

FREQUENTLY ASKED QUESTIONS REGARDING DRAGON® MEDICAL

This is meant to supplement the information contained on the TCEMR website and in the TCEMR Dragon brochure.

General Use

Dragon Medical is a freestanding application that is not integrated/associated with any particular EHR.

Dragon can type anywhere that a person would normally type: into any text processing window such as:

- creating a patient note within an EHR
- typing an e-mail into Outlook
- typing a letter into Word

Timing of Dragon Medical implementation

Dragon Medical can be implemented at any time other than the period when an EHR is being implemented or upgraded.

Although Dragon Medical is an awesome application, it has a significant learning curve and significantly impacts a clinician's note documentation processes. Asking clinicians to learn Dragon at the same time that they are trying to master a new EHR is guaranteeing failure, anger, suicide and/or homicide!

The advantages to implementing Dragon Medical 4 to 6 months before an EHR go-live include:

- significant financial savings on transcription costs (frequently \$1000+ per clinician per month!)
- We can work with you and your EHR representatives to:
 - optimize the use of Dragon Medical with EHR templates
 - simplify EHR templates so that there is less clicking required and more ability to add patient-specific narrative detail
 - decrease the time (and cost) spent creating very complex/cumbersome/generic EHR templates

Optimizing Use of Dragon Medical with EHR's

We can work with you and/or your EHR representatives to quickly learn the note documentation/template process so that Dragon can be optimized for use in that particular EHR.

However, with the following EHR's we have extensive experience allowing us to not only optimize template use, but also to create Dragon voice commands for navigating around the EHR menus:

- VistA-CPRS (Veteran's Administration)
- RPMS-EHR (Indian Health Service)
- Epic (Epic SmartTools trained)
- eClinical Works
- Centricity

Paper Medical Records

For users who are currently creating paper records, Dragon can certainly be used to transcribe notes, and save them as computer files which can then be printed. From the clinician's standpoint, the transition from using Dragon for creating paper notes to creating notes in an EHR is almost seamless.

TCEMR has created a utility application called "Save/Print". This is actually a custom command within Dragon Medical written in Visual Basic that accomplishes the following:

- Automates and greatly simplifies the note saving and printing process for the clinician and clinic staff
 - each note is saved on a computer or server in a predetermined location where it can be easily accessed by staff or clinicians
 - notes are automatically named in a standardized fashion by patient medical record number and other identifying information so that an individual patient note can be easily retrieved. Notes are named such that they automatically sort by patient/note type/clinician/date-time of service
 - filenames do not contain any patient-specific identifiable information, and are therefore HIPAA-compliant
 - a note can be printed immediately by the clinician, or later by the staff

Templates

With Dragon it is easy to create custom/personalized templates, and we train you how to create these in our training classes.

A note template serves the following purposes:

- Provides a standardized backbone for a particular note type (e.g. progress note, physical exam, procedure note, etc.)
- Provides prompts to remind the clinician to dictate certain key elements of the note.
- Can include repetitive portions of the note so that they don't have to be dictated each time (the "blah-blah-blah" part of every note)
- Can allow for increased payer reimbursement by including required documentation (e.g. "The patient's medications were reviewed and updated today.")

Many EHR's provide their own templating tools. If an EHR template is able to pull patient data into the note (e.g. vital signs, allergies, etc.), then it is best to use the EHR template rather than a Dragon template. Dragon is then used for:

- replacing a lot of the monotonous "clicking" associated with most EHR templates
- dictating patient-specific information into any text window within EHR
- inserting standard phrases that the clinician tends to use repeatedly ("the blah-blah-blah" of dictation)
- Dragon shines anywhere that narrative type documentation detail is necessary, preventing wasteful clinician typing.
 - Dragon can transcribe at least three times faster than most people can type.

Quality of Medical Care

The "click notes" created by EHR software are not adequate for quality patient care except for the most basic of clinical conditions (such as an uncomplicated URI) (URI = "Upper Respiratory Infection" = "Common Cold"). Dragon Medical adds the essential "nuance" of the patient's condition, thus potentially improving patient care and also payer reimbursement.

In our 10 years of experience working with over 1000 clinicians all over the U.S., I cannot tell you how many times clinicians have complained: "this generic note does not sound like my patient, and it does not sound like me".

Pricing

The MSRP (Manufacturer's Suggested Retail Price) is:

- Dragon Medical Practice Edition: \$1599

However, TCEMR never charges the MSRP. Rather than trying to quote prices or the telephone, we prefer to talk with you about your needs and then send you a written quote to include:

- number of licenses
- upgrade assurance
- installation: remote or on-site
- training: remote or on-site
- optional microphones

Once the entire quote is assembled, we then apply significant discounts to the package.

Installation

We can install Dragon Medical on each of your computers for you, either on-site or remotely. Our experience allows us to optimize the settings that best fit your clinic's/user's needs.

We can also install Dragon Medical in a "Roaming User" configuration, so that the individual user machines are always synchronized with the network server.

We can install each computer or server for you, or work with your IT person to show them how to install one machine, and then they can install the remainder.

Training and Support

Generally, for new users, training is approximately 4 hours.

- On-site training
 - initial session: 3 hours
 - follow-up session: 1 hour
- remote training
 - initial session: 2.5 hours
 - follow-up session: 1 hour

However, training is always customized according to the needs of the site and or individual trainee.

We provide free one-on-one telephone support until the final training session is completed.

Remote training and support is accomplished via software that allows us to view the user's computer screen and follow along:

- as they are being trained
- as they demonstrate an issue that may be impeding their progress

Once training is completed, we provide remote support at an hourly rate. Generally, however, most user questions/issues can be dealt with within 15 minutes.

For clinician groups that would like to pre-purchase a support package, further discounts are applied (e.g. a six-hour annual support package for a group of three clinicians).

At TCEMR, we feel that our combined 15 years of experience in the technical and training aspects of Dragon Medical greatly outweighs the cost paid for training. Our goal: to **minimize** the clinician's learning curve and **maximize** their efficiency.

Licensing

Dragon Medical licenses are "per user"... a user may use Dragon on as many computers as they wish.

If a user is going to utilize Dragon on more than one computer, it should be installed in a "Roaming User" configuration.

- The user voice files exist on both the network server and on each local machine
- Any changes (new words, custom commands, training) done on one machine are synchronized with the server so that the voice files on every individual machine are kept "in sync"

Speed and Accuracy

Clinicians who have used older versions of Dragon have usually been frustrated by the poor accuracy, slow response speed, and amount of training that is required.

With version 10, the improvements in accuracy and speed are quite phenomenal. During the training session, each user spends about 10 minutes reading standard text to "train the Dragon". At that point, most users will see 90 to 95% accuracy immediately.

With Dragon Medical Practice Edition ("version 11") and Dragon Medical Practice Edition-2 ("version 12.5") the improvements in speed and accuracy are likewise impressive. The "voice training" time for these versions is only 4 minutes!

With the 10,000+ medical vocabulary included in Dragon Medical, the accuracy with medical terms and medications is quite impressive. This is because most medical terms are multi-syllable, and are not frequently confused with other words.

The most important factor that affects Dragon's recognition accuracy is the ability/willingness of the user to enunciate, particularly monosyllable words ("an", "and", "in", "on").

The second most important factor is the user's diligence in voice training misrecognized words or phrases as they occur. Dragon learns from this voice training, and becomes progressively more accurate over time.

You can dictate quite quickly with Dragon, however Dragon will only be acceptably accurate up to the point where the user is able to clearly enunciate.

Is dictating via Dragon as fast as dictating via a human transcriptionist? No...however, over time, the following will make the user much more efficient than traditional dictation:

- Dragon dictated notes are edited, signed, saved, and available for all clinicians who care for the patient immediately.
 - With traditional dictation, the transcribed note returns two or more days later for editing and signing. At that time the clinician must take time to review the note, and try to remember details about that specific patient.
- Custom templates/custom phrases can contain repetitive information that does not need to be dictated every time. For instance, a complete "normal female annual exam" note could be 90% complete with one simple voice command.

Dragon Naturally Speaking

Although Dragon Naturally Speaking (non-medical Premium and Professional editions) are significantly less expensive than Dragon Medical, it is highly recommended that these not be used in a medical setting for the following reasons:

- Dragon Medical has a 10,000+ medical vocabulary that allows for very high accuracy when dictating medical words, diagnoses, medications, abbreviations, etc.
- Dragon Medical has over 80 specialty vocabularies to choose from, making the accuracy for any given specialty even higher
- When considering that clinicians are very expensive resources, their time spent correcting and training a large number of medical terms quickly outweighs the cost differential of DNS versus DM.
- DNS is able to detect when it is being used within most EHR's, and will simply refuse to function
- Even if medical terms are manually trained in DNS, the speech engine in DM is designed specifically for recognizing medical context, and therefore provides an additional level of accuracy

Microphones

Microphones used with Dragon must be "noise canceling" microphones in order to filter out the ambient noise and more accurately understand the clinician's words. Ambient noise can be the noise caused by ventilation systems, echoes created by the environment, or the sound of other clinicians dictating in the same room. With a certified microphone, Dragon is very effective at ignoring ambient noise while the clinician is dictating.

Microphones used with Dragon generally fall into three categories:

- Hardwired headset that is supplied with the software
- Handheld microphones
- Bluetooth/wireless microphones

The following spreadsheet outlines the ratings, advantages and disadvantages of each type.

Dragon Medical Microphone Comparisons					
Category	Example (Sold by TCEMR)	Cost	Nuance Accuracy Rating (# dragons)	Advantages	Disadvantages
Headset/Boom Microphone	Plantronics USB Noise Canceling Headset	"Free" - Comes with the software (\$45 for replacement)	6	<ul style="list-style-type: none"> > Very high accuracy. > Inexpensive. > Leaves both hands free for reviewing patient records, etc. 	<ul style="list-style-type: none"> > The clinician is "tethered" to the computer. > Lightweight but somewhat cumbersome; cannot be easily carried around. > Wires tend to break if repeatedly wound up & handled roughly.
Handheld Microphone	Dictaphone PowerMic II	\$425*	5	<ul style="list-style-type: none"> > Liked by clinicians used to a hand-held device. > High accuracy. > Button for finger-tip control of mic. on/off. > Multiple programmable buttons that can perform functions such as "Next Field". > Cursor movement joystick button. 	<ul style="list-style-type: none"> > Expensive. > Leaves the clinician with only one free hand.
Bluetooth/wireless microphone	Andrea BT-201	\$65*	4	<ul style="list-style-type: none"> > Allows untethered connection to the computer. > Inexpensive. > Very small and lightweight/portable. > Can be paired with both the computer and a bluetooth phone 	<ul style="list-style-type: none"> > The convenience of being wireless is somewhat negated by very slight decrease in accuracy (1% to 5% depending on the user/equipment). Establishing and maintaining a Bluetooth connection is somewhat more complicated than the plug-in microphones. Not generally recommended when first learning Dragon, unless the user is very technically comfortable. > The Bluetooth microphone must be turned on before the Dragon microphone; an extra step. > Must be removed from ear to use a stethoscope.
	Plantronics Savi-Go	\$199*	4-5	<p>Same as Andrea BT-201</p> <p>Also allows switching to answer cell phone calls (Bluetooth-enabled phones)</p> <p>Easier to pair with the computer than the BT-201.</p> <p>Better recognition than the BT-201</p>	<p>Same as Andrea BT-201</p> <p>Slightly larger than the BT-201</p>
	Sennheiser BW-900	\$350*	5	<ul style="list-style-type: none"> > More accurate than the Andrea BT-200. > Otherwise the same as the Andrea BT-200. 	<ul style="list-style-type: none"> > Expensive. > Otherwise, same as Andrea BT-200.

* All Microphone prices are MSRP. Significant discounts are provided for orders combined with software, training, or for quantities. Please inquire with Twin Cities EMR Consulting.