NEXTGEN EMDAT TRANSCRIPTION DEMONSTRATION

This demonstration reviews usage of the Emdat transcription service in NextGen. Details of the workflow will likely vary somewhat, depending on practice policy & clinic layout, though this should give you a good idea of the functionality.

This has been prepared with EHR 5.8 & KBM 8.3. Subsequent updates may display cosmetic & functional changes.

Use the keyboard or mouse to pause, review, & resume as necessary.

• Emdat (by Nuance) is a transcription option we have incorporated into NextGen.

• It will be available for departments to license for any providers for who they feel it will improve workflow & efficiency. If you don't have it & are interested, please discuss with your clinic manager and/or the EHR Team.

• Emdat is not meant to *replace* the usage of NextGen as you've been taught.

 Emdat should complement your current usage of NextGen by allowing you to more easily "tell the story" in sections like the HPI or Plan, while continuing to do structured data entry in areas where that is important, such as the Med List, Allergies, Problem List, & Past Medical History.

• Users are strongly encouraged to continue to make robust use of Quick Saves (for areas like ROS & Physical Exam) & My Phrases (available in many areas, but especially the Plan section). You'll probably find that most of the time these meet your needs, & you can reserve dictation for those times that are exceptional or out of the ordinary.

• This will save you the time of dictating (& your department the cost of the transcription).

• Keep in mind the more you dictate & forgo structured data entry, the more likely that the NextGen coding assistant will not be helpful, so you'll need to manually select billing codes based upon your evaluation of your documentation.

•You will also be able to use Emdat to dictate up to 3 letters per encounter.

Basic Workflow

• The general workflow will begin with the nurse rooming the patient & entering data into NextGen.

• The provider will perform the encounter, entering as much data as possible into NextGen. This will include at least any modifications of the PMSF history, Problem List, Med List, Allergies, & Assessments. Physical exam entry in this manner is encouraged, using saved presets.

Basic Workflow

 The provider will dictate remaining content into a smartphone or iPad app.
 Most often this will be HPI & Plan details, <u>+</u> a few physical exam findings.

• The provider uploads this dictation from the device.

Basic Workflow

• The next day the provider will receive a task notification that the dictation is back; the provider goes to the encounter & generates the visit note.

• The things you've dictated will appear in the appropriate sections of the visit note, alongside the information entered directly into NextGen.

• Review the note, make any changes desired, then E-sign it.

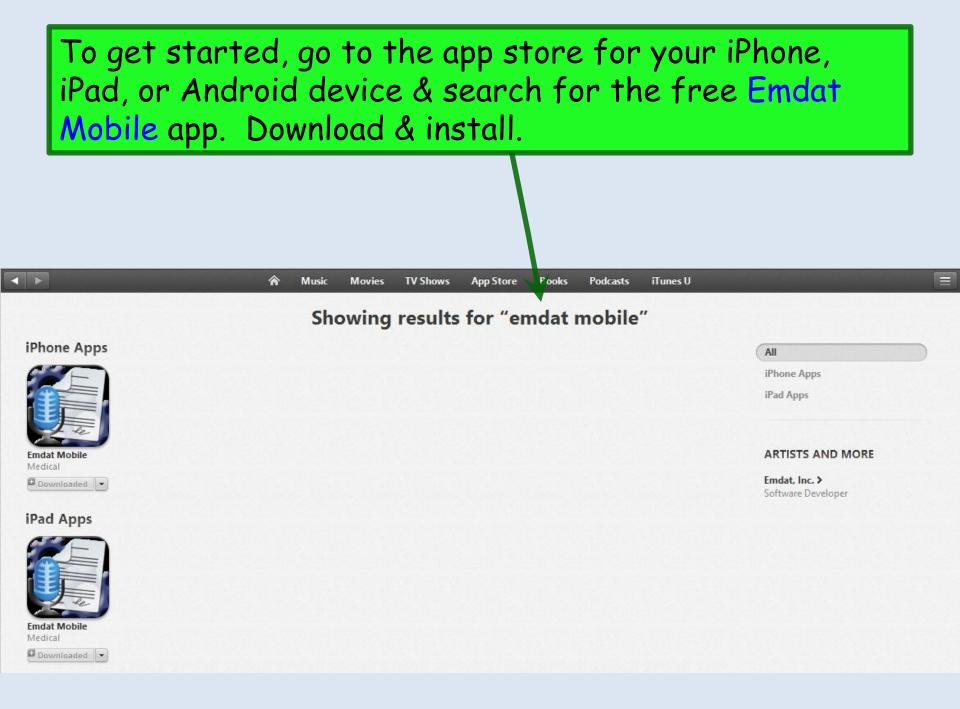
How does it work?

• Full manuals for the Emdat smartphone apps are available at:

https://kb.emdat.com/wiki/Manuals_and_Documentation

(However, keep in mind there are features described in the manual that we do not use, or use in a different manner.)

 But what follows should get you up to speed.



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		Login	
DELIVERING	ON THE PROMISE	E OF YOUR EHR	You'll be given credentials for logging on to the app the first time.
CREDENTIALS			
Login			
Password			
Client			
SECURITY			For patient privacy/HIPAA concerns, do not select Save
Save Login			Password.
Save Passwor	rd	05	
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Logout

Settings

PM

SUPPORT

Help Desk Support

Change Password

DEFAULTS

Recording Screen Templates

Document Type SOAP Note

Location **Default Location**

Silence Detection

Disabled

Transcription Text Size Small

FAVORITES

Patients

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Transcriptions

Settings

There is a **Settings** screen that you may wish to visit before you go further. A lot of these are just personal preferences or don't really matter much. But if you'd like some suggestions:

Recording Screen: Templates Document Type: Visit Note Location: Default Location Silence Detection: 30 seconds Transcription Text Size: Small



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Account

Settings



Silence Detection

USA Family Medicine

30 seconds



Transcription Text Size Small

Custom Encounter Field None

FAVORITES

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ument Types

Locations All

CONFIRMATIONS

Confirm Uploads

Confirm Logout

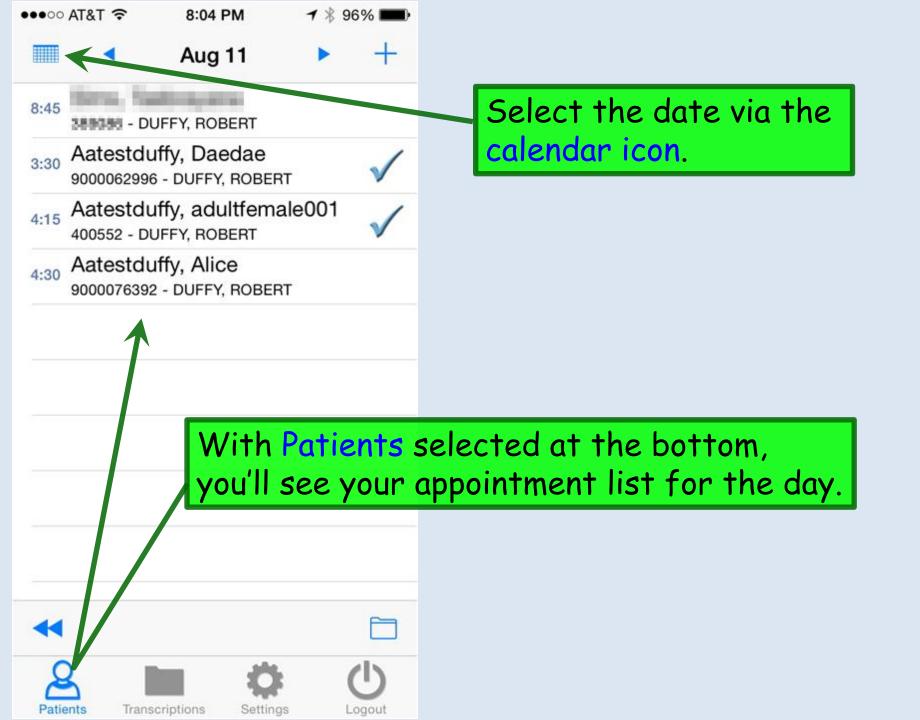
Patients

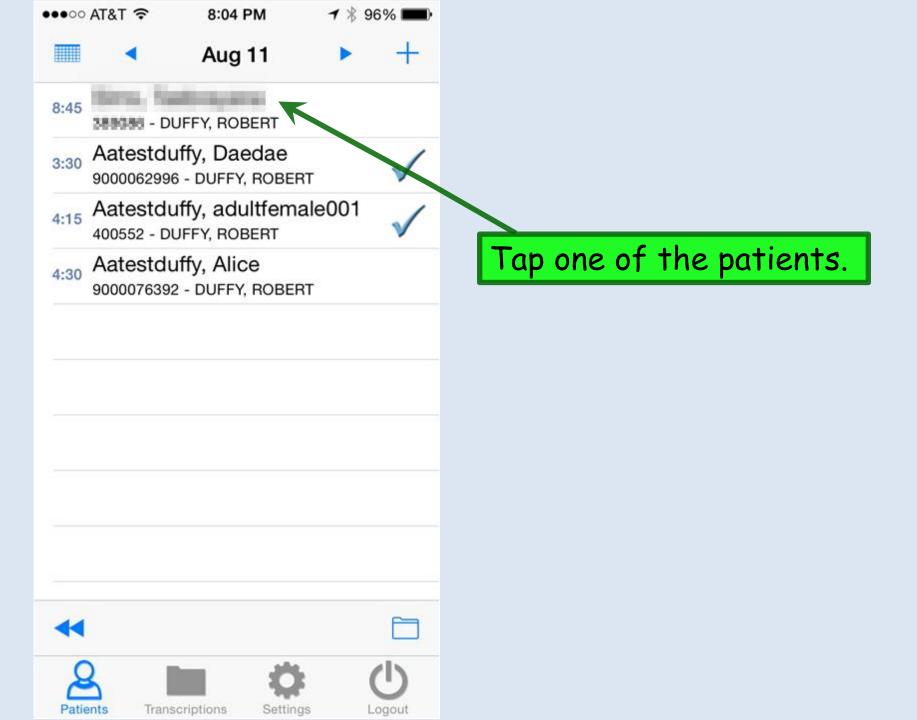


Suggested Defaults, continued

Custom Encounter Field: None Document Types: All Locations: All Confirm Uploads: On Confirm Logout: On

Now let's look at the basic workflow. Tap Patients.







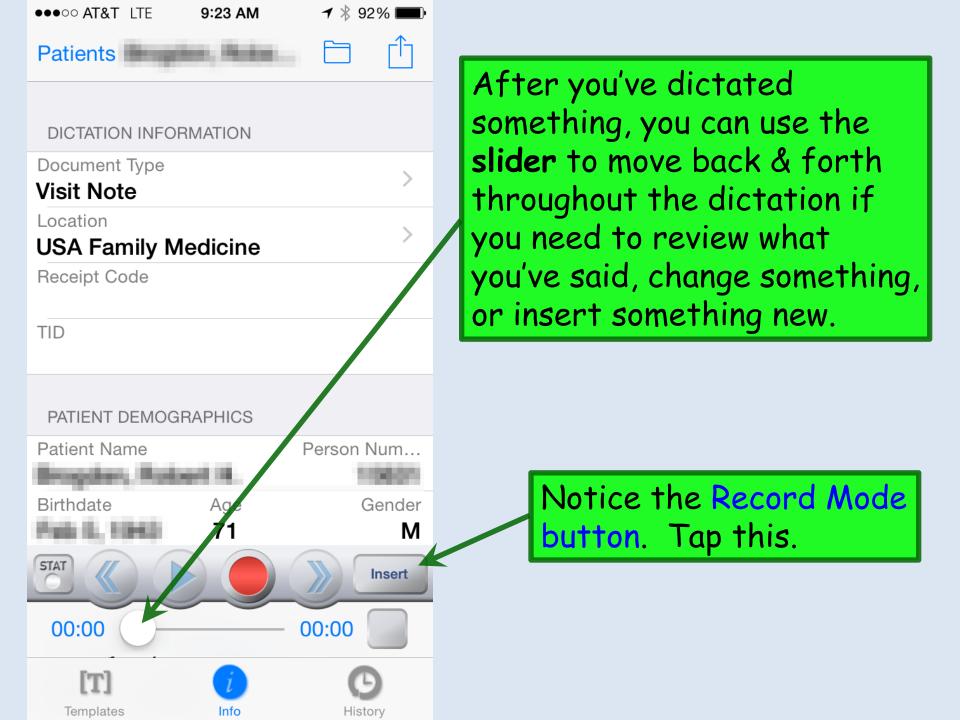
Info

History

Templates

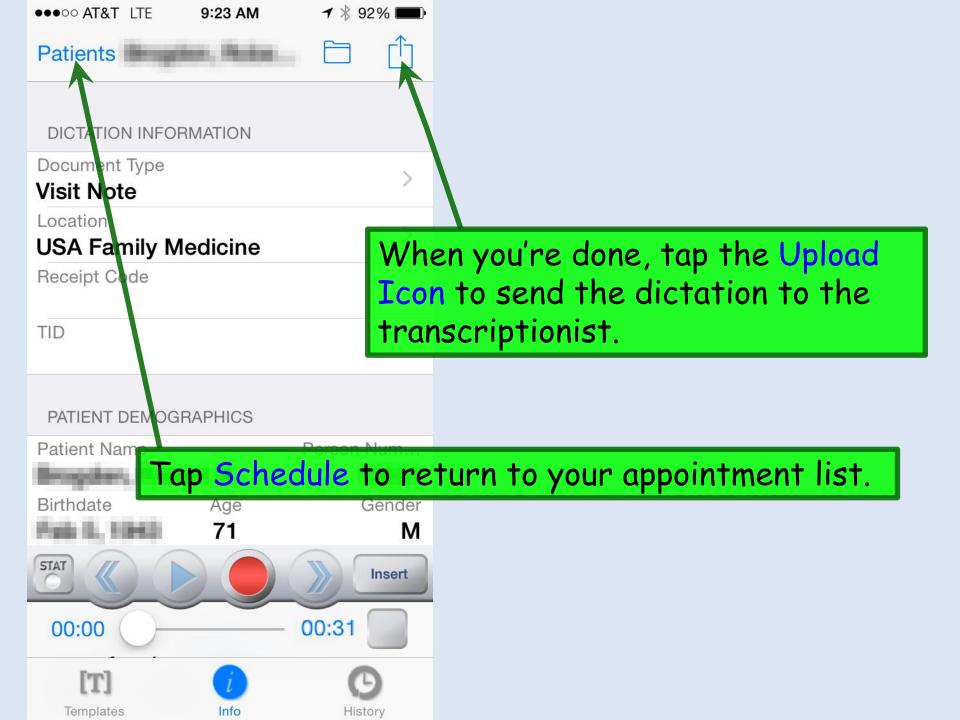
This takes you to the recording screen, with transport controls that will be familiar to anyone who has used other dictation systems. Simply tap the red Record Button & start dictating.

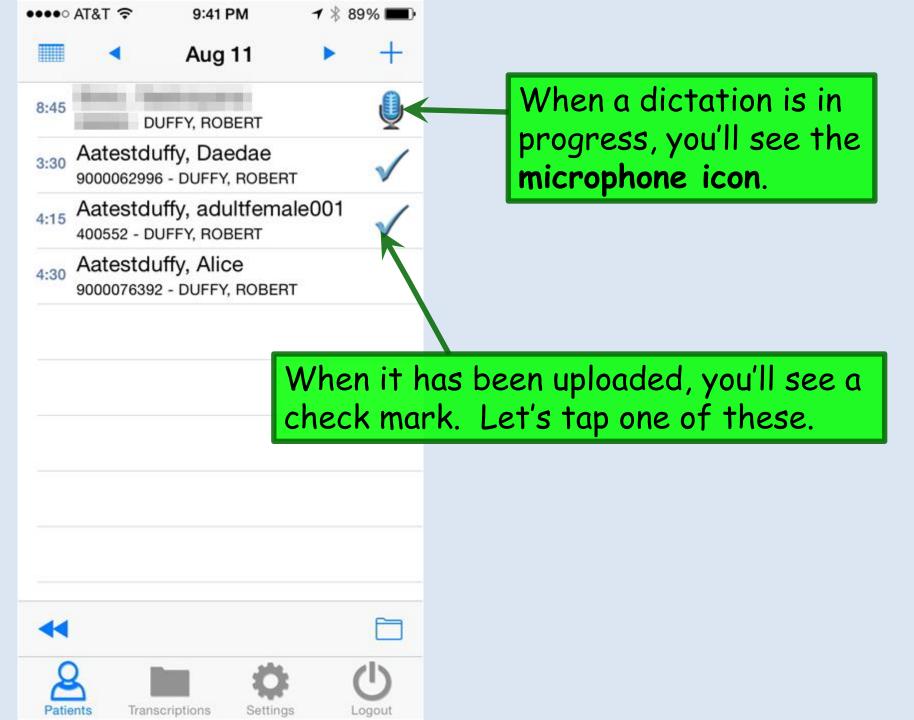
As an extra confirmation, begin your dictation by saying at least the patient's name & document type. Any other demographics you wish to add, such as medical record number or date of birth, could also prove helpful in the event of a technical problem.



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Done	Recording Mode	9
Append		
Overwrite	•	~
Insert		

You can choose among 3 options: **Overwrite** will replace everything after the point at which you start dictating. **Insert** will insert what you say at that point in the dictation, preserving everything after it. **Append** jumps to the end & adds anything new you say to the end of the existing dictation. This can be particularly helpful right after using **Insert**.





●●●○○ AT&T ᅙ 10:09 AM	イ ∦ 87% ■ •	
Patients Aatest, Jan	na 🗋 📫	
DICTATION INFORMATION		
Document Type		
Visit Note		
Location USA Family Medicine		
Receipt Code 2159236		
TID 106316746		e History icon. The red
PATIENT DEMOGRAPHICS		ells you how many notes have e on the patient. Tap History.
Patient Name	Person Num	
Aatest, Janna	900001009	
Birthdate Age	Gender	
Sep 25, 1965 49	F	
STAT (
02:30	02:30	
Templates Info	64	

	●●●○○ AT&T ᅙ	10:09 AM	7 🕴 87	% 🔳
	Patients	Aatest, Janna		Û
	Letter R. Lamar Duffy,		21, 2015	>
	Letter2 R. Lamar Duffy,		21, 2015	>
7	Visit Note R. Lamar Duffy,		21, 2015	>
	letter3 R. Lamar Duffy,		21, 2015	>

Here you see existing dictations. Tap one...



Aatest, Janna Aatest, Janna



Details

Transcription

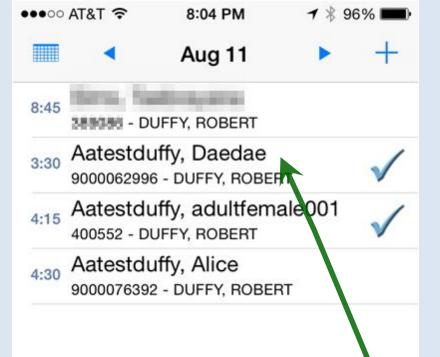
If the transcription has been completed & returned, you'll see it here.

HISTORY OF PRESENT ILLNESS:

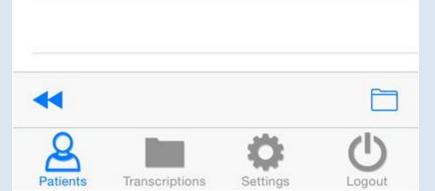
Janna Aatest is a 49-year-old white female who presents with a complaint of abdominal pain. She states this began about 3 weeks ago. Initially, it was dull and burning, starting after meals. Later, it became more sharp after meals and was still persistent somewhat between meals. It is slightly relieved by antacids. She denies a history of hiatal hernia or peptic ulcer disease in the past. In retrospect, however, she recalls that she has at times used Prilosec overthe-counter, and had not really thought anything about that or mentioned it to a doctor

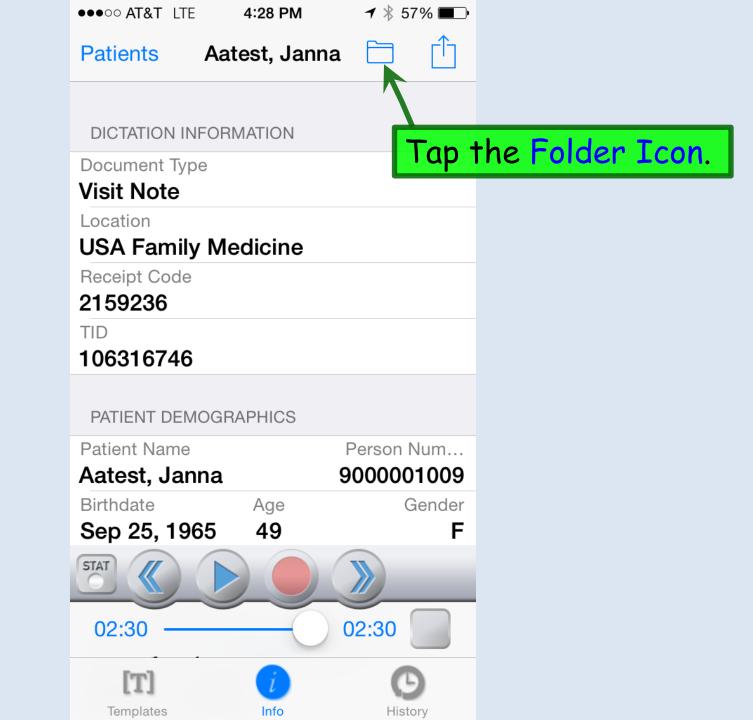


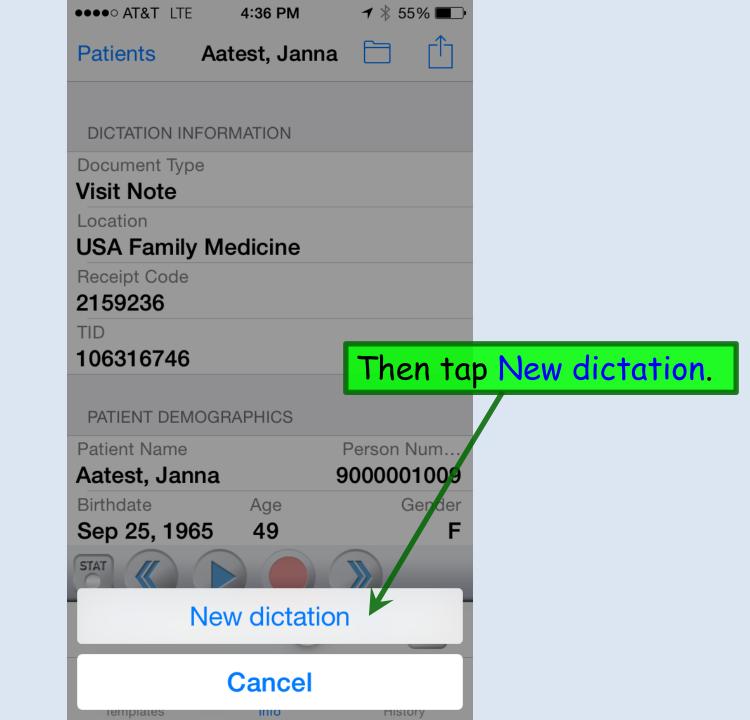
Most of the time you won't review dictations this way—but it's nice to know that, even if there is some glitch in getting it back to NextGen, you can still see & hear your dictation from your smartphone.

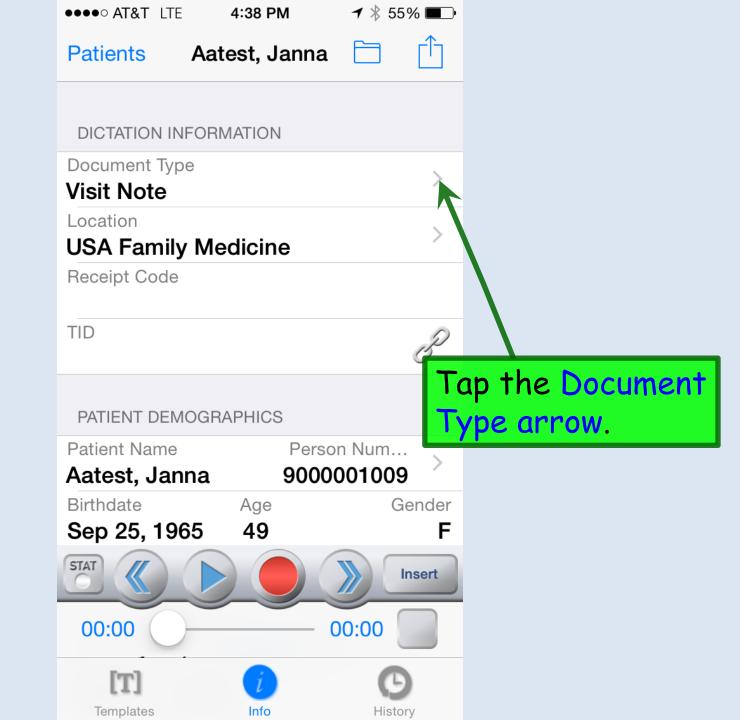


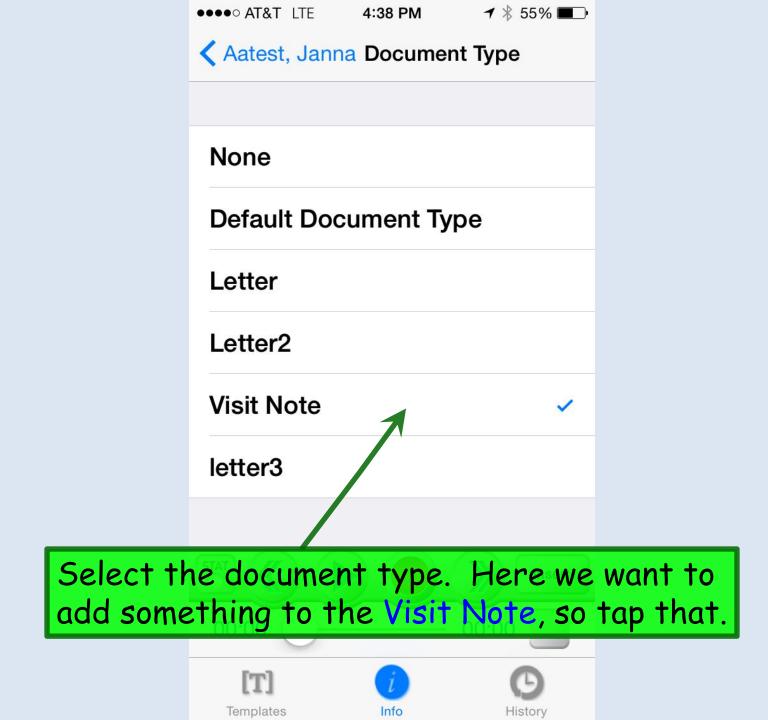
What if you remember something you need to add after you've uploaded the dictation, or you need to dictate a letter? Tap the patient from your schedule.









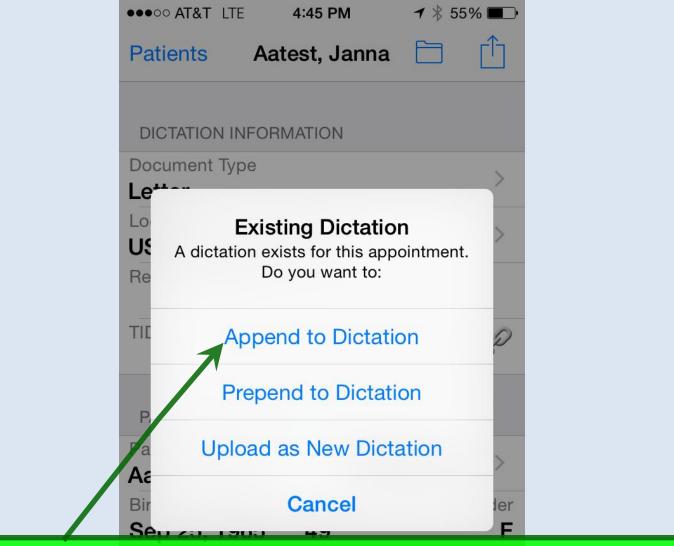




Dictate your additions. When done, click the Upload icon.

PATIENT DEMOGRAPHICS

Patient Name		Person Num	
Aatest, Janna	90	00001009	
Birthdate	Age	Gender	
Sep 25, 1965	49	F	
STAT		Insert	
00:00		- 01:04	
[T]	i	G	
Templates	Info	History	



You'll be prompted to Append to Dictation, Prepend to Dictation, or Upload as New Dictation. In this example we want to Append, so tap that.

Info





4:38 PM ●●●●○ AT&T LTE

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Aatest, Janna Document Type

None

Default Document Type

Letter

Letter2

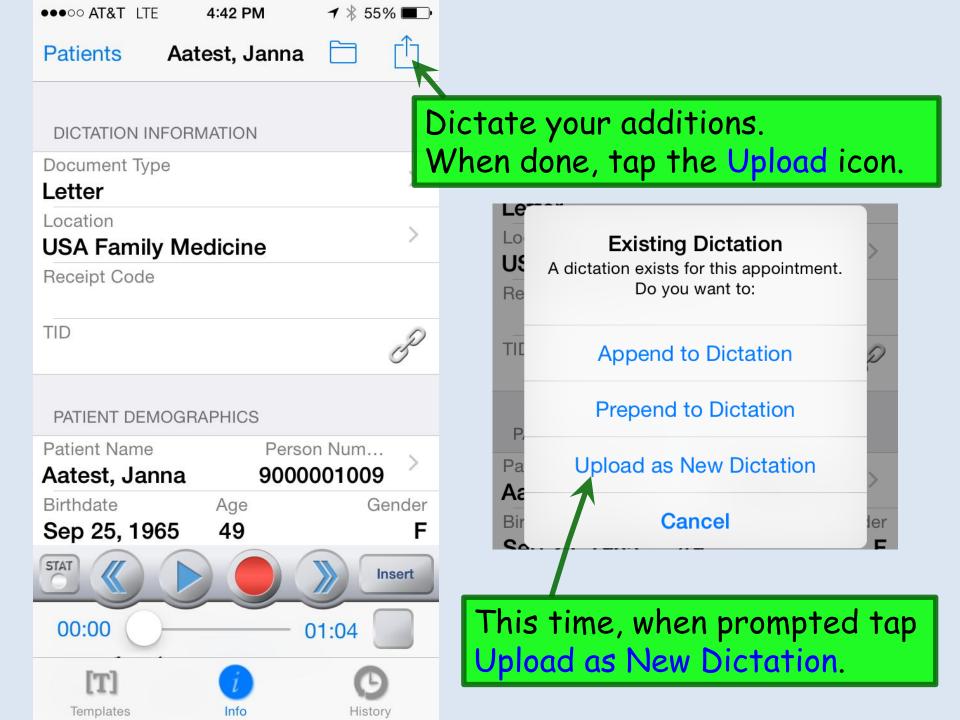
Visit Note

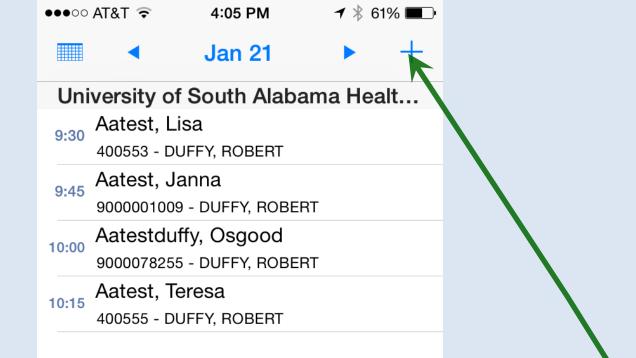
letter3



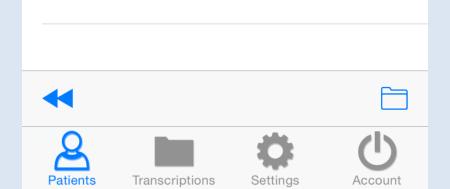
Notice that you can also dictate letters. After going through the steps to create a new dictation, just select a letter document type. (In actual usage, you may see a slightly different list, such as Letter1, Letter2, & Letter3.)

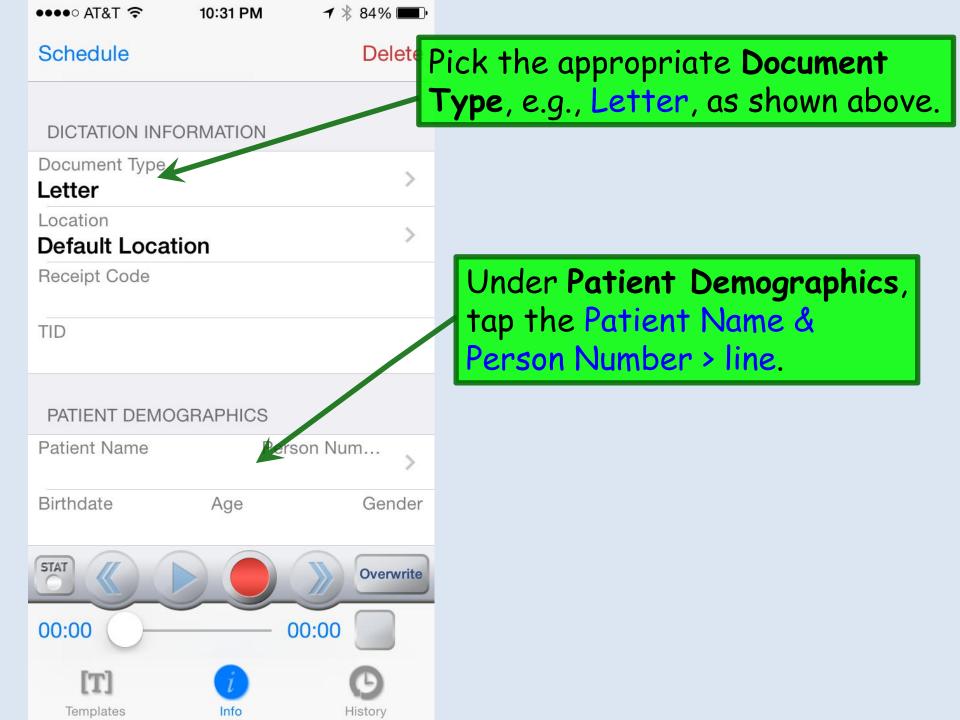
You can dictate up to 3 letters per encounter.

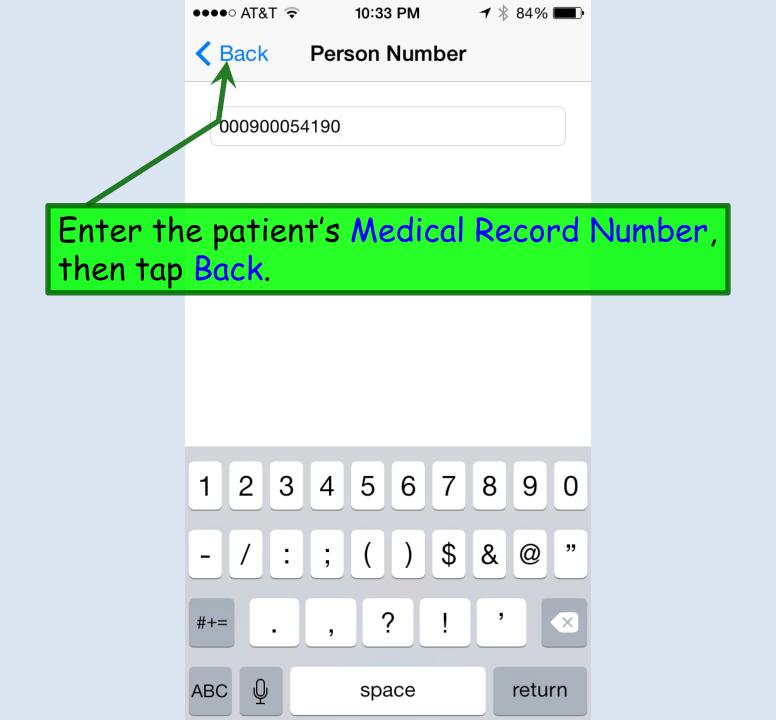




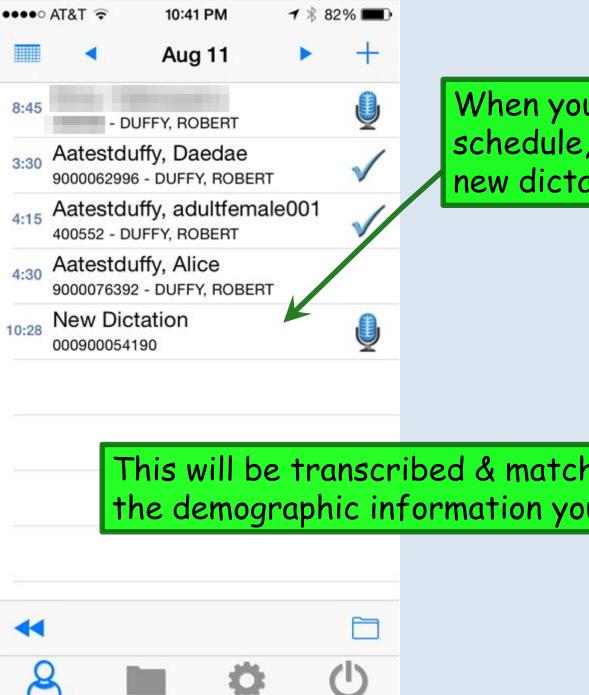
What if you need to dictate on a patient that hasn't been on your schedule recently? On today's date, tap the + at the top.







●●●●○ AT&T 🗢 10:37 PM	イ ∦ 83% ■ •	
Schedule 000900054190	Delete	
DICTATION INFORMATION		
Document Type		orm your dictation. Include in
Letter	the	dictation as much other
Default Location	dem	ographic information as you
Receipt Code	can-	-at least name & date of birth.
TID	The	n upload as previously illustrated.
PATIENT DEMOGRAPHICS		
Patient Name Person 000900	n Num	
Birthdate Age	Gender	
STAT (Overwrite	
00:00 00:	:00	
Templates Info	History	



Patients

Transcriptions

Settings

Logout

When you return to your schedule, you'll see the new dictation listed.

This will be transcribed & matched up with the demographic information you've provided.



Schedule Aatestduffy, Daedae

Some tips on dictation: TEMPLATE

- Obviously, the less background noise the better, but absolute silence is not necessary. Listen to a little of your dictation to make sure background noise isn't a problem.
- If you stumble over your words, or want to say something differently or more clearly, you can re-do the dictation. But remember you'll also have the opportunity to edit the text when you generate your note.



Hold the phone so you can see it when dictating, instead of up to your head like a telephone. This way you can see the difference between whether you are in record or pause mode. It's easy for your finger to inadvertently tap something, & it's pretty frustrating to waste time dictating & then discover it was on pause. This can also happen if you've enabled silence detection—especially if you set it to the very short 10 second option.

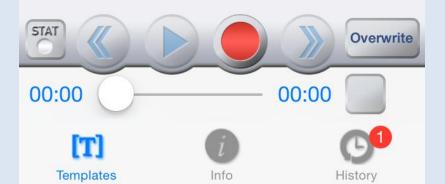




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Schedule Astestduffy Daedae

- Remember to hedge your bets for getting your dictation back quickly & accurately. The more information you say in the dictation (patient name, DOB, medical record number, encounter date, your name, etc), the more info there is to match the dictation, patient, & encounter if there is a glitch. You don't necessarily have to do all this, but you know the saying about belt & suspenders....
- Spell things that you think the transcriptionist might have trouble with. They're good with medical terminology, but names are always challenging, especially if spoken too quickly.



- You don't have to "navigate" to sections of your dictation on the smartphone. Just say things like "HPI," "Review of Systems," "Plan," etc. Your words will go to the appropriate place in the visit note.
 - To the extent that is possible. Many people jump around & mix content while dictating, & that's actually accommodated pretty well. You just may see elements of HPI, ROS, past history, social history, etc., all lumped together in the HPI if you lump them together as you speak. And that's not the end of the world—the information at least gets into the note in the narrative fashion you intended.



If you haven't already done it, after finishing your dictation, remember to complete other elements of the encounter in NextGen. In particular, add Today's Assessments, as well as update & send prescriptions. Update the Problem & Allergy Lists. While you can dictate your ROS & Physical Exam, it is almost always faster to use Presets (Quick Saves) in NextGen for this, perhaps dictating anything that is particularly atypical & wordy.

Bill for your encounter, either today or after dictation is back. Remember that the more elements you dictate without documenting in NextGen, the more likely the coding assistant in NextGen will either undercode, or not work at all, so you'll have to manually select your billing

code.

Ready

<u>F</u>ile

DAED

X

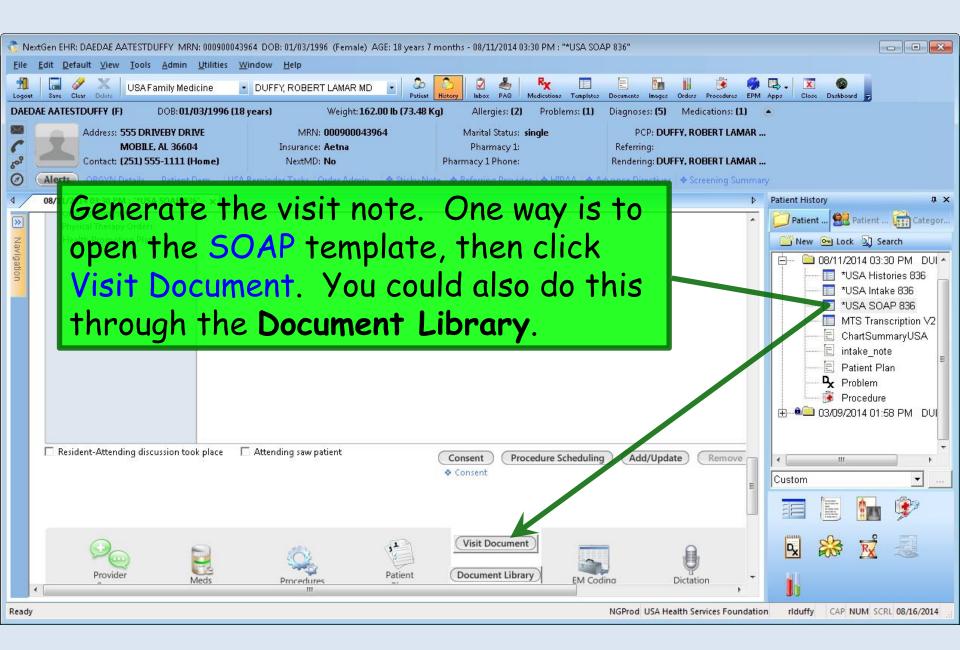
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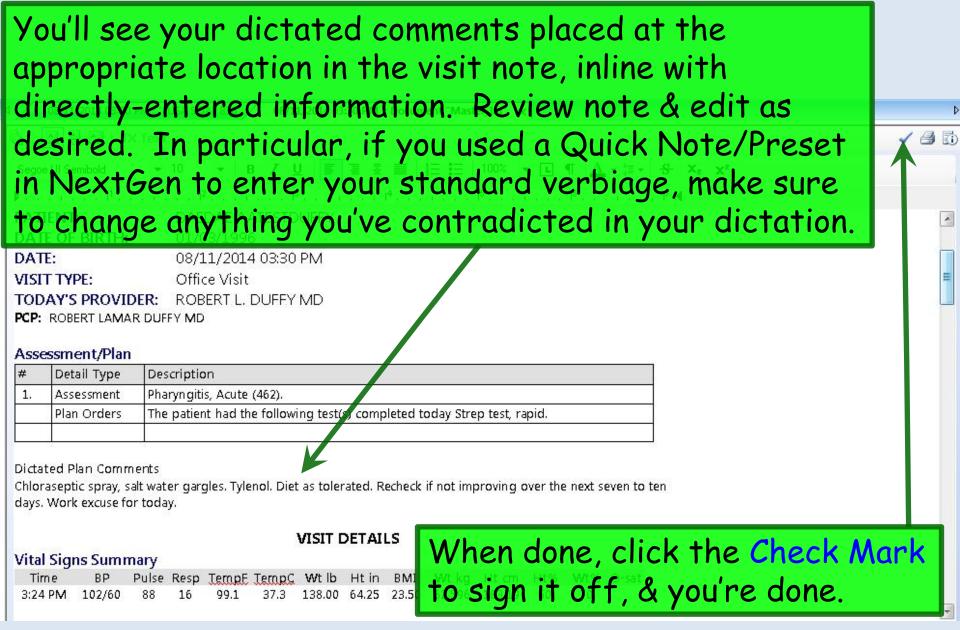
UI 🔺

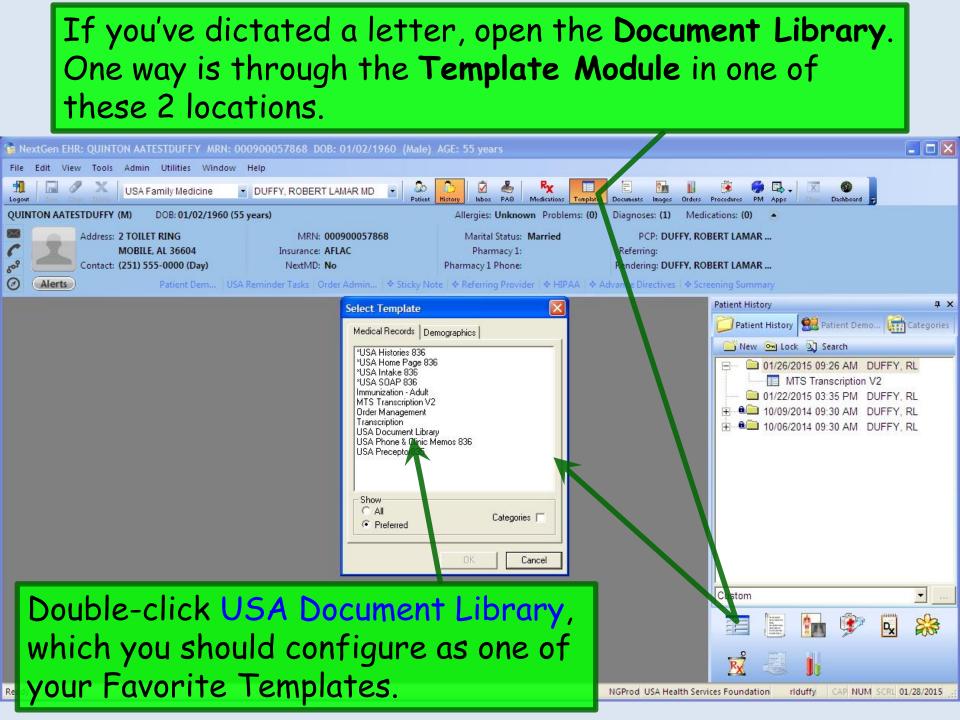
By the next business day* you'll get a task telling you the dictation has returned. Respond to the task & go to the chart.

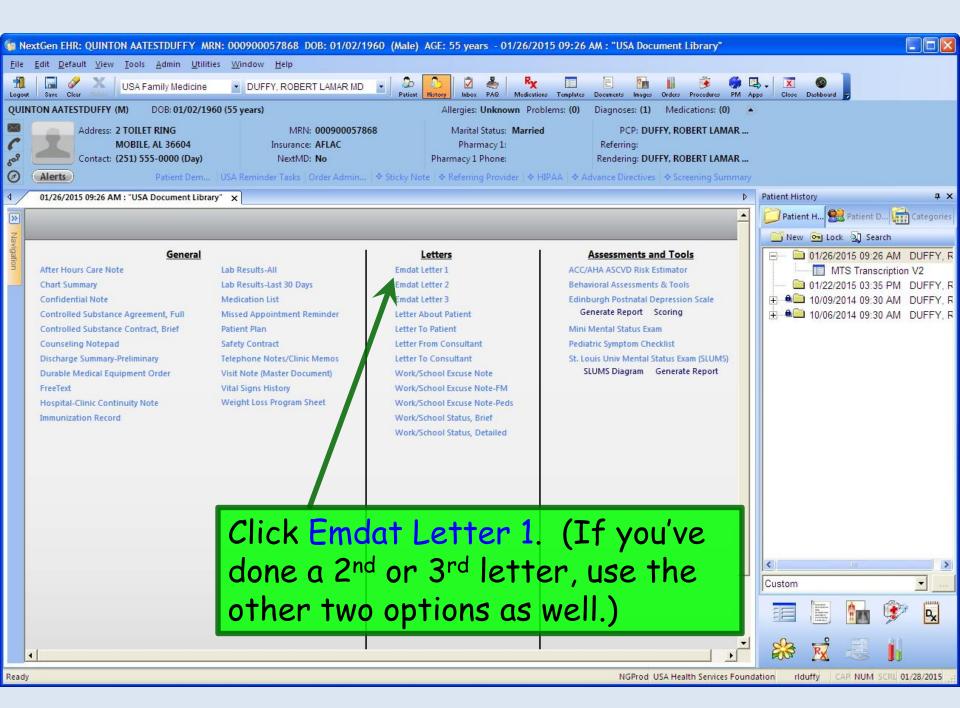
*	Due Date 🔺	Patient/Subject	Description
	08/25/2014		 Patient has dictation that has be
ſ	Task Details		<u> </u>
	Due Date:	8/25/2014	
	Priority:	Normal 🗾	
	Subject:	EMDAT Alerts	
	Description:	Patient has dictation that has b Please validate the Trancription the master document.	

* Friday dictations appear on Monday. Dictations you do over the weekend may not appear until Tuesday. Dictations on patients who have not been on your schedule recently may take an additional day to return.











USA Family Medicine 1504 Springhill Ave Ste 1800 Mobile, AL 366043273 01/28/2015

Re: QUINTON AATESTDUFFY, D OB01/02/1960

January 26, 2015

Re: Quinton AATestDuffy

Roger Goodell 280 Park Avenue Culver City, CA 90232

Dear Commissioner Goodel:

My patient, Quinton Aatestduffy, requested that I send you this letter to establish his whereabouts on the weekend of 01/18/2015. He was in Mobile, Alabama and was nowhere near any NFL game and, thus, could not have possibly influenced the air pressure in any footballs.

If I can be of further assistance, please let me know.

Sincerely,

R. Lamar Duffy

Sincerely,

As you review your letter, there are a few things to keep in mind.

ROBERT L. DUFFY MD

Your letter will generate. Proofread & modify as you desire. When done, save the document, & print if necessary.



USA Family Medicine 1504 Springhill Ave Ste 1800 Mobile, AL 366043273 01/28/2015

Re: QUINTON AATESTDUFFY, D OB 01/02/1960

January 26, 2015

Re: Quinton AATestDuffy

Roger Goodell 280 Park Avenue Culver City, CA 90232

Dear Commissioner Goodel:

My patient, Quinton Aatestduffy, requested that I send y of 01/18/2015. He was in Mobile, Alabama and was possibly influenced the air pressure in any footballs.

If I can be of further assistance, please let me know.

Since rely,

R. Lamar Duffy

Sincerely,

ROBERT L. DUFFY MD

Your **Return Address** will appear automatically, so you don't have to dictate that. Do include the date, though.

Dictate the **Inside Address** (the **To** address), if you know it at the time. If you don't, it may be easier to add it at this time, or send a task to one of your assistants to do so.

Letters sometimes have an excessive number of blank lines, so you may wish to delete those to taste.



USA Family Medicine 1504 Springhill Ave Ste 1800 Mobile, AL 366043273 01/28/2015

Re: QUINTON AATESTDUFFY, D OB 01/02/1960

January 26, 2015

Re: Quinton AATestDuffy

Roger Goodell 280 Park Avenue Culver City, CA 90232 A **Re** line with patient name & DOB will appear automatically, so you don't have to dictate that. But if you did, it may appear twice, so delete whichever version you don't want.

Dear Commissioner Goodel:

My patient, Quinton Aatestduffy, requested that I send you this of 01/18/2015. He was in Mobile, Alabama and was now he possibly influenced the air pressure in any footballs.

If I can be of further assistance, please let me know.



Similarly, a *Closing* will appear automatically, so you don't have to dictate that. But if you did, it may appear twice, so delete whichever version you don't want.

This concludes the NextGen Emdat Transcription demonstration.

Be a role model, not a poster child.

R. Lamar Duffy, M.D. Associate Professor University of South Alabama College of Medicine Department of Family Medicine