

M*Modal Fluency Direct™



LEVEL I

FLUENCY DIRECT – LEVEL I

AGENDA

Review/Setup of M*Modal Fluency Direct

Logging into Epic with Dictation using Citrix

Receiver

Microphone Setup

Personalization: Profile Training

Common Voice Commands

Manage Dictionary

Manage Abbreviations

TABLE OF CONTENTS

REVIEW/SETUP OF M*MODAL FLUENCY DIRECT	4
<i>FAQ</i>	4
<i>TRAINING INFORMATION:</i>	5
LOGGING INTO EPIC WITH DICTATION USING CITRIX RECEIVER:	5
MICROPHONE SETUP:	5
<i>Microphone -</i>	5
<i>Record Button-</i>	6
<i>Recording behavior -</i>	6
<i>Calibration –</i>	6
PERSONALIZATION: PROFILE TRAINING	7
COMMON VOICE COMMANDS:	7
<i>PUNCTUATION</i>	7
<i>EDITING</i>	8
<i>NAVIGATION</i>	9
<i>FORMATTING</i>	9
<i>Practice Script:</i>	10
MANAGE DICTIONARY:	11
<i>ADD A NEW ENTRY</i>	11
<i>EDIT/MOVE/DELETE AN ENTRY</i>	12
MANAGE ABBREVIATIONS:	13
<i>ADD A NEW ENTRY</i>	13
<i>EDIT/DELETE AN ENTRY</i>	13

Review/Setup of M*Modal Fluency Direct

Fluency Direct is speech recognition software that provides real-time transcription and voice commands. Listed are FAQ, and training information/links.

FAQ

What is M*Modal Fluency Direct?

M*Modal is the company that owns Fluency Direct. Fluency Direct is speech recognition software that provides real-time transcription and voice commands.

See the link below for details

<https://www.youtube.com/watch?v=SPB9uolfvr4>

I do not have access to Fluency Direct.

You will need access to the 'Epic with Dictation' Citrix icon and the Fluency Direct application. Both will be made available to you **24-48 hrs.** after completion of the training in Health Stream.

What microphone works with M*Modal Fluency Direct?

Any microphone works with the system. However, UMMC recommends the use of Philips SpeechMike Premium. [Click Here](#) for details.

Also if you are dictating in a quiet area and have an iPhone, you can link your iPhone to your Fluency Direct profile.

See the Link to iPhone tipsheet.

<https://intranet.umc.edu/sites/Healthcare/M-Modal/Documents/iPhone%20MModal%20Tip%20sheet%20v%201.2.pdf>

My Philips microphone does not work.

Contact the UMMC service desk for assistance on your microphone at ext. 4-1145, toll-free at 1(877)347-5041, or via email at HelpDesk@umc.edu.

The record button on my Philips microphone does not work.

There may be an issue on your computer. Contact the UMMC service desk for assistance on your microphone at ext. 4-1145, toll-free at 1(877)347-5041, or via email at HelpDesk@umc.edu. As a workaround use the ~ key on the keyboard as your record button or click your name on the Fluency Direct command bar.

Can I use my Philips microphone on any computer?

Yes. However, the microphone has to be installed and the Philips Citrix extension drivers have to be installed for the record button to work. Contact the UMMC service desk for assistance installing the microphone and the software at ext. 4-1145, toll-free at 1(877)347-5041, or via email at HelpDesk@umc.edu.

Can I use android devices as a microphone?

M*Modal is currently developing an android application.

Will Fluency Direct work on my Apple computer?

No. Unfortunately, at this time the drivers are only Windows-compatible.

TRAINING INFORMATION:

Access to M*Modal Fluency Direct training information on the UMMC Intranet

1. Select below address

<https://intranet.umc.edu/sites/Healthcare/M-Modal/Pages/IntranetDefault.aspx>

2. Copy (Ctrl + C)

3. Open a browser such as Internet Explorer or Chrome

4. In the address bar Paste (Ctrl + V) in the address bar and press enter to search the site.

OR

1. Hover over the link – Hold the Ctrl key down on the keyboard and click to follow the link.

Instructions to find the M*Modal training material on the UMMC intranet site –

IF the above link is not working- go to the UMMC Intranet page <https://intranet.umc.edu> on a browser>Click the

HealthCare link  >Click View All  >Click the M*Modal Fluency Direct  link.

NOTE: Plug the Microphone in your USB port of your PC.

LOGGING INTO EPIC WITH DICTATION USING CITRIX RECEIVER:

<https://mycitrix.umc.edu>

login with your UMMC credentials

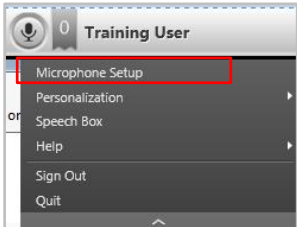
Click the  and enter your UMMC Credentials 

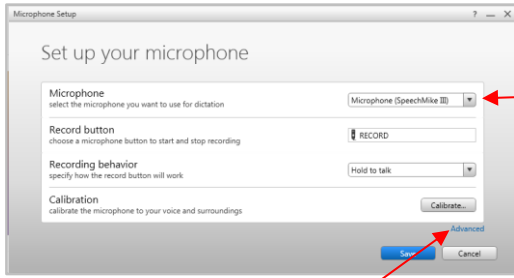
Your department should be listed – click OK  and OK for message of the day.

MICROPHONE SETUP:

(Previously the microphone was plugged into the USB port on the PC.)

MICROPHONE -

Click the User bar  to display the menu and choose Microphone Setup.




Click the **Microphone** dropdown and choose the Microphone plugged in. **(Microphone SpeechMike III)**

Advanced

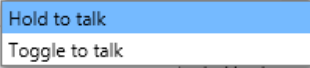
Advanced section – Other options available to use as a recording are the PC by pressing the ~Tilde key on the keyboard or using your mobile Device. (Follow instructions on the [UMMC FAQ](#) Home page for M*Modal Fluency Direct).

Device	Button	Action	+ Add
	RECORD	Standard recording (accepts both text and commands)	
	~	Standard recording (accepts both text and commands)	
	RECORD	Standard recording (accepts both text and commands)	

RECORD BUTTON-

the default is the red button on the Philips SpeechMike Premium Microphone. If you would like to change this and choose another button on the Microphone – to re-program – click on the  area and it will blink light blue – press one of the programmable buttons on the Microphone F1, F2, F3 or F4 to make this your record button.

RECORDING BEHAVIOR -

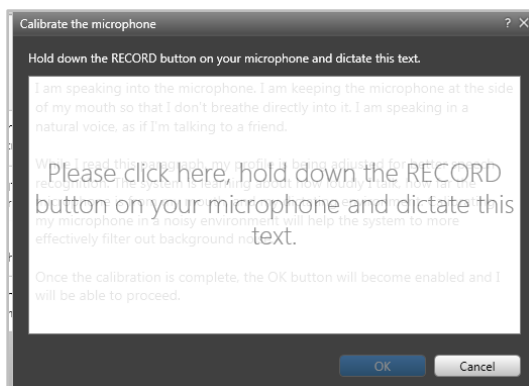
Specifies how the record button will work while you are recording. The default is set to “Hold to Talk” which means press and hold the record button while dictating and release the button when finished.  “Toggle to Talk” option allows you to press the button once to record and then press again to disable the recording.

NOTE: Clicking the microphone icon  on the bar turns the microphone on and off.

CALIBRATION –



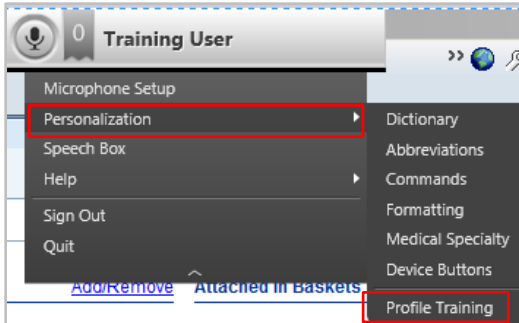
Hold the record button on your microphone and continue to dictate the text in a normal voice with the microphone to the side of your mouth.



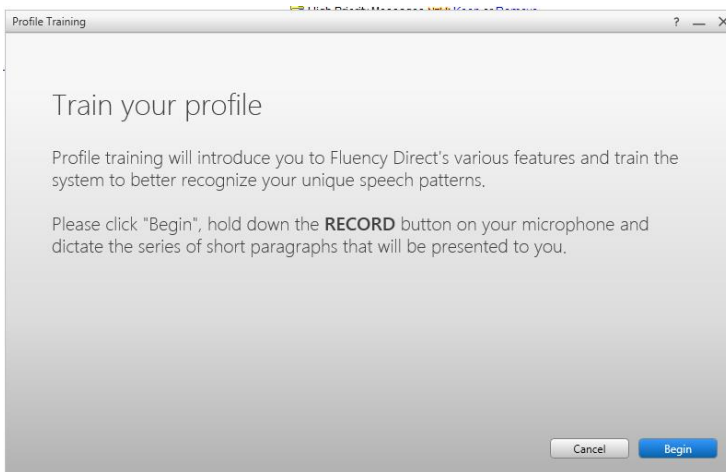
PERSONALIZATION: PROFILE TRAINING

The next steps will consist of training the software to recognize your voice by dictating several screens. Dictate in the environment you most likely will be in the most. Follow the advice given earlier in the calibration section.

Click the User Bar, choose Personalization and then Profile Training.



Follow the instructions on all screens.



COMMON VOICE COMMANDS:

Now that the profile training has been complete – you will want to continue practicing and get familiar with using Fluency Direct's voice commands.

When using common voice commands, you will notice there may be more than one way to say the command, such as delete that or delete section or undo that or undo last.

Common voice commands cover four areas, punctuation, editing, navigation and formatting.

PUNCTUATION

First thing to remember with dictating is to say the punctuation name in your dictation. Such as; **Patient has diabetes comma asthma comma and hypertension period** (Patient has diabetes, asthma, and hypertension.)

You can use other punctuations such as ? ! : ; just by simply pronouncing them. Such as, **Question mark, exclamation mark, colon and semi colon.**

You can also use quotations such as, **The patient said comma open quotations I have diabetes comma asthma comma and hypertension period close quotations** (The patient said, "I have diabetes, asthma, and hypertension.")

Open and close parenthesis can be used just by saying - open parentheses "(" and saying close parentheses ")".

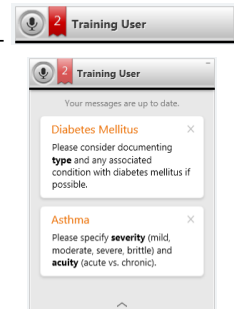
Decimals are referred to as example - His current temperature is 97 point 5 (97.5)

Punctuations are easy just say the name.

MESSAGES FOR THE CURRENT WINDOW –

After dictating the symptoms, diabetes and asthma -- notice the user bar flags two messages -

Click on the message flag on the user bar and the message menu drops down. This is a reminder to be more specific when possible.



EDITING

Editing commands are similar to editing a word processing document. Editing text may consist of selecting or highlighting the text first. An example would be to say – **select "the word"** and then repeat a new word to replace it or say delete that. You can also include a new line or start a new paragraph, cut, copy and paste or just undo your last command. Here is a list of popular editing commands –

SAY	DO
-SELECT "a word or phrase"	Selects or highlights the text for editing
-UNSELECT "a word or phrase".	Unselects the text
-SELECT NEXT 5 WORDS	Selects the next 5 words from the insertion point including punctuations
-UNDO THAT or UNDO LAST	Will undo the last command
-DELETE THAT	Deletes the last thing you said
-DELETE (selection)	Deletes what is selected
-DELETE "say a word or phrase"	Deletes specific information said
CUT THAT	Cuts the last thing you said
CUT (selection)	Cuts what is selected
CUT "say a word or phrase"	Cuts specific information said
COPY THAT	Copies the last thing you said
COPY (selection)	Copies what is selected
COPY "say a word or phrase"	Copies specific information said
PASTE THAT	Pastes the last thing you said
PASTE (selection)	Pastes what is selected
PASTE "say a word or phrase"	Pastes specific information said
NEW LINE	Creates a new line below the insertion point
NEW PARAGRAPH	Creates a new paragraph below the insertion point

NAVIGATION

Below is a chart of commonly used navigation commands that move the insertion point.

SAY	DO
GO TO END OF SENTENCE	Repositions the insertion point at the end of the nearest sentence
GO TO END OF PARAGRAPH	Repositions the insertion point at the end of the nearest paragraph
INSERT BEFORE "say a word or phrase"	Positions the insertion point at the beginning of a word or phrase
INSERT AFTER "say a word or phrase"	Positions the insertion point after a word or phrase
NEXT WORD, SENTENCE, PARAGRAPH	Positions at the beginning of the next word, sentence or paragraph
NEXT FIELD OR PREVIOUS FIELD	If there are {fields} enclosed in brackets in the document

FORMATTING

Below is a chart of commonly used formatting commands that can be used in dictation.

SAY	DO
UPPERCASE THAT UPPERCASE SELECTION UPPERCASE NEXT WORD	
UNDERLINE THAT UNDERLINE SELECTION UNDERLINE NEXT WORD	

PRACTICE SCRIPT:

(DON'T FORGET TO SAY THE PUNCTUATIONS)

Patient is a 60-year-old male who presents with abnormal pain. Onset of symptoms was gradual starting 3 days ago with gradually worsening course since that time. INSERT PARAGRAPH

Patient also notes moderate, pressure-like epigastric discomfort. Symptoms improved with none. Symptoms worsened with alcohol, coffee, dairy products and fatty foods. There is history of alcohol use. There is no history of irritable bowel disease. Past history includes gout.

Dictate the following: (Remember to say "Undo that" if something does not work the first time)

Select male

Uppercase that

Select abnormal

Underline that

Go to end of paragraph

Pain is on the left and right sides period

Select Symptoms improved with none period

Cut that

Insert after sides period

New line

Paste that

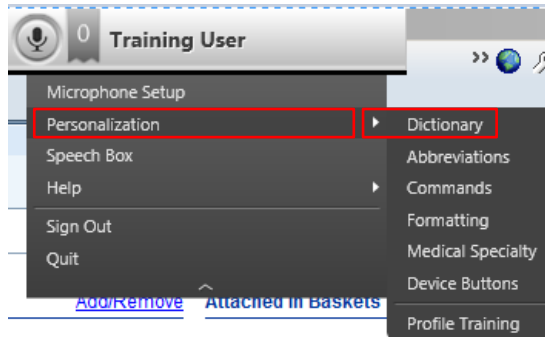
Select symptoms improved with none period

Delete that

MANAGE DICTIONARY:

The Fluency Direct dictionary allows you to create a custom dictionary of names, locations, medications, procedures, and diagnoses and Excluded Words that you use often to ensure recognition each time.

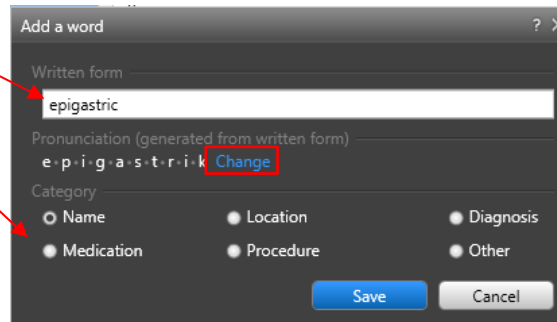
1. Open the Dictionary window by clicking the User bar, clicking Personalization and Dictionary.



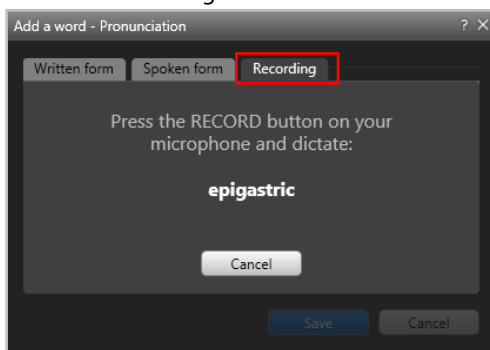
ADD A NEW ENTRY

To add a new word to the dictionary, select the category where you want it stored (or can choose from the dialog box later) and click the **+ Add** button at the top right of the window.

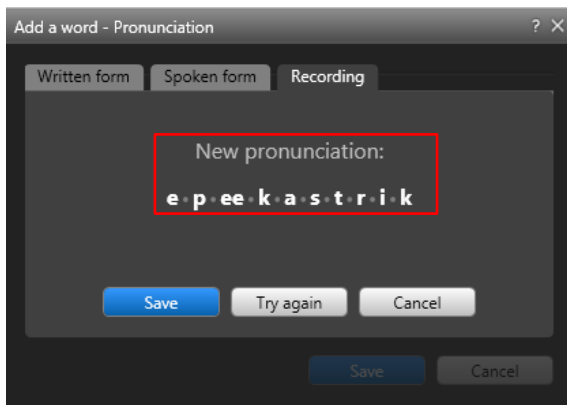
1. Enter the word to be added to the dictionary. If you did not choose the category for your added word previously, you can assign it to a category here.



2. Click the [Change](#) link to add your pronunciation.
3. Click the Recording tab first to dictate the word in your microphone. -

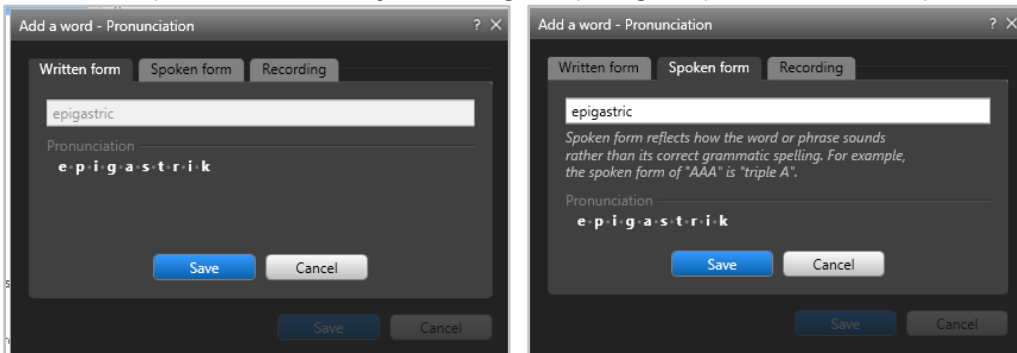


This will connect your pronunciation of the word to the spelling for future dictations.



4. The word will now be recognized by my pronunciation. Click the Save button or try again for another recording.

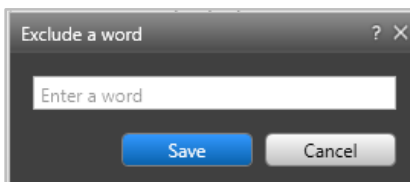
5. Written and Spoken form tabs are just showing the spelling compared to how it was pronounced. –



6. Click Save to finish.

Excluded Words


Excluded words are words that the user has specified to never appear in the dictation, for a variety of reasons. To add an Excluded word, you must select the excluded words category and then click the add button.



Enter the excluded word and then click SAVE.

EDIT/MOVE/DELETE AN ENTRY


Dictionary entries can be edited by clicking on the item listed in the category and making changes in the dialog box. Click "Save" to keep your changes. If the entry is in the wrong category, click the dictionary entry and choose the correct category, click "Save". To Delete an entry from the list, hover over the item and click the "x" that appears to the right. Click "yes" to confirm the deletion.

Note:  Published Dictionary terms are those words or terms that have been published by an administrator for use across a company or facility and shared with everyone. These items are not available to edit or delete.

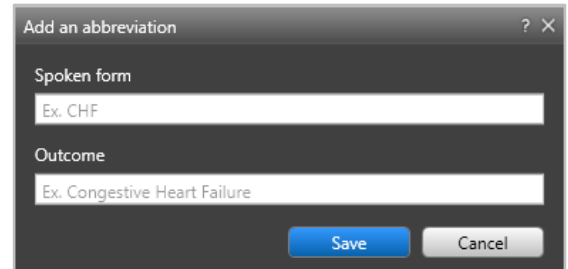
MANAGE ABBREVIATIONS:

Abbreviations can be a collection of words or phrases that you use repeatedly but abbreviate when speaking, such as Afib = atrial fibrillation or URI = upper respiratory infection.

ADD A NEW ENTRY


To add a new abbreviation, click the  button at the top right.

1. Type the abbreviation in the Spoken Form text box.
2. Type the Outcome of the word dictated in the Outcome text box.
3. Click Save, to save the entry and return to the abbreviation screen.



EDIT/DELETE AN ENTRY

Abbreviation entries can be edited by clicking on the item listed and making changes in the dialog box. Click "Save" to keep your changes. To Delete an entry from the list, hover over the item and click the "x" that appears to the right. Click "yes" to confirm the deletion.

Note:  *Published Dictionary terms are those words or terms that have been published by an administrator for use across a company or facility and shared with everyone. These items are not available to edit or delete.*

Agenda Level II:

TOPICS COVERED IN FLUENCY DIRECTS LEVEL II USING EPIC
CUSTOM VOICE COMMANDS THAT CAN BE USED IN EPIC.
THE USAGE OF SPEECH BOX.
COMPUTER ASSISTED PHYSICIAN DOCUMENTATION (CAPD) USE AND FEATURES.