

m*modal

Fluency Direct

CAPD Quick Guide

for Physicians

CONFIDENTIALITY DISCLAIMER

All information methods and concepts contained in or disclosed by this document is confidential and proprietary to MModal Services Ltd. By accepting this material, the recipient agrees that this material as well as the information and concepts contained therein will be held in confidence and will not be reproduced in whole or in part without express written permission from MModal Services, Ltd. Client use of M*Modal tools or information (excluding any services or tools provided to the Client that are covered under a separate written agreement) is subject to the terms of a legal agreement between the Client and M*Modal.

CONTACT INFORMATION

Corporate Address	M*Modal Corporate 9009 Carothers Parkway, Suite C-2 Franklin, TN 37067
Support Hotline (24/7)	(800) 290 - 2001
Support Email	Fluency.Direct@mmodal.com
Sales	(866) 542 - 7253

TABLE OF CONTENTS

CONFIDENTIALITY DISCLAIMER.....	ii
CONTACT INFORMATION	ii
TABLE OF CONTENTS	iii
COMPUTER ASSISTED PHYSICIAN DOCUMENTATION (CAPD) INTRODUCTION	1
EXAMPLE.....	2
TARGETED CONDITIONS.....	3
HOW TO SEND FEEDBACK	4

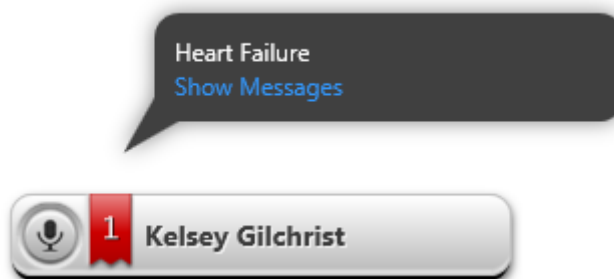
COMPUTER ASSISTED PHYSICIAN DOCUMENTATION (CAPD) INTRODUCTION

Computer Assisted Physician Documentation (CAPD) provides real-time feedback without disrupting the documentation workflow. CAPD feedback is triggered by rules configured in M*Modal's cloud-based Natural Language Understanding (NLU) platform, Catalyst, and can be provided to the physician in different modalities. CDI Engage messages are triggered by text entered to the note through any modality – dictation, typing, text macros, or copy/paste where a certain condition is underspecified, thus prompting the provider for additional specificity for that particular condition.

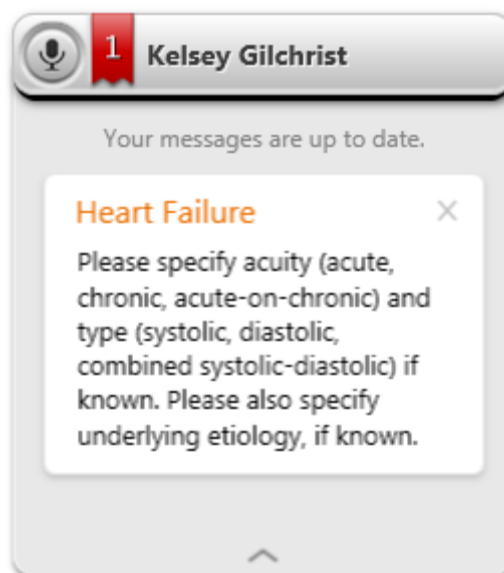
Notice the **ribbon** on the Fluency Direct control bar.



While the drawer is closed, a **balloon** will expand from the Control Bar showing a message preview.



Click the ribbon to open and close the CAPD drawer. The **drawer** will show **CDI Engage** messages.



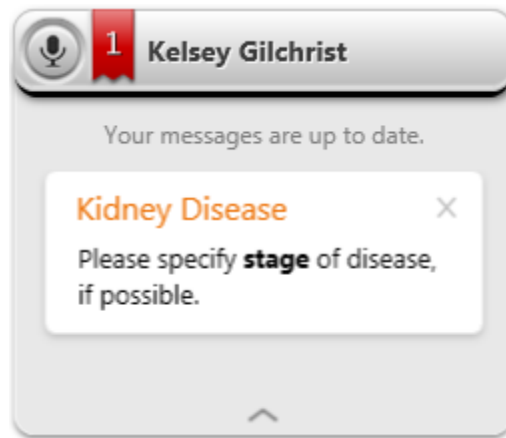
EXAMPLE

Standard CDI Engage content includes feedback messages based on clinical condition documentation requirements. Messages will communicate how to satisfy documentation best practices. All text in the active window will be analyzed by the various CAPD rules.

If the following text is documented,

The patient is a 54-year-old woman with chronic kidney disease.

a CDI Engage message for underspecified Chronic Kidney Disease (CKD) will be triggered.



Hover over the CDI Engage message to reveal the info, **i**, and dismiss, **X**, buttons. Use the info button to see the triggering text. If the message is not relevant it can be ignored or removed by clicking the dismiss button.

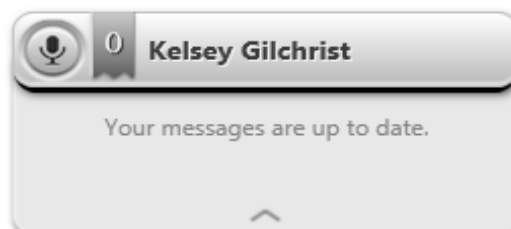
Document the stage of CKD in the triggering text,

The patient is a 54-year-old woman with chronic kidney disease stage I.

or fully specify later in the document,

The patient is a 54-year old-woman with chronic kidney disease.
...
Impression: Chronic kidney disease stage I.

to satisfy and resolve the message.



TARGETED CONDITIONS

Heart Failure ✕

Please specify **acuity** (acute, chronic, acute-on-chronic), **type** (systolic, diastolic, combined systolic-diastolic), and **etiology**.

Acute Renal Failure ✕

Acute renal failure/acute kidney injury was documented, can further specificity be documented for (acute tubular necrosis, acute medullary necrosis, acute cortical necrosis or acute nephrotic syndrome) and **cause** (sepsis, dehydration, obstruction, or something else), if possible?

Kidney Disease ✕

Please specify **stage** of disease, if possible.

High BMI ✕

Please document a corresponding condition related to high BMI.

How to send feedback

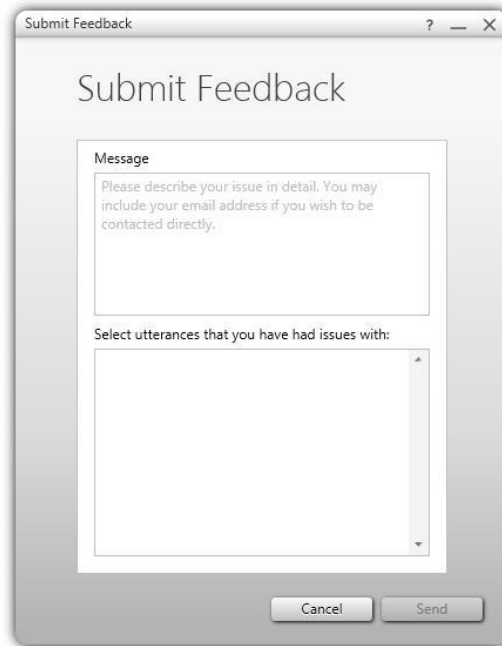
If you have a question, have suggestions or problems regarding CAPD content, or are experiencing a technical issue, there is a way to provide feedback directly to M*Modal.

Click on the control bar (on your name)>**Help>Submit Feedback**. This feature tracks the last several words and commands you have said and allows you to select where exactly you experienced the issue.

Click the appropriate checkbox related to your issue. If there are multiple examples, you can click multiple boxes.

The message box at the top lets you explain the issue and/or ask your question. Please include your email address if you would like to be contacted directly.

If you do not provide your direct contact information, an M*Modal representative will work with the Fluency Direct contact at your specific facility.



The image shows a screenshot of a software dialog box titled "Submit Feedback". The dialog box has a standard Windows-style title bar with a question mark, a minus sign, and a close button. The main content area is titled "Submit Feedback" and contains two primary sections. The first section is labeled "Message" and contains a text area with the placeholder text: "Please describe your issue in detail. You may include your email address if you wish to be contacted directly." The second section is labeled "Select utterances that you have had issues with:" and contains a list box with a vertical scrollbar, which is currently empty. At the bottom of the dialog box, there are two buttons: "Cancel" and "Send".