete the **Dictionary and Sentence Editing** exercises in Best Practice.

Best Practice and Time Savers

After completing your Quick Start, you should be up and running with Fluency Direct in Epic. Moving forward, this section of this guide lends additional insights into how Fluency Direct works and offers some additional best practice techniques that will *dramatically reduce* the time it takes to document encounters in Epic.

Best Practice: Logging into Epic to automatically sign into MModal Fluency Direct

If you have a Fluency Direct license, Fluency Direct should then automatically open and sign in. You should not have to sign into Fluency Direct separately, it should happen automatically. Once the Fluency Direct Menu pops up with your name on it, you are ready to dictate. Just point your mouse cursor to where you would otherwise type, hold down the record button on your microphone, and start dictating. As noted in Quick Start, this process differs in Jackson.
*Return to Quick Start.

Best Practice: Settings

This menu option primarily deals with setting up a password reset option for your Fluency Direct username and password. However, you may not use this username and password very option. If you are going to be dictating into Epic, signing in via Epic is the preferred method because, in addition to opening automatically, it enables some behind-the-scenes protocols that help Fluency Direct work better in Epic.

Signing directly into Fluency Direct using this username and password should only be done for dictation purposes outside of Epic. That said, these Settings are mandatory, so complete the fields and you will not be prompted again. If you ever need to know your Fluency Direct username and password, they were likely initially set to your CorpID in ALL CAPS (Ex: "JDOE1") with a password of "Abcd1234" and can be changed in Settings.
*Return to Quick Start.

The Fluency Direct Menu
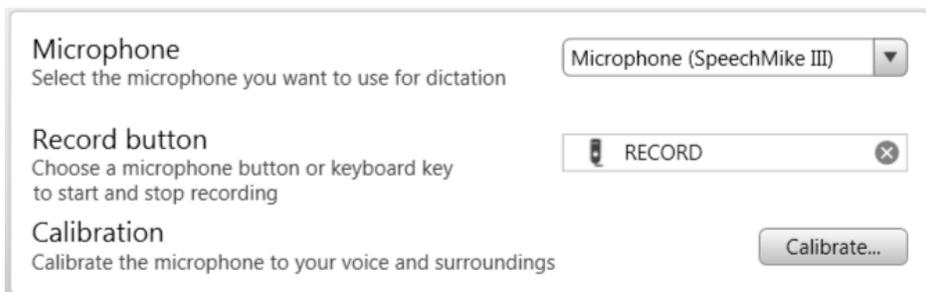
Best Practice: Holding the Microphone

It is **important** to hold the mic at a constant distance, 4-6 inches, and off-to-the-side of your mouth so that you can't breathe on it. If you keep this in mind, the system will learn to recognize your voice much quicker and accurately.
*Return to Quick Start.

Best Practice: Microphone Setup

Make sure that your Phillips SpeechMike microphone is connected to your computer and your Microphone Setup looks like the image below. Click **Calibrate** to set a volume level for your voice against the background noise in your work environment. Fluency Direct is designed to work well in noisy areas, as long it is calibrated correctly. It is recommended to Calibrate in your "noisiest" environment. Make sure that the green volume meter, below your Fluency Direct menu, is filling up at least half-way as you speak.
*Return to Quick Start.

Best Practice: Profile Training

This is where Fluency Direct starts to learn your unique voice regarding accent, cadence, and more. There are paragraphs of text to read. Work your way through them by reading in a conversational tone; not too slow, not like a robot, just like talking to a friend. To complete this section, hold down the record button on your microphone and read the text clearly into the microphone; each page of text will advance as you complete them. You should only have to do this once.
*Return to Quick Start.
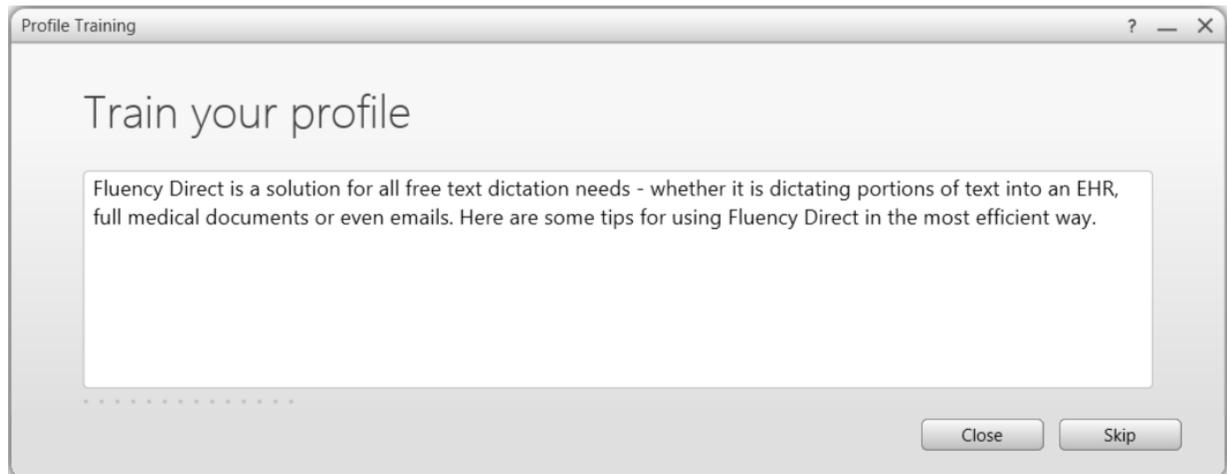
Best Practice: Medical Specialty

Selecting a Medical Specialty helps dictation logic by giving a bias towards words used in your discipline. If you access this screen from the Fluency Direct menu (as opposed to the tutorial) you will see an Advanced option where you may select a second medical specialty for use in specified applications. Though you may not think of yourself as having a secondary medical specialty, this function may be useful if for example, you **Add** the **Specialty** "Clinical Administration" with an **Availability** of "Microsoft Outlook"; In this scenario, you would use your primary medical specialty at all times except when dictating email in Microsoft Outlook, wherein the Clinical Administration specialty would assume a more "layman" tone of conversation.
*Return to Quick Start.
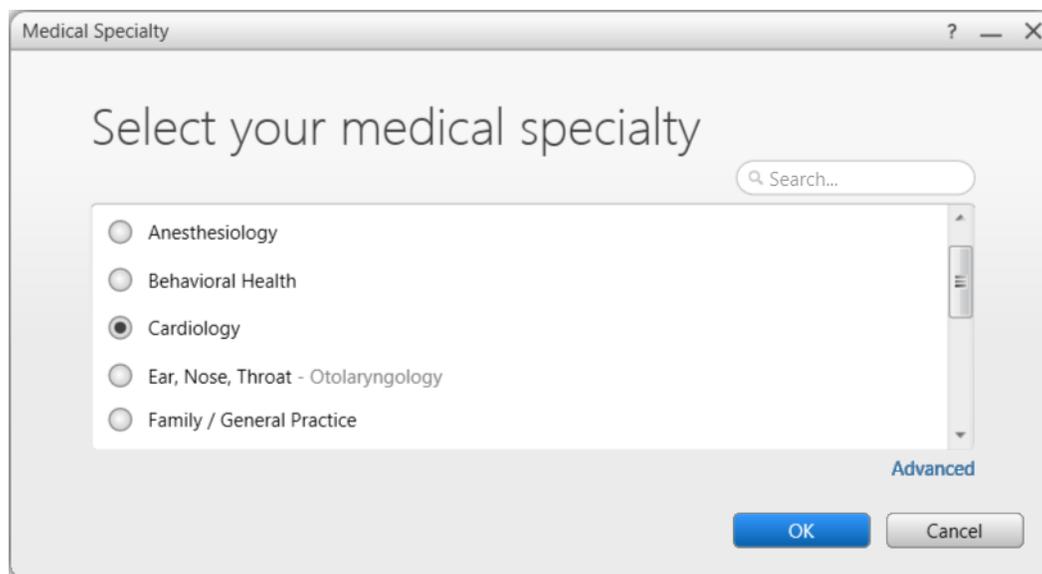
**Best Practice: Dictionary and Sentence Editing**

These are essential dictation skills. It is recommended that you complete these two short exercises before dictating in Epic. Begin practicing by opening the **Speech Box** from the Fluency Direct menu. The Speech Box is just a scratch pad that comes with Fluency Direct. You may never need to use the Speech Box again, but it is a good place to practice.

Exercise: Adding items to the Dictionary

Begin by dictating something Fluency Direct will not know, like a not-so-common name. Dictate the sentence: "The patient is here to see Dr. Dorey." Fluency Direct will not know the name "Dorey" and will likely spell a similar sounding word instead. Typically, you can avoid using patient names in dictation (addressing them as "the patient") since you are already in the patient chart and the reader knows to whom you are referring. However, if you feel the need to mention certain Doctor/Staff names regularly, it may be worth adding their names or titles to the dictionary:

Open the **Dictionary** from the Fluency Direct menu. Select the **Names** Category and then click **ADD** on the far right.

Enter the entire phrase that you commonly use, not just the last name. In this case, the phrase is "Dr. Dorey". As you type it, you will see it spelled phonetically below. Make sure that it spelled phonetically correct. Usually it is pretty good. However, if it looks like Fluency Direct may be listening for the wrong pronunciation, you can click **Change** to edit the phonetics of the phrase. If you do decide to Change the pronunciation, it is probably best to use the **Record Pronunciation** option so that it can hear the way you pronounce the phrase.
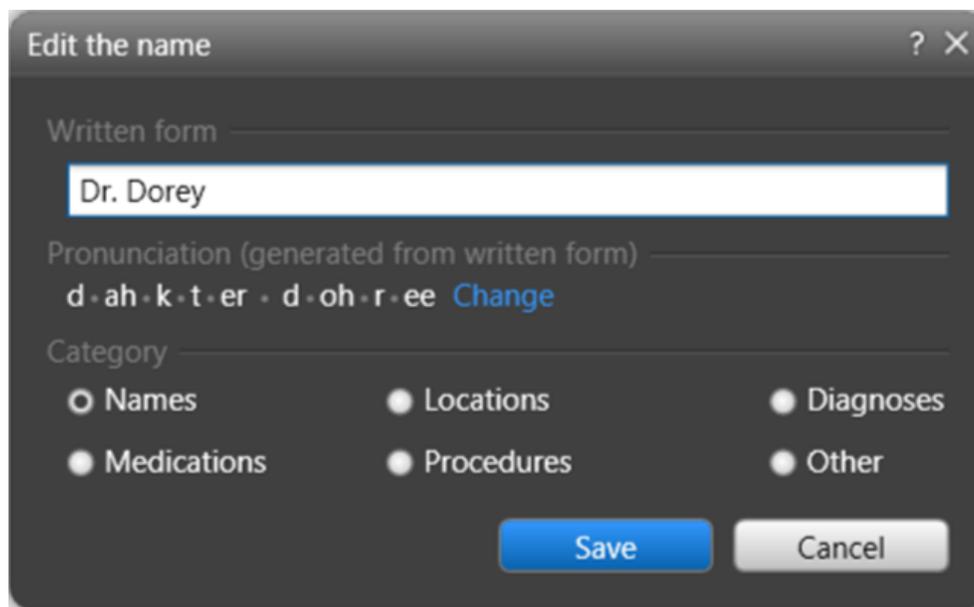
Once you save your changes, test out the phrase to make sure that it dictates correctly.

NOTE: Do not add simple words to the dictionary. If you find the system is not understanding simple words, there may be other issues involved such as background noise or a lack of calibration. Moreover, it should already know most medicines and clinical terms, but if you find that it just doesn't seem to know something complicated or new, it is OK to add things as needed.

Exercise: **Editing text without touching the keyboard**

This is much easier than it may initially seem. Since you will typically be "driving" Epic with your mouse in one hand and your microphone in the other hand, with no hands free for the keyboard, mastering this technique will save you valuable time. Basically, you should be editing sentences by using your mouse to highlight any mistakes, and then simply dictating overtop of those mistakes to correct them. Your new dictation will replace any highlighted text.

For example, if you dictate "The patient reports no abnormal symptoms" and Fluency Direct mistakenly types "The patient reports no normal symptoms", you should highlight the word normal and dictate "abnormal" overtop of it. The more you practice this technique, the more time you will save.

Common Voice Commands for keyboard shortcuts and sentence editing

"Paragraph"	"New Line"	"Undo That"	"period"	"Comma"	"Question Mark"
2 carriage returns	1 carriage return	Ctrl+Z	.	,	?

*Return to Quick Start.

Best Practice: Formatting

Open the Formatting menu option. This determines the way certain things are typed as you dictate. Most of these are self-evident but take a moment to review the **Numbers starting a sentence** options so you can know what to expect when dictating numerical values. Also, it is good practice to select a consistent **Date** format, most commonly on along the lines of the first option, "January 21, 1970".

Time Saver: Abbreviations

Open the Abbreviations menu option. You may **Add** short phrase replacements for things that you commonly say verbally. This will swap out the **Original** word you say verbally for a more note-appropriate **Replacement**. For Example, you could configure it so that when you dictate the phrase "CHF", Fluency Direct will type "Congestive Heart Failure".

Time Saver: Commands

Commands enable you to insert Dot-Phrase Templates Using Your Voice. Commands instruct Fluency Direct to type a sequence of keys, that correspond to your Smart Phrases (Dot-Phrases). For example, if you say "Insert Allergies" into the mic, Fluency Direct will type the keys: **[.] [A] [L] [G] [Return]**.

Typing those keys in a note, will make Epic scroll through the dot phrase menu, and insert the **ALG** dot-phrase into the note.

To see many examples of Commands that are already built into Fluency Direct, open the **Commands** menu option, and explore the "EpicCare.SmartLinks.Site" Command Group. There are many examples there and you should see the gist of how they are structured.

To create a Command that brings in one of your custom dot phrases with your voice, follow this example:

Create a Command for an Existing Dot-Phrase
The first step is to have the dot phrase already created in Epic. In this example, we will use the dot phrase ".ALLERGY" which is used to insert a table of patient allergies (as opposed to ".ALG" which inserts allergies as a short list).

Open **Commands** from the Fluency Direct menu. Click **Key**. We will be defining a series of key strokes.
In the **Simulate pressing** area, type these keystrokes: **[.][A][L][L][E][R][G][Y][Return]**

As you type it will appear in the box like this: **[., A, L, L, E, R, G, Y, RETURN]**
NOTE: You do not have type those commas or type in upper case.

In the **Name** area, type the phrase "Insert Allergy Table". This is the command phrase you will dictate into the microphone to make Fluency Direct type the sequence of keys you ordered in the Simulate pressing area. It should look like this:
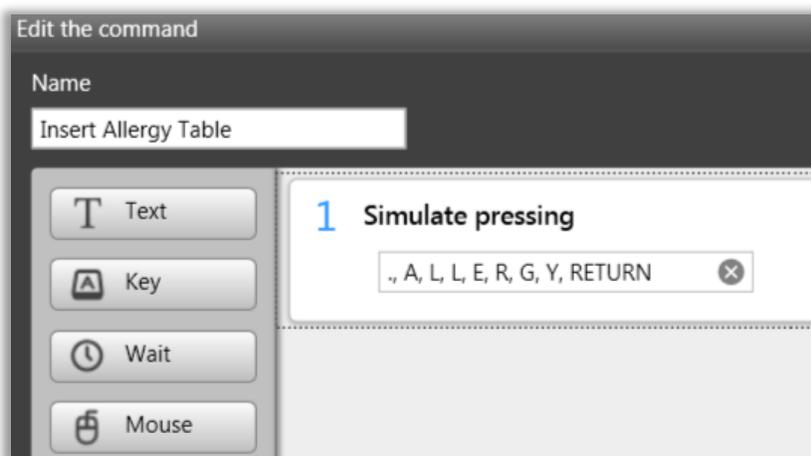
Click **OK**.

Then, to test it out, create a note in Epic and dictate the Command "Insert Allergy Table". Fluency Direct should type your keystrokes, which should in-turn, insert an allergy table into your note. You should actually see it typing and scrolling down through the menu very quickly on the screen before the table is inserted. Use this example to create commands for all of your commonly used dot-phrases. Please feel free to call support if you would like to discuss this concept with a specialist. Using commands is not essential but it can save you valuable time.

Time Saver: Device Button Mappings

You can create button shortcuts! An easy way to speed up the way you do your notes is to use Epic keyboard shortcuts, such as F2 (jumps to the next variable in a template) and Ctrl-Z (undo). You can use Fluency Direct to assign these common functions to buttons on your microphone, saving you from having to put down your mic and touch the keyboard. You can also assign voice commands to buttons on your microphone. The best way to prove to yourself that this is a timesaver is to set some examples up in your Device Button Mappings area and test it in your own templates to see how much faster it can be when you don't have to touch the keyboard anymore to use these shortcuts.

Map a Button

One valuable mapping is to set the Fast Forward button on your microphone to do the F2 key on your keyboard. When using F2 in templates, it quickly jumps you to the next variable in a template. If you aren't familiar with this F2 practice, please contact support for valuable insights.

- Open the **Device Button Mappings** menu option.
- Click **Add**.
- Click into the Device button area and press the Fast Forward **>>** button on your microphone. It should populate the Device button area with "FWDSTART".
- Then, select the **Keystroke** radio dial, click into the Action area, and press the **F2** key on your keyboard.
- Click **Save**.

Now, whenever you press the Fast Forward button it will be just like pressing the F2 key. It's a simple change that will save you keystrokes and time on every encounter.

Some Suggested Mappings

Using the technique above, try to set up these keystrokes and commands. I recommend the Fast Forward button for the F2 key, the rewind button (RWDSTART) for Ctrl+Z (undo), and the F1 button (on your microphone) for a commonly used command like **Insert Patient Full Name**; basically, you could then drop the patient's full name from the chart into any note just by using the F1 button on your microphone. Here are some examples:
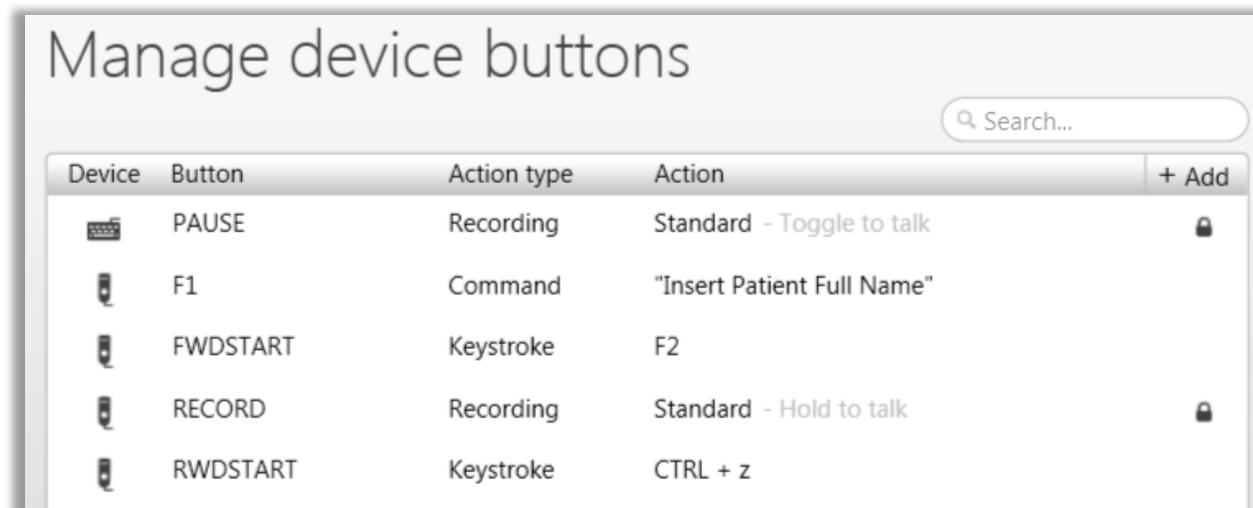
Device	Button	Action type	Action	+ Add
	PAUSE	Recording	Standard - Toggle to talk	🔒
	F1	Command	"Insert Patient Full Name"	
	FWDSTART	Keystroke	F2	
	RECORD	Recording	Standard - Hold to talk	🔒
	RWDSTART	Keystroke	CTRL + z	