



SOUTHEAST MISSOURI MMODAL GLOBAL COMMANDS & FLUENCY DIRECT BASICS

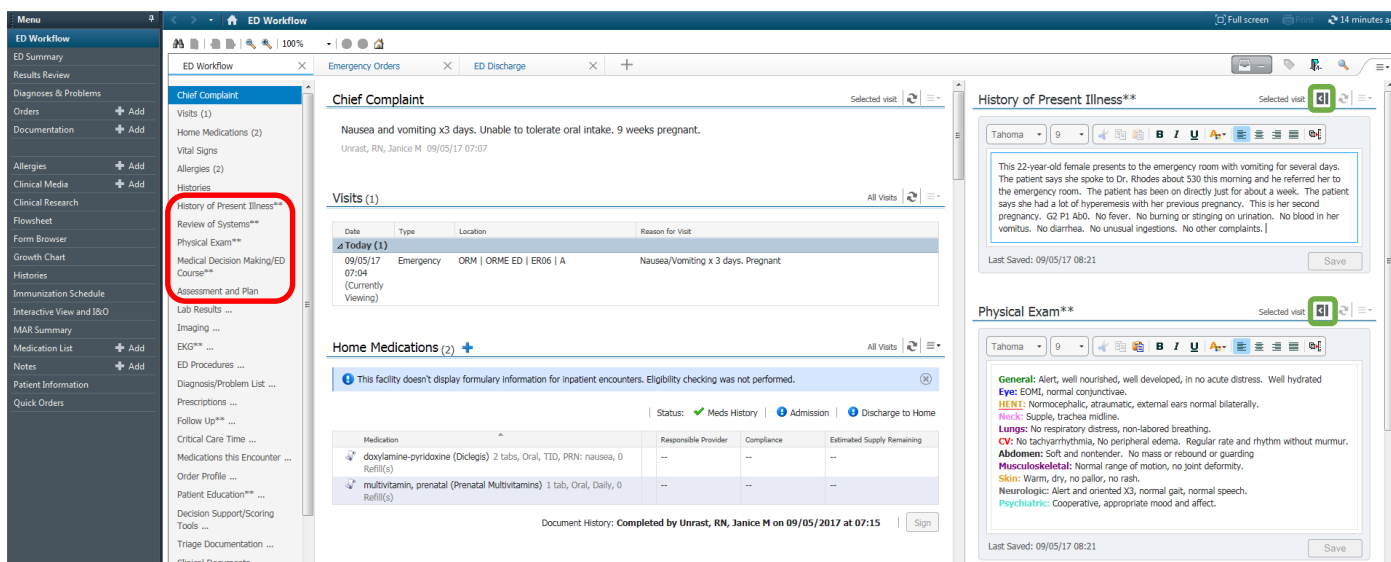
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“NEXT SECTION”

Allows the provider to move his/her cursor to the next section of his/her Workflow mPage and also “Save” the previous component. For this command to function properly, the **components must stack up next to each other** in the proper order. Providers are encouraged to have their Workflow mPage structured in a **split screen format** with the following components ordered as follows:

- “Subjective/History of Present Illness”
- “Review of Systems”
- “Physical Exam”
- “Assessment and Plan”



“SAVE”

Allows the provider to “Save” a unique freetext component on the Workflow mPage. This is beneficial to use when a provider finishes dictating his/her “Assessment and Plan” component and will not need to move onto another freetext component. *Keep in mind, these freetext components will auto-save after 30 seconds passes on the Workflow mPage.*

“TAB”

Allows the provider to move their cursor to the next section of their Dynamic Documentation note. If they prefer to dictate this command, it gives them an alternative to pressing the tab key or using their mouse to click into the next section of Dynamic Documentation.

“GO BACK”

Allows the provider to move their cursor to the previous section of their Dynamic Documentation note. It’s the opposite of the “Tab” command.

“REFRESH”

Allows the provider to “Refresh” the entire Cerner page. The provider can either verbally state this command in their microphone or program an unused button on their MModal microphone to refresh the page upon pressing it down. To demonstrate how to program the buttons on MModal microphones, please refer to the end of the document.

“SIGN NOTE”

When a provider is ready to sign his/her Dynamic Documentation note, this command will prompt the final “Sign” dialogue box, so provider can adjust the note type, subject, date/time of service, enter in a physician for signature/review, check off a box for prompting a provider letter, etc.

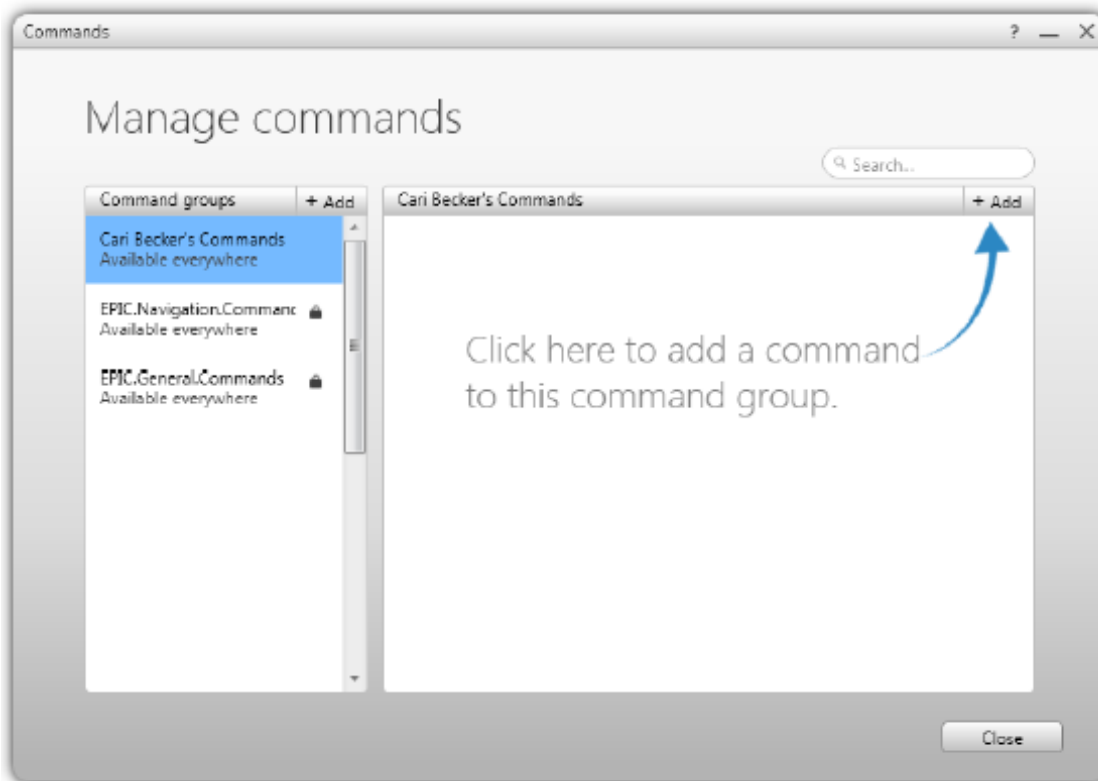
COMMANDS

- Fluency Direct offers the ability to create commands to which can be used to insert snippets of text, perform keyboard shortcuts, mouse clicks, and more. Commands are organized by Groups.
- From the Control Bar, go to Personalization > Commands to bring up the Commands screen.



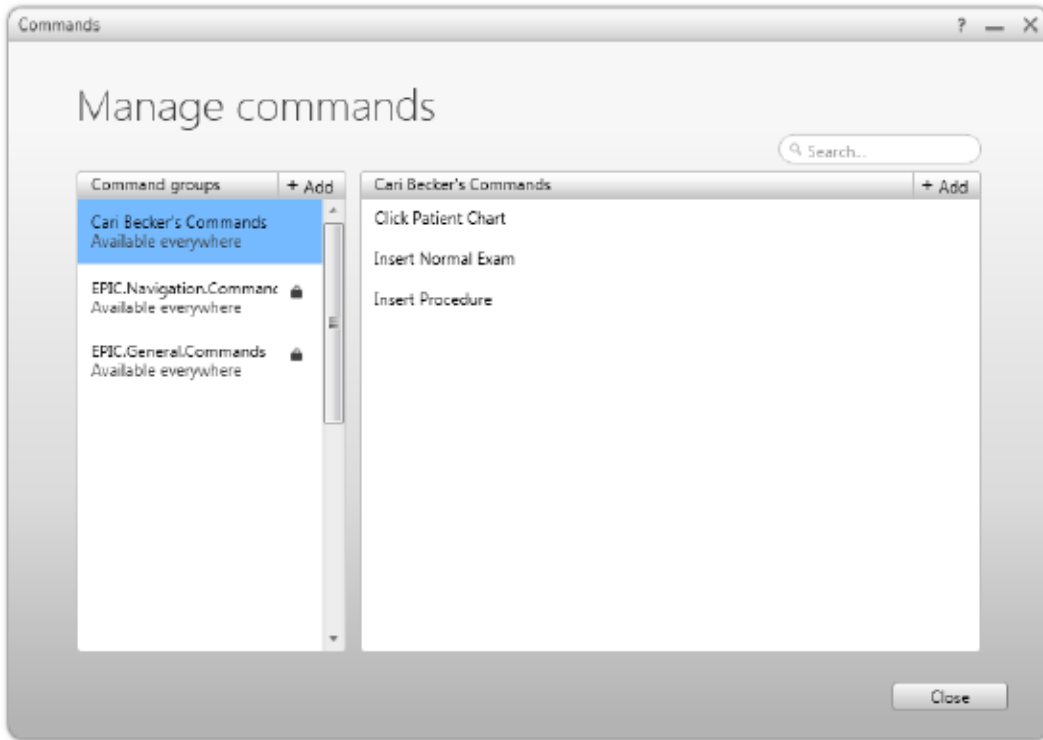
FIRST TIME USE

- The first time you open the commands dialog, the screen will appear like the one below. To begin using the commands, you will click the +Add button where the arrow is pointing at. This window will only appear the first time that you use the commands.
- All users will have a default group available to them when they open the Commands dialog. This group will be called "User Name" Commands and can be populated with your custom commands.



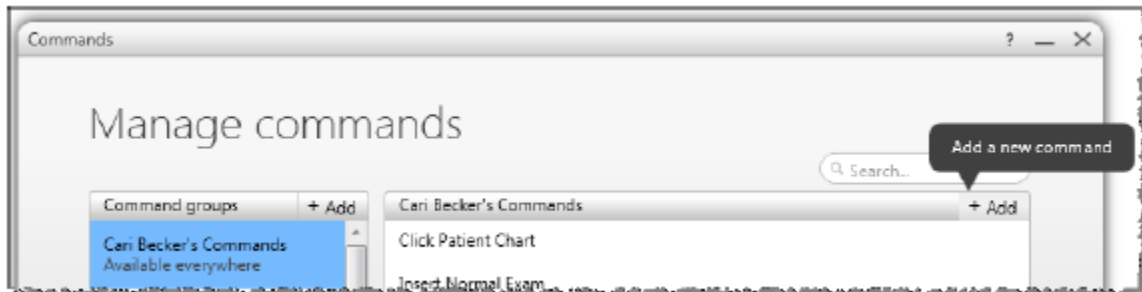
MANAGE COMMANDS

- After you have created your commands, when you open the Manage Commands Window, it will open to the screen below. From here you can select your group and add or edit your commands as needed.

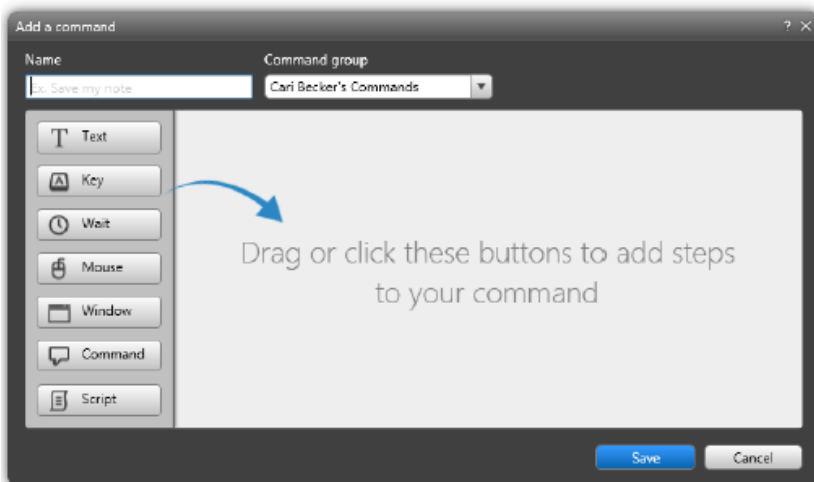


NEW COMMAND

To add a new command, click on the +Add button in the top right corner.



The Add Commands window will appear.



Name your command. The Command Name is an important step because this is the speech command that will activate the command details (inserted text, key presses, mouse clicks, wait time, or scripts). Do not choose a name that is complicated to pronounce or too long to be recognized easily. Keep your names simple and relative to the command actions or results. In addition, try to follow these best practices:

- Capitalize the first letter of each word in the command name.
- Spell out numbers rather than using the numerals (i.e. "Four Two Five" instead of "425").
- Use an "action verb" at the beginning of each command name (i.e. "Insert", "Print", etc.).
- Make sure the command is more than one word. (i.e. "Insert Physical Exam")

Select the Group. From the Command Group dropdown, choose the group that you want the command to appear in. The Group will default to your custom commands group or to the selected group.

Add Actions. Using the buttons, add text, keystroke, wait time, mouse clicks, or a script to the command. See Actions below for more information.

Save the Command. Click OK to save the command; clicking Apply will save the command and keep the Command Details window open.

APPLY ACTIONS

TEXT

The Text option allows you to create text snippets (also referred to as Normals or Macros) and Templates that offer field support.

- **Text Snippet**

A text snippet is a piece of text that you insert into your document during dictation on a regular basis (Ex: "Insert Normal Exam"). Using the text snippet option can save time during dictation by creating a simple "Insert Text" command. There are two methods to creating a text snippet; from the Commands window or by dictation.

To add a text snippet from the Commands window, select the Text action. In the text box provided, enter the desired text that you wish to use. Be sure to name the command something simple using the "Insert" command first.

- **Text Snippet from Selection**

If you have a selection of text available, you can use the command, "Save this Text" or "Create Text Snippet" to create a new command. The Command window will appear with your selected text. You will then enter the Command Name (by following the best practices for command names), assign it to a Command Group and (if desired) add additional actions to the command. Click OK to save.

NOTE: When inserting a text snippet, they are inserted using the current font attributes of the target text area. You cannot retain formatting from the original document used to create the Text Snippet.

- **Template Fields**

Creating a command using template fields allows you to create a reusable template which can be inserted and quickly completed by navigating through the fields.

When creating a template, you insert brackets [] to denote a field.

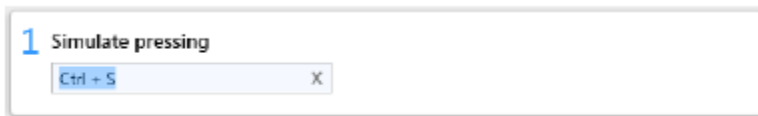
Using the Next Field / Previous Field commands you can move through the bracketed [] fields in the template, dictating as you go along.

The Next/Previous field commands will wrap around to beginning/end of your text when the current cursor is beyond the last or first field in the text. For example, if you are at the end of the document, you can dictate "Next Field" to go to the first field in the document.

KEY

This option will capture your keystrokes and record them as the command. You can enter a single key press or a string of key presses, depicted below. It is recommended when entering multiple key presses that you add a wait time in between the key presses, to ensure there is no overlap.

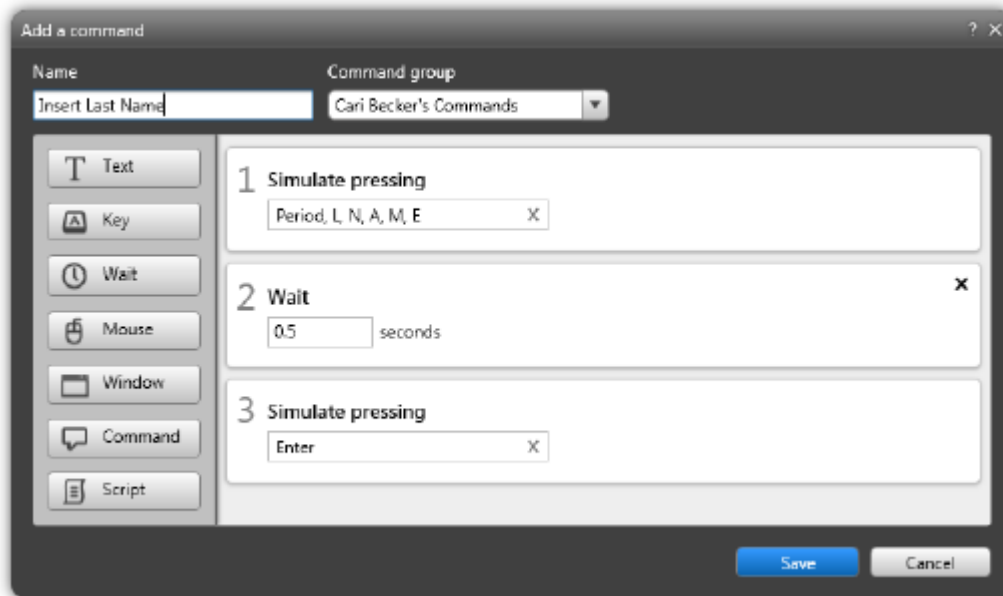
- Key Press, Single or String



To clear a keystroke, click the Clear link at the end of the field. Once clear, you can enter a new key press.

NOTE: Pressing additional keys, including Delete or Backspace, will add those key presses to the end of the field. If you need to add a keystroke to the beginning or middle of the string, you will need to CLEAR the entire field first.

When inserting key presses, it is recommended that you insert a WAIT in between the key presses, if they are not part of a string. Example is depicted here.



WAIT

This option will cause the system to wait for a specified amount of time before proceeding to the next action.



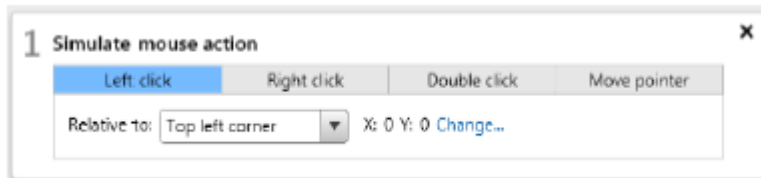
MOUSE

The Mouse action allows you to designate specific mouse clicks or movements that are then run as a voice command.

For example; you could create a "New Message" command using mouse clicks in Outlook that would create a new message to send.

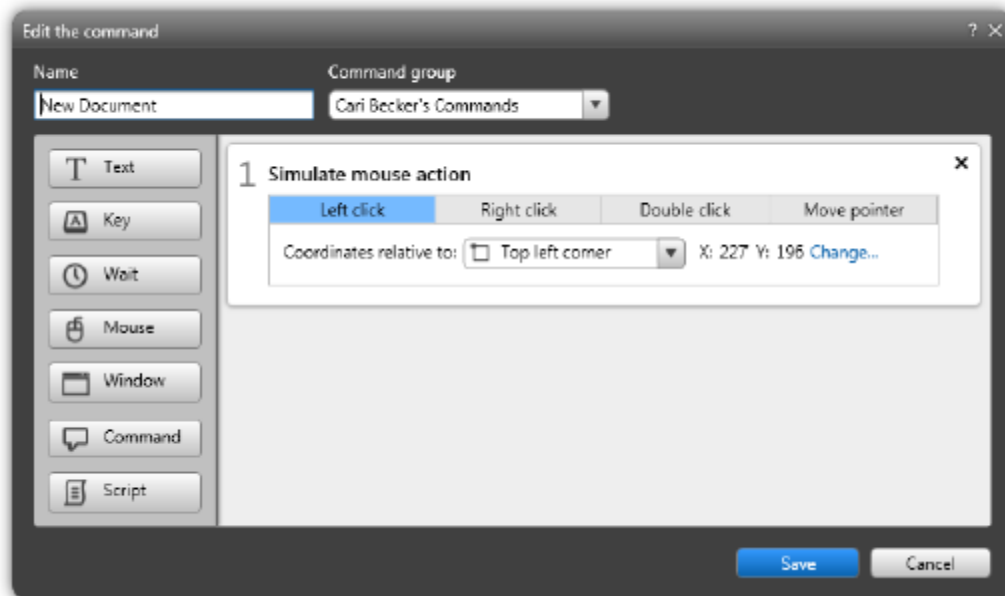
To begin, select the type of click that you want to use. Left, Right, Double, or Move Pointer.

Then select the Relative To position. This position is based on the application window (NOT the screen). The drop down menu allows you to select the relative position. At this point, the X and Y coordinates are set to 0.



Next, you will select your X and Y coordinates by clicking on the Change link. When you click Change, a blue dot will appear in the relative position over the application that you are in. Hover your mouse over the application window that you wish to perform the mouse click in and it will become highlighted in blue. Press the Spacebar to confirm the area and the X and Y coordinates will now change to numbers other than zero. You can perform tasks involving multiple mouse clicks by adding additional Mouse actions in the Command.

NOTE: When performing this command, you MUST be in the application that the command was created in. For example, if you register Mouse Clicks for creating a new document in Word, you must have Word open and active to use the command.



WINDOW

The Window action allows you to assign specific actions to an application window. The application must be open for these commands to work.

- Activate - This command will bring the application window to the forefront and give it focus.
- Minimize - This command will minimize the window so that it is no longer visible.
- Maximize - This command will maximize the window so that it uses the entire screen space.
- Restore - This command will restore an application to its original size from a minimized state.
- Close - This command will close the application completely.

COMMAND

Built-in Commands are the prepopulated speech commands that M*Modal has built into Fluency Direct. You can use these speech commands within a Command string to perform the function you need. When you add the Command action, you can start typing the Speech Command that you would normally speak (Select All) and select from the list that appears. The speech command will then be added to your Command steps.

SCRIPT

The script step in a command is for advanced functionality. It is possible to use a script as a command step in one of two ways.

1. Specify a JavaScript method name. When interacting with an EHR hosted in Internet Explorer, M*Modal Fluency Direct can use JavaScript injection to call a JavaScript method available on the currently displayed web page. This allows M*Modal Fluency Direct to call methods exposed by the application for UI interaction. The JavaScript method runs in the context of the web browser.
2. It is possible to create scripts to do complex actions such as interact with low level APIs and manipulate data from other sources. A script can be written in the VBScript or JavaScript and runs in the context of M*Modal Fluency Direct. Typically this type of scripting needs to be created by someone with knowledge of computer programming languages.

MOVE ACTIONS

Actions can be reordered after they have been set. To reorder actions, simply click in the box and drag the action up or down to the correct order.

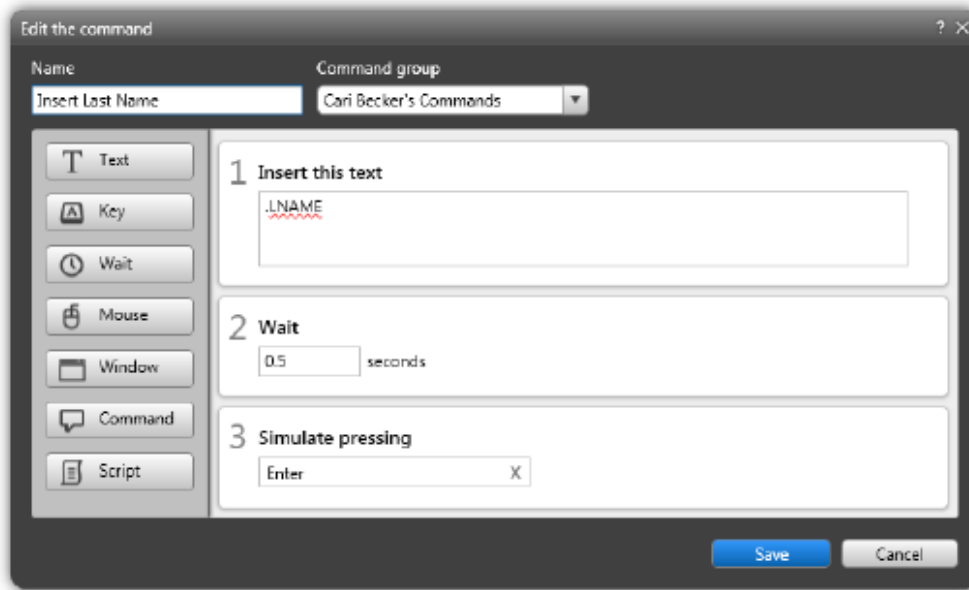
DELETE ACTIONS

To remove an action from the Commands Details, hover over the command action or select the command action and click on the x in the upper right corner to delete that action.



EDIT COMMAND

To edit an existing command, click on the command to open the Edit The Command window. You can make changes and click Save to save your changes.



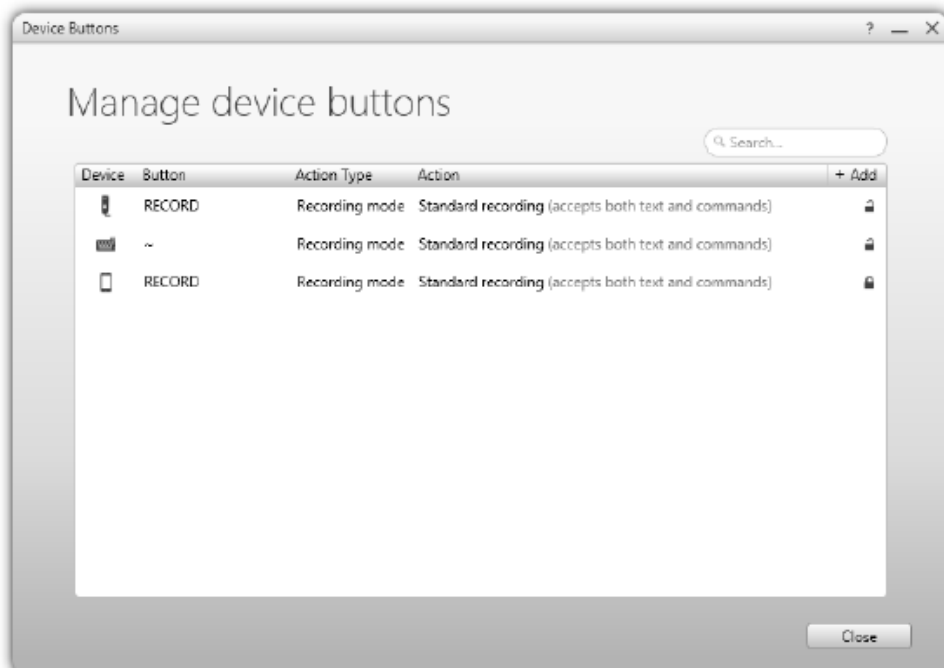
DELETE COMMAND

To delete an existing command, hover over the command you wish to delete and click the (x) delete icon on the far right.



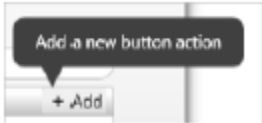
DEVICE BUTTONS

Using the Device Buttons option allows you to assign specific actions to buttons on your recording device. Go to Personalization > Device Buttons to bring up the Device Buttons screen.

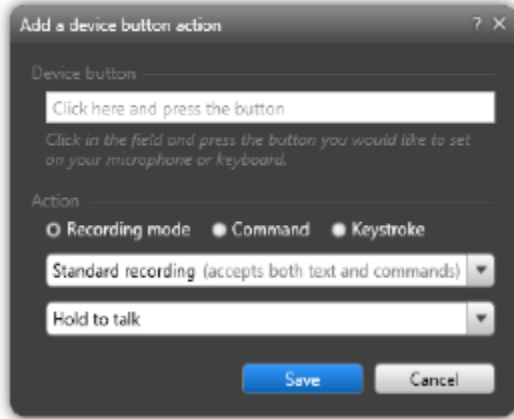


ADD NEW ACTION

To add a new device button action, click on the Add button in the top right corner.



The Add a Device Button Action window will appear



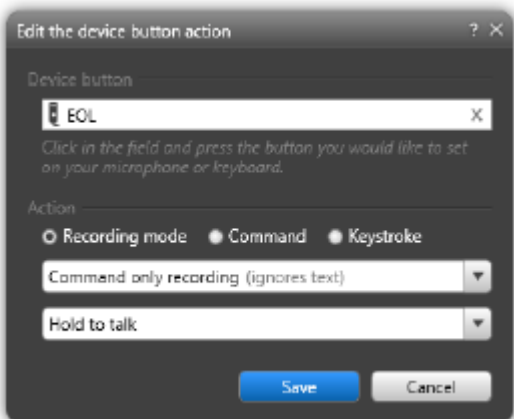
Click in the Device Button field and then press the device button (i.e. EOL button on your Phillips SpeechMike).

Choose the Action Mode for that button.

- Recording Mode allows you to select Standard Recording, Text Only Recording, or Command Only Recording.
- Command Mode allows you to enter a Command that will be performed when that button is pressed. To enter the Command, start typing the command name, the list will populate with all commands matching. You can select from your complete list of Commands.
- Keystroke Mode allows you to assign a specific keystroke to that button. Ex. CTRL+P.

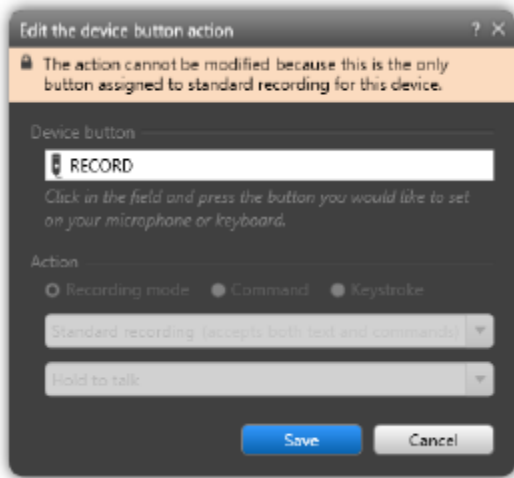
EDIT ACTION

To edit an existing device button action, click on the action you wish to edit to open the Edit dialog. From this window, you can change the Device Button or the Action assigned to the button. Click Save to exit with the new changes.



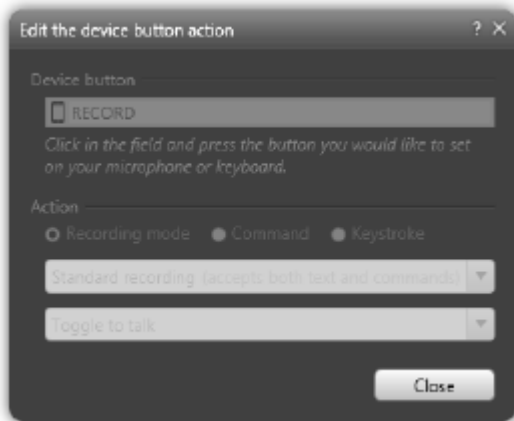
WARNING

You may be presented with a warning that the action cannot be modified. This will happen if it is the only button assigned to a required action for that device. For example, you cannot have a device that does not have a Record button assigned.



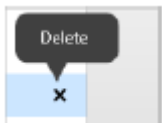
LOCKED ACTION

If an action is inherited and the lock icon is shown, the action can be opened and viewed, but will be disabled for editing, as seen below.



DELETE ACTION

To delete a device button action, click on the X located at the end of the selected action.



SEARCH

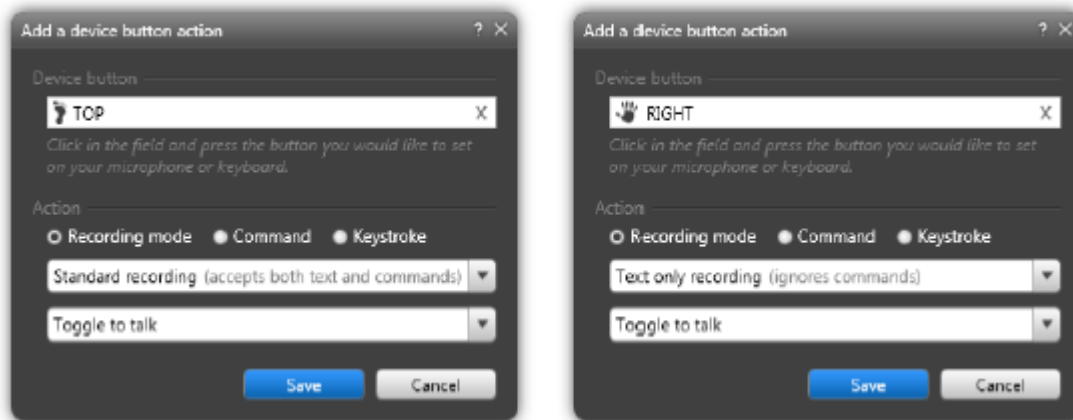
The search option is available for you to search through your device button actions. As you type in the search term, Fluency Direct will automatically filter out the actions that don't match.



OLYMPUS RS31 AND RS32 SUPPORT

Fluency Direct allows you to set up device button actions for your Olympus RS31 and RS32 Footpedal and Hand Controller in the same way that you define the button actions for you microphone.

Once you have installed your foot pedal or hand controller, click the Add New Action button. The Add a device button action window will appear. From here, click in the device button field and then select your footpedal (right, top, left) or hand controller (right, center, left). You'll notice that the device button field will display a hand or foot depending on the controller set.



MModal Common Voice Commands.

| Dictated Command | Actions |
|--|---|
| Scratch That | Deletes selected words or undoes the last utterance/command |
| Delete That / Delete Selection | Deletes selected words |
| Undo That / Undo Last | Undoes the last utterance/command |
| Correct <word sequence> | Launches the correction dialogue box where suggestions are made or a pronunciation can be recorded for the word |
| New Line | Moves to next line, like pressing the ENTER key once |
| New Paragraph | Inserts a paragraph break |
| Select All | Selects all text |
| Select <word sequence> Select Current Sentence, Select Previous Sentence, Select Next Sentence Select Current Paragraph, Select Previous Paragraph, Select Next Paragraph Select Current Word, Select Previous Word, Select Next Word | Selects specified text |
| Go to the end of the sentence, Go to the beginning of the sentence Go to the end of the paragraph, Go to the beginning of the paragraph Go to the end of the document, Go to the beginning of the document | Moves cursor to specified location |
| Insert after <word>, Insert before <word> | Moves cursor after/before specified word |
| Underline That | Underlines selected words |
| Uppercase That / Uppercase Selection | Capitalizes selected words |
| All Caps On / All Caps Off | Dictation following this command will be capitalized until turned off |
| Paste That / Paste Selection | Pastes copied text |
| Cut That / Cut Selection | Cuts selected text |
| Copy That / Copy Selection | Copies selected text |

| | |
|----------------------------|---|
| Insert Fluency Editor Here | Inserts fluency editor text at the point of the cursor in any text editor |
| Create Text Snippet | Launches a dialogue box where the user can create a new text snippet. The snippet can then be inserted via voice command. |
| Next Field | Highlights the next field for text insertion. Fields are created using brackets [] |
| Remove All Fields | Drops all brackets when you are finished dictating. |

Personal Notes

Dictation

- Speak punctuation → period, comma, colon, etc.
- To start a numbered list → “New Line Number One”
- If something is consistently incorrect, you can save it to your dictionary
 - o But if it is something you say often, after you correct it a few times the system will recognize this
- “Scratch That” will remove up to the last punctuation
 - o “Undo That” will undo what you just said/did → could be more than one sentence.

Manage Dictionary

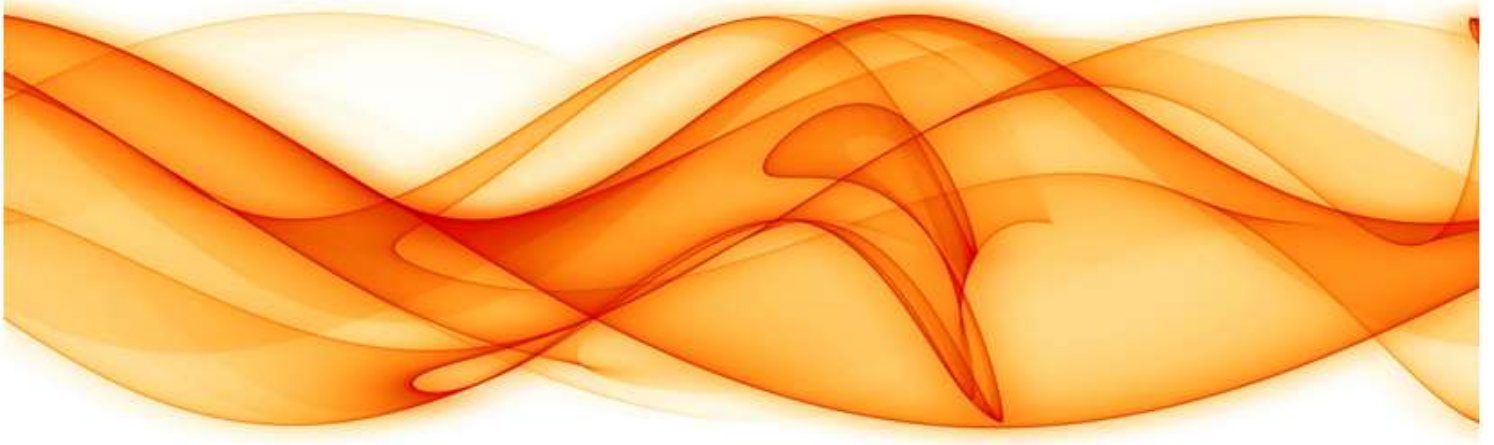
- This can be utilized for names → type the name then click the change button to record the pronunciation
- Can be used for proper nouns
- Used for anything you are constantly needing to correct
- Initials → Dr. I, Dr. C, etc. → can save so they display as their full name
- Medications → should rarely occur, but if you pronounce them weirdly you might need to save them in your dictionary
- Be conservative → don't put too many words in your dictionary

Abbreviations

- Set it up so you speak abbreviation and it types full words
- Administration will set up the ‘do not abbreviate’ list → for instance, BID will appear as Twice Daily

Commands

- You can create groups that will have access to the same commands
- Text command → macros, templates, etc. → say “insert _____” and your macro/template will populate
 - o Set up brackets in macros [] for blank fields
 - Fast forward button on mic will take you to the next field
 - Or you can say “next field”
 - If there is text within the brackets, they will drop off
 - If blank, say “remove all fields”
 - Can set up the end of notes → ex: consult notes → “thank you for letting me see your patient...”



Mobile Microphone App

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Corporate Address : 5000 Meridian Blvd #200, Franklin, TN 37067

Support Hotline (24/7) : 1-888-DICTATE (888-342-8283)

Support Email : fluency.direct@mmodal.com

Sales : 1-866-542-7253

Welcome!

The M*Modal Fluency Direct™ Mobile Microphone is a mobile application that allows clinicians to dictate using the M*Modal Fluency Direct Desktop Application without the need for a physical microphone attached to the PC. Once the mobile application is paired one time with a M*Modal Fluency Direct User ID, the user of the application can dictate using M*Modal Fluency Direct running on any physical desktop or virtual device without a need for docking, Bluetooth or physical connections. The Application uses secure data transmission to stream audio from the mobile device directly to M*Modal Fluency Direct running elsewhere. It builds on the same cloud-based M*Modal Speech Understanding™ technology powering all M*Modal solutions, so existing clinician voice profiles can be used easily and instantly for optimal accuracy.

Requirements

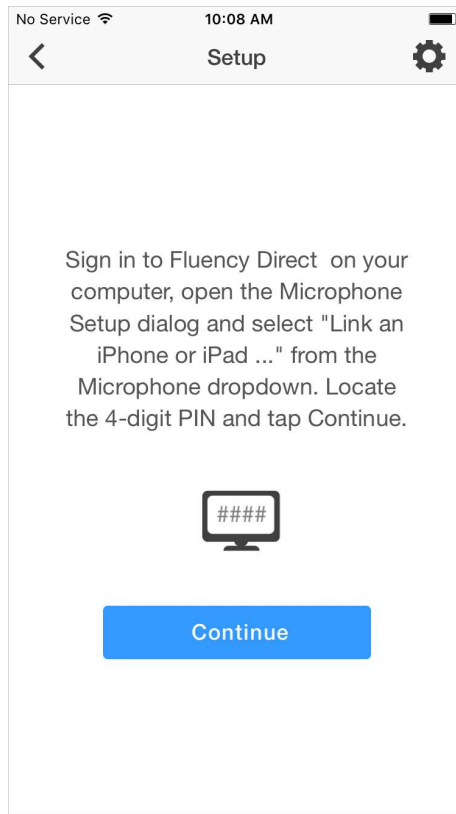
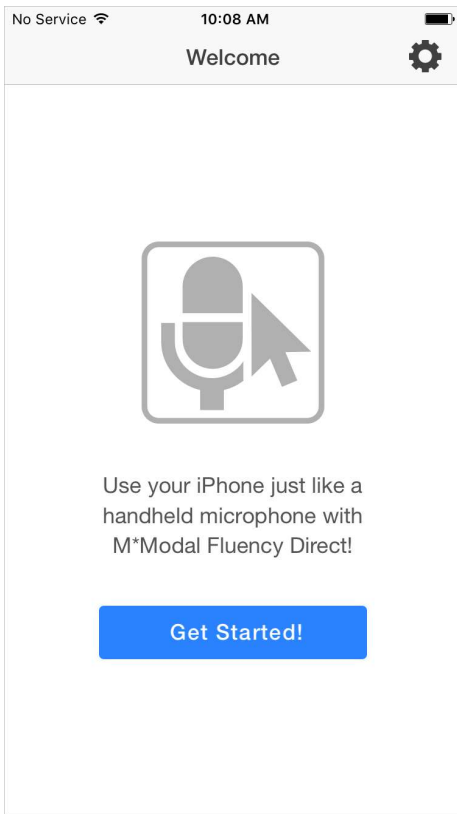
- Fluency Direct 9.1 or higher.
- Requires iOS 9.0 or newer.
- Android 4.4 or newer.
- Port 8077 access to audiorelayserver.mmodal.com
- 44kbps internet bandwidth for currently dictating users

Installing the Fluency Direct Mobile Microphone App

You can obtain the Application from the [iTunes App Store \(https://itunes.apple.com/us/app/m*modal-fluency-direct-mobile/id975544301?mt=8\)](https://itunes.apple.com/us/app/m*modal-fluency-direct-mobile/id975544301?mt=8) or [Google Play \(https://play.google.com/store/apps/details?id=com.mmodal.fdmic&hl=en\)](https://play.google.com/store/apps/details?id=com.mmodal.fdmic&hl=en).
(https://itunes.apple.com/us/app/m*modal-fluency-direct-mobile/id975544301?mt=8)

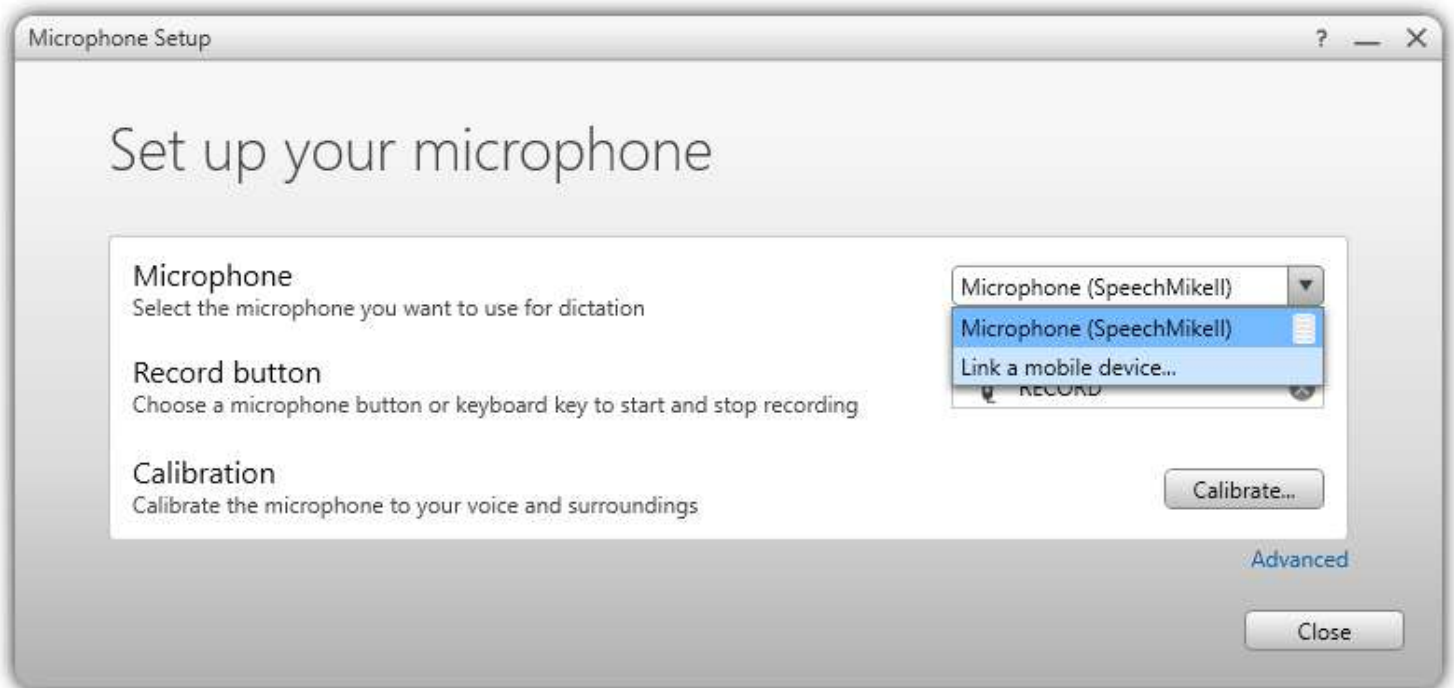
Linking a User ID to the Mobile Microphone App

After you have installed and opened the Fluency Direct Microphone, you will see the Welcome screen. Click the Get Started link to begin. You will be prompted to sign into Fluency Direct on your desktop or laptop computer to connect the microphone.



From Fluency Direct, select Microphone Setup from the Control Bar dropdown menu.

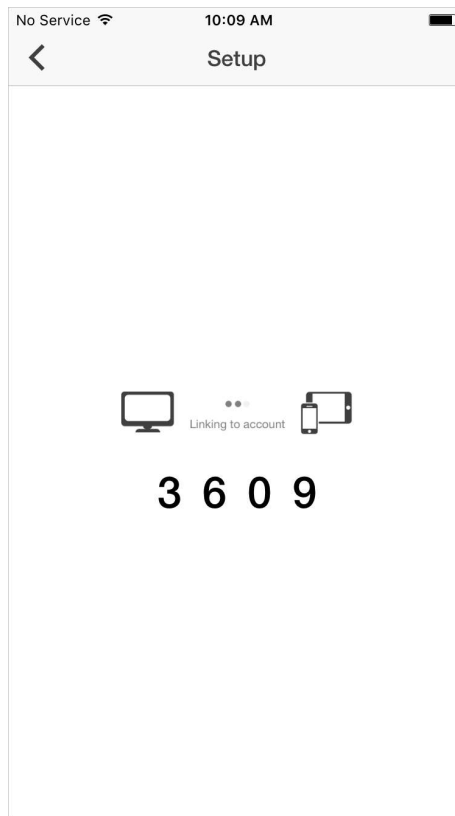
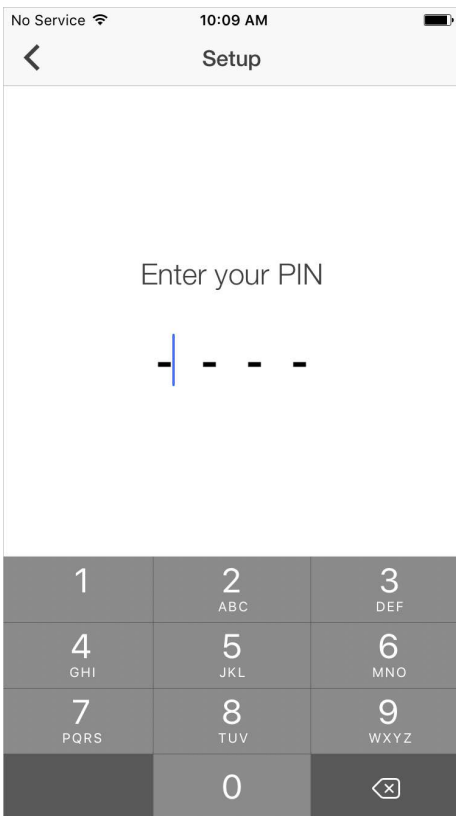
From here select "Link a mobile device..." from the Microphone dropdown menu.



Fluency Direct will present you with a 4-digit PIN. The entry of a PIN is a one-time linking process between your Fluency Direct User ID and your phone. Any time you load or switch to the Fluency Direct Mobile Microphone on your mobile device, the Mobile Microphone will be treated as a microphone source for the last instance of Fluency Direct logged into with your User ID. Fluency Direct will treat a switch to the Mobile Microphone as a new microphone being plugged into the computer. Fluency Direct will treat a switch away from the Mobile Microphone as a microphone being unplugged from the computer.



Access the Fluency Direct Mobile Microphone from your mobile device and enter the 4-digit PIN. Fluency Direct will connect with your mobile device.



Multiple Devices

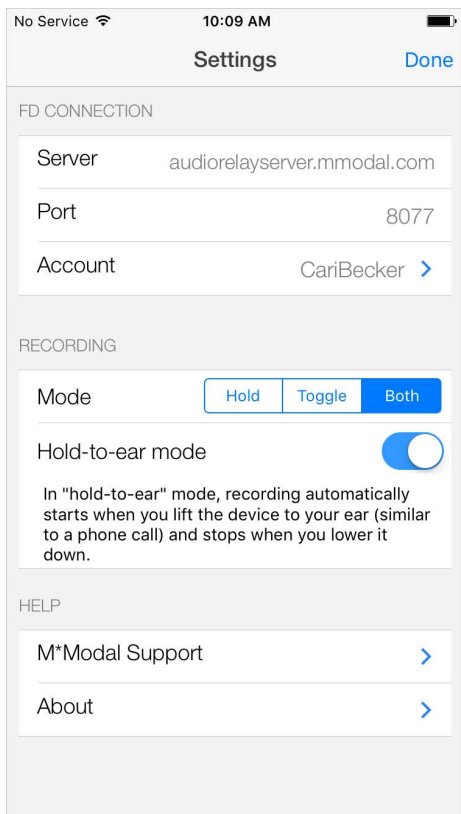
If you have more than one smart phone or perhaps a phone and a tablet, it is possible to link multiple devices (multiple "mobile microphones" via the FD Mobile Mic app) to one Fluency Direct user. The mobile device can only be linked to one Fluency Direct user at a time though. See below on how to Unlink a Fluency Direct user from the app.

Recording Mode

There are multiple dictation modes that you can use. Click on the Settings icon and select the Recording Mode desired.

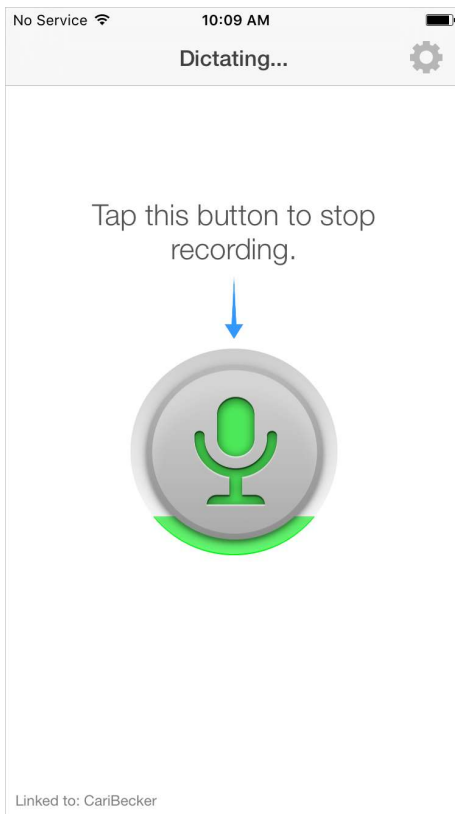
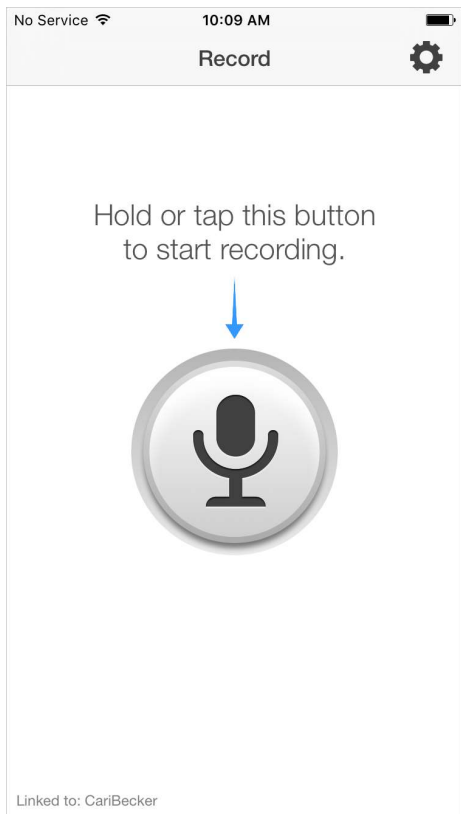
- **Hold:** This recording mode allows you to press and hold the microphone while recording. Releasing the microphone will end the recording session.

- **Toggle:** This mode allows you to tap the microphone to begin recording and tap it again to end the recording session.
- **Both:** Selecting both allows you to use either Hold or Toggle as desired.
- **Hold to Ear:** When this option is turned on, you can simply lift the phone to your ear and begin talking, as if you were making a phone call. The recording session is activated when you raise the phone and will end when you lower the phone.



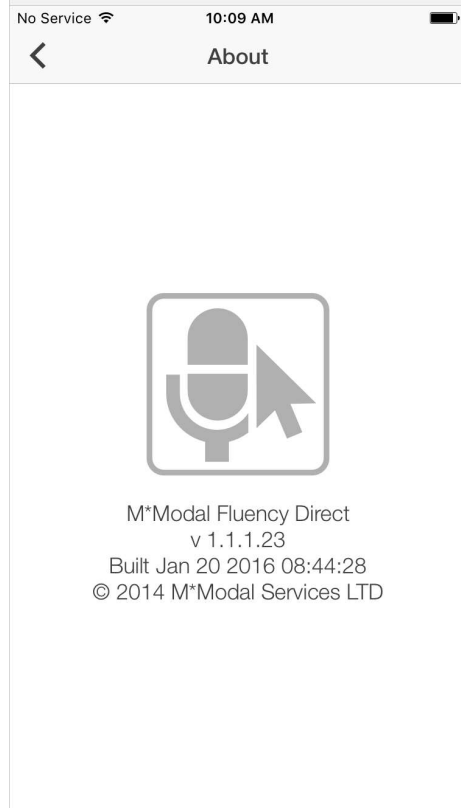
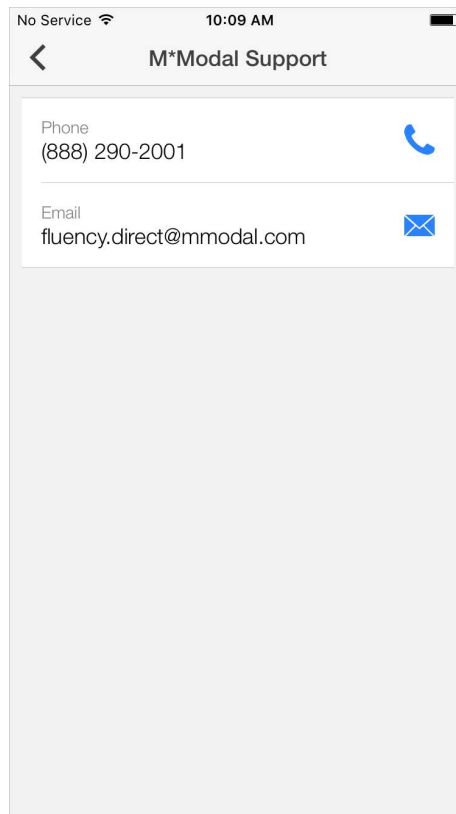
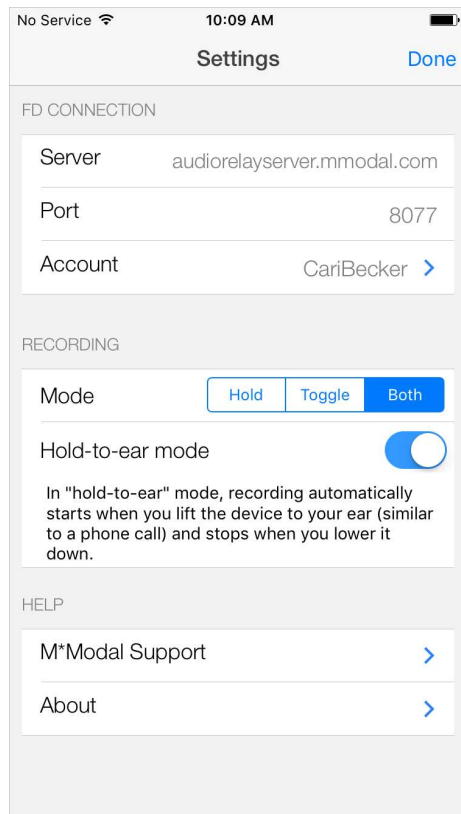
Microphone

The microphone indicator will display in green when you are dictating. Your speaking volume will be displayed in the outer circle and will adjust according to how loud you are speaking.



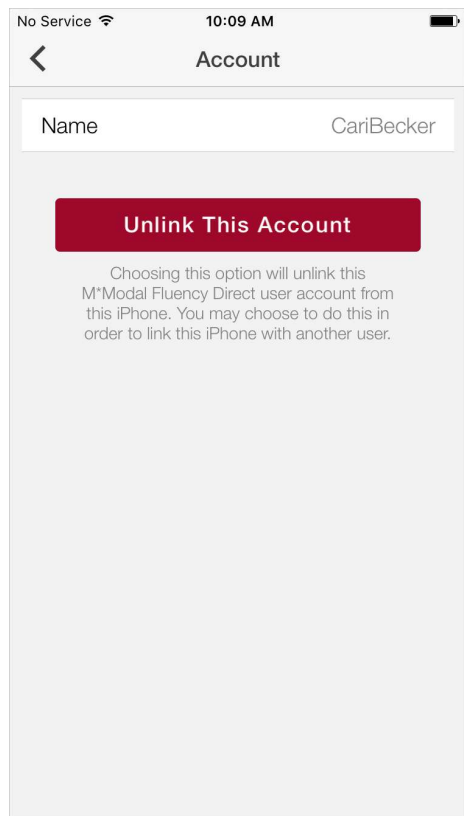
Settings

The Settings can be accessed from the cog-like icon in the upper right of the home screen. From here, you can view your FD Connection, change your recording mode, or access Support. The Support screen allows you to call or email M*Modal Support directly. The About screen will provide important version information, which can be used when contacting Support to assist in troubleshooting.



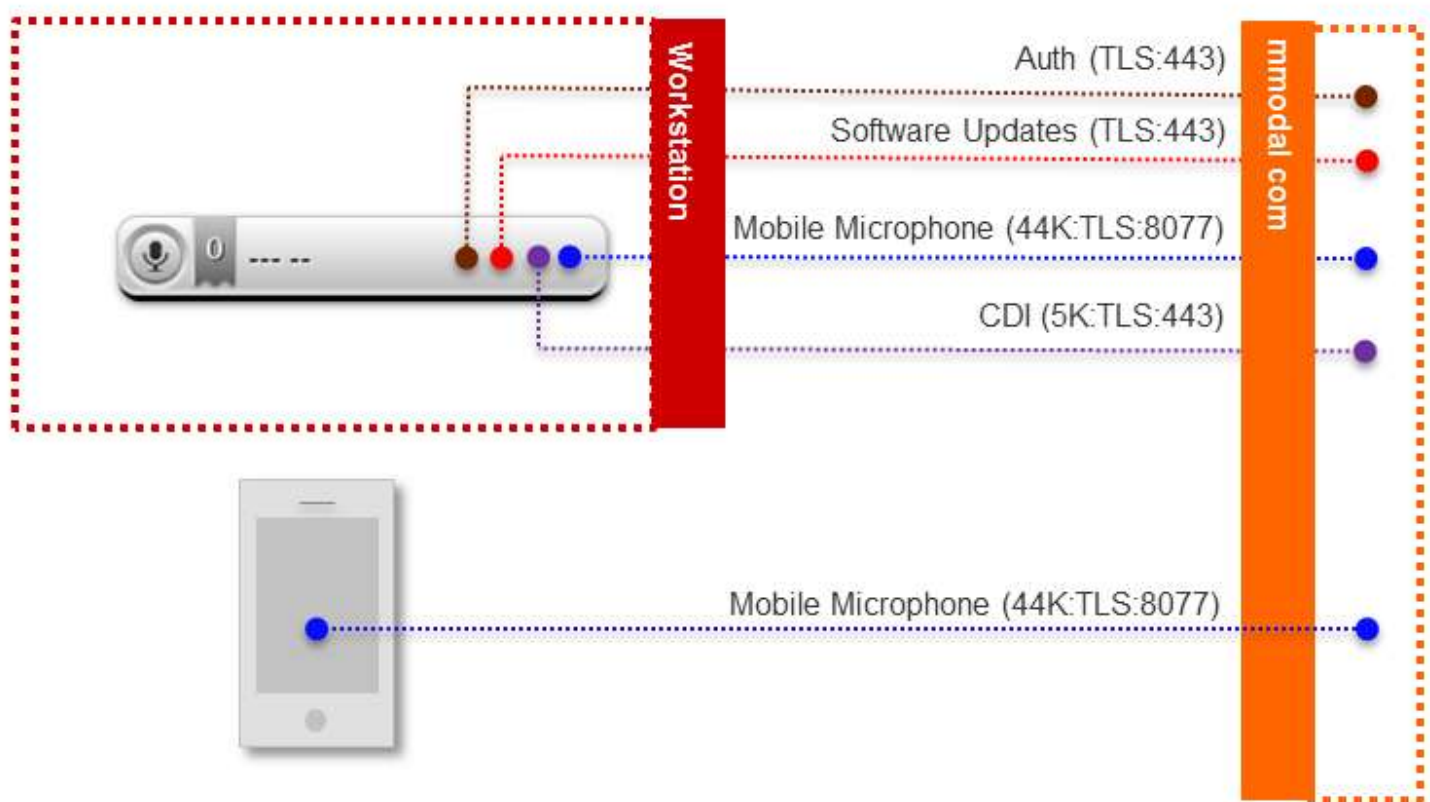
Unlinking a User ID from the Mobile Microphone

You can unlink your mobile device from a User ID by accessing the Settings (cog icon) on the home screen and selecting Account. The following screen will appear. From here you can click the **Unlink This Account** button and your Mobile Microphone will be disconnected from Fluency Direct.



Audio Routing Workflow

Secure audio transmission via a relay point in the M*Modal Data Center.



Security Considerations

Mobile Clients send audio to a M*Modal Data Center. Information sent typically does not contain PHI, but M*Modal takes precautions as if it does.

All information is transmitted securely using TLS1.2, an industry-standard encrypted transmission mechanism. Within TLS1.2, we use SHA or AES 256-bit encryption (High) and RSA with 2048-bit exchange. This is transmitted across port 8077.

Remove iPhone as Recording Device

The iPhone can be removed as a dictation device if desired by removing the following config line from the Fluency Direct configuration file.

Fluency Direct v9.1.x configuration file:

Default location: C:\Program Files (x86)\MModal\MModal Fluency Direct\FluencyDirect.exe.config

Fluency Direct v10.0.x configuration file:

Default location: C:\ProgramData\MModal\DesktopDictationClient\localSettings.config

Remove line below:

```
<add key="RecordingDeviceRegistryHostAndPort" value="audiorelayserver.mmodal.com:8077"/>
```

