MedQuist™

The Learning Team

Using SpeechQ Report Station

September 2006

Course Manual

Student Guide   Product #

Acknowledgments

SpeechQ for Radiology Legal Disclaimer

Speech recognition is a statistical process, and potential differences between what was dictated and what is interpreted by the speech engine are inherent in that process. Users should understand that different interpretations are possible and allow for review prior to authentication of the final transcription. It is the user's responsibility to review all documents created using MedQuist's SpeechQ for Radiology solution and to confirm the correct interpretation before using and authenticating the results of the speech recognition.

Customer 's clinicians shall have full responsibility for the care and well-being of their patients and any reliance by them upon documents created using a tool such as SpeechQ shall not diminish that responsibility.

How to Use This Manual

MedQuist instructional design is consistent with adult learning theory that stipulates experiential learning. Our instructional design is consistent with this idea in that it provides content delivery from an instructor and hands-on exercises that learners can complete with the instructor or independently.

Manuals contain:

- objectives and summaries at the module and topic level.

- content and exercises that improve job performance.

- practice exercises that enhance the transfer of knowledge, skills, and abilities from the classroom to the workplace.

Modules and Topics - Each manual consists of modules that group topics relating to specific tasks and skills. Each module lists objectives to provide specific goals for learning. Modules also supply a listing of prerequisite knowledge necessary for completing the topics covered in the module.

Performance and Application - Each module ends with practice exercises designed to help you learn the material presented in the modules.

Manual Features

References - References to keyboard keys are presented in **bold** type. Key combinations are referred to in the following format: **Alt + A**. This means hold down the **Alt** key and press the **A** key at the same time. Menu names and commands also appear in **bold**.

Special text - Information that you type or enter is presented in *italics* or on a separate line in a `typewriter font`.

Prompts - Messages displayed by programs are surrounded with quotes and also appear in **bold**. For example, DOS displays the prompt: **"Insert the disk to format."**

Special symbols - The following symbols indicate important notes:

✏ This symbol points out a note of additional information.

☠ This symbol calls your attention to a very important note or warning.

🔔 This symbol indicates a tip or shortcut for a procedure you just learned.

Q This symbol indicates a note that is specific to MedQuist or a recommended setting for a field. Absence of this note indicates that the field setting is determined by client specifications or other requirements.

📖 This symbol indicates a reference note.

About This Course

Course Description

This course covers creating and editing reports with SpeechQ Report Station. Participants also learn how to re-open and re-record reports, add addenda to reports, change passwords, set user preferences, check in and check out reports, and insert auto-text. If applicable to the participants' on-the-job work environment, this course also covers using barcode scanners to search for reports and assign orders.

Course Purpose

The purpose of this course is to provide participants with the required skills and knowledge to manage report workflow using SpeechQ Report Station.

Course Audience

This course is intended for system administrators who use SpeechQ Report Station.

Course Prerequisites

Prior to taking this course, participants must have taken the following courses:

- Speech Recognition Introduction

- SpeechQ Workflow Introduction

- SpeechQ Introduction

Course Objectives

After completing this course, you will be able to:

- apply key SpeechQ concepts.

- log on to and navigate SpeechQ Report Station.

- complete initial setup.

- work with reports.

- use resident and attending roles.

- use dictation features.

- use medical transcriptionist roles and transcription features.

- set user preferences, add report properties, apply filters,and select columns.

- use Command Explorer, auto-texts, and the ConText Lexicon.

Module 1:
Applying Key SpeechQ Concepts

Module Description

This module covers applying key SpeechQ concepts that provide prerequisite knowledge for SpeechQ Report Station users. Concepts that this module covers include roles and work groups, recording with speech recognition, and workflows.

Module Performance Objectives

After completing this module, you will be able to:

- understand roles and work groups.

- record with speech recognition.

- define SpeechQ workflows.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- use Windows 2000 or later version.

Module Scenario

Your hospital has recently installed SpeechQ for Radiology. Your tasks as a document author require you to use SpeechQ for creating reports. First, you need to learn to apply key concepts that help you understand how SpeechQ works.

Topic:
Understanding Roles and Work Groups

Defining Users and User Roles

The term, "user", is a person who interacts with the SpeechQ system. A user can have a number of personal properties that the SpeechQ system uses for identifying them. For example, each user has a unique logon name.

All users have one or more user roles. User roles determine how users interact with the SpeechQ system. For example, user roles can determine the SpeechQ module with which you can work and the workflow phases in which you are involved.

SpeechQ has the following predefined default user roles:

User Role	Description
Resident	Works with the Report Station module. In the workflow, they are involved in the recording and review phases.
Attending	Works with the Report Station module. In the workflow, they are involved in the recording and approval phases.
Medical Transcriptionist	Works with the Report Station module. In the workflow, they are involved in the transcription phase.
Workflow Administrator	Works with the Workflow Administration module. They add users, define workflow types, define work types, and define many other aspects of the workflow. They do not participate in the workflow. Their tasks include installing users, assigning access rights and user roles, work types, and many other aspects of the workflow.
System Administrator	Works with SpeechQ System Administration. They do not participate in the workflow. Their tasks include installing, configuring, and maintaining SpeechQ, as well as system maintenance, backup, and archiving.

User Role	Description
Patient Administrator	Works with SpeechQ Patient Administration. They do not participate in the workflow. Their tasks include entering new patient and order data into SpeechQ Patient Administration. Patient and order data will subsequently be available to the users working with the Report Station module.
ConText Administrator	Works with SpeechQ Report Station. They take care of ConText Adaptation for users who do not have the time to perform it themselves.

After successful logon, SpeechQ recognizes a user's assigned user role(s). The main window displays the user's Reports List with their assigned reports and provides the functions relevant to that user role. A document author can view buttons for creating new reports, starting recording, review, etc. Users with multiple roles can switch between user roles within a session without logging out.

Defining Work Types and Work Groups

SpeechQ uses the work type of a report and work groups as criteria for automatically routing a report for transcription.

Defining Work Types

The work type is one of the properties of a report. Each work type is associated with a template, a ConText (optional), and a radiology image. The template is a pre-designed Word document that may contain generic text and fields. As the report progresses through the workflow, SpeechQ adds recognized, corrected or transcribed text to the template. When the Workflow Administrator configures the distribution matrix, SpeechQ establishes a direct relationship between work types and work groups.

Defining Work Groups

Work groups organize users who have similar skills and experience. For example, a Medical Transcriptionists work group contains all medical transcriptionists in the organization.

The Workflow Administrator assigns work groups to process certain work types when defining the distribution matrix.

Every medical transcriptionist is assigned to one or more work groups. However, medical transcriptionists have one work group that is their primary work group from which they receive most of their work. The primary work group processes reports that best suit the medical transcriptionist's skills. Assigning medical transcriptionists to more than one work group works as load balancing support. If some work groups are overloaded with work, SpeechQ assigns reports for the overloaded group to different work groups. SpeechQ reassigns these reports and they display on a user's Reports List with different color-coding.

Defining Automatic Report Distribution

The automatic distribution of a report is a correlation between work type, work group, and the workload of the associated work groups.

A Resident or Attending can specify a Medical Transcriptionist to work on their report. However, if none has been specified, SpeechQ automatically routes the report to a work group. SpeechQ adds the report to the worklists of all members of the work group. When a member of the work group starts processing the report, it becomes unavailable to any other member of the work group.

Defining Access Rights for Report Station Users

Access rights define the tasks and activities a user can perform in the SpeechQ system. They are related to a specific user role. The Process Definition Tool defines access rights.

SpeechQ installs with pre-defined user roles that already have a specific set of access rights assigned to them. The Workflow Administrator can modify these user roles. The pre-defined user roles for SpeechQ Report Station are:

- Resident

- Attending

- Medical Transcriptionist

Defining Resident Access Rights

Residents are users who create reports with (recognition user) or without (dictation user) speech recognition. As a Resident, you have the access rights required to:

- create and record reports.

- edit sound files.

- assign reports to Medical Transcriptionists.

- review transcribed reports.

- adapt your ConText.

- change your personal properties.

Defining Attending Access Rights

Attendings are users who create reports with (recognition user) or without (dictation user) speech recognition and sign off final report documents. As an Attending you have the access rights required to:

- create and record reports.

- edit sound files.

- assign reports to Medical Transcriptionists.

- approve and sign finalized reports.

- change your personal properties.

Defining Medical Transcriptionist Access Rights

Medical Transcriptionists are users who transcribe reports from digital dictation. They also replace incorrectly recognized text for authors who have created reports using speech recognition. Medical Transcriptionists have the access rights required to:

- transcribe reports.

- correct errors in the report properties.

- change your personal properties.

Defining Workflows

A workflow is the automation of a business process during which documents, information or tasks are passed from one workflow participant (user) to another for action, according to a set of procedural rules. The automation of the process ensures that documents are not lost when they are promoted through the different workflow phases.

Residents, Attendings, and Medical Transcriptionists work together to process reports.

The following diagram shows a typical SpeechQ workflow. This simplified workflow focuses on major phases with a direct progression from one phase to the next:
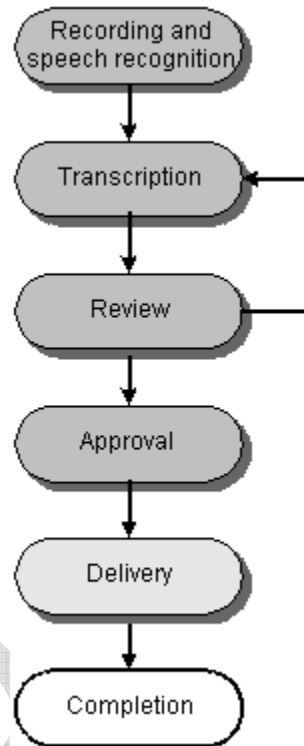
1. The Resident records the report and creates a sound file. If the Resident is a recognition user, speech recognition also takes place in this phase. SpeechQ promotes the report to the Medical Transcriptionist.

2. The MT checks the report document for incorrectly recognized words or types out the sound file. SpeechQ promotes the report back to the Resident for review.

3. The Resident reviews the report. If the Resident accepts the review, SpeechQ promotes the report for signing. Otherwise the report is routed back to the MT for further work.

4. The Attending approves and signs the report.

5. The report is delivered, for example, a document is printed or the file is attached to an email.

6. The report is completed and archived.

Defining Phases and States

A phase is a distinct part of the workflow where a user processes the report in a specific way. For example, recording, transcription and review are all workflow phases.

Within each phase there are four predefined states: waiting**,** waiting (checked out)**,** suspended**,** finished. The diagram below illustrates how these states follow on from each other and interact.

When a report is ready for the next processing step, its state is waiting. As soon as this processing step is started (i.e. the report opens), the report's state changes to waiting (checked out)**.** If processing is interrupted, the state changes to suspended. When working is resumed, the state changes back to waiting (checked out).

When a report reaches the state finished, it is promoted to the next phase.

Defining Phases

The following table describes report phases in SpeechQ:

Phase	Description
Recording	The Resident or Attending records a report, and SpeechQ creates a sound file.
Transcription	The Medical Transcriptionist creates a text document manually from a sound file or compares the sound file with the recognition result, which is the text SpeechQ inserts into the document through speech recognition. The MT edits the document and replaces any incorrectly recognized words or phrases.
Review	The Resident checks that transcription has been performed accurately.
Approval	The Attending reviews a Resident's report before signing it.
Adaptation	ConText Adaptation takes place.
Delivery	There are two delivery phases: • **RIS Delivery**: SpeechQ sends the report to an external information system for storage (if you are not connected to a HIS/RIS, SpeechQ still executes this phase but with no result). If RIS Delivery fails, the report remains in the RIS Delivery phase with the state suspended. Once it is successful, the second Delivery phase, Document Delivery, occurs. • **Document Delivery**: SpeechQ delivers the report (printed, faxed or attached to an email). If delivery fails, it remains in the Document Delivery phase with the state "suspended".
Completion	A report is waiting for archiving, and eventually purging.

The transition from one workflow phase to the next is "routing". The sequence of phases in a workflow is determined by its workflow definition. This means the workflow definition defines how SpeechQ routes documents from one phase to the next. Routing is also an automated process.

Defining States

The following table describes report states in SpeechQ:

States	Description
Waiting	Indicates that the report has not yet been worked on in this phase.
Suspended	Indicates that report has been opened for work, but closed again before it has been finished.
Waiting (checked out)	Indicates that a report has been opened (checked out) and is being worked upon at the moment.
Finished	Indicates that a report is ready for promotion to the next phase.

Using SpeechQ Offline

The normal way of working with SpeechQ is creating and processing reports while connected to SpeechQ and the network, also referred to as online operation. However, you can also use SpeechQ offline. This means that a user is disconnected from SpeechQ, which may be convenient for users with a slow network connection. It also enables users to work on a laptop computer at home or any other location.

Working Offline

Working offline means very little change in a user's working procedure. However, it is important to remember the following:

- Existing reports must be checked out prior to disconnecting from SpeechQ in order to be available for offline work.

☗ Disconnecting from SpeechQ does not check out reports automatically.

- Reports cannot be promoted to the next phase while in offline operation. A user must reconnect to SpeechQ and check in a report for SpeechQ to be able to do this.

- There are no patients/orders visible while working offline (except where assigned to a checked-out report).

- It is not possible to assign an order to a report while working offline. You must reconnect to SpeechQ and check in a report to do this.

- If you create a new report while working offline, the ID code assigned to it will be taken from a preset list of codes provided by SpeechQ for each user. No more than 20 new reports can be created in any one offline session. Reconnection to SpeechQ automatically updates the preset list with fresh codes.

- When you reconnect to SpeechQ after working offline, a message displays telling if any reports are checked out. You then have the option to check them in.

↻ Checking out a report gives you exclusive access to a report. No other user, except for the Workflow Administrator, has access to that report. If necessary, the Workflow Administrator can undo your checking out of a report. However, any changes you have made to the report offline will not be added to SpeechQ.

If SpeechQ Administrator stops SpeechQ for maintenance while you are working offline, you are not affected. However, when you attempt to connect to SpeechQ again you may not be able to. You will receive a message that the server cannot be found. You must wait until SpeechQ is running again to check in reports. If SpeechQ Administrator stops SpeechQ for maintenance while you are working online, your PC will continue as if in offline operation.

Command & Control

The Command & Control function enables speech recognition users to control SpeechQ using their voice. This provides an alternative to using the mouse and/or keyboard. Commands are words or phrases to achieve an action. Control means using commands to navigate through windows, dialog boxes, documents, and so on.

All available commands display in the Command Explorer bar, including alternative commands. For example, the command "New Report" has the alternatives "Click New Report**", "**Create Report" and **"**Start Report", all of which achieve the same result.

You can use this function to navigate through patient, order and report lists as well as to make changes to documents. The availability of commands depends on the workflow phase and the speech recognition mode.

Topic:
Recording with Speech Recognition

Recording with speech recognition means that a Medical Transcriptionist does not need to physically type the speech an author records. SpeechQ automatically creates a written report you can check out and edit as necessary.

Your recording style can increase the quality of the speech recognition. If you are new to dictation and speech recognition, remember that word pronunciation has a strong impact on the accuracy of speech recognition. When speaking into the microphone, keep the microphone at the same distance from your mouth at all times (approximately 1 inch/3 cm is recommended). Try to keep the volume of your voice constant, and speak smoothly. Articulate individual syllables where necessary.

While recording your reports:

- speak naturally.

- articulate clearly.

- do not over-enunciate.

- speak at a normal pace and tone, even during everyday phrases.

- dictate logically contiguous passages fluently.

- avoid excessive levels of background noise.

As a rule of thumb, what sounds good to human ears is also easy to recognize. Avoid over-enunciation and unnatural extension of vowels. For example, deciding between "deer" and "beer" requires a clear pronunciation of the consonants, while a lengthy "ee" will not add any information at all. Good articulation emphasizes the distinctive features of words, while still maintaining a normal speaking rate.

Logically contiguous passages, such as dates or numbers, should be dictated without long pauses. Looking up the last three digits of a phone extension or reference code once you have already started to dictate the number will most likely cause confusion with any human listener, and it does not help the recognizer. If unsure, have the information at hand before you start dictating.

Keep in mind that SpeechQ is able to learn and adapt. Do not try to adjust your individual wording, but focus on a distinct articulation instead. A consistent dictation style makes the process easier. For example, there is no need to spell unique names if you use them frequently, but you must spell names with an ambiguous pronunciation. It can be useful to use the spelling alphabet.

Your ConText is also equipped to recognize certain text conventions.

Increasing Recognition Accuracy

Recognition is based on standard English pronunciation and grammar. Both native and non-native speakers of English should speak naturally. With the adaptation process, SpeechQ accommodates non-native pronunciations.

Initial voice training enables the recognition process to become familiar with your speech characteristics. It requires the user to read a series of sample texts.

✍ It is recommended that all speech recognition users dictate several texts during initial voice training in order to increase the initial accuracy rate of speech recognition.

Defining Adaptation

As you use speech recognition, SpeechQ adapts to your voice. Your recognition rate improves the more you use speech recognition. SpeechQ uses two types of adaptation:

- Acoustic Adaptation: This is a process that automatically adapts SpeechQ to a user's voice characteristics. This process updates and improves the acoustic reference file (ARF). It is always running (if enabled) in parallel with recognition.

- ConText Adaptation: This is a process that updates a user's language model and the ConText Lexicon. It uses reports that have been recognized and corrected, or adds words from documents that were not created using speech recognition.

Defining ConTexts

Your ConText includes a word list, also referred to as the ConText Lexicon, which is specific to your area of work. The ConText also contains the language model which provides statistical information about words and in what combinations they may display. SpeechQ for Radiology is delivered with a Radiology ConText.

The more you work with speech recognition, the better SpeechQ adapts to your specific style of speaking. SpeechQ analyzes your recordings and updates the language model accordingly. The word list can also be expanded as needed by adding new words to the ConText Lexicon. Both the language model update and the detection of new words are performed during a process called ConText Adaptation.

The main principle of the ConText is "what you dictate is what you get". Generally, whatever is spoken will be converted into text. However, there are some exceptions to this rule which increase the accuracy of the recognition:

Exception	Description
Hesitations	Spoken hesitations do not display. For example, "um" and "ah" are not included in the text.
Punctuation	For example, "period" and "comma" display as punctuation marks instead of words. 📖 For a full list of punctuation, see "Punctuation" in the online Help file.
New line, new paragraph	In Microsoft Word, "New Paragraph" or "Next Paragraph" is equivalent to pressing the **Enter** key once. In Microsoft Word "New Line" or "Next Line" is equivalent to pressing **Shift + Enter**.
Contractions	Common English contractions are included, for example, "it'll" becomes *it will*.
Numbers	Your ConText recognizes different numbering strategies depending on the textual environment, without the necessity of dictating punctuation or instructions.
Dates	For example "oh two oh three nineteen ninety nine " becomes *02/03/1999*.
Time	For example, "two thirty five p m" becomes *2:35 p.m.*
Ranges	For example, "five to seven millimeters" becomes *5-7 mm.*
Ratios	For example, "epinephrine one to ten thousand" becomes *epinephrine 1:10,000*.

Exception	Description
Enumeration	For example, "number one continue to monitor in the telemetry unit period number two recommend follow-up in two weeks period" becomes: *1. Continue to monitor in the Telemetry Unit.* *2. Recommend follow-up in two weeks.*
Vertebrae numbering	For example, "el five through ess one" becomes *L5-S1.*
Units of measure	For example, "eleven point one centimeters by three point one centimeters" becomes *11.1 cm x 3.1 cm.*
Blood pressure	For example, "one sixty three over seventy" becomes *163/70.*
Dosages	For example, "Lasix forty milligrams p o q a m" becomes *Lasix 40 mg p.o. q.a.m.*
Ages	For example, "a seventy nine year old male" becomes *a 79-year-old male.*
Catheters	For example, "six French left Judkins four point oh bend" becomes *6 French left Judkins 4.0 bend*.

Dictating Punctuation

When you disable automatic punctuation, SpeechQ recognizes the following punctuation during speech recognition:

Punctuation Mark	How to Say It
.	period
,	comma

Punctuation Mark	How to Say It
!	exclamation mark, exclamation point
?	question mark
:	colon
;	semicolon
(	parenthesis, open parenthesis, left parenthesis
)	end parenthesis, right parenthesis
"...	quote, open quote
..."	end quote, end quote, close quote
/	slash
...-...	dash, hyphen
... -- ...	long dash
&	ampersand, and, and sign
(blank space)	blank, space

For more complex punctuation, including special characters, use the spelling alphabet.

Enabling Automatic Punctuation

When recording with speech recognition, you have the option to use the ConText's automatic punctuation. This means that certain punctuation marks do not need to be dictated. SpeechQ determines when to insert these punctuation marks into the text.

The available automatic punctuation marks are:

period   .

comma   ,

✎ If you decide not to use the automatic punctuation feature, the punctuation grammar of your ConText recognizes these punctuation marks.

To enable automatic punctuation, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Speech Recognition** tab. The Speech Recognition tab displays:

3. Click **OK**. SpeechQ enables automatic punctuation.

Topic:
Defining SpeechQ Workflows

A workflow is the automation of the document creation process according to preset rules, which the process definition of a workflow defines. The process definition of a workflow describes all conditions involved in processing a document from start to finish: phases, the sequence of phases, the participants (users), the participants' roles, the properties attached to reports, and applications involved in the document creation process.

Within a workflow, a phase represents a distinct unit of work that a workflow participant who has the required user role performs.

A SpeechQ workflow is made up of a series of phases. Reports progress through the workflow as SpeechQ automatically promotes them from one phase to the next.

Different users participate in different phases depending on their user role.

 For more information, see "Users and user roles".

Within each phase, a report may be in one of four states.

 For a full list of phases and states, see "Phases and states".

SpeechQ is a highly sophisticated and flexible workflow solution. It provides workflows for different document creation processes. These workflows can be easily adapted by your Workflow administrator to suit the specific needs of your hospital. It is also possible for your Workflow Administrator to design workflows from scratch.

The following workflows are examples of how users can work with SpeechQ, they do not include every eventuality. The standard workflow type covers all these workflows:

- Dictate-Edit-Sign

- Standard speech recognition workflow

- Standard dictation workflow

Using the Dictate-Edit-Sign Workflow

The Dictate-Edit-Sign workflow type enables authors with the user role of Attending to create and finish reports in one session, without sending them for transcription.

The recording phase of this workflow includes recording, speech recognition and correction. The user role involved in this workflow is Attending.

1. The Attending selects an order and creates a report based on that order.

2. The Attending records the dictation using speech recognition, and corrects their report document.

3. The Attending signs the final report.

✐ If the ConText Adaptation process detects unknown words in the final report, SpeechQ prompts the Attending to determine whether they want SpeechQ to handle the unknown words.

4. SpeechQ delivers the report as specified in the report properties (printout, fax, email, or not delivered at all).

5. The report is ready for archiving and purging.

Using Standard Speech Recognition Workflow

Standard speech recognition workflow type is for creating a report with speech recognition enabled whereby correction of the recognized text is done in a different phase by a different workflow participant. In this workflow type, the report creation and processing involves different phases that require different user roles. The user roles involved are Resident or Attending, and Medical Transcriptionist. In addition, the routing between phases is complex.

The following diagram displays a standard speech recognition workflow:
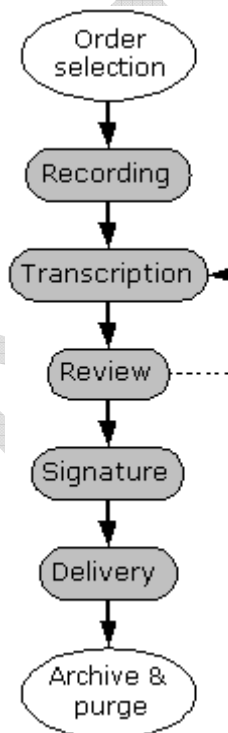
1. The author selects an order and creates a report based on that order.

2. The author records the dictation using speech recognition. When recording finishes, the report progresses to the transcription phase.

3. The Medical Transcriptionist checks the report for incorrectly recognized words and makes the necessary corrections. When correction finishes, the report progresses to the review phase.

4. The author checks the report document. If the author rejects the report, it is returned to the MT for further work.

   The author accepts the report. If they are an Attending, they sign the report and it progresses, after adaptation, to the delivery phase. If they are a Resident, it progresses to the approval phase, where an Attending checks it and then signs it.

5. SpeechQ prompts the author to handle any unknown words the ConText Adaptation process detects. The report itself progresses to the delivery phase.

6. The report is delivered as specified in the report properties (printout, fax, email).

7. The report is ready to be archived.

Using Standard Dictation Workflow

The standard dictation workflow type is for creating a report using conventional digital dictation followed by manual transcription. In a standard dictation workflow type, the report creation and processing involves different phases that require different user roles. The user roles involved are Resident or Attending, and Medical Transcriptionist. In addition, the routing between phases is complex.

The following diagram displays a standard dictation workflow:
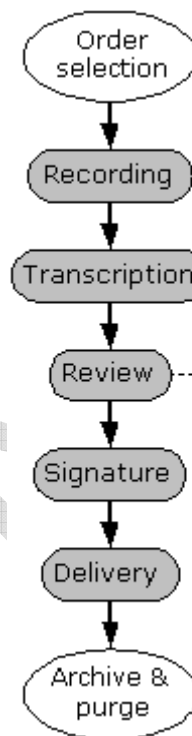
1. The author selects an order and creates a report based on that order.

2. The author records the dictation. When recording finishes, the report progresses to the transcription phase.

3. The Medical Transcriptionist transcribes the report document. When transcription is finished, the report progresses to the review phase.

4. The author checks the report document. If the author rejects the report, SpeechQ returns it to the MT for further work.

    The author accepts the report. If they are an Attending, they sign the report and it progresses to the delivery phase. If they are a Resident, it progresses to the approval phase, where an Attending checks and signs it.

5. SpeechQ delivers the report as specified in the report properties (printout, fax, email).

6. The report is ready for archiving.

⤤ SpeechQ for Radiology also supports transcription at the MedQuist transcription platform.

Topic Summary

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Module Summary

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Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. What are the differences between phases and states?

   _____

   _____

   _____

   _____

   _____

2. What can you do to increase the accuracy of speech recognition?

   _____

   _____

   _____

   _____

Module 2:
Logging On to and Navigating SpeechQ Report Station

Module Description

This module covers logging on to and navigating SpeechQ Report Station.

Module Performance Objectives

After completing this module, you will be able to:

- log on to SpeechQ Report Station.

- navigate SpeechQ Report Station.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- use SpeechQ Report Station.

Module Scenario

Your hospital has recently installed SpeechQ for Radiology. Your tasks as a document author require you to use SpeechQ for creating reports. First, you need to learn how to log on to and navigate SpeechQ.

Topic:
Logging on to SpeechQ Report Station

To log on and access Report Station, you need a logon name and a password. The logon name is a unique name the Workflow Administrator defines for each user. Logon names enable SpeechQ to recognize each user. The Workflow Administrator also defines each user's initial password, which users can change at any time.

 For more information, see "Changing Your Password".

If you mistype your logon name and/or password, you can enter it again. When your current password is close to expiring, SpeechQ might ask you to create a new password. You cannot re-use an old password. If you do not set a new password before your existing password expires, you no longer have access to SpeechQ Report Station and you must contact your Workflow Administrator.

To log on to Report Station, follow the steps below:

1. Click **Start > All Programs > SpeechQ > Report Station**. The logon dialog box displays:

✎ Windows 2000 users can click **Start > Programs > SpeechQ > Report Station**.

2. Enter your **Logon name** in the text box.

3. Enter your **Password** in the text box.

4. Click **OK**.

Working Offline

The Offline work only option displays if there is no connection to the Server at logon. Select it to work while disconnected from the Server. To work on existing reports, you must have already checked out those reports during your previous online session. You can attempt to reconnect to the Server at any time by clicking the **Connect** button on the standard toolbar.

If you have more than one user role, then immediately after logging on you can select the user role you require for this session from the User Role menu. You must be connected to the SpeechQ system to change your user role. The user role you are currently logged on with displays a check mark next to it.

SpeechQ Administrator can set the SpeechQ system to automatic logoff. This means that if you do not access the Report Station for the set number of minutes the program locks. The logon dialog box displays and you must enter your password before you can resume work.

To work offline, follow the steps below:

1. Click **Start > All Programs > SpeechQ > Report Station**. The logon dialog box displays:
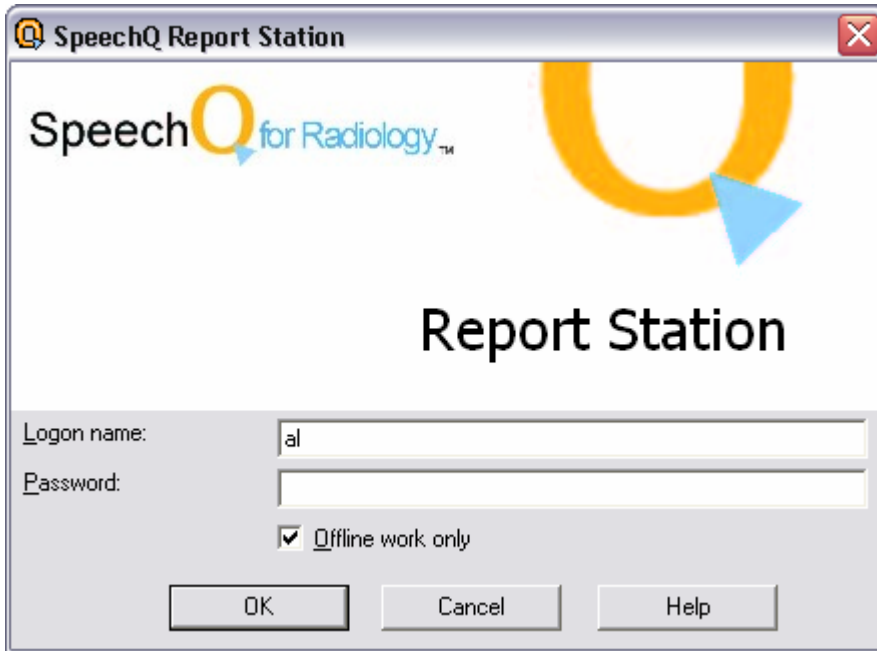
2. Enter your **Logon name** in the text box.

3. Enter your **Password** in the text box.

4. Select the **Offline work only** option.

5. Click **OK**.

Topic:
Navigating SpeechQ Report Station

SpeechQ is a professional dictation and transcription workflow application. SpeechQ automates the report creation process, from recording to the printed document. SpeechQ comes with a number of pre-configured settings (user roles, work groups, work types) but is easily customizable to suit your individual needs.

The Report Station module is used primarily by Residents, Attendings and Medical Transcriptionists to create and process reports. All users have their own settings that determine how they interact with the SpeechQ system.

When you use SpeechQ via the Internet, security encryption protects all information and files.

Navigating the Main Window

The SpeechQ Report Station main window is your central starting point. Its main element is the work area, which is composed of two sections. The upper section is the view section, with the following views available:

- Orders List view

- Patients List view

- Reports List view

- Document view

The lower section is the reference section. This section displays information relating to the view section, such as report properties, orders relating to a patient, patient properties etc.

In addition to the work area are the following elements, all of which can be manipulated to customize your overall view:

Item	Description
Menu bar	Provides a list of menu options and commands.
Toolbars	Provide functions relating to the workflow and working procedure.
Command Explorer	Displays a list of spoken commands that enable you to work with SpeechQ Report Station without having to rely exclusively on the mouse or keyboard.
Actions bar	Provides buttons for all available functions relating to a specific view. For example, when working in the Reports List view, you will find buttons for creating new reports, assigning orders to patients etc.
Notice Board	Lists messages from SpeechQ, for example, regarding reports that are checked-out or that are waiting for adaptation.

Using Menus

SpeechQ Report Station provides the following menus:

- File menu

- Actions menu

- Toolbar menu

- User Role menu

- View menu

- Settings menu

- Window menu

- Instructions

- Auto-texts menu

- Alternatives menu

- PACS menu

- Help menu

Some of the functions contained in these menus may also be available via keyboard shortcuts.

Using the File Menu

The File menu displays the following commands:

Command	Description
Log off	Logs you off and displays the SpeechQ Report Station logon dialog box for another user to log on.
Reinitialize Microsoft Word	Shuts down all instances of Microsoft Word and restarts the application. This can be used in cases where report documents are not responding to SpeechQ commands. This option is only enabled if no document is open in SpeechQ. ☠ This also closes Microsoft Word documents outside SpeechQ. These should be saved and closed first, or you might lose your other Word documents.
Exit	Logs you off and closes down the SpeechQ Report Station.

Using the Actions Menu

The commands in the Actions menu correspond to the available buttons on the Actions bar. You can create more space for your work area by closing the Actions bar and working with this menu instead.

Using the Toolbar Menu

The commands in the Toolbar menu correspond to the functions currently available on the Standard and Microphone toolbars, giving you access to these functions without having to use the mouse.

Using the User Role Menu

The User Role menu displays the user roles assigned to you. The user role with which you are currently logged on displays a check mark next to it. You can change your user role within a session by selecting a different user role.

Using the View Menu

The View menu helps you organize your main window. A check mark indicates that an option is active. The various options are:

Option	Description
Actions Bar	Shows or hides the Actions bar.
Reference Section	Shows or hides the reference section.
Command Explorer	Shows or hides the Command Explorer bar.
Notice Board	Shows or hides the Notice Board.
Arrange Window	In the Document view, reverses the order of the document section and the reference section in the work area.
Show Work Area	In the Document view, shows or hides the document section.
Toolbar Only	In the recording phase, with the Document view open, this option reduces the SpeechQ window and leaves only the Recording toolbar visible.

Using the Settings Menu

The Settings menu contains the following options that enable you to view and change your personal settings:

Option	Description
User Preferences	Displays the User Preferences dialog box from which you can personalize your user settings.
Default Report Properties	Displays the Default Report Properties dialog box from which you can enable and set default properties for your reports.
Auto-texts	Displays the Auto-texts dialog box. Auto-texts are pre-defined text modules that you can insert automatically into a report by saying a command or selecting them from the Auto-text menu.
Edit ConText Lexicon	Displays the Edit ConText Lexicon dialog box, which enables you to delete and correct words in your ConText Lexicon.
Handle Unknown Words	In the Document view, displays the Handle Unknown Words dialog box, which enables you to add words from your report to your ConText Lexicon.
New Auto-text	When you select text in the Document view, this option opens the Auto-texts dialog box and places the text in the Word document. In this way, you can create new Auto-texts using text from reports.
Audio Wizard	Initiates the Audio Wizard from which you can adjust your audio settings.
Initial Training	Initiates speech recognition training.

Using the Window Menu

The Window menu lists views that are still open in the current session. If you open a view without closing the current view you can return to the previous view using this menu. The options are:

Option	Description
Patients List	Opens the Patients List view.
Reports List	Opens the Reports List view.
Orders List	Opens the Orders List view.

Reports that are currently open in the Document view are indicated as follows:

Option	Description
[User role] Recording hh:mm	Indicates a report open in the recording phase, where user role is the user role of the report's author, and hh:mm displays the time when the report was opened, in hours and minutes. ↻ The value for hh:mm should not be confused with the report's creation time, as given in the Creation date field of the Report Properties/Standard tab in the reference section.
Transcription - hh:mm	Indicates a report open in the transcription phase.
[User role] Review - hh:mm	Indicates a report open in the review phase.
Approval - hh:mm	Indicates a report open in the approval phase.
Viewer - hh:mm	Indicates a report open for reading only.

Using the Alternatives Menu

In the recording phase, when the Document view is open, this menu displays the Alternatives list, which contains all the recognition alternatives for the selected word in the document. This option is only active once speech recognition has been performed, and is only available to the author and transcriptionists with speech recognition rights.

Using the Auto-texts Menu

In the recording and transcription phases, when the Document view is open, this menu displays all the Auto-texts available to the user. Auto-text groups which are associated with the work type assigned to the current report display on the first level. Click an Auto-text group to display the Auto-texts it contains. These Auto-texts can be inserted via Command & Control.

The All Auto-texts option displays all Auto-text groups available to the user, and the Auto-texts they contain, regardless of work type. You cannot insert Auto-texts using Command & Control, you must insert manually.

Using the PACS Menu

The PACS menu displays all options and commands related to the PACS system installed. This menu contains the following commands and options:

Option/Command	Description
Always on Top in Dictation Mode	Select to make SpeechQ always visible in Dictation mode.
Always on Top in Command Mode	Select to make SpeechQ always visible in Command mode.
Always on Top in all Modes	Select to make SpeechQ always visible in all modes.

Option/Command	Description
Pin SpeechQ	Select to make SpeechQ visible, overriding all other settings.
Show PACS	Displays the PACS. 🔔 This is equivalent to the F11 keyboard shortcut.
SpeechQ Standby	Closes all open reports, turns microphone off, and hides SpeechQ.

Using the Help Menu

The Help menu commands related to the online Help system:

Commands	Description
Contents and Index	Accesses the online Help system.
Log File Management	Displays log file information and enables you to upload log files to the server, see: Log file management.
About	Displays the About dialog box with general version and copyright information.

Using Toolbars

SpeechQ Report Station has the following three toolbars:

- Standard toolbar

- Microphone toolbar

- Recording toolbar

The toolbars and functions that display depend on your view and workflow phase. Some of these functions may also be available via keyboard shortcuts.

Using the Standard Toolbar

The Standard toolbar displays buttons relating to the workflow and working procedure:

The Standard toolbar displays the following buttons:

Buttons	Description
Connect	Connects your PC to the SpeechQ Server, for online work.
Disconnect	Disconnects your PC from the SpeechQ Server, for offline work.
Orders List	Opens the Orders List view.
Patients List	Opens the Patients List view.
Reports List	Opens the Reports List view.
Import	Opens the Import Dictation Files dialog box, enabling you to import sound files from devices other than a DPM and convert them into SpeechQ reports.
Filters	Opens the Filters dialog box, where you can define filter conditions to display only items with specific properties.
Columns	Opens the Columns dialog box, where you can select which columns display in a list.
Refresh	Updates the information displayed in a list view. For example, in the Reports List view it adds any reports that have been assigned to you since you opened the view.

Using the Microphone Toolbar

The Microphone toolbar displays the Microphone button you can use to turn your microphone on and off:

Using the Recording Toolbar

The Recording toolbar displays when you are recording a report. It provides buttons for controlling recording and playback functions:

✐ The buttons available on this toolbar depend on your user role and whether you are using speech recognition or not.

The Recording toolbar displays the following buttons:

Button	Description
Instruction	Starts and stops the recording of an instruction for a report.
Play	Starts and stops the playback of any instructions a report might have. ✐ This button only displays if the document author records instructions for the report.
Record	Starts and stops recording.
Playback	Starts and stops playback of a dictation recording.
Rewind	Moves back through a recording (Rewind function).

Button	Description
Fast Forward	Moves forward through a recording (Fast Forward function).
Insert/Overwrite	Switches between insert and overwrite mode while working in the Word document. The default setting is Insert. ↻ This function is only available during digital dictation.
Slider	Adjusts the current position in the sound file. ↻ This function is only available during digital dictation and asynchronous playback.
Spelling	Turns the Spelling mode on and off.

Using the Actions Bar

Most user interaction with SpeechQ Report Station takes place via the Actions bar. This bar provides buttons for all available functions related to your user role, workflow phase, and list view.

To display the Actions bar, click **View > Actions**. The Actions bar displays:
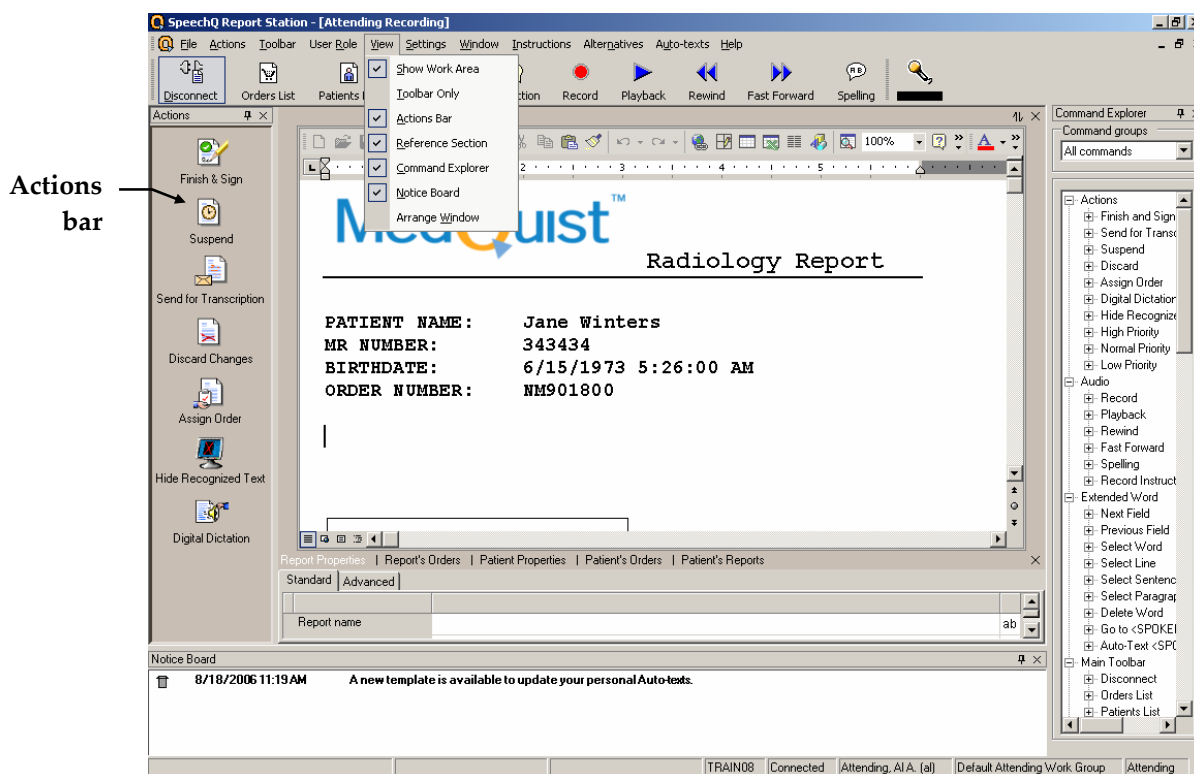

To hide it, click **View > Actions** and clear the checkmark.

You can display the Actions bar in two ways, as indicated by the pin icons. Click the pin icon to reverse the display.

When the pin icon is pointing down ( ), the Actions bar is pinned open. When the pin icon is pointing to the side ( ), the Actions bar is unpinned and auto-hides.

Auto-hide means that when you move the cursor away from the Actions bar, SpeechQ reduces it to a small sidebar on the extreme left of the window during normal operation:

Unpinned Actions bar in Auto-hide mode
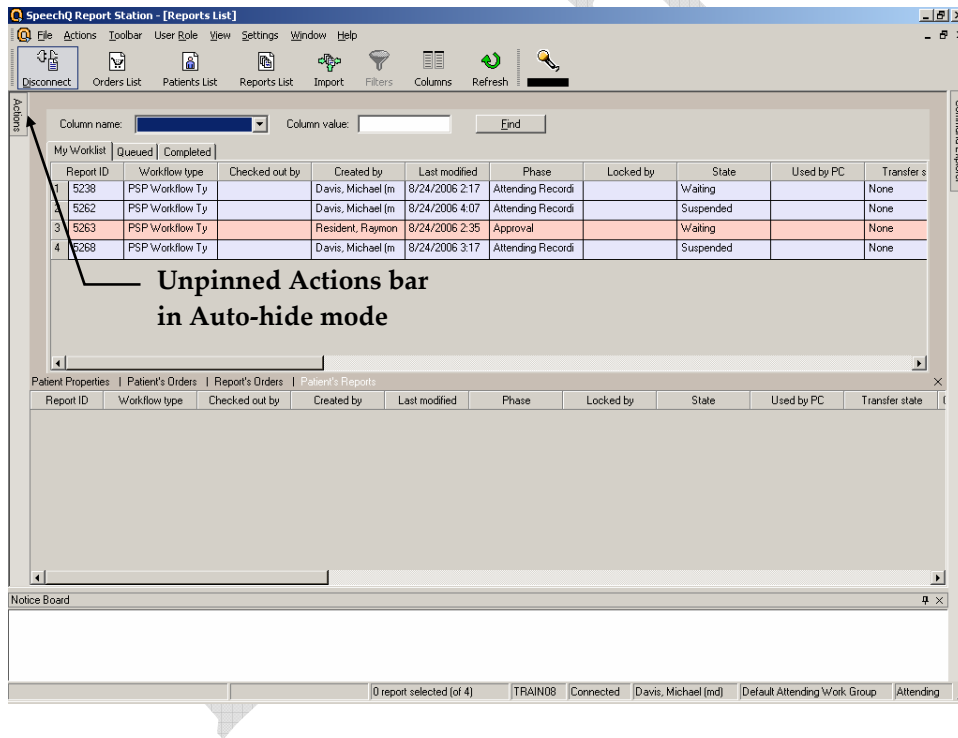
You can restore the Actions bar by moving the cursor over the sidebar. The Actions bar remains open until you move the cursor away from it.

✍ Pinning or closing the Actions bar increases the space available for your main work area.

✍ You can access all Actions bar functions via the Actions menu.

Using Actions Bar Buttons

The buttons on the Actions bar provide direct access to the different SpeechQ Report Station functions, such as create or delete a report; assign an order to a report. Clicking a button on the Actions bar changes the content of the right pane according to the button's function.

Only buttons with functions available to your user role or in the selected list view display. If a function does not relate to the current stage of the workflow, the button may still display, but be unavailable. Some of these functions may also be available via keyboard shortcuts.

Using the Command Explorer

The Command Explorer bar lists all the spoken commands that are available when working with SpeechQ Report Station:
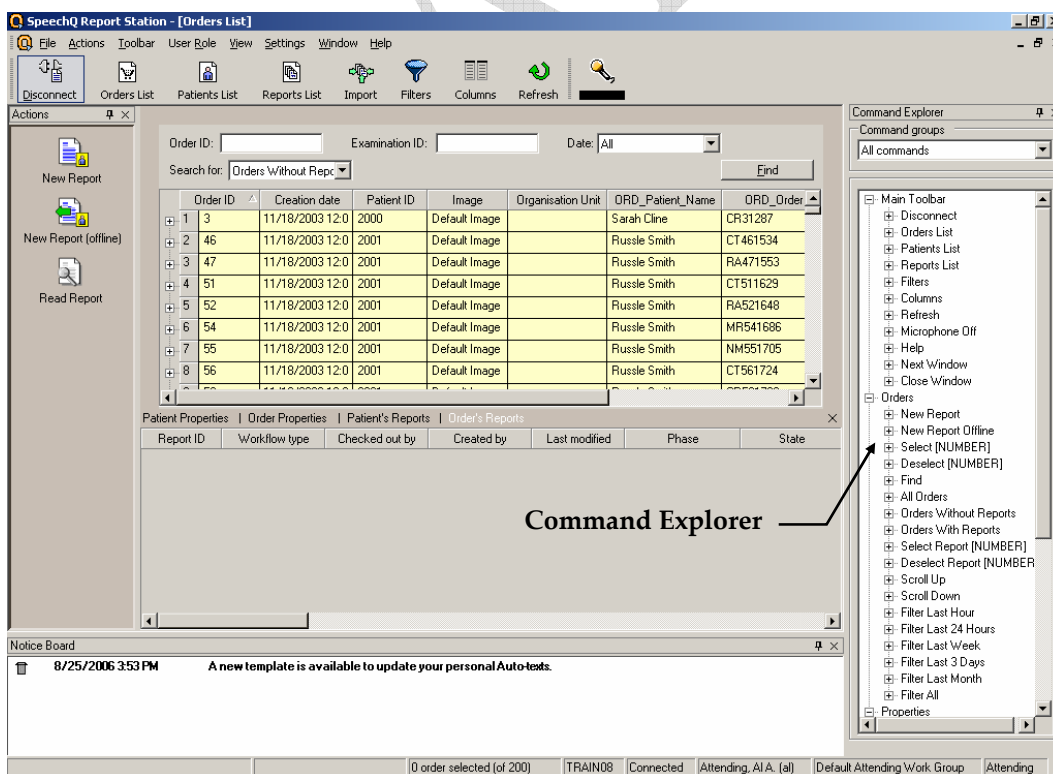
These commands replace some of the more common mouse or keyboard actions, which make SpeechQ Report Station easier and faster to use than other dictation systems.

For example, you can use commands to view orders relating to a patient, delete a report, or open a new report. When SpeechQ recognizes a command, it displays in a small bubble next to the Microphone toolbar.

Each command belongs to a command set, which contains all commands relating to a specific work process, such as report properties, spelling, recording etc.

 For a full list of commands and command sets, see the "Commands list" in the online Help file.

The Command Explorer bar is for reference purposes only—the list is preset and you cannot alter it.

Using the Orders List View

To open the Orders List view, click the **Orders List** button on the Standard toolbar. The Orders List displays:

Using Quick Filters

You can specify which orders and examinations display in the Orders List by entering or selecting a value in one of the quick filters above the list and clicking **Find**:

Quick filters

Find

An Administrator with access to the Data Definition Tool module defines these quick filters. The Administrator can define up to eight filters. The following table displays four common examples of quick filters:

Quick Filter	Description
Date	Select a value from the list and click **Find** to display only orders created in the last hour, last 24 hours, last three days, last week, and last month.
Search for	Use this function to make a more general search. The available options are: • **All orders**: all orders in SpeechQ display. • **Orders without reports**: only those orders for which no report has yet been created display. • **Orders with reports**: only those orders for which a report has already been created display.
Order ID	Enter the appropriate ID number and click **Find** to search for a specific order without a report.

Quick Filter	Description
Examination ID	Enter the appropriate ID number here and click **Find** to search for a specific examination. ⟳ You can also use the **Filters** button on the Standard toolbar to refine your search parameters further, and also limit the number of items in the list in your user preferences.
Find	Leave all quick filters empty and click **Find** to display all the orders in SpeechQ (or as many as are permitted by any standard filters you have applied). ⟳ When all orders are thus displayed, the individual order which is selected will depend on the last quick filter you applied. This will not necessarily be the order at the top of the list.

Displaying the Orders List

The Orders List displays the order properties in columns. You can decide which columns display via the Columns button on the Standard toolbar. You can also arrange the order in which they display in the view section using drag-and-drop.

A plus sign (+) next to an order indicates that there are examinations associated with this order. Click the plus sign icon to display the examinations:

Examinations

The Orders List supports selection by barcode. If you have a barcode scanner and your system is configured correctly you can use a barcode to select a report.

If you have selected an order or examination and want to deselect it, you can use either a voice command or press **Ctrl** and click it with the left mouse button.

Using the Reference Section

The reference section displays information relating to the selected order:

The available tabs are:

Tab	Description
Patient Properties	Displays the properties of the patient associated with the selected order.
Order Properties	Displays the properties of the selected order.
Patient's Reports	Displays information relating to other reports associated with the same patient as the document.
Order's Reports	Displays information relating to other reports associated with the same order as the document.

Using the Patients List View

To open the Patients List view, click the **Patients List** button on the Standard toolbar. The Patients List displays:

Using Quick Filters

You can specify which patients display in the Patients List by entering the appropriate value in one of the quick filters above the list and clicking **Find**:

An Administrator with access to the Data Definition Tool module defines these quick filters. The Administrator can define up to six filters. The following table displays two common examples of quick filters:

Quick Filter	Description
Patient ID	Search for a patient by entering their ID number here and clicking **Find**.
Find	Leave all quick filters empty and click **Find** to display all the patients in SpeechQ (or as many as are permitted by any standard filters you have applied). Click a specific patient to select that patient and display the associated information in the reference section. ↻ When all patients display, the individual patient which is selected will depend on the last quick filter you applied. This will not necessarily be the patient at the top of the list.

Displaying the Patients List

The Patients List displays the patient properties in columns. You can decide which columns display via the Columns button on the Standard toolbar. You can also arrange the order in which they display in the view section using drag-and-drop.

The Patients List supports selection by barcode. If you have a barcode scanner and your system is configured correctly you can use a barcode to select a report.

Viewing the Reference Section

The reference section displays information relating to the selected patient:

	Report ID	Workflow type	Checked out by	Created by	Last modified	Phase	Sta
1	5220	PSP Workflow Ty		Attending, Al A. (a	8/11/2006 1:08	Transcription	Waiting
2	5219	PSP Workflow Ty		Attending, Al A. (a	5/30/2006 4:48	Transcription	Waiting
3	5194	PSP Workflow Ty		Attending, Al A. (a	5/30/2006 11:13	Completion	Finished
4	5193	PSP Workflow Ty		Attending, Al A. (a	5/22/2006 9:23	Completion	Finished
5	5206	PSP Workflow Ty		Attending, Al A. (a	6/21/2006 1:17	Attending Review	Waiting
6	5223	PSP Workflow Ty		Attending, Al A. (a	6/22/2006 3:22	Transcription	Suspende
7	5222	PSP Workflow Ty		Attending, Al A. (a	7/6/2006 3:52 P	Transcription	Waiting
8	5221	PSP Workflow Ty		Attending, Al A. (a	7/7/2006 12:59	Transcription	Waiting

The available tabs are:

Tab	Description
Patient Properties	Displays the properties of the selected patient.
Orders Without Reports	Displays other orders without reports associated with the selected patient.
Orders With Reports	Displays other orders with reports associated with the selected patient.
Patient's Reports	Displays information relating to other reports associated with the selected patient.

Using the Reports List View

To open the Reports List view, click the **Reports List** button on the Standard toolbar. The Reports List displays:

Using Quick Filters

You can specify which reports display in the Reports List by entering the appropriate value in one of the quick filters above the list and clicking **Find**:
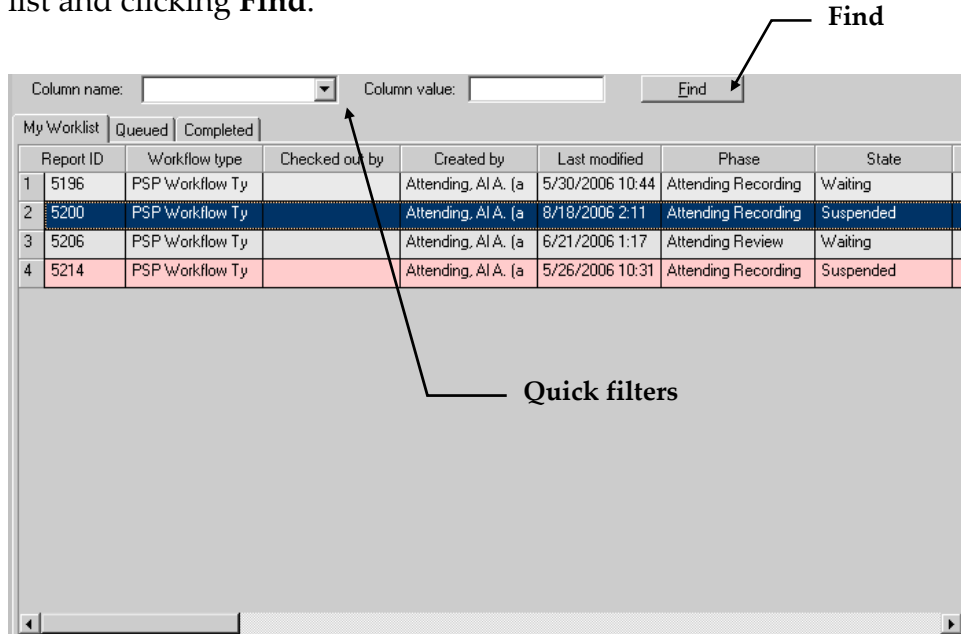
An Administrator sets quick filters by default and you cannot modify them.

☠ It is better not to include timestamps in the filter, because these columns only contain timestamps without seconds in their display, and the filter applies containing DD/MM/YYYY HH:MM:SS. This may lead to filters returning incomplete search results.

The following quick filters are available in the Reports List:

Quick Filter	Description
Column name	Select which column you want to use as a quick filter.
Column value	Enter the required value and click **Find** to highlight the first report in the list with this value for the selected column. Clicking **Find** repeatedly highlights all the filtered reports in turn.

Quick Filter	Description
Find	Leave all quick filters empty and click **Find** to display all the reports in SpeechQ. Click a specific report to select that report and display the associated information in the reference section. When all reports display, the individual report which is selected depends on the last quick filter you applied. This will not necessarily be the report at the top of the list.

Displaying the Reports List

The Reports List displays all the reports available to your user role that are currently in the SpeechQ system, along with their properties. Click a report to select that report and display associated information in the reference section. Double-click a report to open that report in the document view. The list orders the reports by priority and due date. You can change your user preferences to limit the number of reports that display.

Reports are grouped into three lists:

List	Description
My Worklist	Reports that are available for you to work on at the moment. For example, if you are a Medical Transcriptionist, the list shows reports waiting to be transcribed. You can search for a specific report in **My worklist** by selecting a column in the **Column name** box and entering a suitable value in the **Column value** field. The selected report is highlighted in the list.

List	Description
Queued	Reports that are not available for you to work on at the moment. For example, if you are a Resident or Attending, the list shows your reports that are currently being transcribed. You can search for a specific queued report by selecting a column in the **Column name** box and entering a suitable value in the **Column value** field. The selected report is highlighted in the list.
Completed	Reports that have completed the workflow, but have not yet been purged from SpeechQ. You cannot search for completed reports, but you can use the **Filters** button on the Standard toolbar to reduce the number of reports that display. You can also use the **Column name** and **Column value** fields as a quick filter rather than a search option.

The Reports List displays the report properties in columns. You can decide which columns display via the **Columns** button on the Standard toolbar. You can also arrange the order in which they display in the view section using drag-and-drop.
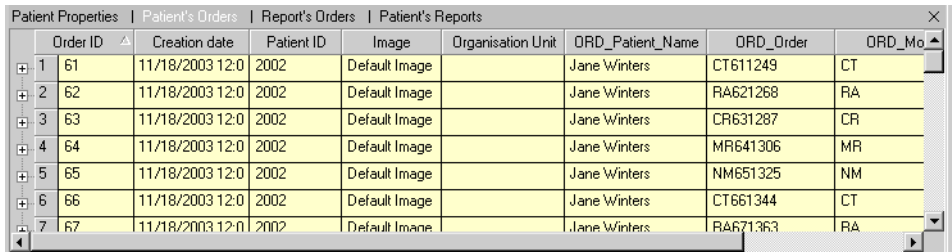
The color of the row in which the reports display in this list denotes certain information about the report.

📖 For a list of color codes and how to assign different colors, see "Setting Color Preferences".

Information in the Reports List can be refreshed by clicking **Refresh** on the Standard toolbar, or by pressing the **F5** key on your keyboard. Alternatively you can set the list to refresh automatically.

Viewing the Reference Section

The reference section displays information relating to the selected report:

The available tabs are:

Tab	Description
Patient Properties	Displays the properties of the patient associated with the selected report.
Patient's Orders	Displays other orders assigned to the patient associated with the selected report.
Report's Orders	Displays other orders associated with the selected report.
Patient's Reports	Displays other reports associated with the selected patient.

Using the Document View

The Document view is for working with Microsoft Word documents, and is composed of the document section and the reference section:
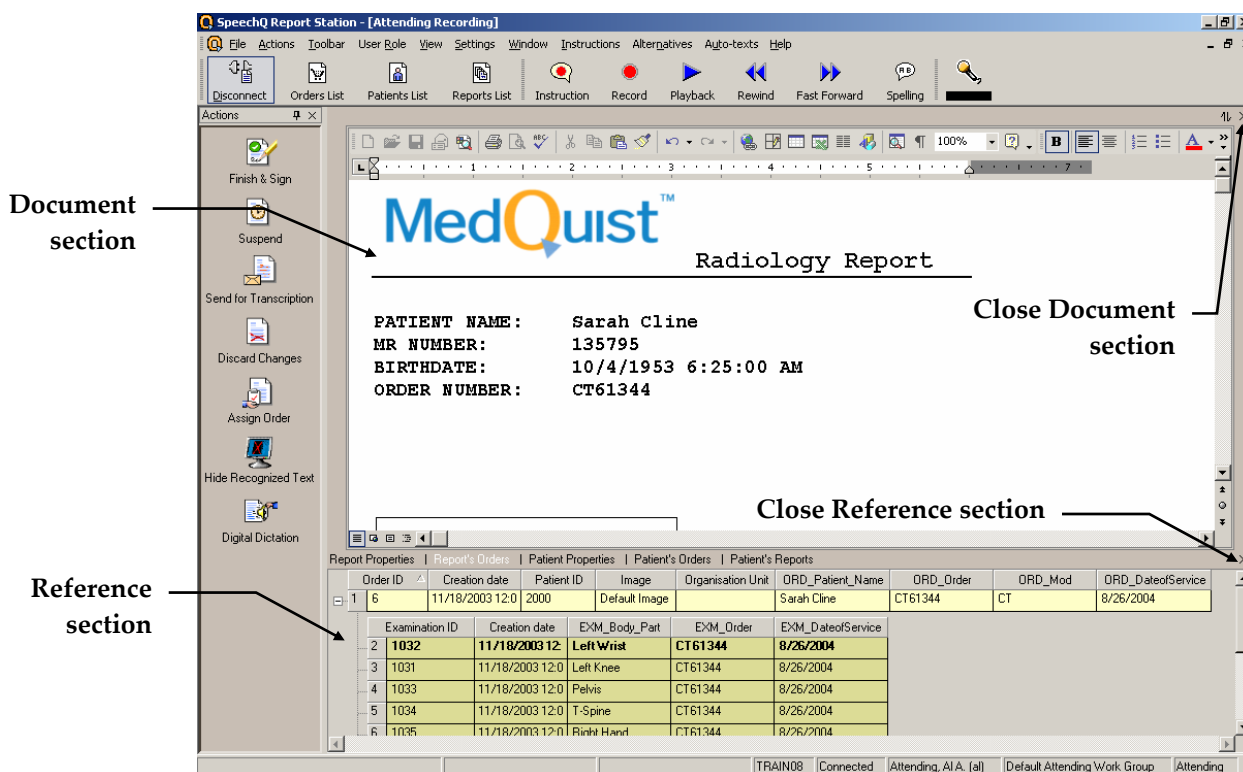
Viewing the Document Section

This is a Microsoft Word document template that corresponds to the work type specified in the report properties.

To view the document section, click **View > Show work area Section**.

To close the document section, either click the **Close** button in the top right corner, or click the **View** > **Show work area** menu and clear the checkmark.

The following activities take place in the document section:

- Report creation

- Report editing (including signing)

- Viewing other related reports.

More than one document can be open at the same time. The document section can be enlarged by closing the reference section and reducing or closing the Actions and Command Explorer bars. To switch between more than one open report, use the Window menu.
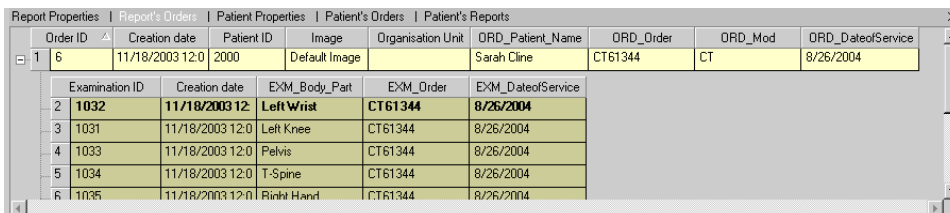
The color of the frame of the document denotes certain information about the document and the mode you are working in.

    For a list of color codes and how to assign different colors, see "Setting Color Preferences".

    If a Microsoft Word document is open outside SpeechQ, this may lead to problems when SpeechQ tries to perform an action on a report document. It is therefore strongly recommended that no external Microsoft Word program is running when SpeechQ is in use.

Viewing the Reference Section

The reference section displays information relating to the document:

	Order ID	Creation date	Patient ID	Image	Organisation Unit	ORD_Patient_Name	ORD_Order	ORD_Mod	ORD_DateofService
1	6	11/18/2003 12:0	2000	Default Image		Sarah Cline	CT61344	CT	8/26/2004

	Examination ID	Creation date	EXM_Body_Part	EXM_Order	EXM_DateofService
2	1032	11/18/2003 12:	Left Wrist	CT61344	8/26/2004
3	1031	11/18/2003 12:0	Left Knee	CT61344	8/26/2004
4	1033	11/18/2003 12:0	Pelvis	CT61344	8/26/2004
5	1034	11/18/2003 12:0	T-Spine	CT61344	8/26/2004
6	1035	11/18/2003 12:0	Right Hand	CT61344	8/26/2004

Report Properties | Report's Orders | Patient Properties | Patient's Orders | Patient's Reports

To view the reference section, click **View > Reference Section**.

To close the reference section, either click the **Close** button in the top right corner, or click the **View** > **Reference Section** menu and clear the checkmark.

The available tabs are:

Tab	Description
Report Properties	These are the properties of this document as defined in the **Report Properties** dialog box. They are split into two tabs, **Standard** and **Advanced**.
Report's Orders	Displays any existing orders and examinations associated with this report.
Patient Properties	Displays the properties of the patient associated with this report.
Patient's Orders	Displays any existing orders and examinations associated with the same patient as this report.
Patient's Reports	Displays information relating to other reports associated with the same patient as this report.

The reference section displays below the list or Document view in the Orders, Patients and Reports List views. It contains tabs; open a tab to display information relevant to the selected order, patient or report.

To open the reference section, click **View > Reference Section** (a check mark displays next to the command).

To close the reference section, either click the **Close** button in the top right corner, or click the **View** > **Reference Section** menu and click to clear the checkmark.

✐ The available tabs depend on the current list view.

Viewing the Notice Board

The notice board displays messages and notices for you from SpeechQ. These may include notification that a new report has arrived in your worklist, or that some reports are waiting for adaptation. Important system messages, such as changes made to the SpeechQ Server, still display as individual messages.

To display the notice board, click **View > Notice Board**. The Notice Board displays:
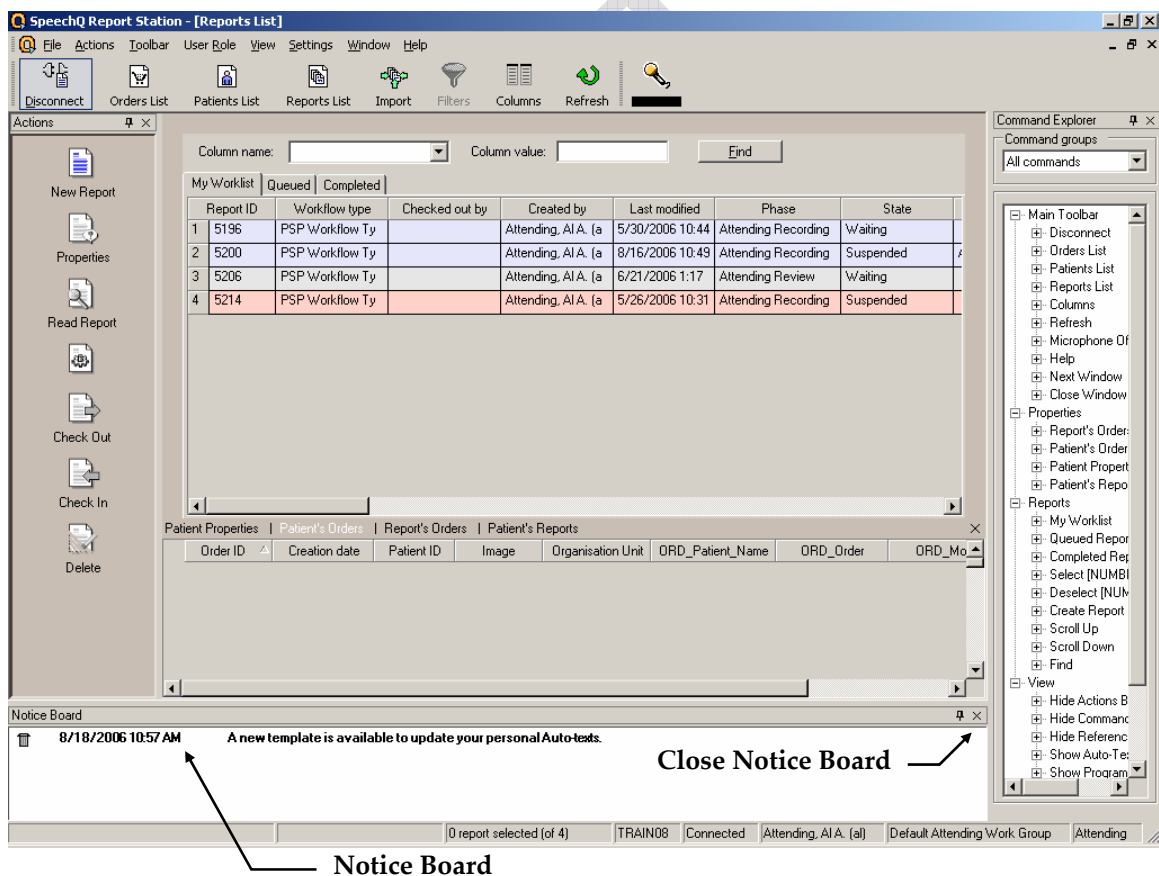
To hide the Notice Board, either click **View** > **Notice Board** and clear the checkmark, or click the **Close** button. Regardless of the current setting, receiving a new notification automatically opens the notice board.

Notices display with the date and time that they were received, and may prompt you to perform a particular action. For example, if you have created reports while working offline, when you next connect to SpeechQ you will receive the notification.

Clicking **Check In** performs the check-in for those reports and clicking the trash can icon to the left deletes this notification from the notice board. The way the *Date/time* value displays depends on regional settings of your Windows operating system (**Start > Control Panel > Regional and Language Options**).

You can display the notice board in two ways, as indicated by the pin icons. Click the icons to reverse the display.

The notice board is pinned open.

When the cursor is moved away, the notice board reduces to a small area at the bottom left of the window during normal operation. You can restore the notice board by moving the cursor over this area, and the notice board remains open until you move the cursor off it again.

If you do not want to receive a notification every time a new report arrives in your worklist, you can disable this option on the Notification tab of your user preferences.

Using Keyboard Shortcuts

The following keyboard shortcuts are available to user of the Report Station:

Key(s)	Function
F1	Opens the Online Help.
F2	Switches to edit mode for whichever field has the focus when a properties list is open (for reports, patients, orders or examinations),.

Key(s)	Function
F3	In the Orders, Patients and Reports List views, this has the same function as the **Find** button. The results that display will be affected by any Filter settings you have defined. In the Document view, this opens the Auto-text window.
F4	Opens the selected report for processing.
F5	In all list views, this has the same function as the Refresh button on the standard toolbar. In the Document view, this brings up the Find and Replace dialog box.
F6	Moves to the next window. This has the same function as pressing **Ctrl + Tab**.
F7	Starts or stops the spelling mode for authors only.
F8	Starts or stops the command mode.
F9	Shows or hides the Command Explorer.
F10	Activates the menu bar, enabling you to use keyboard shortcuts.
F11	Switches between SpeechQ and the PACS (the focus must be on either the PACS or on SpeechQ), if you have a PACS installed on the same workstation, this. ✎ Not all systems will be connected to a PACS - this button may be configured differently by your Administrator.
F12	Creates a new report or addendum (when viewing a completed report).

Topic Summary

-

Module Summary

-

Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on to SpeechQ Report Station as "Al" or "Alice".

2. View the Orders List and find all reports without orders.

3. View the Patients List and view all patients.

4. View the Reports List.

5. Open a report in the Document view. In the Reference section, view other orders associated with the patient.

Module 3:
Completing Initial Setup

Module Description

This module covers tasks that you must complete before using SpeechQ. It covers setup tasks, configuring audio settings, and completing initial voice training.

Module Performance Objectives

After completing this module, you will be able to:

- complete initial setup.

- use the Audio Wizard.

- complete initial voice training.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- log on to SpeechQ Report Station.

- navigate SpeechQ Report Station.

Module Scenario

Now that you know how to log on to and navigate Report station, you are ready to begin creating reports. As a first-time user of Report Station, you must complete. First, you need to learn how to log on to and navigate SpeechQ.

Topic:
Completing Initial Setup

When using Report Station for the first time, you must complete the following initial setup tasks:

1. Log on to Report Station and become familiar with user interface elements.

2. Use the Audio Wizard to configure audio settings and complete initial voice training.

   📖 For more information, see *Using the Audio Wizard* and *Completing Initial Voice Training*.

3. Set personal user preferences.

4. Set default report properties.

5. Select a user role.

Using Report Station User Interface Elements

Before you start working with SpeechQ, the Workflow Administrator assigns you a logon name and an initial password. These enable you to logon to the Report Station.

☠ It is recommended that you change your initial password immediately, to ensure the security of your reports.

If the SpeechQ Server is not running, Report Station automatically starts offline (disconnected from SpeechQ). If you then attempt to connect to SpeechQ, a message displays that the SpeechQ Server is not available.

After you log on, you can click the **User Roles** menu and view all user roles assigned to you. Select the user role you want for the session. If you have only one user role, SpeechQ automatically selects it for you.

Please take a little time to become familiar with the main Report Station user interface elements:

- Main window

- Actions bar

- Command Explorer

The following diagram displays common SpeechQ user interface elements:

Using SpeechQ Report Station
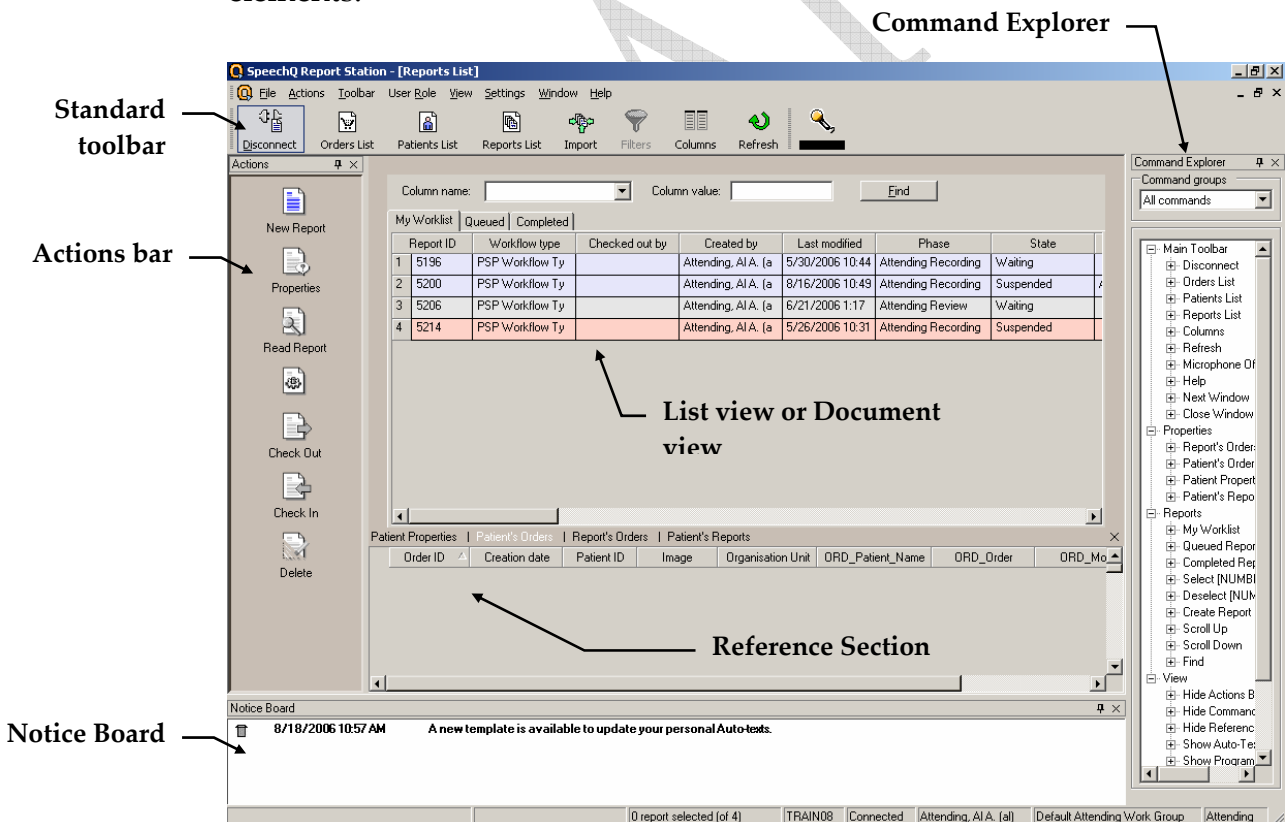
Completing Audio Training and Initial Voice Training

After you logon to SpeechQ for the first time you should run the Audio Wizard and perform Initial Voice Training. This is only necessary if you are planning on recording with speech recognition or using voice commands.

Make the appropriate settings in the Audio Wizard to ensure the best possible sound quality when working with speech recognition.

Turn on the microphone and read aloud the texts that display on your screen.

Initial Voice Training is recommended to minimize the initial error rate of speech recognition. It enables the recognition process to become familiar with your speech characteristics. For this purpose, you should read several texts. SpeechQ tells you when it has gathered enough information.

If you do not perform the Audio Wizard and Initial Voice Training when you first log on to a PC, the first time you are in either Dictation or Command mode a message displays asking you to complete these tasks. It is recommended that you do this as early as possible.

♻ Initial Voice Training is server-based, which means that you only need to perform it once and SpeechQ stores the results centrally. However the Audio Wizard is workstation-based, which means that you must run audio setup using the for each PC that you will be using.

Configuring Personal Settings

SpeechQ installs with default settings and you can personalize some of these settings to suit your individual needs. Before you start working on reports, click **Settings > User Preferences**. The User Preferences dialog box displays:

It is recommended that you check the settings on the following tabs:

Tab	Setting
User Properties	If you are a Resident or an Attending and plan to work using speech recognition and voice commands, you must have the **Speech Recognition** property enabled.
	If you are a Medical Transcriptionist and plan to work using voice commands, you must have the property **Speech Recognition** enabled.
Recording	Ensure that the recording, playback, winding and auto-backspace settings are suitable.
Speech Recognition	If you are a Resident or an Attending and plan to work using speech recognition and voice commands you must have the **Use speech recognition** and **Use Command & Control** options activated.
	If you are a Medical Transcriptionist and plan to work using voice commands, you must activate the **Use Command & Control** option.
Hardware	If you are a Resident or an Attending you can select the SpeechMike you will be working with. You can also make personal settings for your SpeechMike.
	If you are a Medical Transcriptionist you can select the Foot Control option and make personal settings for it.

Setting Default Report Properties

A report is defined by a number of report properties. Before you create any reports check that your default report properties have been correctly set.

The Workflow Administrator defines the initial default report properties, but it is recommended that you personalize the report properties. By setting defaults, you ensure that, SpeechQ automatically completes many of the property fields when you create a new report. It is still possible to modify these fields for each individual report.

 For more information, see "Adding Default Report Properties".

 You can modify default settings for each report from the Add Default Report Properties dialog box. For example, if you specify the property **Work type**, you can select from the list the type of document to be associated with your reports.

Selecting a User Role

Your user role determines the point at which you are ready to begin working with SpeechQ.

When you have completed steps one through four, you can start work. Residents and Attendings can open the Orders List view to search for orders you want to report on. Medical Transcriptionists can open the Reports List view to see the list of reports available for you to work on.

Topic:
Using the Audio Wizard

When you first log on to SpeechQ, you should run the Audio Wizard. The Audio Wizard is for adjusting your audio settings. You can use the Audio Wizard to set playback volume and the recording volume (microphone input level) and the silence detection level. This is important in order to get the best possible sound quality when working with speech recognition.

To run the Audio Wizard, follow the steps below:

1. Click **Settings > Audio Wizard**. The Audio Wizard displays:

🔔 You can also start the Audio Wizard by clicking the corresponding button on the **Speech Recognition** tab of the **User Preferences** option in the **Settings** menu.

2. Click **Next**. The Audio Wizard displays:
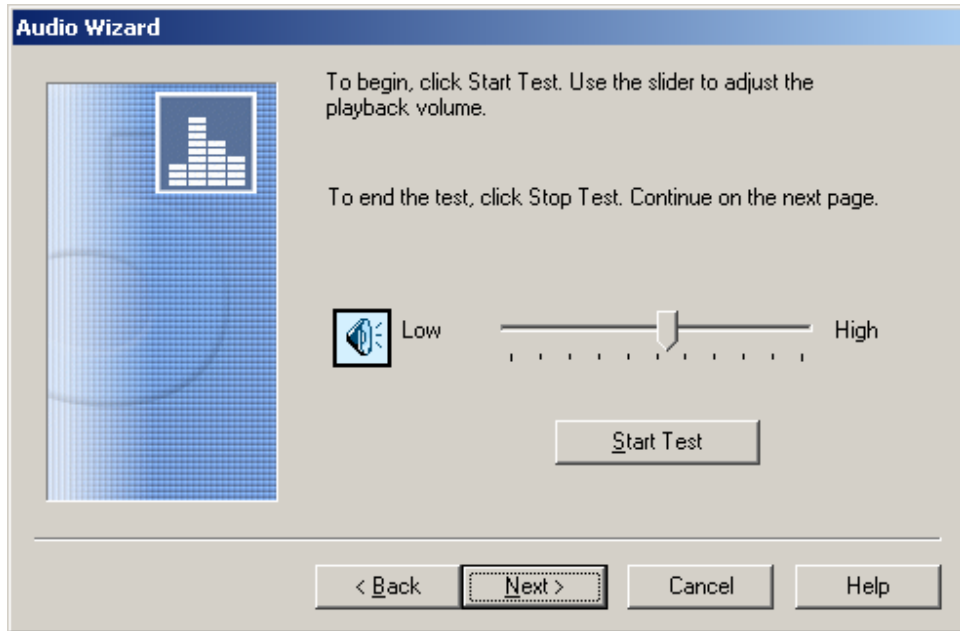
3. Click **Start Test** and use the slider to adjust the playback volume.

✎ If you cannot hear anything, ensure your speakers are properly connected and that you have a Windows compatible sound card installed.

4. When you finish, click **Stop Test**.

5. Click **Next**. The Audio Wizard displays:
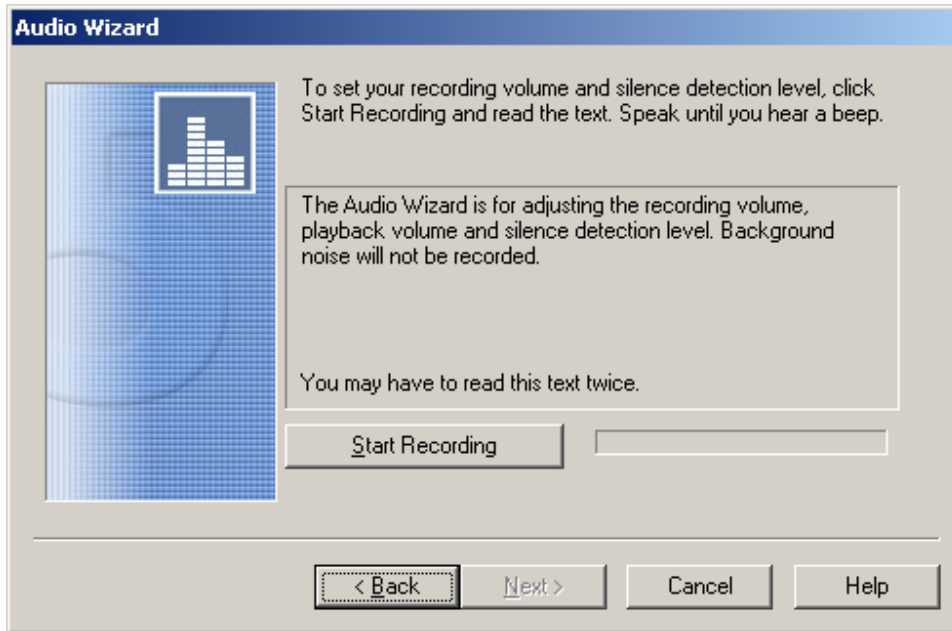
6. Click **Start Recording** and read the text in the section box until you hear a beep. The Audio Wizard displays:
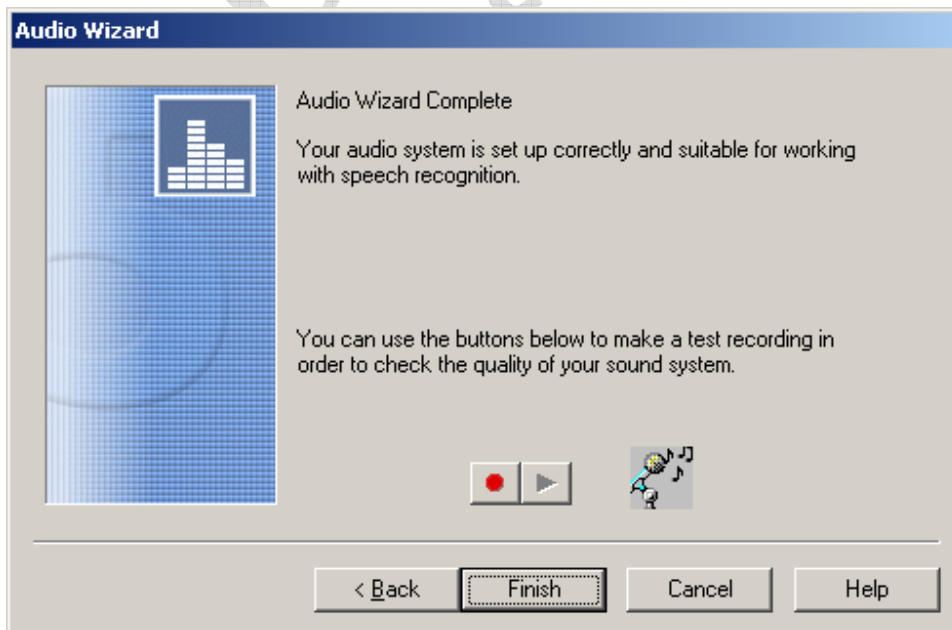
✐ If there are problems with your recording levels, SpeechQ sends you a message telling you what is wrong.

♨ Remember to speak in the same way you will be speaking when you record reports.

♨ The distance between your mouth and the microphone can have an impact on the sound. While making test recordings, remember to try different microphone distances. A distance of about 3 cm/ 1.5 inches is recommended.

✍ You can make a test recording before closing the Audio Wizard. To make a test recording, click the Record button, speak into the microphone, and click Play to listen to the recording.

7. Click **Finish**. The Audio Wizard closes.

Detecting Background Noise

The silence detection level is calculated according to the background noise. If your working environment changes (for example, if you work in a noisy room) or if you make changes to the configuration, you should rerun the Audio Wizard to re-adjust the recording volume and silence detection level.

Setting the Silence Detection Level

This level enables the microphone to detect when you are speaking so that it can automatically start recording. When you stop speaking, recording will also stop. The silence detection level is set by the Audio Wizard together with the recording volume (microphone input level).

✍ The silence detection level is sometimes also referred to as the VA level (voice-activated recording level).

Recording Test Files

Once the Audio Wizard is satisfied with your recording volume, you can make a test recording to hear the results.

To make a test recording, follow the steps below:

1. From the last dialog box of the Audio Wizard, click the ![record button] button to start recording. Practice saying a few typical sentences. Click the button again to stop recording.

2. Click the ![play button] button to play your recording.

3. If you are satisfied with the sound quality, click **Finish** to close the Audio Wizard. You can now start initial voice training.

Troubleshooting Your Audio System

If your system is good enough, SpeechQ should run properly using your currently installed sound card and audio components. Feel free to make a test recording to hear how your dictations will sound. As these recordings are not saved by SpeechQ, this is a good opportunity to practice speaking into the microphone if you are not familiar with digital dictation.

If your system is not good enough, SpeechQ may not run properly using the currently installed sound card and audio components. If you are not satisfied with your test recordings, rerun the Audio Wizard. This might improve the sound quality. If you rerun the wizard and still have trouble, contact your System Administrator.

Topic:
Completing Initial Voice Training

Before you use speech recognition for the first time, you should perform the initial voice training. If you do not want to do this immediately, it is possible to perform initial voice training at a later date.

To properly set up speech recognition, you must complete voice training. You must complete at least two minutes of voice training to establish a baseline. If you do not dictate in your native language, a voice training session of at least one hour is strongly recommended.

✆ After completing voice training, you can improve the recognition rate by completing additional training at any time.

✆ To obtain a good recognition rate, you need to dictate a minimum of 15 minutes.

The Initial Training window provides the following information and controls to guide you through the training process.

The texts that you should read display with the punctuation in capitals. The numbering above tells you how many texts in this topic group you have recorded. The time below tells you either how much more you need to record before you have reached minimum required by SpeechQ (**Time remaining**), or how much time you have recorded in total (**Total training time**).

The Initial Training window displays the following buttons:

Button	Description
Microphone	Starts and stops recording.
Next	Moves to the next training text.

Button	Description
Playback	Plays the training text you have recorded
Repeat	Starts the recording of the text again (anything you have already recorded for this text is lost).
Start Processing	Sends your audio data for processing. In this way, SpeechQ learns about the way you record and uses this information to improve your initial recognition rate.
Suspend	Suspends the current training session. The audio data you have recorded is not lost, but it is not sent for processing. You will start from the same place the next time you open Initial Training.

When recording texts, speak as you would into any recording device. During initial voice training, you must dictate punctuation and numbers in full as they are written out, otherwise the recognizer will not understand you correctly.

If you are new to dictation and speech recognition, remember that word pronunciation has a strong impact on the accuracy of speech recognition. When speaking into the microphone, try to keep the microphone at the same distance from your mouth at all times (approx. 1 inch/3 cm is recommended). Try to keep the volume of your voice constant, and speak smoothly. Articulate individual syllables where necessary.

Starting Initial Voice Training

To start initial voice training, follow the steps below:

1. Click **Settings > Initial Training**. The Training Topics dialog box displays:
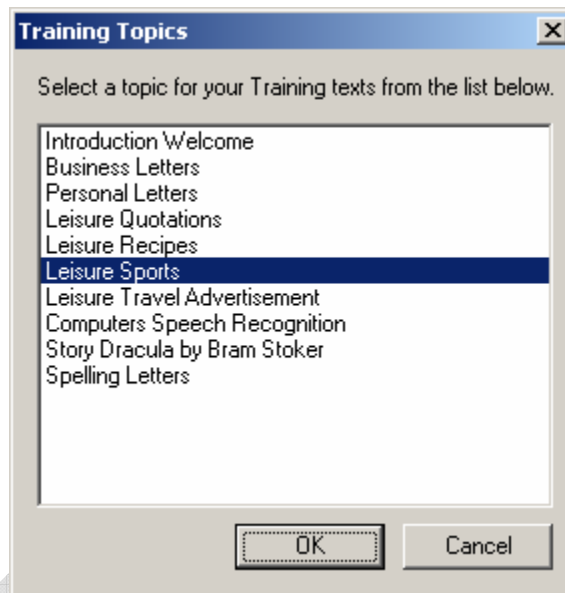
⟳ SpeechQ prompts first-time users to follow the Audio Wizard, that sets the recording level and silence detection level at the workstation.

☠ Due to differences in work environments, each user must complete the Audio Wizard at each workstation they use.

2. Select a training topic and click **OK**. An Initial Training dialog box displays:
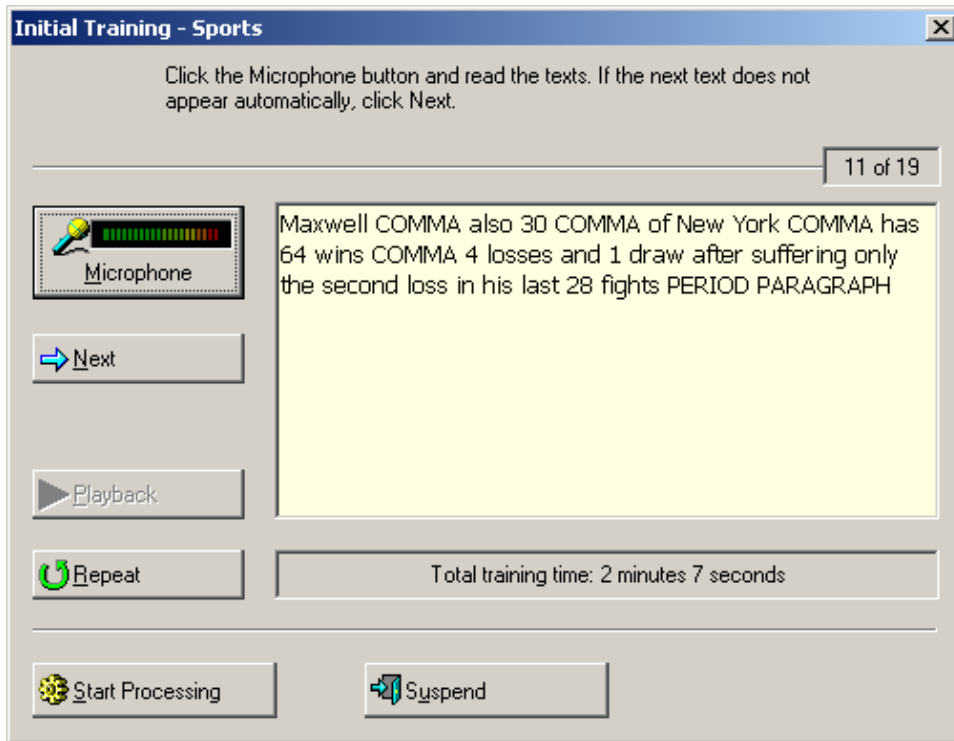
3. Click **Microphone**.

4. Read everything in the text box including punctuation and use your normal speaking voice. Correctly recognized words display in green. Incorrectly recognized words display in red. When SpeechQ correctly recognizes an entire dictation, the next sample dictation displays:
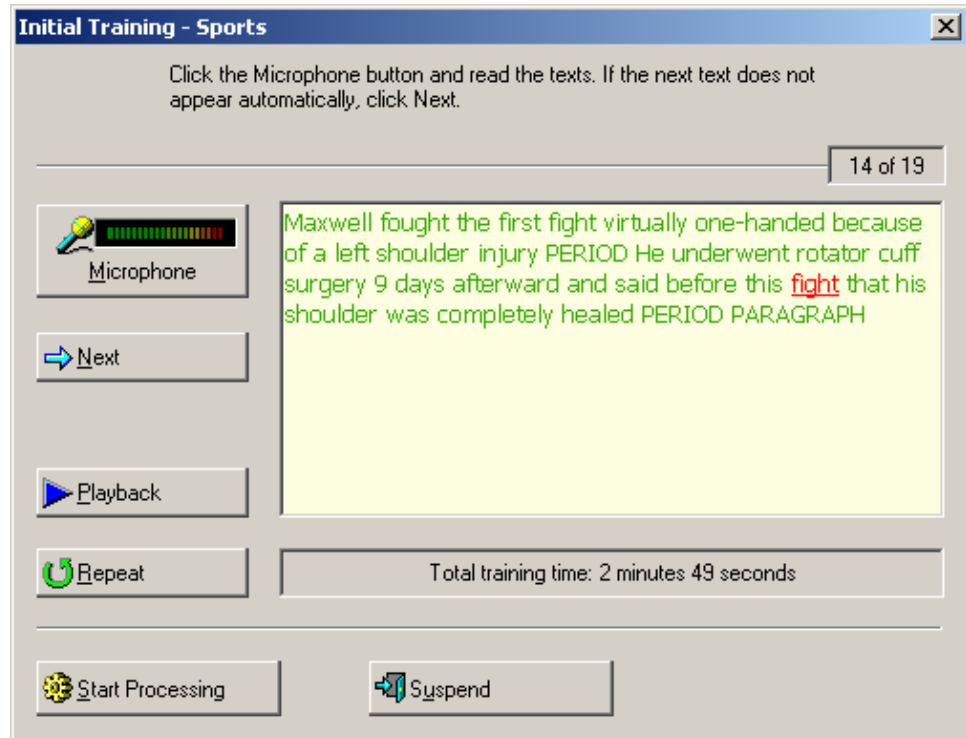
🔔 SpeechQ does not require you to correct all incorrect words to advance. To continue without correcting text, click **Next**.

✏ To correct text, place the cursor next to the first word that displays in red and record to the end of the text.

5. Once you have recorded for the minimum time required by SpeechQ, you can finish training at any time by stopping recording and clicking **Start Processing**.

✏ If you stop recording in the middle of a text, SpeechQ does not include the text when processing your training.

Q   Initial voice training is recommended to minimize the initial error rate of speech recognition. It enables the recognition process to become familiar with your speech characteristics. The minimum time required for native speakers is two minutes (although your administrator may set a longer time). The more texts you can record during training, the better the initial performance.

Q   After you record your first text, you can record a special spelling text. It is highly recommended that you do so, since this will greatly improve your recognition rate when using the spelling alphabet.

Before you start initial voice training, it is a good idea to complete the Audio Wizard and ensure that your audio settings are adjusted correctly. This helps you to improve your recognition results.

It is also possible to skip the initial voice training phase and run the recognizer using pre-installed speaker-independent references.

It is also possible to start initial voice training via the corresponding button on the Speech Recognition tab of the User Preferences option in the Settings menu.

⌃ If you do not dictate in your native language, an initial training of at least one hour is strongly recommended. To obtain a good recognition rate you will have to dictate a minimum of 15 minutes.

Suspending Initial Voice Training

You can suspend Initial Training at any time by stopping recording and clicking **Suspend**. The recordings you have made will be saved and you will start from the same place the next time you open initial voice training. However, the recordings you have made will not be processed by SpeechQ, and the data will not be used to improve recognition, until you finish the session.

✎ You can only continue a suspended training on the same PC where you have suspended it. If you move to a different PC, you will have to restart from the beginning.

Finishing Initial Voice Training

Once you have recorded for the minimum time required by SpeechQ, you can finish Initial Training at any time by stopping recording and clicking **Start Processing** (if you stop recording in the middle of a text, however, the open text will not be included in the data being processed).

It may take some time for your training texts to be processed completely. The amount of time depends on the amount of spoken text waiting to be processed and on the speed of your computer. You can stop processing at any time by clicking **Cancel** - the sound data of the recorded training texts will not be lost.

The minimum recording time required by Initial Training will give SpeechQ enough information about your voice patterns to ensure an above-average initial recognition rate. However, the more texts you record at this stage, the better this rate will be. You can return to Initial Training at any time and record more texts.

Dictating Punctuation

The following table shows how to dictate punctuation marks during Initial Training:

Punctuation mark	How to say it
.	"period"
,	"comma"
!	"exclamation mark"
?	"question mark"
:	"colon"
;	"semicolon"
(	"parenthesis"
)	"end parenthesis"
[	"bracket"
]	"end bracket"
'	"apostrophe"
"	"quote"
"	"end quote"
/	"slash"
...-...	"hyphen"
... - ...	"dash"

Punctuation mark	How to say it
…	"ellipsis marks"

Topic Summary

-

Module Summary

-

Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Use the Audio Wizard to set your audio settings.

2. Complete initial voice training.

Module 4:
Working with Reports

Module Description

This module covers working with reports. It covers creating, recording, correcting, and transcribing reports. reviewing, approving, signing. In addition, module topics cover transcribing a report and actions you can complete after creating a report, such as reviewing, approving, signing a report. The last topic in the module covers monitoring the various phases and states of reports.

Module Performance Objectives

After completing this module, you will be able to:

- create a new report.

- record a report.

- correct a report.

- transcribe a report.

- review a report.

- approve and sign a report.

- monitor phases and states of a signed report.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- log on to SpeechQ Report Station.

- navigate SpeechQ Report Station.

Module Scenario

Now that you know are setup for speech recognition, you are ready to start dictating reports.

Topic:
Creating a New Report

✎ Most of the actions described in the above topics can also be performed by voice command, using Command & Control.

📖 For a full list of available voice commands, see "Commands List" in the online Help file.

You can create a report from any one of the three list views in SpeechQ Report Station.

Creating a New Report in the Orders List View

To create a new report in the Orders List view, follow the steps below:

1. Click **View > Orders List**. The Orders List displays:

2. Search for the order on which you want to report.

3. When the order displays in the list, select it and click **New Report** on the Actions bar. The New Report dialog box displays, with the patient's ID number in the title bar:
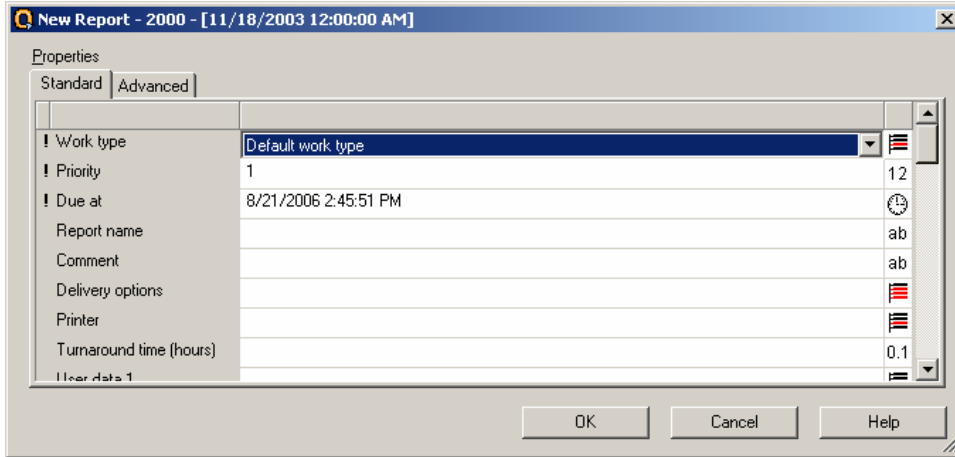
🔔 You can also click **Actions > New Report**.

4. Enter the appropriate properties for the report and click **OK**. The Document view opens showing the template for the work type you select. SpeechQ assigns the order to the report automatically:
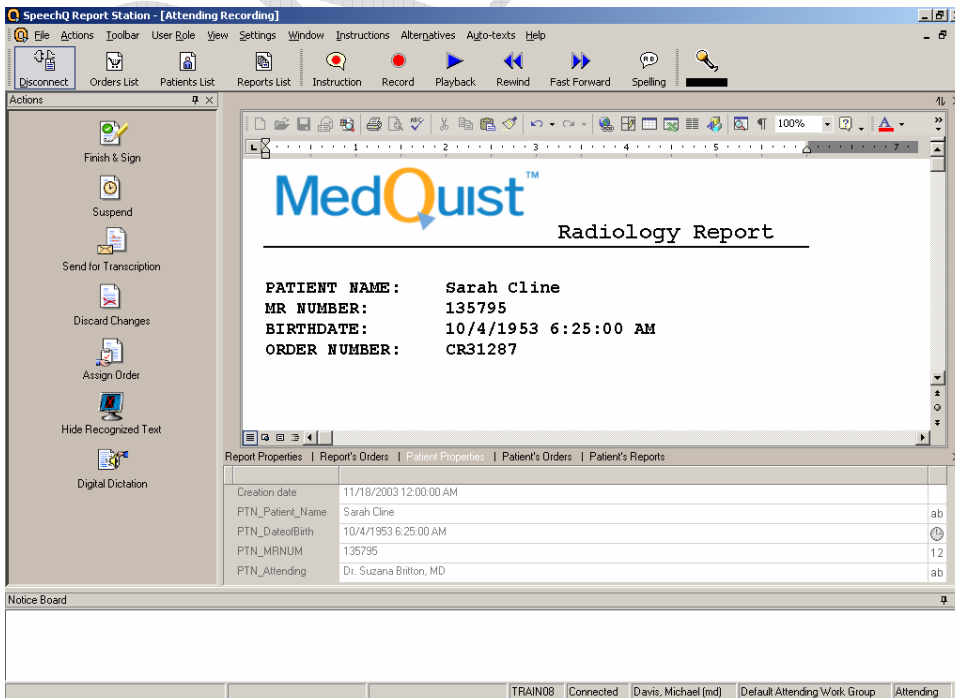
Creating a New Report in the Patients List View

To create a new report in the Patients List view, follow the steps below:

1. Click **View > Patients List**. The Patients List displays:
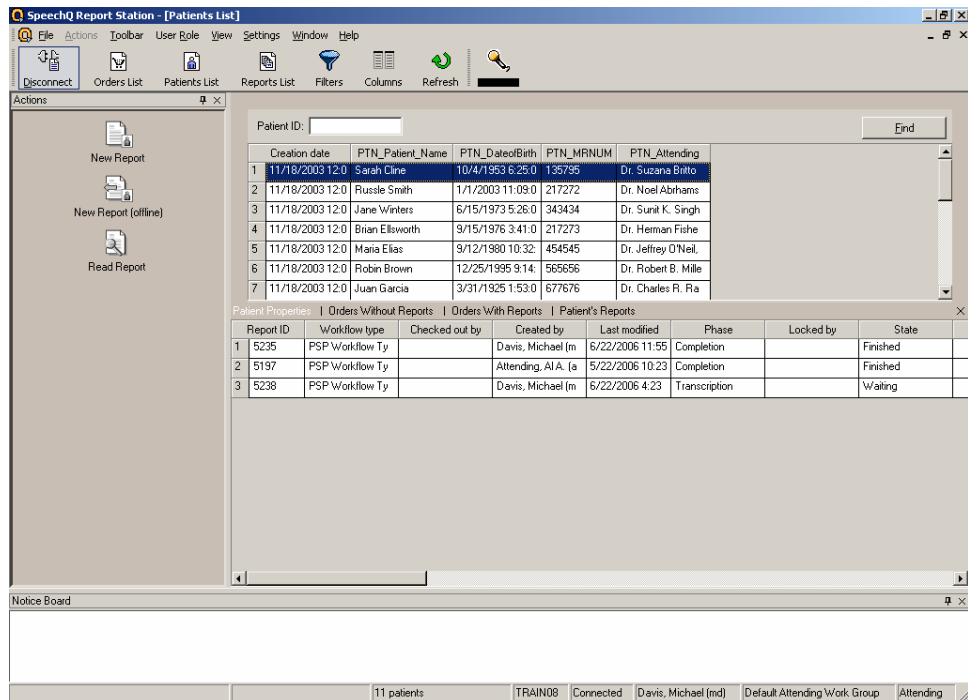
2. Search for the patient associated with the order on which you want to report.

3. Select the patient in the list.

4. Click the **Orders Without Reports** tab in the reference section.
    All of the patient's orders with no reports display:

5. From the list of orders associated with the patient, select the one
    on which you want to report.

6. Click the **New Report** button on the Actions bar. The New
    Report dialog box displays, with the patient's ID shown in the
    title bar.

    🔔 You can also click **Actions > New Report**.

7. Enter the appropriate properties for the report and click **OK**.

8. The Document view opens showing the template for the work
    type you select. The order is assigned to the report document
    automatically. You can now begin recording.

Creating a New Report in the Reports List View

From the Reports list view, you can create a new Report and assign an order to it before finishing the report.

To create a new report in the Reports List view, follow the steps below:

1. Click **View > Reports List**. The Reports List displays:
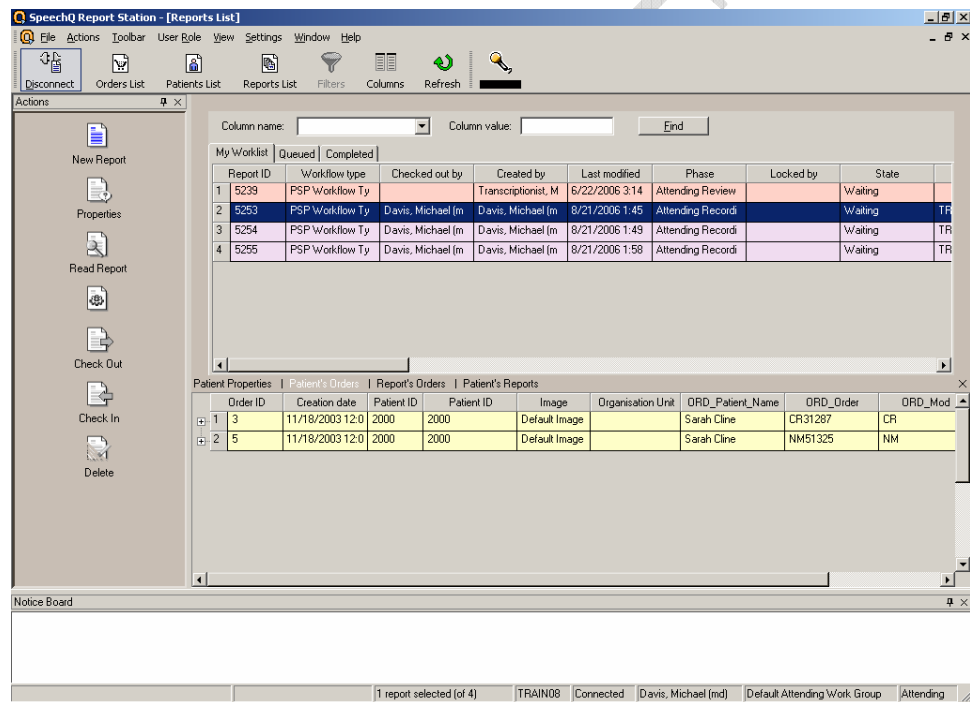
🔔 You can also click **Reports List** on the Standard toolbar.

2. Click **New Report** on the Actions bar. The Report Properties dialog box displays:
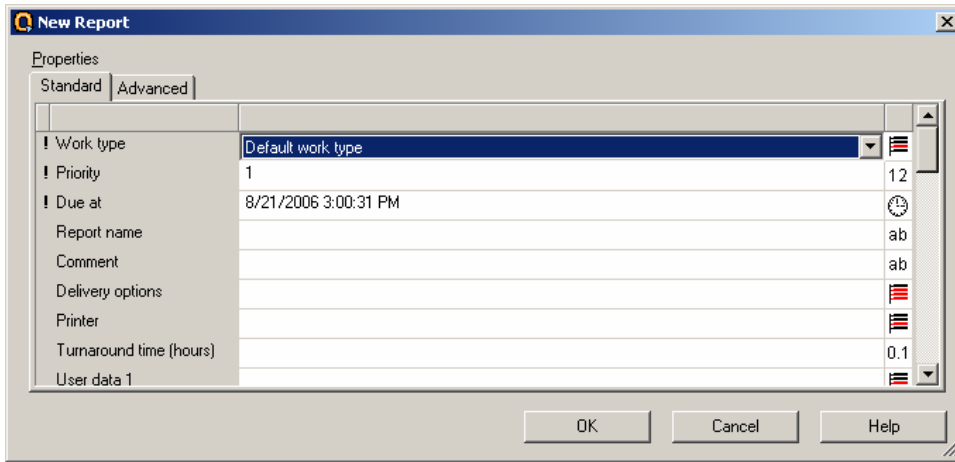
🔔 You can also click **Actions > New Report**.

3. Enter the appropriate properties for the report and click **OK**. The Document view opens displaying the template for the work type you select:
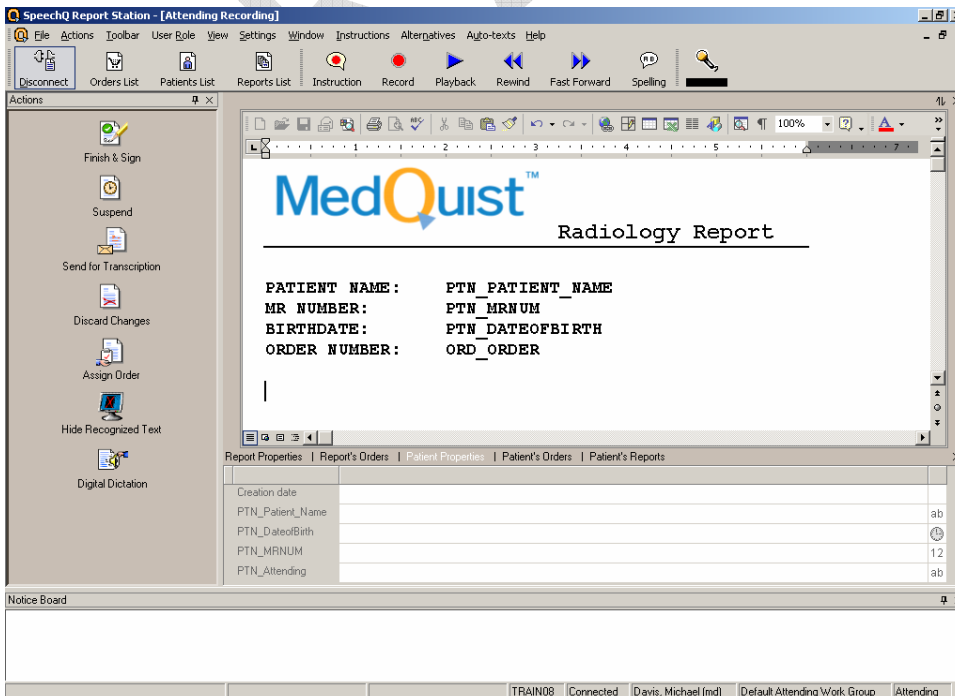
4. Click **Assign Order** on the Actions bar. The Assign Order dialog box displays:
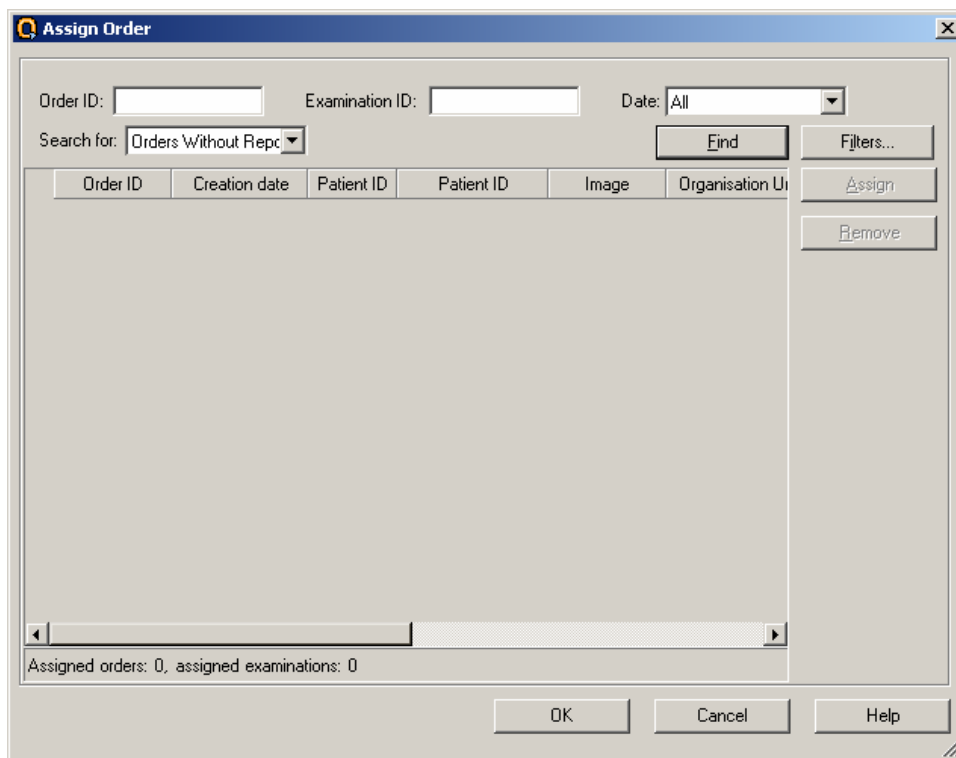
✆ You can also click **Actions > Assign Order**.

5. Search for the order that you want to assign to the report. The Assign Order dialog box displays your search results:
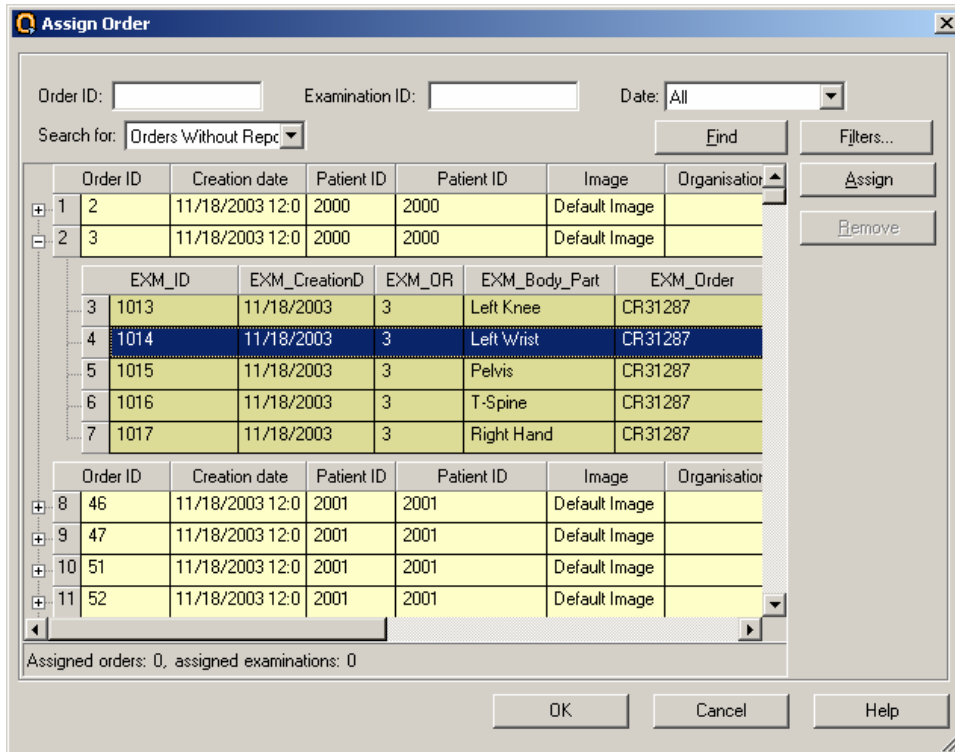
6. In the Assign Order dialog box, select the order you want to assign and click **OK**.
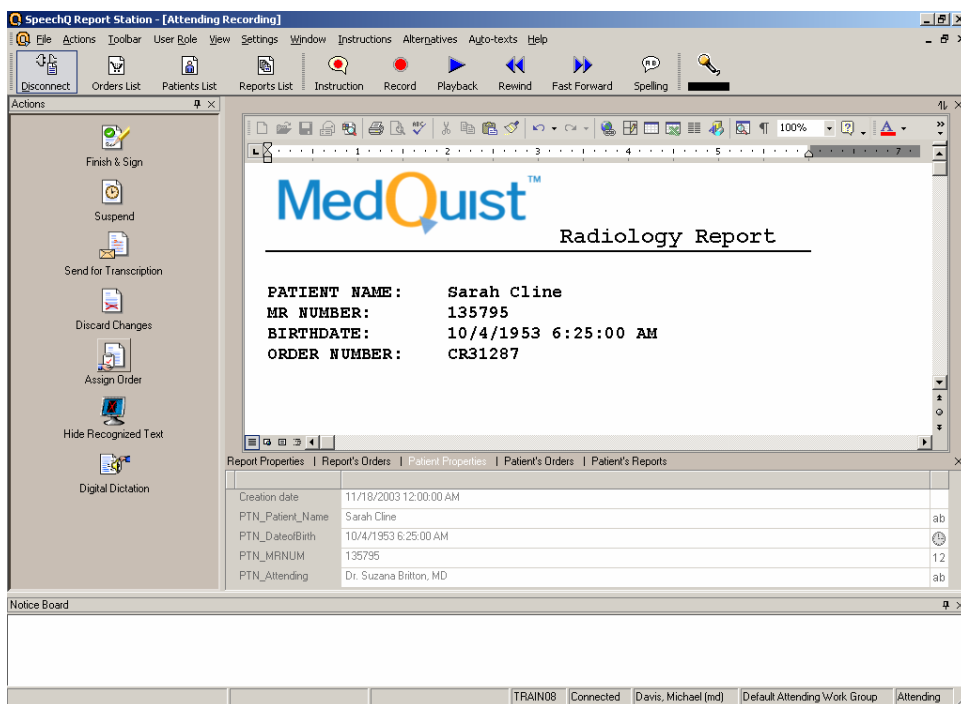
7. The selected order is now assigned to the report you have created. You can now begin recording.

✐ It is possible to create reports without assigning orders to them. However, reports cannot be signed (and therefore completed) unless an order is assigned to them. You can also assign an order to a report in the review phase.

Topic:
Recording a Report

The following example is based on a report of a mammogram examination, where the author is using speech recognition. The **Use automatic punctuation** option is activated in user preferences. The punctuation which has to be dictated is underlined in this example:

report <u>colon new line</u> this is a forty-three year old woman status post right breast lumpectomy done three ninety seven <u>next paragraph</u> there is a fibroglandular pattern no mass calcification or architectural distortion suspicious for malignancy is seen magnification views with spot compression demonstrate architectural distortion consistent with post surgical change a few calcifications with benign characteristics are scattered in both breasts except for post surgical changes in the right breast there has been no other change since three fourteen ninety seven <u>next paragraph</u> impression <u>colon new line</u> no evidence of malignancy or focal area of radiographic concern post lumpectomy and radiation therapy change in the right breast recommend next bilateral mammogram in one year

To record a report, follow the steps below:

1. From the Document view, press the **Record** button on your SpeechMike, or click **Record** on the Recording toolbar. The frame around the document changes color, indicating that the mode has changed from Command to Dictation:
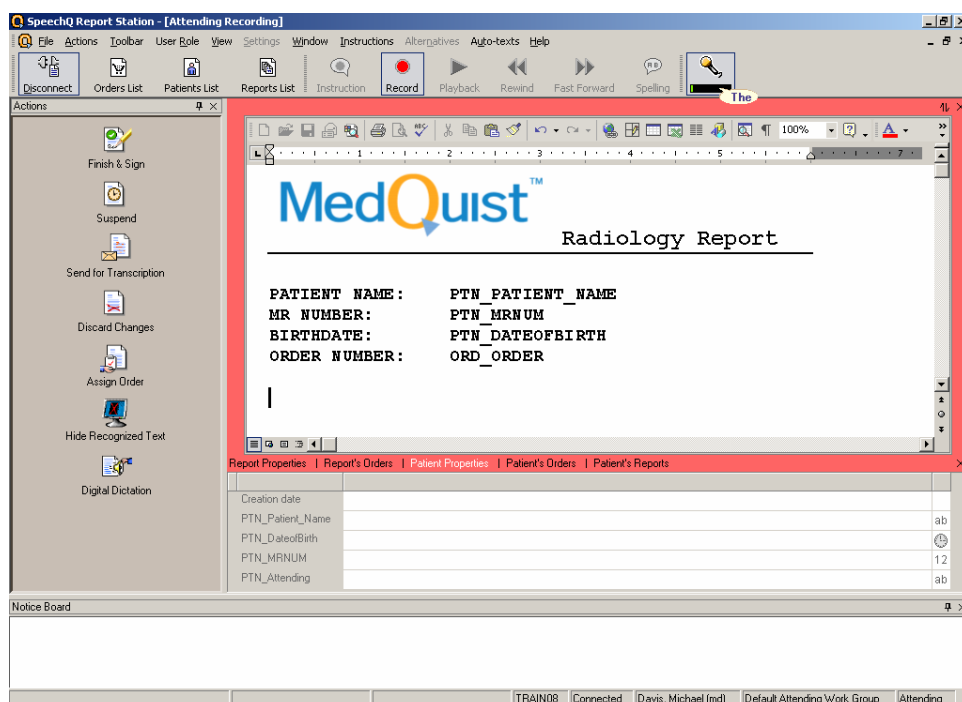
2. To pause or stop recording, press the **RECORD** button on your SpeechMike again, or click **Record** on the Recording toolbar.

3. Click **Send for Transcription** on the Actions bar to promote the report to the next phase.

✐ If you are using a Dictate-Edit-Sign workflow, review and correct the report, and then click **Finish & Sign**. Adaptation takes place, and SpeechQ promotes the report to the Delivery and Completion phases.

Formatting Reports with Document Templates

SpeechQ includes certain information in a report before you start recording. Field titles and section headings display by default as part of the template. In the example below, they are shown in **bold**.

☞ Your Workflow Administrator configures the layout and content of the templates.

SpeechQ uses information from the patient and order/examination properties tables to automatically enter patient and order/examination details, which are shown below in *italics*:

Radiology Report - Northwestern Memorial Hospital

Patient: *Smith, Jane*

Department of Radiology Patient ID#:*123-45-6789*

Date of Birth:*09/14/1962*

Exam: *DX UNILAT MAMMOGRAM RT*

Exam Date: *08/13/99*

Reason: *DIAGNOSTIC*

Report:

This is a 43-year-old woman status post right breast lumpectomy done 3/97.

There is a fibroglandular pattern. No mass, calcification, or architectural distortion suspicious for malignancy is seen. Magnification views with spot compression demonstrate architectural distortion consistent with post surgical change. A few calcifications with benign characteristics are scattered in both breasts. Except for post surgical changes in the right breast, there has been no other change since 3/14/97.

Impression:

No evidence of malignancy or focal area of radiographic concern. Post lumpectomy and radiation therapy change in the right breast. Recommend next bilateral mammogram in one year.

Topic:
Correcting a Report

Authors who work with speech recognition create reports containing both a sound file and a matching text document. In these cases, a user with a Transcriptionist user role checks the text to verify that it has been correctly recognized.

To correct a report, follow the steps below:

1. Click **View > Reports List**. The Reports List displays:

⌣ You can also click **Reports List** on the Standard toolbar.

2. Select a report on the **My Worklist** tab with the phase **Transcription**.

3. Click **Transcribe** on the Actions bar, or click **Actions > Transcribe**. The report opens in the Document view:

Playback

Send for Review

🔔 You can also double-click the report in the list.

✍ If the author recorded instructions, the Play button displays next to the Playback button. Click **Play** to listen to the instructions from the author.
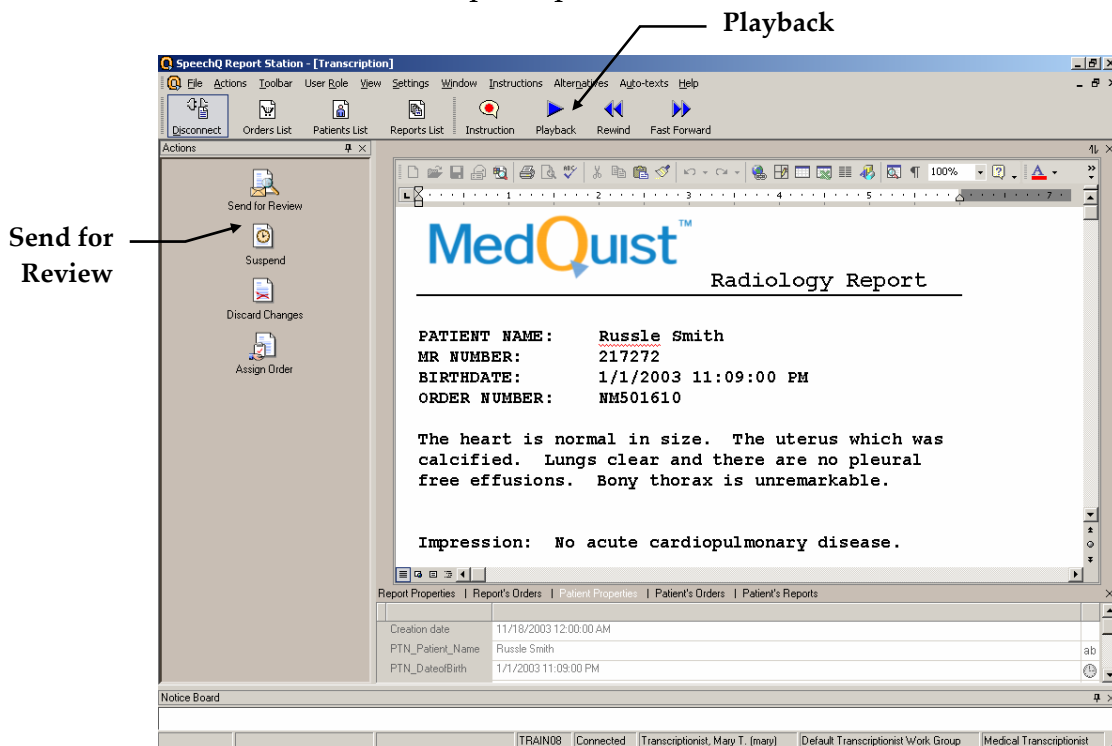
4. Click **Playback** to start playback of the sound file.

5. Read the text as you listen to the report, correcting any mistakes you find.

6. Click **Send for Review** to close the report. The report closes and the next report displays at the top of your Reports List.

Topic:
Transcribing a Report

Authors who work without speech recognition can create reports containing only a sound file, and no text. In these cases, you must transcribe the entire report:

1. Click **View > Reports List**. The Reports List displays:
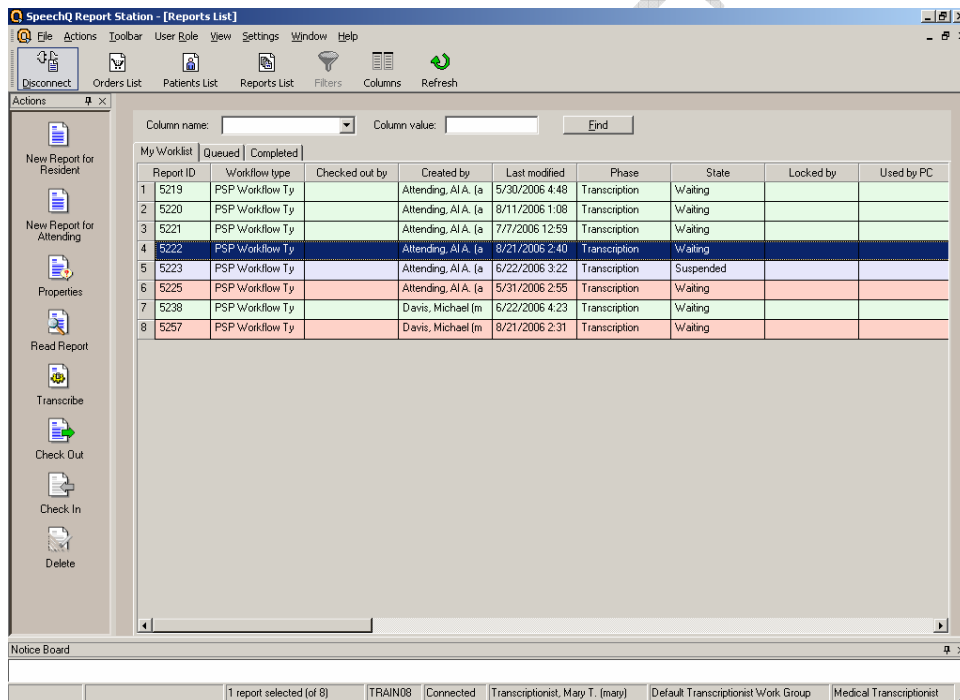
2. Select a report on the **My Worklist** tab with the phase "Transcription".

3. Click **Transcribe** on the Actions bar, or click **Actions > Transcribe**. The report opens in the Document view:

❧ You can also double-click the report in the list.

✐ If the author recorded instructions, the Play button displays next to the Playback button. Click **Play** to listen to the instructions from the author.
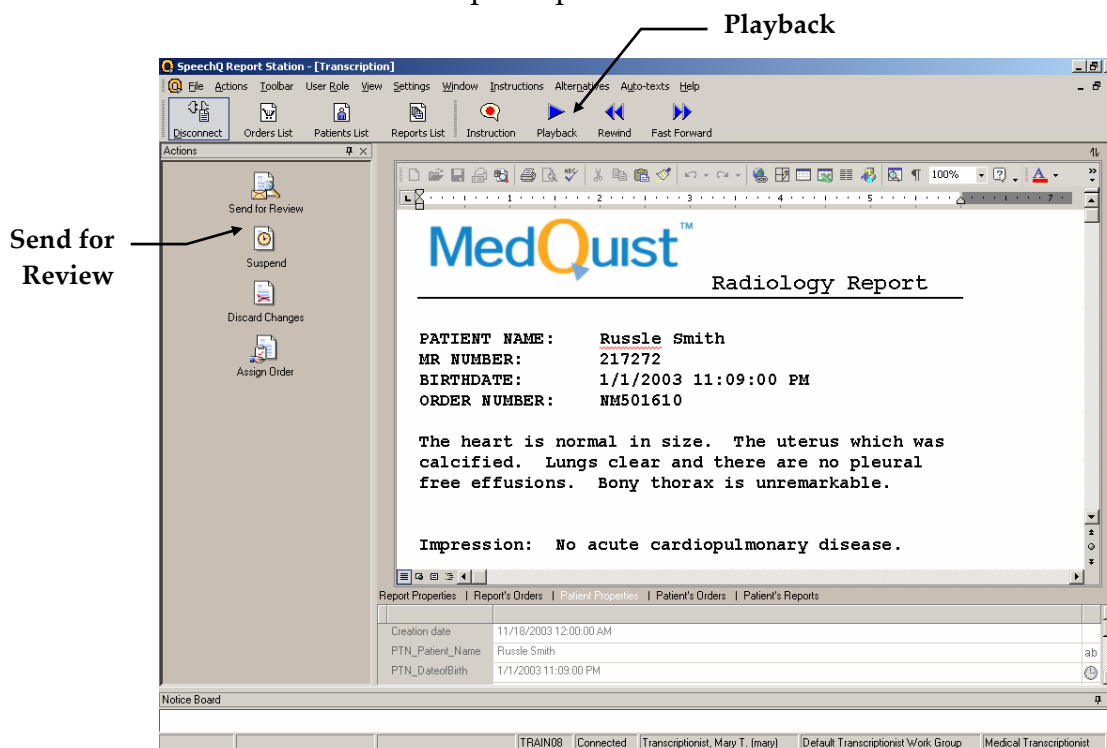
4. Click **Playback** to start playback of the sound file.

5. Enter the text you hear into the report until you reach the end of the sound file.

6. Click **Send for Review** to close the report. SpeechQ sends the report for review and the next report displays at the top of your Reports List.

Topic:
Reviewing a Report

To review a report, follow the steps below:

1. Click **View > Reports List**. The Reports List displays:
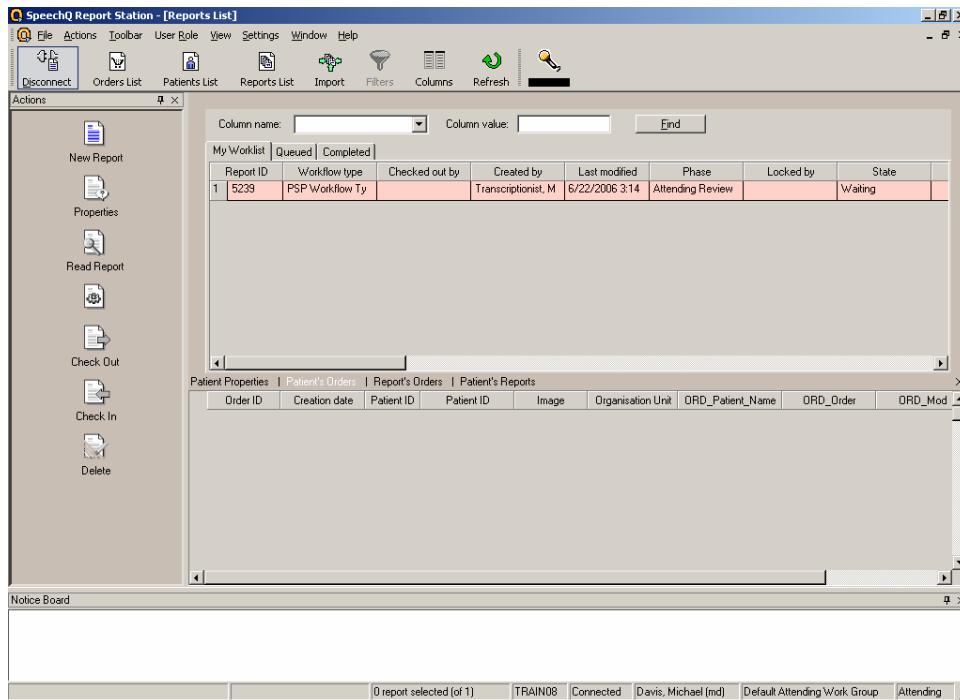
2. Select a report on the **My Worklist** tab with the phase **Attending Review** or **Resident Review**.

3. Click **Review** on the Actions bar, or click **Actions** > **Review**. The report opens as read-only in the Document view.

✍ You can also double-click the report in the list.

4. Review the report to ensure that there are no transcription errors. To edit the report, click **Edit**. This opens the report document and initializes the sound file.

✏ If you are not satisfied, click **Reject** on the Actions bar to send the report back to the Medical Transcriptionist for further work. You can explain the reason why the report was rejected.

5. When you finish, do one of the following:

⇒ Click **Send for Approval** on the Actions bar if you are a Resident. Speech sends the report now to an Attending for approval and signature.

⇒ Click **Finish & Sign** if you are an Attending. SpeechQ promotes the report to the next phase.

Topic:
Approving and Signing a Report

SpeechQ cannot deliver and complete a report until an Attending signs the report. If the author is a Resident and does not have signing rights, an Attending must sign the report.

To approve and sign a report, follow the steps below:

1. Click **View > Reports List**. The Reports List displays:

2. Select the report you want to sign from the **Active Reports** tab of the Reports List.

3. To open the report, click **Approve** on the Actions bar, or click **Actions > Approve**. This opens a read-only copy of the report document for approval.

4. If you are not satisfied with the contents of the report, click **Reject** on the Actions bar to send it back to the author for further work.

🔔 You can also click **Edit** to open the report document in edit mode. You can now edit the report.

5. If you are satisfied with the contents of the report, click **Approve & Sign** on the Actions bar, or click **Actions > Approve & Sign**.

Topic:
Monitoring Phases and States of Signed Reports

After a report has been signed, the final phases of the SpeechQ workflow are initiated:

- Adaptation

- Delivery

- Completion

Defining Adaptation

Adaptation takes place in two parts of the SpeechQ workflow.

- **Acoustic Adaptation**: This has already happened automatically, during the recording phase.

- **ConText Adaptation**: Depending on your personal user settings, you can either handle the unknown words in your report now or at a later date.

Unless ConText Adaptation has been disabled, a report cannot be completed and archived until ConText Adaptation has taken place.

Defining Delivery

Signing a report also initiates the delivery phase. SpeechQ automatically delivers the report is in the manner you specify by in the report properties. This is usually either as a printout, a fax or an email. Depending on SpeechQ configuration, the reports are also sent to a RIS/HIS via SpeechLink. If delivery fails, the reports remains in the delivery phase with the state suspended. Contact your System Administrator.

Defining Completion

A report stays in the completion phase until it has been archived. This is done automatically, according to the specifications your System Administrator defines. Once it has been archived, it is purged and is no longer held in the SpeechQ system. To access an archived report, contact your System Administrator.

Topic Summary

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Module Summary

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Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on as "Al" or "Alice". Start a report, dictate it, then send it for transcription.

2. Start two other reports and suspend them both. Review the My Worklist and Queued tabs and locate the suspended reports. Continue recording one of the suspended reports then send it for transcription.

3. Start another report and send it for transcription. In the Reports List view, review the entries under the Queued tab.

4. Log on as an MT (Mary). Review the My Worklist and Queued tabs. Transcribe a report and suspend it. Review the My Worklist tab. Transcribe/edit two reports and send each for review

5. Log on as "Al" (or "Alice")and view the My Worklist and Queued tabs. Review a report and suspend it. Review a second report and reject it. Review a third report and finish and sign it.

6. Log on as MT (Mary) and review the My Worklist tab (find rejection), edit, send for review.

Module 5:
Using Resident and Attending Roles

Module Description

This module covers speech recognition and report creation feature that are specific to Resident and Attending.

Module Performance Objectives

After completing this module, you will be able to:

- define Resident and Attending roles.

- use the Actions bar.

- create reports.

- show and hide recognize text.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- create reports using Report Station.

Module Scenario

Now that you know how to create reports using speech recognition, you are ready to explore some of the SpeechQ features that are specific to your role as a Resident or an Attending.

Topic:
Defining Resident and Attending Roles

In SpeechQ, 'Resident' is one of the default user roles. Residents work with the SpeechQ Report Station module. As a Resident, you can record and review reports. In the workflow, you are involved in the corresponding phases.

In SpeechQ, 'Attending' is one of the default user roles. Attendings work with the SpeechQ Report Station module. As an Attending, you can create, record, approve and sign reports. In the workflow, you are involved in the corresponding phases.

Topic:
Using the Actions Bar

The Actions bar provides buttons for all available functions related to your user role, workflow phase and selected list view.

If a button displays but is unavailable, it means that the function relates to this phase of the workflow, but not for the particular report that you select. For example, you can only delete reports you create, so if you select a report that another user creates, SpeechQ disables the Delete button.

The following sections contain tables that describe all buttons available to Residents and Attendings in the various phases and list views. If your system has been customized, other buttons may be available. Some of these functions may also be available via keyboard shortcuts.

Working in the Reports List View

The following table describes buttons available in the Reports List view:

Button	Description
New Report	Creates a report (without any order or patient assigned to it). Your Workflow Administrator may rename this button or add additional buttons to meet your report creation needs, such as patient assignment, order assignment, and simple letters.
Properties	Enables you to view or modify the properties of a report.
Read Report	Opens the selected report in the Document view. The report is read-only, which means you cannot make any changes to it.
Record	Opens a selected report so you can start recording.

Button	Description
Review	Opens a report that has come back from transcription.
Approve	Opens a report for approval and signature by an Attending.
Adapt	Displays the Edit Unknown Words dialog box. Your Workflow Administrator may also have defined certain Microsoft Word Macros which can be activated by clicking this button.
Check Out	Checks out a report for offline work.
Check In	Returns a checked-out report to the SpeechQ system.
Back To	This button displays only if the workflow supports this function. Click this button to interrupt a workflow, that is, to work on a report that has already been promoted to the next phase. This function only works if the promoted report has not yet been worked on by the next user (see: Back to recording).
Delete	Deletes a report, including the sound file and all other data belonging to this report. You can only delete reports that you create.

Working in the Document View—All Phases

The following table describes buttons available during all phases in the Document view:

Button	Description
Send email	If this setting is configured in your user preferences, this button creates an email with the report (in its current state) attached.
Print	If this setting is configured in your user preferences, this button prints a copy of the report in its current state.

Working in the Document View—Recording Phase

The following table describes buttons available during the Recording phase in the Document view:

Button	Description
Send for Approval	Accepts the corrected or transcribed report and sends it to an Attending for signature. This button is available to Residents.
Finish & Sign	In the Dictate-Edit-Sign workflow, finishes the report and attaches your signature. This button is available to Attendings.
Finish	In a workflow where reports are signed outside SpeechQ, this button promotes the report to the delivery phase.
Send for Transcription	Closes a report and sends it to a Medical Transcriptionist for transcription or correction.
Suspend	Suspends a report, without finishing it or promoting it to another phase. You can open it again and continue working on it at any time.

Button	Description
Discard	Discards any changes you have made to the document.
Assign Order	Displays the **Assign Order** dialog box. Here you can assign an order to a report. This button may also be called **Assign Patient**, depending on how your Workflow Administrator has configured the report assignment of the workflow type you are using.
Show Recognized Text	Shows the recognized text during recording.
Hide Recognized Text	Hides the recognized text during recording.
Digital Dictation	Switches from recording using speech recognition to digital dictation.

Working in the Document View—Review Phase

The following table describes buttons available during the Review phase in the Document view:

Button	Description
Edit	Makes the report document writable and attaches the sound file, enabling you to edit both parts of the report.
Send for Approval	Accepts the corrected or transcribed report and sends it to an Attending for signature. This button is available to Residents.
Approve & Sign	Accepts the corrected or transcribed report and attaches your signature to the report. This button is available to Attendings.
Finish	In a workflow where reports are signed outside SpeechQ, this button promotes the report to the delivery phase.

Button	Description
Reject	Sends a report back to the Medical Transcriptionist for further work.
Suspend	Suspends a report in whichever phase you are working in, without finishing it or promoting it to another phase. You can open it again and continue working on it at any time. This button has two functions: • **Discard**: If the report document is open for reviewing, this button discards any changes you have made to the document. • **Close Report**: When the report document is open for viewing only, this button closes the report.
Assign Order	Displays the **Assign Order** dialog box. Here you can assign an order to a report.

Working in the Document View—Completion Phase

The following table describes buttons available during the Completion phase in the Document view:

Button	Description
Create Addendum	Creates an addendum report. Your Workflow Administrator may rename this button or add further buttons to make the creation of other documents (e.g. letters) easier.
Create Addendum (offline)	Creates an addendum report for working offline.
Close Report	When the report document is open for viewing only, this button closes the report.

Working in the Orders List View

The following table displays buttons available in the Orders List view:

Button	Description
New Report	Creates a report (with the selected order assigned to it). Your Workflow Administrator may rename this button or add further buttons to make the creation of other documents (e.g. letters) easier.
New Report (offline)	Creates a new report for working offline.

Working in the Patients List View

The following table displays buttons available in the Patients List view:

Button	Description
New Report	Creates a report (with the selected patient and order assigned to it). Your Workflow Administrator may rename this button or add further buttons to make the creation of other documents (e.g. letters) easier.
New Report (offline)	Creates a new report for working offline.

Topic:
Creating Reports

SpeechQ provides you with a variety of ways to create reports, using the different list views, depending on how you prefer to search for patients and orders.

You can create reports from the Reports List view, the Orders List view or the Patients List view. The different list views contribute to certain important differences in report creation, but allow you flexibility in the way you work.

✍ Select the report creation method that best suits your working practice.

Creating a Report in the Orders List View

When you create a report in the Orders List view, both a patient and an order are automatically associated with the report. Before you create the report, make sure you select the correct order; the patient is already associated with the order.

✎ If you do not have an order selected when you create a report in the Orders List view, then no order is associated with this report.

You can also select an examination in the Orders List view, and then create a report related to this examination.

📖 For more information, see "Creating New Reports in the Orders List View".

Creating a Report in the Patients List View

When you create a report in the Patients List view, both a patient and an order are automatically associated with the report. Before you create the report, make sure you have the correct patient selected, and then select the appropriate order from the Related Orders tab in the reference section. If you do not select an order from the Related Orders tab, the report will not have an order associated with it.

✍ Orders are always associated with a patient; however, it is possible to have a patient with no order. For such patients, it is not possible to create a report.

You can also select an examination in the Patients List view, and then create a report related to this examination.

⌘ For more information, see "Creating New Reports in the Patients List View".

Creating a Report in the Reports List View

When you create a report in the Reports List view, no patient or order is associated with the report. Creating a report from this view is only recommended if you plan to assign an order at a later stage. A report cannot be completed in the SpeechQ system, if there is no order associated with it.

✍ Assigning an order to a report can be done in the Document view. Assigning an order can be done in the recording, review or the approval phase of the workflow.

✍ For more information, see "Creating New Reports in the Reports List View".

Topic:
Showing and Hiding Recognized Text

SpeechQ provides two different methods of recording with speech recognition: show recognized text and hide recognized text. These different ways of working do not affect the recognition accuracy. However, they do affect how you work with SpeechQ in the recording phase. For example, the buttons available on the Actions bar and the Recording toolbar are different.

Showing Recognized Text

When recording a report, the recognition result displays immediately on the screen. This method is recommended to see the text recognized as you record. You can check the accuracy of the recognition while you are recording. It is also a simple matter to add Auto-texts and Fields and Smart Fields at the relevant places in the report document.

Click **Hide Recognized Text** on the Actions bar to switch to background recognition.

Click **Digital Dictation** on the Actions bar to switch to recording using digital dictation. You must confirm your action because once you perform this action you cannot switch back to recording using speech recognition. In addition, SpeechQ sends the report for transcription without the recognized text in the document.

Hiding Recognized Text

When recording a report, SpeechQ does not display the recognition result to the user. This method is recommended if you do not want to see the text recognized as you record. The report document template displays in the Document view, but this view is disabled and you cannot make any changes to the template.

The **Auto-texts** menu and the **Alternatives** menu are not available for background recognition. You can still insert Auto-texts using voice commands.
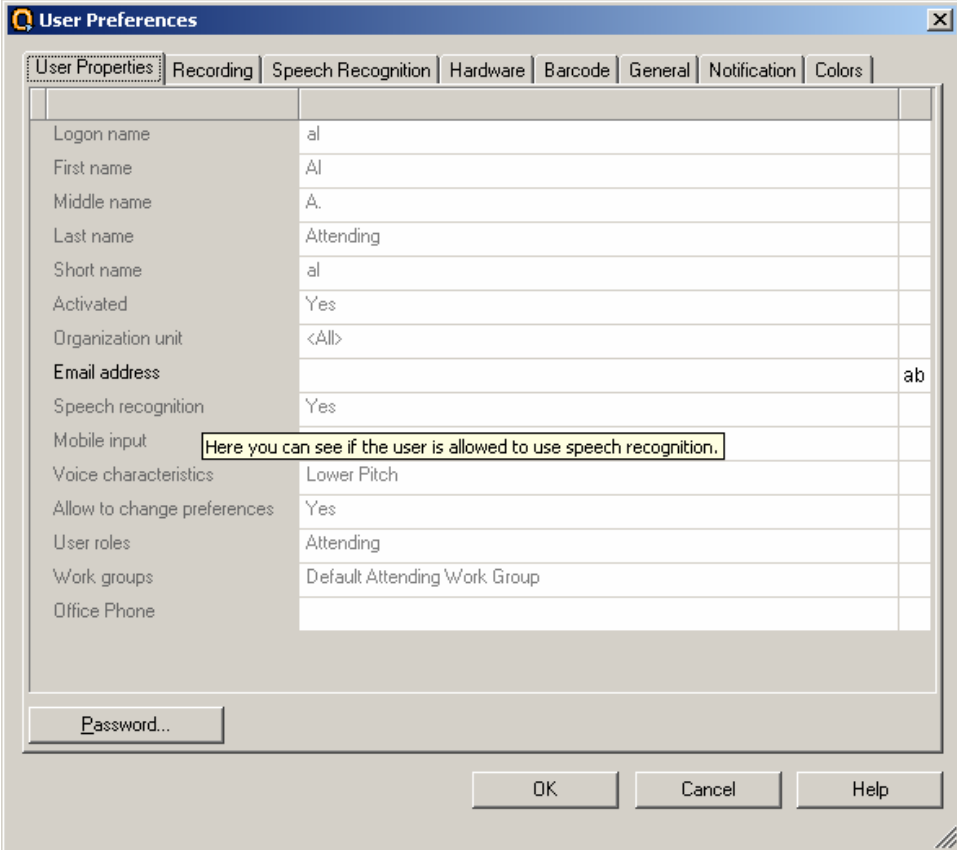
If you suspend a report recorded using background recognition, when you continue recording this report the recognized text (previously recorded) displays.

Click **Show Recognized Text** on the Actions bar to view the recognized text and finalize the report document.

Configuring Your Speech Recognition Setting

To configure your speech recognition setting, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Speech Recognition** tab. The Speech Recognition tab displays:

3. Enable the **Use speech recognition** option.

4. Do one of the following:

   ⇒ Enable the **Background Recognition** option to record reports using background recognition.

   ⇒ Disable the **Background Recognition** option to show the recognized text when recording reports.

5. Click **OK**.

Topic Summary

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Module Summary

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Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on as "Ray", Resident role, and create a report. Send the report for approval.

2. Log on "Al" or "Alice" and approve the report you sent for approval.

Module 6:
Using Dictation Features

Module Description

This module covers standard and advanced dictation features. It also covers using spelling features.

Module Performance Objectives

After completing this module, you will be able to:

- use standard dictation features.

- use advanced dictation features.

- use spelling features.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- create reports using Report Station.

Module Scenario

Now that you know how to create reports using speech recognition, you are ready to use some of the standard and advanced SpeechQ features that are specific to your role as a Resident or an Attending.

Topic:
Using Standard Dictation Features

You can use standard dictation features to accomplish the following:

- Create and record reports using speech recognition.

- Create and record reports using digital dictation.

- Create, record, and edit reports.

- Sign reports.

- Suspend a recording.

- Review a report.

- Assign an order to a report.

Creating and Recording a Report Using Speech Recognition

When creating a report using speech recognition, SpeechQ simultaneously recognizes and displays your dictated speech. This means you can view the recognition result immediately on your screen, unless you select to hide recognized text in your user preferences.

When recording and recognition finish, you can either correct and finish the document or send it for transcription.

⌂ If you are recording in an environment with very loud background noise, recording using digital dictation can be a more efficient method of recording than recording using speech recognition. Compare: Creating and recording a report using digital dictation.

To create a new report from the Orders List view and to record using speech recognition, follow the steps below:
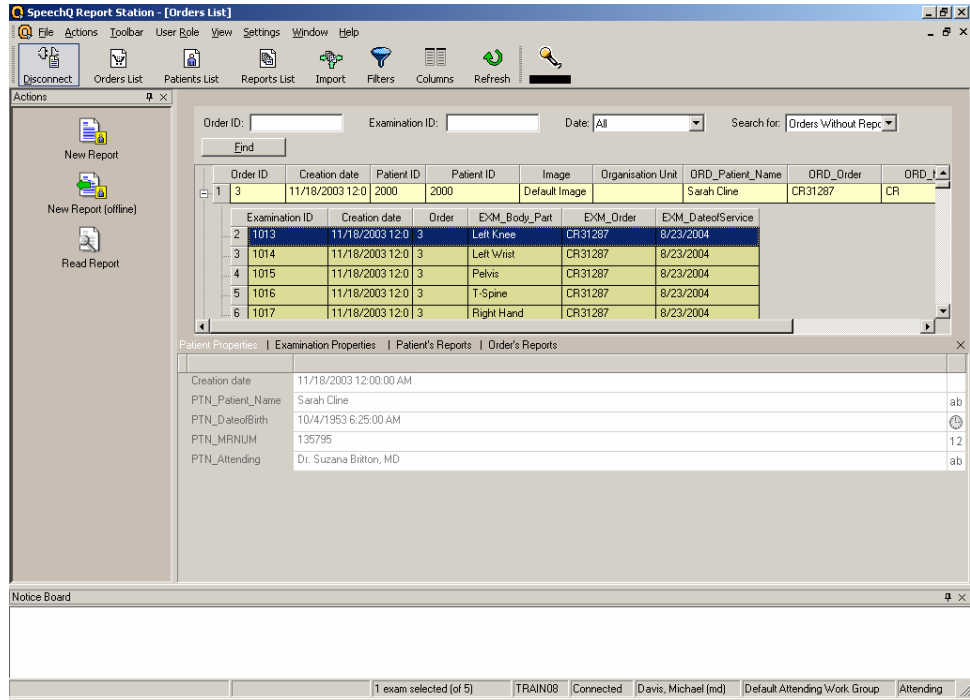
1. Click **View > Orders List**. The Orders List displays:

2. Search for the order on which you want to report.

3. When the order displays in the list, select it and click **New Report** on the Actions bar. The New Report dialog box displays, with the patient's ID number in the title bar:

🔔 You can also click **Actions > New Report**.

4. Enter the appropriate properties for the report and click **OK**. The Document view opens showing the template for the work type you select:
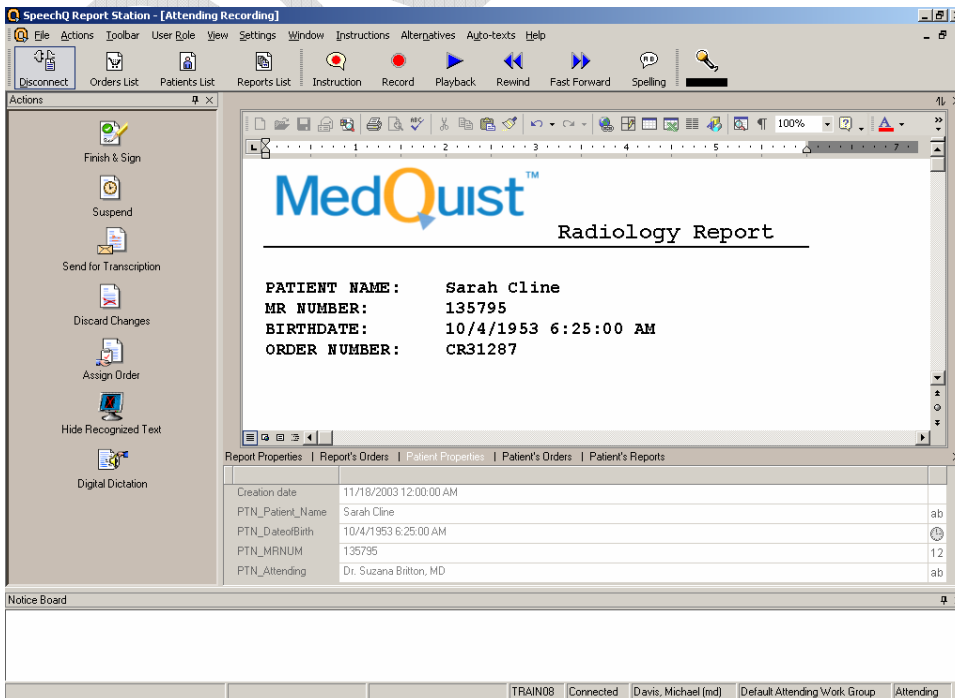
    ✎ SpeechQ assigns the order to the report automatically.

    🔔 You can also press the **RECORD** button on your SpeechMike.

    ✎ An exclamation mark to the left of a property means that it is mandatory, these fields must be defined when a new report is created.

    ✎ Alternatively, you can also define default properties for new reports.

    The report document opens with a template which provides the outline for the final report. The template can contain generic text and Fields, Smart Fields or Named Fields. The work type defines the template by the work type you have selected for this report.

5. To start recording, do one of the following:

⇒ Click **Record** on the Recording toolbar.

⇒ Press the **RECORD** button on your SpeechMike.

⇒ Say "Record".

The recognized text displays in the report document, in the position specified by the template. The frame color around the document section changes to the Dictation mode color:
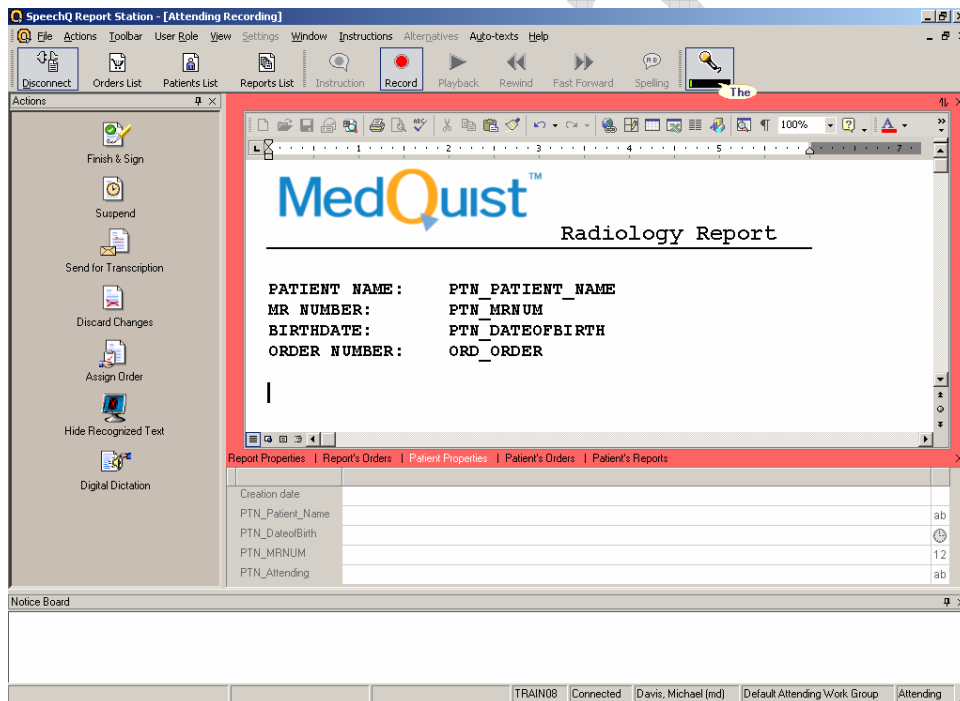
✍ You cannot edit the document in Dictation mode.

6. Record your report.

7. To stop recording, do one of the following:

   ⇒ Click **Record** again.

   ⇒ Press the **RECORD** button on the SpeechMike again.

   ⇒ Say "Stop Recording".

   The frame color around the document section changes back to the previous mode color.

8. Click **Send for Transcription** on the Actions bar to save your work and promote the report to the transcription phase.

↻ Different versions of SpeechMike can have different button behavior. For more information, refer to the user manual delivered with your SpeechMike.

Troubleshooting Problems Recording with Speech Recognition

If your reports are created with digital dictation but you want to use speech recognition it could be because of one of the following reasons:

- You do not have the **Speech Recognition** user property.

- No ConText has been assigned to the work type you use.

- The ConText assigned to the work type has not been assigned to you.

- You have disabled the **Use speech recognition** option in your user preferences.

Troubleshooting Problems with Poor Recognition Results

📖 If the recognition results of a report are substandard, check for possible causes in the "Audio Troubleshooting" section of this manual or online Help.

If you do not want to send the recognition results of a report for correction, you can still send only the sound file for transcription.

To send only the sound file for transcription, follow the steps below:

1. Click **Digital Dictation** on the Actions bar. Speech recognition is now disabled for this report.

2. Delete the recognized text of the report.

3. Click **Send for Transcription**. The sound file of the report is sent for transcription.

☠ You must click **Digital Dictation** before you delete the text, otherwise the sound file will also be deleted.

Creating and Recording a Report Using Digital Dictation

When creating a report using digital dictation, you create a sound file. When recording is finished, you send it for transcription.

🔔 If you are recording in an environment with very loud background noise, this can be a more efficient method of recording than using speech recognition.

☠ Before recording using digital dictation make sure you have disabled the **Use speech recognition** option in your user preferences.

To create a new report from the Orders List view and to record using digital dictation, follow the steps below:

1. Click **Orders List** on the Standard toolbar.

2. Search for the appropriate order with the following options:

    *   **Order ID**

    *   **Examination ID**

    *   **Date**

3. Click **Find**. The orders that match your search criteria display.

4. Click **New Report** on the Actions bar, or click **Actions** > **New Report**. The New Report dialog box displays, with the name of the patient displays in the title.
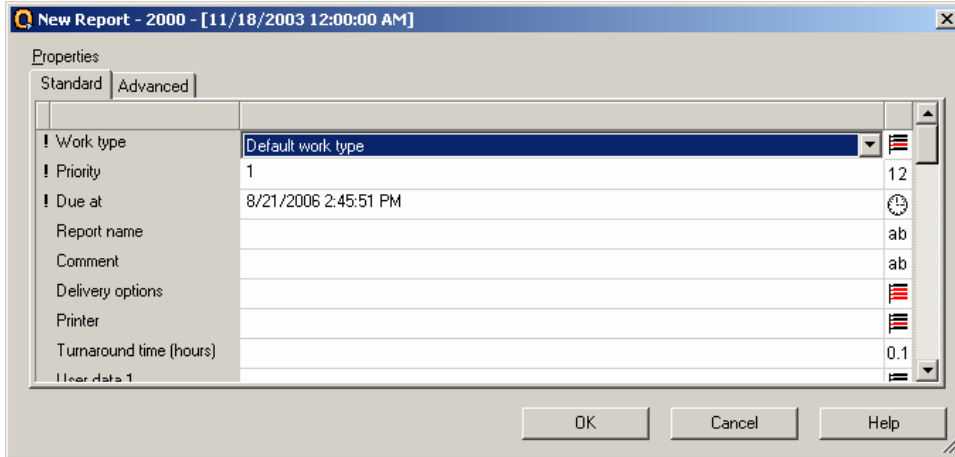
☞ An exclamation mark to the left of a property means that it is mandatory, these fields must be defined when a new report is created.

    You can also define default properties for new reports. For more information, see "Defining Default Report Properties".

    For an explanation of report properties, see "Defining Report properties—Fields and Values".

5. Enter the required data and click **OK**. The Document view opens and the Recording toolbar displays.

    The report document opens with a template which provides the outline for the final report. The template can contain generic text and Fields, Smart Fields or Named Fields.

6. To start recording, do one of the following:

⇒ Click **Record** on the Recording toolbar.

⇒ Press the **RECORD** button on your SpeechMike; this sets the Record Standby mode. To start recording, press **PLAY/STOP**.

⇒ Say "Record".

The frame color around the document section changes to the Dictation mode color.

☠ From this moment on, you cannot use Command & Control while the dictation is open, nor can you edit the document. You must also close the dictation manually.

7. Record your report.

8. To stop recording, do one of the following:

⇒ Click **Record** again.

⇒ Press the **RECORD** button on the SpeechMike again.

⇒ Say "Stop Recording".

The frame color around the document section changes back to the previous mode color.

9. To save your work and promote the report to the transcription phase, click **Send for Transcription** on the Actions bar.

✎ Different versions of SpeechMike have different button behavior. For more information, refer to the user manual delivered with your SpeechMike.

Creating, Recording, and Editing a Report

SpeechQ provides a working method where you can, if you choose, process a report without input from any other person. This is a special workflow referred to as Dictate-Edit-Sign. It involves creating and recording a report using speech recognition, correcting it and signing the final report.

To process a report (from the Orders List view), follow the steps below:

1. Click **Orders List** on the Standard toolbar.

2. Search for the appropriate order with the following options:

   - **Order ID**

   - **Examination ID**

   - **Date**

3. Click **Find**. If more than one order is listed, select the one required.

4. Click **New Report** on the Actions bar, or click **Actions** > **New Report**. The New Report dialog box displays, with the name of the patient displayed in the title.

   An exclamation mark to the left of a property means that it is mandatory, these fields must be defined when a new report is created.

   Alternatively, you can also define default properties for new reports. For more information, see "Default report properties".

   For an explanation of report properties, see "Report properties - fields and values".

5. Enter the required data and click **OK**. The Document view opens and the Recording toolbar displays.

    The report document opens with a template which provides the outline for the final report. The template can contain generic text and Fields, Smart Fields or Named Fields.

6. To start recording, do one of the following:

    ⇒ Click **Record** on the Recording toolbar.

    ⇒ Press the **RECORD** button on your SpeechMike; this sets the Record Standby mode. To start recording, press **PLAY/STOP**.

    ⇒ Say "Record".

    The recognized text displays in the report document, in the position specified by the template. The frame color around the document section changes to the Dictation mode color.

7. Record your report.

8. To stop recording, do one of the following:

    ⇒ Click **Record** again.

    ⇒ Press the **RECORD** button on the SpeechMike again.

    ⇒ Say "Stop Recording".

    The frame color around the document section changes back to the previous mode color.

9. Review your report document and make corrections if necessary. Recognition alternatives are available to help correct incorrectly recognized text.

10. Click **Finish & Sign** on the Actions bar.

The report is signed, closed and delivered as specified in the report properties.

The report can now be used for adaptation and to edit your ConText Lexicon.

✐ Different versions of SpeechMike have different button behavior. For more information, refer to the user manual delivered with your SpeechMike.

Signing a Report

Users with the user role of Attending can sign reports. In general, all reports must be signed, exceptions to this depend on the specific workflows in the SpeechQ system. SpeechQ can attach a signature to a report electronically. A sample signature can be given to the Workflow Administrator, who then assigns it to the user.

SpeechQ distinguishes between the following signature scenarios:

- Reports in the review phase are ready to be reviewed and signed. Attendings review their own reports (created and recorded by themselves) and append their signature.

- Reports in the approval phase have been reviewed by a Resident (created and recorded by that Resident) and are ready to be signed. If they want, Attendings can open and read the report before attaching their signature.

Before following these steps, make sure your Workflow Administrator has scanned in your signature and assigned it to you.

To attach your signature, follow the steps below:

1. Open the report that you want to sign.

2. Click **Finish & Sign** or **Approve & Sign** (depending the phase) on the Actions bar. The Signature Password dialog box displays:
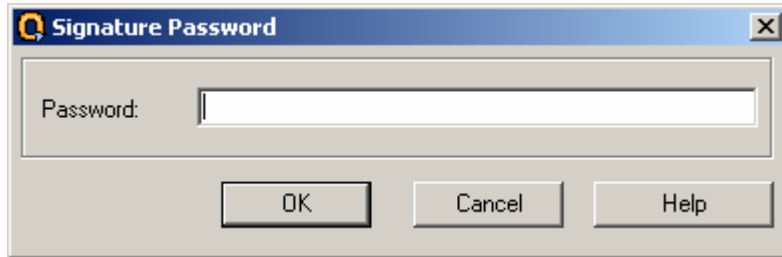
✍ Depending on how your System Administrator configures SpeechQ, a dialog box might prompt you to enter your password every time you sign a report or once in a session. Alternatively, your System Administrator system might configure SpeechQ not to ask for a password in order to attach a signature. If this is the case, no password dialog box displays when you click **Finish & Sign/Approve & Sign**.

3. Enter your **Signature Password** in the text box.

4. Click **OK**. The report is now signed, closed and sent to the delivery phase by the SpeechQ system. The report can now be used for adaptation and editing your ConText Lexicon.

Suspending Recording

Recording a report does not have to be finished in one session. You can suspend a recording and return to it later, without the report being routed to the next phase.

To suspend a report, click the **Suspend** button on the Actions bar. Your work is saved but the report is not routed to the next phase.

Continuing to Record a Suspended Report

If you cannot finish a recording in one session, you can return and finish it at any time.

To continue work on a suspended report, follow the steps below:

1. In the Reports List view, open the **My Worklist** tab.

2. From the reports with the state Suspended select the one you want to work on.

3. To continue working click **Record** on the Actions bar, or double-click the report. All documents and information relevant to the report are available and you can continue as normal. The cursor is placed at the beginning of the report document.

Reviewing a Report

The review phase is optional, depending on the workflow. This phase provides an opportunity to check the report document for mistakes. The review process can happen over several different sessions.

When a report opens for review or approval, a read-only version of the report document, with no attached sound file, displays. To make changes to the text of the report or to the sound file of the report, click **Edit** on the Actions bar. SpeechQ opens the report document and initializes the sound file. You can now edit both the document and sound file and either promote the report to the next phase yourself or return it to the Medical Transcriptionist (MT) for further work.

Medical Transcriptionists can add notes for the author's consideration during review. They can add notes to the **Comment** field of the **Report Properties** tab in the reference section.

Reviewing a Report as a Resident

To review a report, follow the steps below:

1. In the Reports List view, click the **My Worklist** tab.

2. From the reports with the phase "Review", select the one you on which you want to work.

3. Click **Review** on the Actions bar, or double-click the report. SpeechQ opens the report document and you can start the review.

Approving a Report as an Attending

To approve a report, follow the steps below:

1. In the Reports List view, open the **My Worklist** tab.

2. From the reports with the phase "Approval", select the one you on which you want to work.

3. Click **Approve** on the Actions bar, or double-click the report. SpeechQ opens the report document and you can start the review.

Finishing a Review

If you are not satisfied with the report document, click **Reject** on the Actions bar. The report returns to the MT for rework. You can add information to the **Comments** field of the **Report Properties** tab, explaining the reason for rejecting the report.

When you are satisfied with the report document, click **Send for Approval, Approve & Sign** or **Finish & Sign** (depending on your user role and the phase in which you are working) on the Actions bar. SpeechQ promotes the report to the next phase in the workflow.

Assigning an Order to a Report

If you create a report from the Reports List view, it does not automatically have an order or patient assigned to it. Depending on which report source or workflow type you select, you may can assign an order to a report manually, or assign a second order to an existing report. In most workflows, a report cannot be completed if no order is assigned to it.

Assigning an Order to a Report

To assign an order to a report, follow the steps below:

1. Click **Report Lists** on the Standard toolbar. The Reports List displays.

2. Click the **My Worklist** tab and double-click the report to which you want to assign an order. The report opens in Document view.

    ✍ You can also select the report and click **Record** or **Review** (depending on the phase) on the Actions bar, or select **Actions > Record** or **Review**.

3. Click **Actions > Assign Order**. The Assign Order dialog box displays:
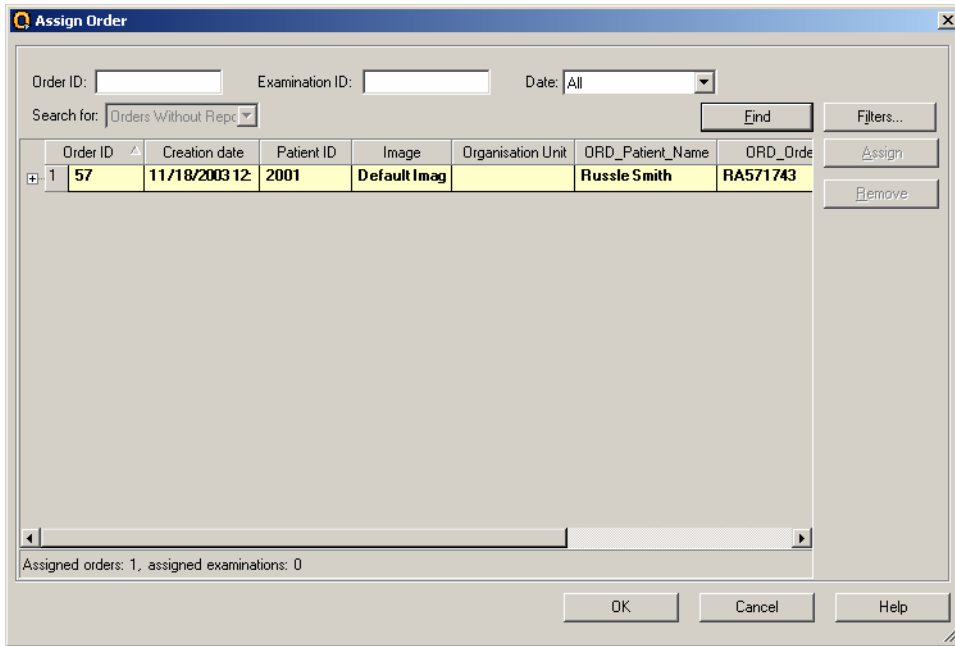
4. Search for the order you want to assign to the report by using the following options:

⇒ Order ID

⇒ Examination ID

⇒ Date

⇒ Search for

↻ You can also use a barcode scanner to assign an order, if this option has been enabled in your user preferences.

↻ If you do not have any exact information relating to the order you are looking for, you can use a filter to reduce the size of the list.

5. Click **Find**. The orders that match your search criteria display:
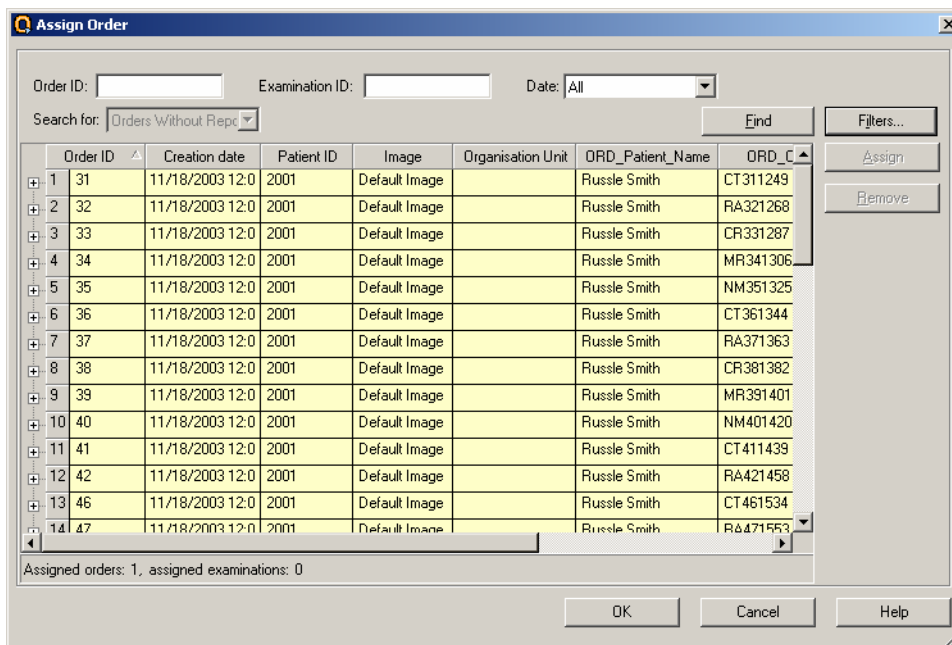
6. Select the order that you want to assign to the report.

✆ You can select more than one order relating to the same patient. To select multiple orders, press the **Ctrl** key and click each report.

7. Click **Assign**.

8. Click **OK**. SpeechQ closes the dialog box and assigns the order to the report.

☠ If you skip step 7 and do not click **Assign**, the selected order will only be assigned to the report if there are no other orders associated with this report.

✍ You can also assign an examination to a report from the Assign Order dialog box. To assign more than one examination to a report, these examinations must relate to the same order.

Removing an Order/Examination from a Report

To remove an order or examination from a report, follow the steps below:

1. Open the report document.

2. Click **Assign Order** on the Actions bar. The Assign Order dialog box displays:

3. Click **Find** to find the order/examination that you want to unassign.

4. Select the order/examination and click **Remove**.

5. Click **OK**. The Assign Order dialog box closes and removes the order/examination from the report.

Assigning a Patient to a Report

If you create a report from the Reports List view, it does not automatically have a patient or order assigned to it. Depending on which report source or workflow type you choose to use, you may want to assign a patient to a report manually. In most workflows, a report cannot be completed if no patient is assigned to it.

Assigning a Patient to a Report

To assign a patient to a report, follow the steps below:

1. Open the report in either the recording or review phases and clicking **Assign Patient**. The Assign Patient dialog box displays.

🔔 You can also click **Actions** > **Assign Patient**.

2. Search for the required patient in the list by using the following options:

    - **Patient ID**

🔔 You can also use a barcode scanner to assign a patient, if this option has been enabled in your user preferences.

🔔 If you do not have any exact information relating to the patient for whom you are looking, you can use a filter to reduce the size of the list.

3. Click **Find**.

4. Click **Assign**.

5. Click **OK**. SpeechQ closes the dialog box and assigns the patient to the report.

Unassigning a Patient from a Report

To remove a patient or examination from a report, follow the steps below:

1. Open the report document.

2. Click **Assign Patient** on the Actions bar and search for the required patient.

3. Select the patient and click **Remove**.

4. Click **OK**. SpeechQ closes the dialog box and removes the patient from the report.

Suspending a Review

You do not have to finish reviewing a report in one session. You can suspend your review and return to it later, without the report being routed to the next phase.

To suspend a report, click the **Suspend** button on the Actions bar. SpeechQ saves your work, but does not route the report to the next phase.

Continuing to Review a Suspended Report

If you cannot finish a review in one session, you can return and finish it at any time.

To continue work on a suspended report, follow the steps below:

1. In the Report list view, open the **My Worklist** tab.

2. From the reports with the state **Suspended** select the one you want.

3. To continue working click **Review** or **Approve** on the Actions bar, or double-click the report you want. The report document opens and you can start the review. The cursor displays at the beginning of the report document.

Reopening a Report

When you finish processing the report in the recording phase, SpeechQ promotes the report to the next phase. However, if you decide more work must be done on that report, it is possible to reopen the report. As long as processing has not been started in the next phase (the report will be in the **Waiting** state) you have the right to take the report back to the recording phase. You can then reopen the report and make changes.

✐ If a particular phase or workflow type does not support this function, the corresponding button is not available.

To reopen a report, follow the steps below:

1. In the Reports List view, open the **Queued** tab.

2. Select the appropriate report.

✐ If there is more than one choice in the workflow, a list displays for you to select the appropriate phase.

3. Click the **Back To** button on the Actions bar. The report redisplays on the **My Worklist** tab, in the "Waiting" state, and you can now process the report as normal.

Creating an Addendum

To add information to a signed report, it is not possible to access this report directly and add to the sound file or to the text. However, you can create an addendum to the report. An addendum is a new report that is associated with the same order or the same examination as the completed report. You can create an addendum for working offline by clicking the **Create Addendum (offline)** button on the Actions bar. Your Workflow Administrator can create a specific addendum work type and template.

The options you have for addendum creation depend on settings made by your System Administrator, who configure SpeechQ according to your needs. For example, you may want to create addenda freely for multiple completed reports, or perhaps restrict addendum creation to single reports with an order and an examination.

To create an addendum, follow the steps below:

1. In the Reports List view, click the **Completed** tab and select the report to which you want to add an addendum.

2. Click **Read Report** on the Actions bar. The report opens as read-only:
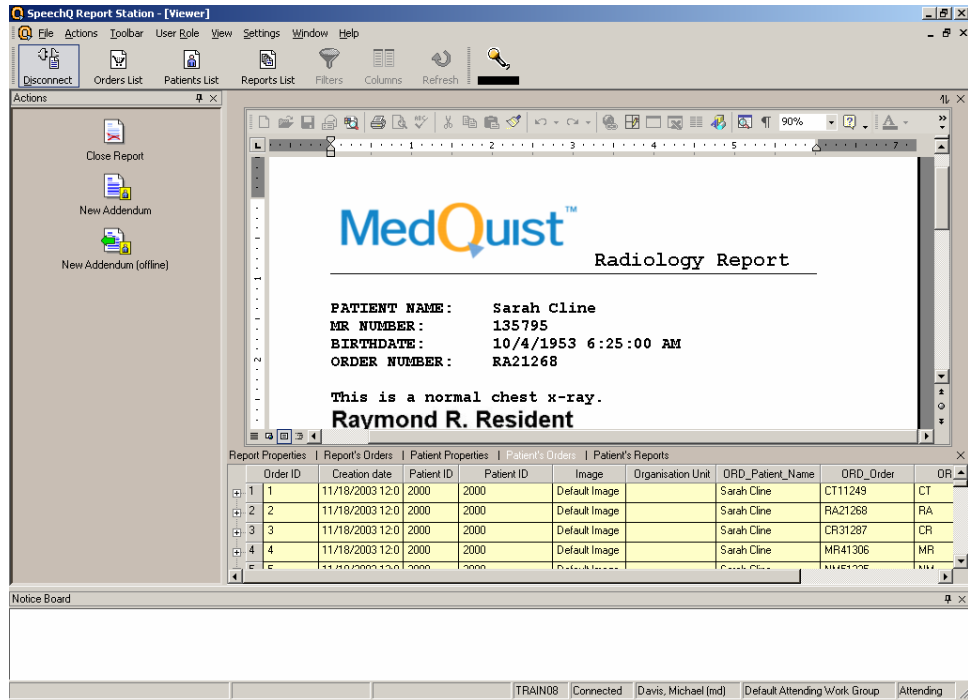
3. Click **New Addendum** on the Actions bar. The New Addendum dialog box displays:
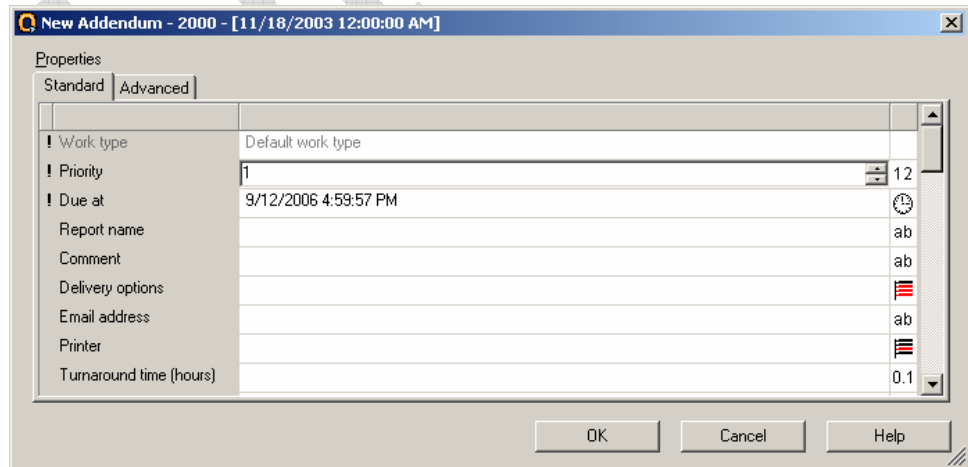
4. Enter the report properties as normal and click **OK**. The addendum displays:
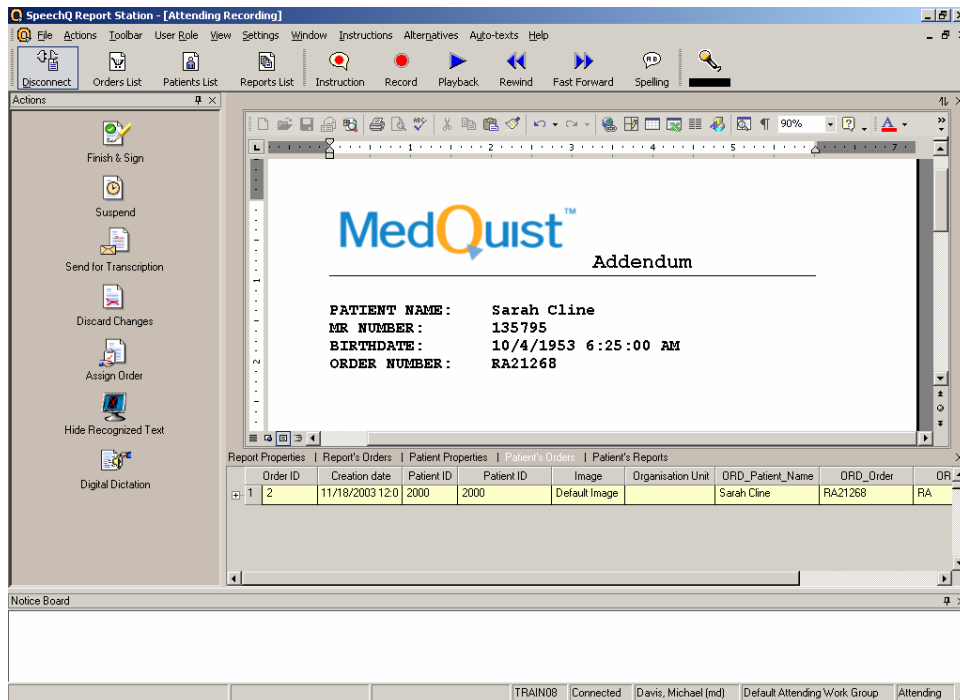
↻ You cannot change the work type for an addendum—it must be the same as the original report.

The addendum is a new report for the same order(s) or examination(s) as the original report. SpeechQ processes the addendum using all the normal phases determined by the workflow type, such as transcription, review, approval, and can then be signed.

Topic:
Using Advanced Dictation Features

SpeechQ provides advanced features that you can use to increase productivity and adapt to your personal work preferences. You can increase productivity using auto-texts and using voice commands instead of the keyboard or mouse. You can adapt it to your personal work style and environment by working offline and using a barcode scanner.

Viewing Other Reports from the List Views

You might need to access reports created previously about a certain patient. For example, another report might contain certain information you should add to the current report.

To open and view reports from any of the list views, follow the steps below:

1. Open the list view from which you want to view other reports.

2. Click the **Patient's Reports** tab or **Order's Reports** tab in the reference section of that view. Reports related to the selected patient or order display:

3. Select the report(s) you want to view and open them by either double-clicking or clicking the **Read Report** button on the Actions bar. The report displays as read-only.

Viewing Other Reports from the Document View

You can also view other reports from the Document view.

To access another report while working on a report in the Document view, follow the steps below:

1. Click the **Patient's Reports** tab or **Order's Reports** tab. A list of all reports relating to the patient displays.

2. Select the report(s) you want to view and open them by double-clicking. The report document and its properties display.

- ✏ You can copy and paste the relevant information, type it into the current document or add the information to the sound file you are recording by reading it aloud.

- ✏ Alternatively, you can specify the information to be added to the report document in the **Comment** field of the **Report Properties** tab and the Medical Transcriptionist will fulfill your instructions.

- ✎ The other reports that are available to view are reports that are still in the SpeechQ system—they have not been archived or purged yet.

- ✎ To access a report that has been archived, contact your Workflow Administrator.

Using Command & Control

You can use the Command & Control function, if you are a recognition user and Command & Control is enabled in your user preferences. The commands available depend on the workflow phase and the speech recognition mode.

Once Command & Control is enabled, you can use voice commands to process reports. For example, you can use voice commands to finish recording a sound file and promote the report to the next phase of the workflow. First, create and record your report. While in Dictation mode and recording the report, say "Stop Recording". Recording stops and Dictation mode changes to Command mode. In Command mode say "Send for Transcription". The report is promoted to the transcription phase

To enable Command & Control, follow the steps below:

1. Go to the **Settings** menu and select **User Preferences**. The User Preferences dialog box displays:

2. Open the **Speech Recognition** tab and enable the **Use Command & Control** option.

✐ Activate the **Command sound notification** option if you want SpeechQ to beep when a voice command is understood.

✐ If these options are unavailable, it means that you do not have the speech recognition user property; contact your Workflow Administrator.

3. Click **OK**. SpeechQ closes the dialog box closes and applies the setting.

Using Barcode Scanning

You can select a patient, order or examination by barcode scanning if you have a SpeechMike with a built-in barcode scanner. This can be a fast and efficient way to locate the specific item in SpeechQ.

The following SpeechMikes are available:

- SpeechMike Pro USB Barcode Scanner LFH 6284

- SpeechMike Classic USB Barcode Scanner LFH 6294/52 (American edition)

Configuring your barcode scanner is done from the Barcode Configuration program. How you configure you barcode scanner must match your SpeechQ user preferences Barcode settings. The Barcode Configuration program can be found on your SpeechMike CD. A barcode scanner has both a search and an assign function.

 For information about setting up your barcode scanner, refer to the *Barcode Configuration Online Help*.

Using a Barcode Scanner to Search
To perform a search using a barcode scanner, follow the steps below:

1. Open the appropriate List view (Orders List for orders and examinations, Patients List for patients).

2. Use the barcode scanner to scan the barcode from a file or document. SpeechQ highlights the patient, order or examination in the list and its properties display in the references section.

Using a Barcode Scanner to Assign Orders
To assign orders using a barcode scanner, follow the steps below:

1. Click **Reports** on the Standard toolbar.

2. Open a report document.

3. Click **Assign Orders** on the Actions bar. The Assign Order dialog box displays:

4. Scan the barcode. The order or examination displays.

5. Click **Assign**. SpeechQ assigns order or examination to the report.

✎ Scanning a patient, order or examination a second time does not deselect it. You must use your keyboard to do this. If the patient, order or examination scanned is not in SpeechQ an error message displays.

Checking In and Checking Out Reports

The normal way of working with SpeechQ is creating and processing reports while connected to SpeechQ and the network, also referred to as online operation. However, you can also use SpeechQ offline. This means that a user is disconnected from SpeechQ.

Prior to disconnecting from SpeechQ, you must check out any existing reports you want for offline work. You can create new reports for offline user by clicking the **New Report (Offline)** button on the Actions bar, but you must do this while you are connected to the SpeechQ system. In offline operation, reports do not progress in the workflow unless the you connect to SpeechQ and check them in.

Checking Out Reports

You can record, review and sign reports while working offline. You must check out any existing reports that you want to work on offline. The check out function downloads the selected report(s) to a stand-alone PC.

To check out and work offline on existing reports, follow the steps below:

1. Click **Reports** on the Standard toolbar and open the **My Worklist** tab.

2. Select the report(s) for offline work from the list. To select multiple reports, press the **Shift** key and click each report.

3. Click **Check Out** on the Actions bar. A status bar displays showing the progress of the download.

4. Click **Disconnect** on the Standard toolbar to disconnect from the SpeechQ Server. You are now in offline operation.

⟳ While you are working offline, reports on the **My Worklist** tab that are not checked out are no longer visible.

Checking In Reports

When you finish working offline, you must reconnect to SpeechQ and check in the report to enable SpeechQ to update SpeechQ. The report can then be promoted to the next phase, if indicated, or left in its present phase until you have changed/edited it and signaled it as finished and ready for routing.

To check in a report, follow the steps below:

1. Click **Connect** on the Standard toolbar, to connect to the SpeechQ Server again.

2. Make sure that the **My Worklist** tab in the Reports List view is open.

3. Select the report(s) you want to check in from the list. To select multiple reports, press the **Shift** key and click each report.

4. Click **Check In** on the Actions bar. SpeechQ updates the report. If a phase finishes, SpeechQ routes automatically reports to the next phase.

Using Recognition Alternatives

When you create a report using speech recognition, SpeechQ provides a list of recognition alternatives for each recognized word or phrase in the **Alternatives** menu. You can use the **Alternatives** menu by using either the mouse or Command & Control.

✎ This menu is only available to users with speech recognition rights.

To correct a word using the **Alternatives** menu, follow the steps below:

1. Select the unrecognized word that you want to correct.

2. Click the **Alternatives** menu. A list of alternative words displays:

3. Select the word you want to insert. The alternative displays in the place of the original word.

   If no recognition alternatives are available, you will receive a message.

Using Auto-texts

Auto-texts are text shortcuts you can insert in a document. This means that either via the Auto-texts menu or with a short voice command you can quickly and efficiently add a pre-defined text, of any length, to the report document. Saying the spoken command of the Auto-text inserts the entire defined text.

- ✏ You can only use Command & Control to access the first level of the Auto-texts menu (Auto-texts assigned to the current work type). You must manually insert Auto-texts assigned to other work types.

- ✏ You can use general system Auto-texts provided by the Workflow Administrator or define your own.

You can insert Auto-texts while recording, editing or reviewing a report. You do not need to make any changes to your working method.

Applying Auto-texts

- ✏ This section illustrates an example of how you can apply the use of Auto-texts to your report documents.

You are recording a report about a patient named William Zelazowski. You have predefined an Auto-text, called **Chief complaint**, with the following text:

'*The patient*, **PTN_Patient_Name**, *is a* [...]-*year-old* **Gender** *with a chief complaint of* [...]'

The following example shows how to add this information to your report:

1. At the position you want to insert the Auto-text, say, "Auto-text chief complaint". SpeechQ inserts the following text in the report document:

   The patient, William Zelazowski, is a [...]-year-old male with a chief complaint of [...].

2. Say "Next Field seventy nine Next Field head trauma". The report document now contains the following text:

   The patient, William Zelazowski, is a 79-year-old male with a chief complaint of head trauma.

✐ PTN_Patient_Name is a Smart Field that SpeechQ automatically completes with information from the patient properties.

☠ If you are recording with digital dictation the words "Auto-text chief complaint" become part of the sound file rather than the expanded text they refer to. You must be sure that the Medical Transcriptionist understands what this means and enters the correct text.

Topic:
Using Spelling Features

To dictate complex items of text that your ConText might not recognize (unusual names), you must use the Spelling mode.

To activate the Spelling mode, you must be in the Command mode; say "Spelling", or click the **Spelling** button on the Recording toolbar. To deactivate the Spelling mode and return to the Command mode, say "Stop Spelling", or click the **Spelling** button on the Recording toolbar again.

✎ SpeechQ automatically inserts a space before and after any text you dictate in Spelling mode.

When in Spelling mode, you must dictate using only the spelling alphabet, special characters, and spelling punctuation. It will also greatly help your spelling recognition rate if you record the special spelling text during Initial voice Training. If you did not do so, you can return to Initial Training at any time.

Using the Spelling Alphabet

In the spelling alphabet, letters are dictated by either saying them normally or using the spelling (NATO) alphabet. Capitals letters are dictated by saying, for example, "capital a" or "capital alpha". Numbers are dictated normally or by using the identifier "numeral", such as "numeral two".

The following table displays the spelling alphabet:

Letter	NATO Alphabet	Letter	NATO Alphabet	Letter	NATO Alphabet
a	alpha	j	juliet	s	sierra
b	bravo	k	kilo	t	Tango
c	charlie	l	lima	u	uniform
d	delta	m	mike	v	victor
e	echo	n	november	w	whiskey
f	foxtrot	o	oscar	x	x-ray
g	golf	p	papa	y	yankee
h	hotel	q	quebec	z	zulu
i	india	r	romeo		

Inserting Special Characters

In addition to the spelling alphabet, you can use the following special characters in Spelling mode:

Character	How to say it
@	at sign, at
$	dollar sign, dollar, dollars
%	percent, percent sign
*	asterisk, times, star
+	plus sign, plus
-	dash, hyphen, minus
=	equal sign
/	slash
\	backslash
l	vertical bar, or sign
_	underline, underscore
^	carret sign, circumflex, hat sign
~	tilde
€	euro sign

Spelling Punctuation

In addition to the regular ConText punctuation, you can use the following punctuation marks and alternatives in Spelling mode:

Punctuation	How to say it
.	dot, point
[	bracket, open bracket, left bracket
]	end bracket, close bracket, right bracket
{	brace, open brace, left brace
}	end brace, close brace, right brace
<	angle bracket, open angle bracket, left angle bracket, less than
>	end angle bracket, close angle bracket, right angle bracket, more than
'	single quote, apostrophe
"	quote, double quote, quotation marks

✍ The spelling function is only available in recognition workflows. You can use spelling during recording and editing.

This function is useful when you want to include a word in the report document that is not in your ConText Lexicon, such as the name of a doctor or patient that is unfamiliar or difficult to spell.

✍ You cannot use the Spelling mode when you are in Dictation mode, you must first be in Command mode.

✍ When SpeechQ is in Spelling mode, it recognizes only the spelling alphabet and some punctuation,

Applying the Spelling Alphabet

The following example shows how to spell a name which may be difficult to recognize:

1. In Command mode, say "Spelling" or click **Spelling** on the Recording toolbar. The program is now in Spelling mode and interprets what you say as individual letters rather than words or phrases:
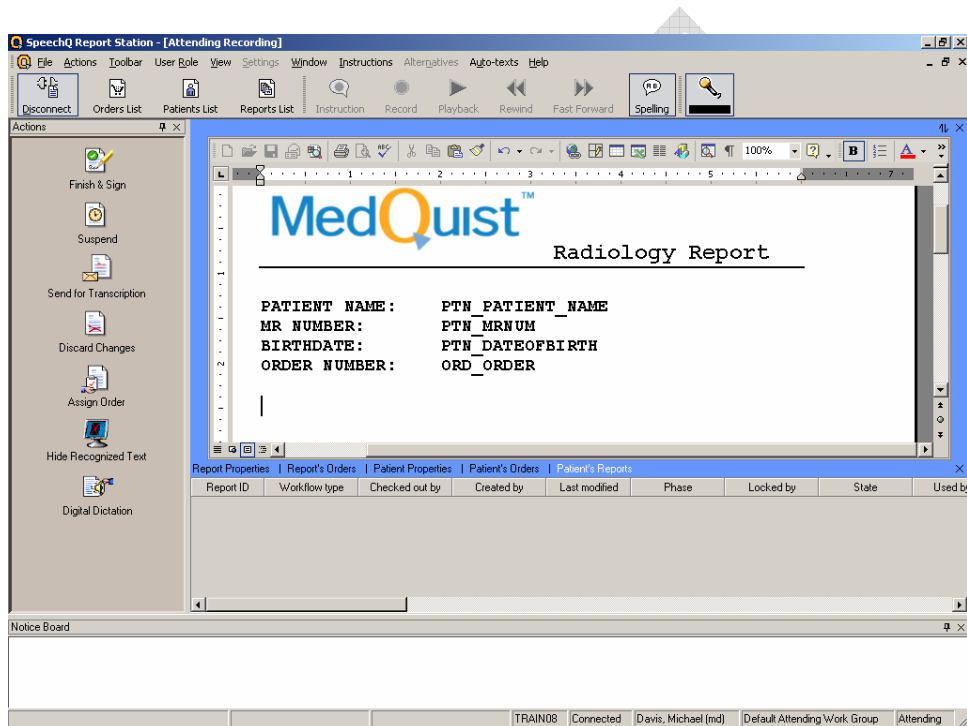
2. Spell the name by using the spelling alphabet, "kilo whiskey alpha kilo uniform space foxtrot romeo india mike papa oscar november golf dash alpha november sierra alpha hotel". On the screen, you see the name *Kwaku frimpong-ansah* inserted in your report document. A space is automatically inserted before and after the spelled word(s):
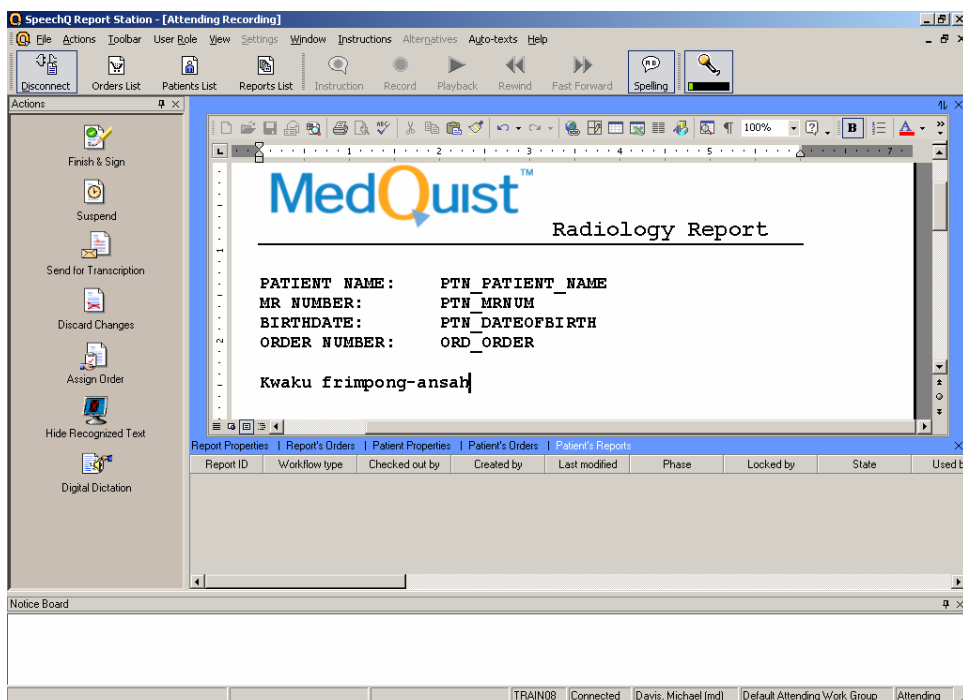
3. When you finish spelling and want to return to Command mode, say "Stop Spelling" or click **Spelling** on the Recording toolbar.

⌨ It is not recommended to use the spelling function for words you want to add to your ConText. If you use the spelling function for such words they do not display in SpeechQ as unknown words. Stop recording, type the words directly in the report document, then start recording again.

Topic Summary

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Module Summary

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Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on as "Al" (or "Alice"). From the Patient List view, select a related order, create a report for the order, and send the report for transcription. Locate the report in Queued tab and send it back. Review the My Worklist tab, select the report, then finish and sign it,

2. From Reports List View, create a new report. Finish and sign the report. Note the error message. Correct the problem by assigning two orders to the report and finish and sign it.

3. From the Reports List view, select a completed report, read it, create an addendum for it, and suspend it. Check-out the suspended report.

4. From the Orders List, start a new report offline. Disconnect from SpeechQ.

5. Open one report and dictate, edit, and sign it. Open other report dictate, send for transcription. Note the ID and Status of each report.

6. Connect to SpeechQ. Review the Notice Board. Check-in the reports that the Notice Board displays.

7. Logon as Mary and verify the reports id and status. Review the report, using synchronous and async playback modes

8. Logon as "Al" (or "Alice"). Create an auto-text using Fields, Smart Fields, Named Fields. Dictate a new report and insert the auto-text that you created.

9. Select a word in the report and substitute an "alternative".

Module 7:
Using Medical Transcriptionist Roles and Transcription Features

Module Description

This module covers using SpeechQ Report Station as a Medical Transcriptionist. It also covers standard and advanced transcription features.

Module Performance Objectives

After completing this module, you will be able to:

- use medical transcriptionist roles.

- use standard transcription features.

- use advanced transcription features.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- log on to SpeechQ Report Station.

- navigate SpeechQ Report Station.

Module Scenario

Now that you know how to log on to and navigate Report station, you are ready to begin transcribing reports.

Topic:
Using Medical Transcriptionist Roles

In SpeechQ, Medical Transcriptionist is one of the default user roles. Medical Transcriptionists work with the SpeechQ Report Station module. They transcribe report documents of Residents and Attendings who record reports using speech recognition or digital dictation.

If you have the Medical Transcriptionist user role, you can check and correct reports that authors record using speech recognition. You can read the recognized text in the associated Microsoft Word document while listening to the sound file of the report. Alternatively, you can type reports that authors record using digital dictation. In SpeechQ Report Station, you can type the text into a Microsoft Word template that is associated to that report while listening to the sound file.

♫ You can also make you own personal settings for playing back a sound file.

♫ For more information, see "Setting Recording Preferences".

The following actions take place in the transcription phase:

- Select a digitally recorded report on which to work and transcribe the sound file.

- Select a recognized report on which to work and correct the Microsoft Word document.

- Finish transcription. Click **Send for Review** on the Actions bar. Speech saves the report and automatically routes to the next phase in the workflow.

Medical Transcriptionists can also do the following in the transcription phase:

- View the report properties.

- Suspend a report.

- View other reports for reference purposes.

- Reopen a report which has already been promoted to the next phase of the workflow.

- Create a report in the transcription phase.

Using the Report Document Template

When the Medical Transcriptionist selects a specific report on which to work, the report document template opens. This is a Microsoft Word document with specific formatting information, such as the position of the patient's name and address, reference number, order ID, etc.

This means that in some cases the specified information has already been filled in or that you should use this formatting for entering certain information.

Defining Workload Distribution

SpeechQ routes reports to Medical Transcriptionists either because the report's properties specify the MT, or according to the distribution matrix the Workflow Administrator defines. This matrix takes into account the available transcriptionist work groups, their current work load, the work group of the author and the report's priority setting, and routes the report to the worklists of those transcriptionists most able to work on it effectively.

⟳ A work group is not necessarily the same as a department. The distribution matrix might route a report to an MT from an author in a different department.

Using the Actions Bar

The Actions bar provides buttons for all available functions related to your user role, workflow phase and current list view:
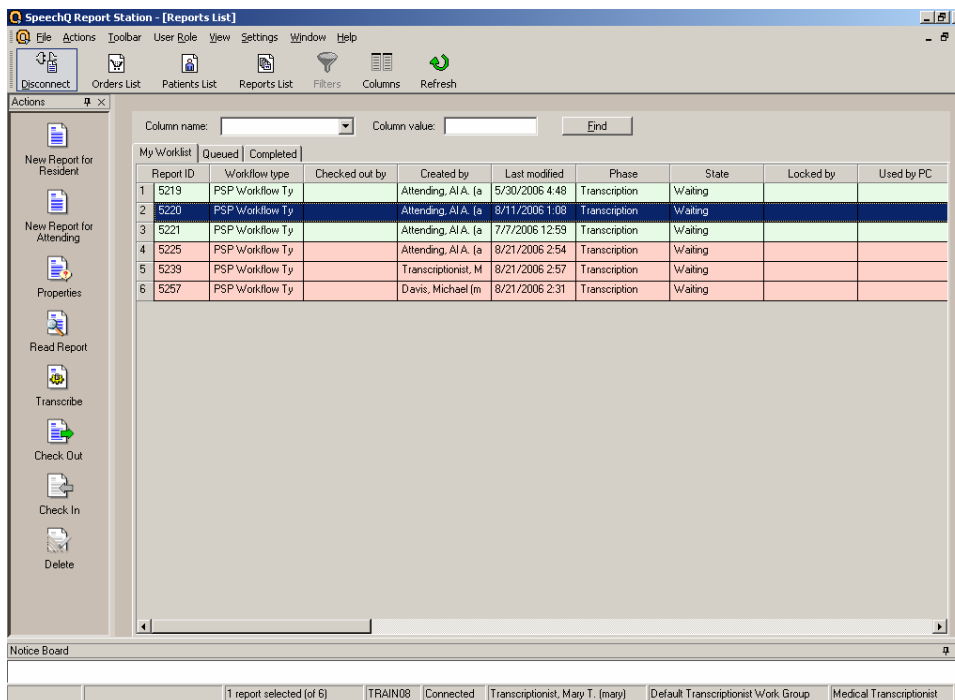
If a button displays but is unavailable, it means that the function relates to this phase of the workflow, but not for the report you select.

The following sections contain tables that describe all buttons available to Medical Transcriptionists in the various phases and list views. If your system has been customized, other buttons may be available. Some of these functions may also be available via keyboard shortcuts.

Using the Actions Bar in the Reports List View

The following table displays Actions bar buttons available in the Reports List view:

Button	Description
New Report for Resident	Creates a report on behalf of a Resident (without an order assigned to it).
New Report for Attending	Creates a report on behalf of an Attending (without an order assigned to it).
Properties	Enables you to view or modify the properties of a report.
Read Report	Opens the selected report in the Document view; the report opens read-only, which means you cannot make any changes to it.
Transcribe	Opens a selected report so you can start transcribing. ☞ Your Workflow Administrator may also have defined certain Microsoft Word Macros which can be activated by clicking this button.
Check Out	Checks out a report for offline work.
Check In	Returns a checked-out report to the SpeechQ system.
Back To	Displays only if the workflow supports this function. Click this button to interrupt a workflow, that is, to work on a report that has already been promoted to the next phase. This function only works if the promoted report has not yet been worked on by the next user.
Delete	Deletes a report, including the sound file and all other data belonging to this report. You can only delete reports that you have created.

Using the Actions Bar in the Document View—All Phases

The following table displays buttons available during all phases in the Document view:

Button	Description
Send email	If this setting is configured in your user preferences, this button creates an email with the report (in its current state) attached.
Print	If this setting is configured in your user preferences, this button prints a copy of the report in its current state.

Using the Actions Bar in the Document View—Transcription Phase

The following table displays buttons available during the Transcription phase in the Document view:

Button	Description
Send for Review	Closes a report and sends it for review.
Finish	In a workflow where reports are signed outside SpeechQ, this button promotes the report to the delivery phase.
Suspend	Suspends a report without finishing it or promoting it to another phase. You can open it again and continue working on it at any time.
Discard	If a report is open for transcription, this button discards any changes you have made to the document.
Close Report	When a report is open for viewing only, this button closes the report.

Using the Actions Bar in the Orders List View

The following table displays buttons available in the Orders List view:

Button	Description
New Report for Resident	Creates a report on behalf of a Resident (with the selected order assigned to it).
New Report for Resident (offline)	Creates a new report on behalf of a Resident for working offline.
New Report for Attending	Creates a report on behalf of an Attending (with the selected order assigned to it).
New Report for Attending (offline)	Creates a new report on behalf of an Attending for working offline.

Using the Actions Bar in the Patients List View

The following table displays buttons available in the Patients List view:

Button	Description
New Report for Resident	Creates a report on behalf of a Resident (with the selected patient and order assigned to it).
New Report for Resident (offline)	Creates a new report on behalf of a Resident for working offline.
New Report for Attending	Creates a report on behalf of an Attending (with the selected patient and order assigned to it).
New Report for Attending (offline)	Creates a new report on behalf of an Attending for working offline.

Viewing Report Properties

You can access the properties of the current report in order to:

- Check and correct errors in the report properties.

- Check for written instructions from the author in the Comment field.

- Find information to add to the report document, if the author provides instructions.

To display the properties, open the Report Properties tab in the reference section of the window. The properties relating to the selected report display.

Topic:
Using Standard Transcription Features

The My Worklist tab in the Reports List view shows all reports that are available for you to work on. In general, you should always select the report at the top of this list. SpeechQ ranks reports by importance as your Workflow Administrator defines. SpeechQ ensures that reports with the highest priority or which are due soon display at the top of the list.

To transcribe or edit a report, follow the steps below:

1. Click **Reports List** on the Actions bar. The Reports List displays:

2. Click the **My Worklist** tab.

3. Select a report with the state Waiting and click the **Transcribe** button on the Actions bar. The Microsoft Word document associated with the report opens automatically, with the correct template attached. All other relevant information, including the sound file, is also available:
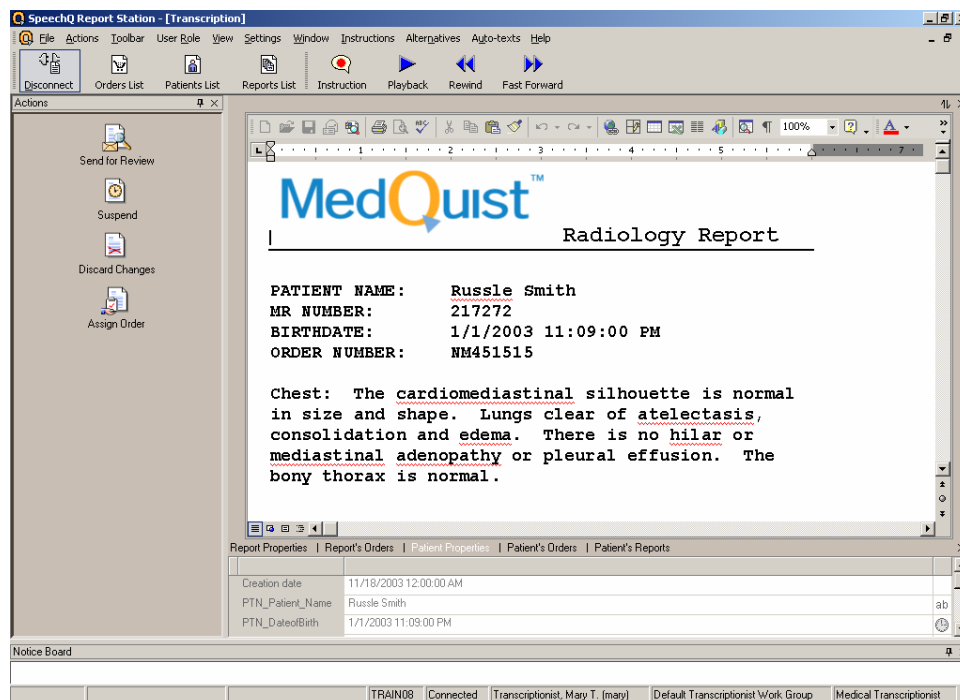
🔔 You can also double-click the report.

4. Click the **Play** button on the Recording toolbar to start playing back the sound file.

🔔 If you have a foot control, you can use it to start and stop playback or winding.

🔔 In your user preferences, you can make an auto-backspace setting to rewind the sound file (by the specified number of milliseconds) when you restart recording. You can to listen to the last part of the dictation before you continue transcribing.

☞ You can view the report properties in the reference section of the window.

🔔 If you have recognition rights, you can also use the Alternatives menu to replace incorrectly recognized words.

Using Synchronous Playback

If you are working on a report recorded using speech recognition, SpeechQ uses synchronous playback. This means that as you listen to the sound file the word that is currently being spoken is highlighted in the report document:
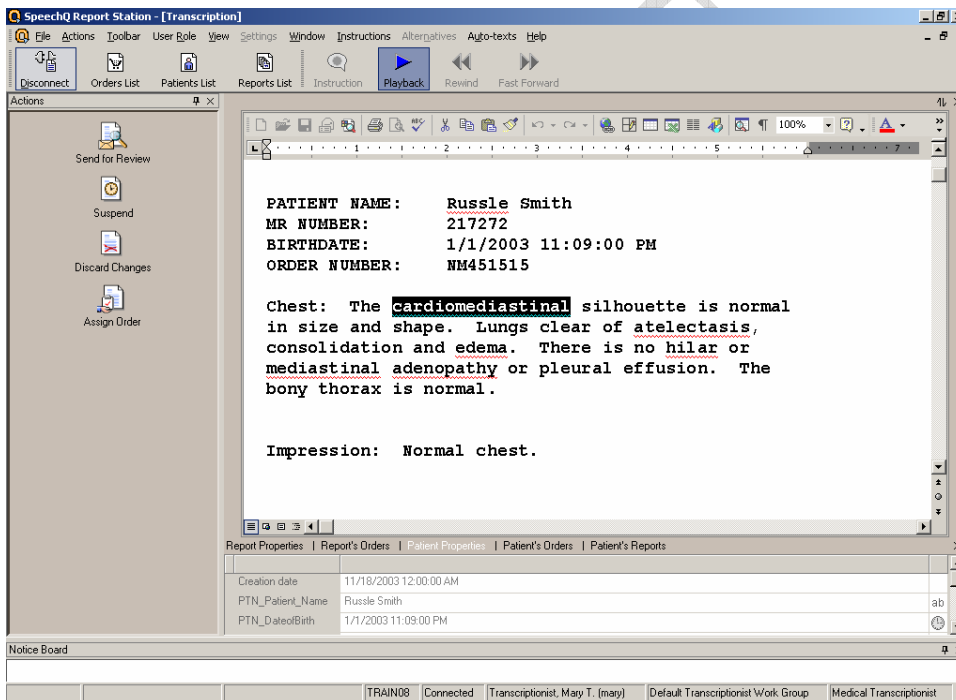
It is therefore easy to tell if a word or phrase has been incorrectly recognized. If this is the case, stop the playback and correct the word or phrase manually.

🔔 If you find that stopping playback to make corrections slows your rate of work, you can disable this option on the Recording tab of the User Preferences. You can also switch between synchronous and asynchronous playback by pressing **Shift + F8**.

Identifying Non-recorded Text

SpeechQ provides various features for adding text to a report document without the author having to dictate the words, such as spelling, Auto-texts, Fields, and manual typing. Therefore, you can view text in the report document that has no corresponding speech in the sound file. You may need to stop playback while you read through this text.

- If the author inserts an Auto-text, you only hear the corresponding voice command in the sound file. In the report document, you see the text module SpeechQ inserts automatically. SpeechQ highlights the text in the report document.

For example, what you hear in the sound file is the command "Auto-text chief complaint". What you see in the report document is:

The patient, William Zelazowski, is a 79-year-old male with a chief complaint of head trauma.

- If the Auto-text contains Fields, the sound file does not indicate it. The author usually completes fields manually; SpeechQ automatically completes Smart Fields.

For example, the inserted Auto-text contains a Smart Field *First Name*, *Last Name*. This is automatically replaced by *William Zelazowski*.

There also is a field: [...]-*year-old male*. In the sound file you might hear the author navigating to the field and inserting the required information: "Next field seventy nine". If this field is a Named Field, it will have a spoken command, such as "age", which allows the author to navigate directly to it, in which case you might hear: "age seventy nine".

- If the author uses the spelling function, the document displays the spelling result. For example, the name or the medication the author spelled.

Deleting Redundant Speech

Some authors record speech that does not need to be in the final report. SpeechQ recognizes this speech (correctly or incorrectly) and displays as text in the report document.

This can include phrases spoken directly into the microphone:

- "hello this is the start of the dictation"

- "thanks for typing"

- "this is the end of the dictation thank you"

- "sorry can you go back to the last section and add ...."

Authors often record reports with other people present. The author can be distracted and speak to another person while recording and the microphone picks up this speech. For example:

- "how are you today Bob"

- "hold on I'll be there in a minute"

You can delete these phrases from the report document. Select the text and delete it as normal in Microsoft Word.

Suspending Transcription

You do not have to finish transcribing a report in one session. You can suspend a transcription and return to it later, without the report being routed to the next phase.

To suspend a report, click the **Suspend** button on the Actions bar. SpeechQ saves your work but does not route the report to the next phase.

✪ If a Medical Transcriptionist suspends a report, another MT can finish the suspended report if necessary.

Continuing to Transcribe a Suspended Report

If you cannot finish a transcription in one session, you can return and finish it later.

To continue work on a suspended report, follow the steps below:

1. In the Reports List view, click the **My Worklist** tab.

2. From the reports with the state "Suspended" select the report on which you want to work.

3. To continue working, click the **Transcribe** button on the Actions bar or double-click the report. All documents and information relevant to the report are available and you can continue as normal.

Reopening a Report in the Transcription Phase

When you finish processing the report in the transcription phase, SpeechQ promotes the report to the next phase. However, if you decide more work must be done on that report, it is possible to reopen the report. As long as processing has not been started in the next phase (the report displays the "Waiting" state) you have the right to reopen the report and make changes.

🖒 If a particular workflow, phase or workflow type does not support this function, the corresponding button is not available.

To reopen a report, follow the steps below:

1. In the Reports List view, click the **Queued** tab or press the **Tab** key.

2. Select the report.

3. Click **Back To Transcription** on the Actions bar. The report displays on the My Worklist tab, in the Waiting state, and you can now process the report as normal.

Creating a Report in the Transcription Phase

You can create a report in the transcription phase, on behalf of a particular Resident or Attending. This is usually done from an external source (not a sound file), such as an external document, email, or handwritten memo.

✍ You can specify certain properties of a report that you create.

To create a new report from the Reports List view, follow the steps below:

1. Click **Reports** on the Standard toolbar.

2. Click **New Report for Resident** (or **Attending**, as appropriate) on the Actions bar, or click **Actions** > **New Report for Resident**. The New Report dialog box displays:

✍ An exclamation mark to the left of a property means that it is mandatory; these fields must be filled in for the new report.

✍ It is important to have the **Resident** or **Attending** field of the Report Properties filled in correctly, as they are the owner of this report and SpeechQ must know who to promote the report to for the review phase.

3. Enter the required data and click **OK**. The Document view opens.

4. Create the report.

5. When you finish transcribing the report, click **Send for Review** on the Actions bar. SpeechQ sends the report to the author for whom you created it and promotes it to the next phase of the workflow.

Topic:
Using Advanced Transcription Features

SpeechQ provides advanced features that you can use to increase productivity and adapt to your personal work preferences. You can increase productivity using auto-texts and using voice commands instead of the keyboard or mouse. You can adapt it to your personal work style and environment by working on reports offline.
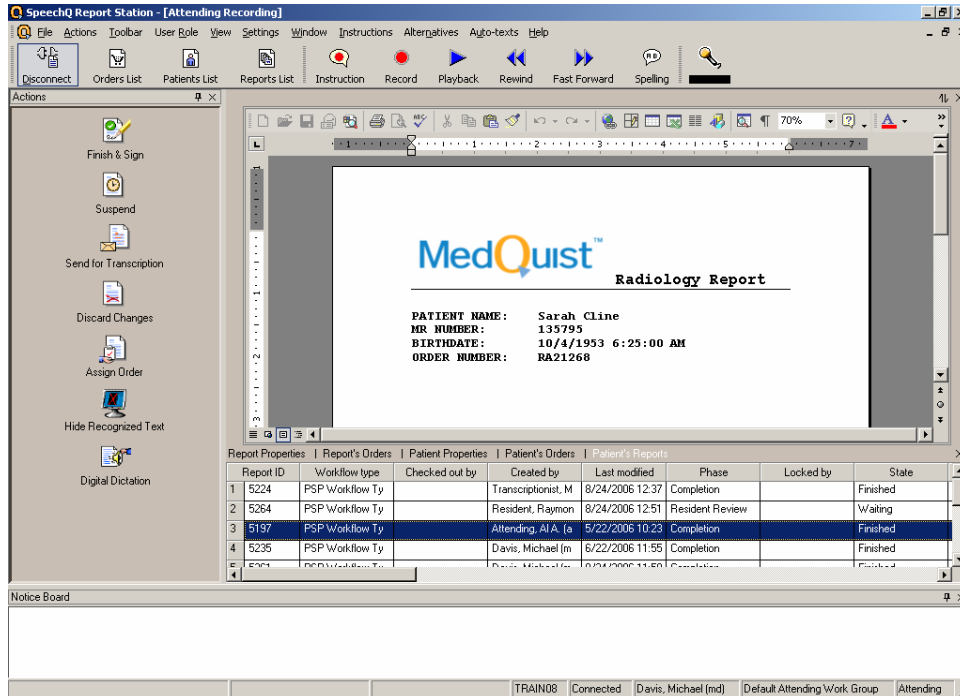
Viewing Other Reports from the List Views

You might need to access reports created previously about a certain patient. For example, another report might contain certain information you should add to the current report.

To open and view reports from any of the list views, follow the steps below:

1. Open the list view from which you want to view other reports.

2. Click the **Patient's Reports** tab or **Order's Reports** tab in the reference section of that view. Reports related to the selected patient or order display:

3. Select the report(s) you want to view and open them by either double-clicking or clicking the **Read Report** button on the Actions bar. The report displays as read-only.

Viewing Other Reports from the Document View

You can also view other reports from the Document view.

To access another report while working on a report in the Document view, follow the steps below:

1. Click the **Patient's Reports** tab or **Order's Reports** tab. A list of all reports relating to the patient displays.

2. Select the report(s) you want to view and open them by double-clicking. The report document and its properties display.

✆ You can copy and paste the relevant information, type it into the current document or add the information to the sound file you are recording by reading it aloud.

✆ Alternatively, you can specify the information to be added to the report document in the **Comment** field of the **Report Properties** tab and the Medical Transcriptionist will fulfill your instructions.

✐ The other reports that are available to view are reports that are still in the SpeechQ system—they have not been archived or purged yet.

✐ To access a report that has been archived, contact your Workflow Administrator.
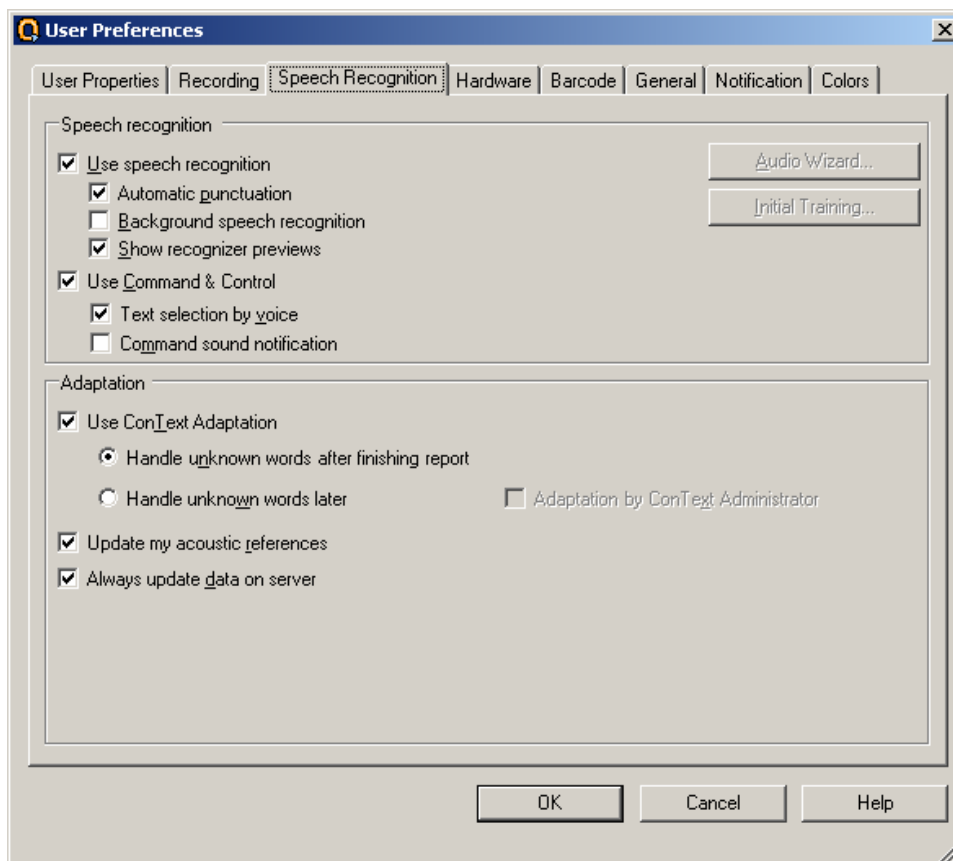
Using Command & Control

You can use the Command & Control function, if you are a recognition user and Command & Control is enabled in your user preferences. The commands available depend on the workflow phase and the speech recognition mode.

Once Command & Control is enabled, you can use voice commands to process reports. For example, you can use voice commands to finish recording a sound file and promote the report to the next phase of the workflow. First, create and record your report. While in Dictation mode and recording the report, say "Stop Recording". Recording stops and Dictation mode changes to Command mode. In Command mode say "Send for Transcription". The report is promoted to the transcription phase

To enable Command & Control, follow the steps below:

1. Go to the **Settings** menu and select **User Preferences**. The User Preferences dialog box displays:

2. Open the **Speech Recognition** tab and enable the **Use Command & Control** option.

↪ Activate the **Command sound notification** option if you want SpeechQ to beep when a voice command is understood.

↪ If these options are unavailable, it means that you do not have the speech recognition user property; contact your Workflow Administrator.

3. Click **OK**. SpeechQ closes the dialog box closes and applies the setting.

Checking In and Checking Out Reports

The normal way of working with SpeechQ is creating and processing reports while connected to SpeechQ and the network, also referred to as online operation. However, you can also use SpeechQ offline. This means that a user is disconnected from SpeechQ.

Prior to disconnecting from SpeechQ, you must check out any existing reports you want for offline work. You can create new reports for offline user by clicking the **New Report (Offline)** button on the Actions bar, but you must do this while you are connected to the SpeechQ system. In offline operation, reports do not progress in the workflow unless the you connect to SpeechQ and check them in.

Checking Out Reports

You can record, review and sign reports while working offline. You must check out any existing reports that you want to work on offline. The check out function downloads the selected report(s) to a stand-alone PC.

To check out and work offline on existing reports, follow the steps below:

1. Click **Reports** on the Standard toolbar and open the **My Worklist** tab.

2. Select the report(s) for offline work from the list. To select multiple reports, press the **Shift** key and click each report.

3. Click **Check Out** on the Actions bar. A status bar displays showing the progress of the download.

4. Click **Disconnect** on the Standard toolbar to disconnect from the SpeechQ Server. You are now in offline operation.

⟳ While you are working offline, reports on the **My Worklist** tab that are not checked out are no longer visible.

Checking In Reports

When you finish working offline, you must reconnect to SpeechQ and check in the report to enable SpeechQ to update SpeechQ. The report can then be promoted to the next phase, if indicated, or left in its present phase until you have changed/edited it and signaled it as finished and ready for routing.

To check in a report, follow the steps below:

1. Click **Connect** on the Standard toolbar, to connect to the SpeechQ Server again.

2. Make sure that the **My Worklist** tab in the Reports List view is open.

3. Select the report(s) you want to check in from the list. To select multiple reports, press the **Shift** key and click each report.

4. Click **Check In** on the Actions bar. SpeechQ updates the report. If a phase finishes, SpeechQ routes automatically reports to the next phase.

Using Recognition Alternatives

When you create a report using speech recognition, SpeechQ provides a list of recognition alternatives for each recognized word or phrase in the **Alternatives** menu. You can use the **Alternatives** menu by using either the mouse or Command & Control.

⟳ This menu is only available to users with speech recognition rights.

To correct a word using the **Alternatives** menu, follow the steps below:

1. Select the unrecognized word that you want to correct.

2. Click the **Alternatives** menu. A list of alternative words displays:

3. Select the word you want to insert. The alternative displays in the place of the original word.

    If no recognition alternatives are available, you will receive a message.

Using Auto-texts

Auto-texts are text shortcuts you can insert in a document. This means that either via the Auto-texts menu or with a short voice command you can quickly and efficiently add a pre-defined text, of any length, to the report document. Saying the spoken command of the Auto-text inserts the entire defined text.

✎ You can only use Command & Control to access the first level of the Auto-texts menu (Auto-texts assigned to the current work type). You must manually insert Auto-texts assigned to other work types.

✎ You can use general system Auto-texts provided by the Workflow Administrator or define your own.

You can insert Auto-texts while recording, editing or reviewing a report. You do not need to make any changes to your working method.

Applying Auto-texts

⟲ This section illustrates an example of how you can apply the use of Auto-texts to your report documents.

You are recording a report about a patient named William Zelazowski. You have predefined an Auto-text, called **Chief complaint**, with the following text:

'*The patient,* **PTN_Patient_Name***, is a* [...]*-year-old* **Gender** *with a chief complaint of* [...]'

The following example shows how to add this information to your report:

1. At the position you want to insert the Auto-text, say, "Auto-text chief complaint". SpeechQ inserts the following text in the report document:

   The patient, William Zelazowski, is a [...]*-year-old male with a chief complaint of* [...]*.*

2. Say "Next Field seventy nine Next Field head trauma". The report document now contains the following text:

   The patient, William Zelazowski, is a 79-year-old male with a chief complaint of head trauma.

⟲ PTN_Patient_Name is a Smart Field that SpeechQ automatically completes with information from the patient properties.

☠ If you are recording with digital dictation the words "Auto-text chief complaint" become part of the sound file rather than the expanded text they refer to. You must be sure that the Medical Transcriptionist understands what this means and enters the correct text.

Topic Summary

-

Module Summary

-

Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on to SpeechQ Report Station as "Mary".

2. Review the My Worklist and Queued tabs.

3. Transcribe a report and suspend it.

4. Review the My Worklist tab.

5. Transcribe/edit two reports and send each for review.

6. Create a new report and assign an order to it.

Module 8:
Setting User Preferences, Adding Report Properties, Applying Filters, and Selecting Columns

Module Description

This module covers ways in which you can customize SpeechQ Report Station to meet your personal needs. It covers various user preferences you can set and how you can view and add report properties. Other topics in this module cover applying filters to view specific reports and selecting the columns of information that you want to display.

Module Performance Objectives

After completing this module, you will be able to:

- set user preferences.

- add report properties.

- apply filters.

- select columns.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- log on to SpeechQ Report Station.

- navigate SpeechQ Report Station.

Module Scenario

Now that you know how to use some of the standard and advanced features of Report Station, you want to customize Report Station to be more consistent with your personal workstyle. You have also received a notification that your password expires in seven days and you need to change it. Customizations you want to make include changing the new report notification, creating custom report filters, and selecting which columns of information you want to display in each list view.

Topic:
Setting User Preferences

You can customize the SpeechQ Report Station program environment by making personal settings that best suit your working style. SpeechQ remembers those settings and automatically load them when you log on.

Your Workflow Administrator decides which user preferences display here, sets the default values for them, and can also modify them. In the case where you both make changes to a user preference, the last applied change takes precedence.

To set user preferences, click **Settings** > **User Preferences**. The User Preferences dialog box displays:

The User Preferences dialog box displays the following tabs:

Option	Description
User Properties	View your personal properties, change certain properties and change your password.
Recording	Customize the layout of SpeechQ on your PC during recording and make settings for listening to your recordings.
Speech Recognition	If you are a recognition user, you can decide to use speech recognition while recording your dictations and make specific recognition settings.
Hardware	Customize the buttons on your SpeechMike or Foot Control.
Barcode	Make settings to select orders or exams via barcode scanning.
General	Display the **New Report** dialog box when you create a new report and set SpeechQ to refresh automatically.
Notification	Set the type of notification you want for new reports.
Colors	Customize the color-coding of reports.

In addition to these personal settings, users with the user role of Attending can also set their electronic signature for attaching to finished reports.

Viewing and Changing User Properties

The User Properties tab of the User Preferences dialog box lists your personal user properties. SpeechQ uses these properties to identify you and your reports in SpeechQ. Some of these properties are read-only information, some you can change.

The following properties are read-only information, which you cannot change. These properties have been defined by your Workflow Administrator during the process of installing you as a SpeechQ user:

Property	Description
Logon name	Displays the unique name you use for logging on to SpeechQ.
First name	Displays your first name.
Middle name	Displays your middle name (if you have one).
Last name	Displays your last name.
Short name	Displays the unique name SpeechQ creates by when your Workflow Administrator adds you to SpeechQ.
Activated	Enables you to access the SpeechQ system.
Organization unit	Displays the specific group of users within your organization to which you belong.
Speech recognition	Enables you to use the speech recognition of spoken words.
Mobile input	Enables you to use speech recognition from mobile dictation devices.
Voice characteristics	Helps the acoustic reference file (ARF) to recognize your voice. The options are: **Higher pitch** and **Lower pitch**. These settings must be made objectively and not only based on the user's gender (i.e. although most male users will be assigned lower pitch characteristics, it may be better in some cases to assign a male user to the higher pitch category, and vice versa for female users).
Allow to change preferences	Displays whether you have the right to modify your User Properties.

Property	Description
User roles	Displays the user roles which have been assigned to you; these define how you interact with the SpeechQ system.
Work groups	Displays the work groups you have been assigned to; these are used by SpeechQ to assign specific work types to you.

All users can view and change the Email address property. Your email address, used for report delivery if selected in your report properties.

The Workflow Administrator can add other personal properties when installing users, for example, telephone number, which may or may not be read-only.
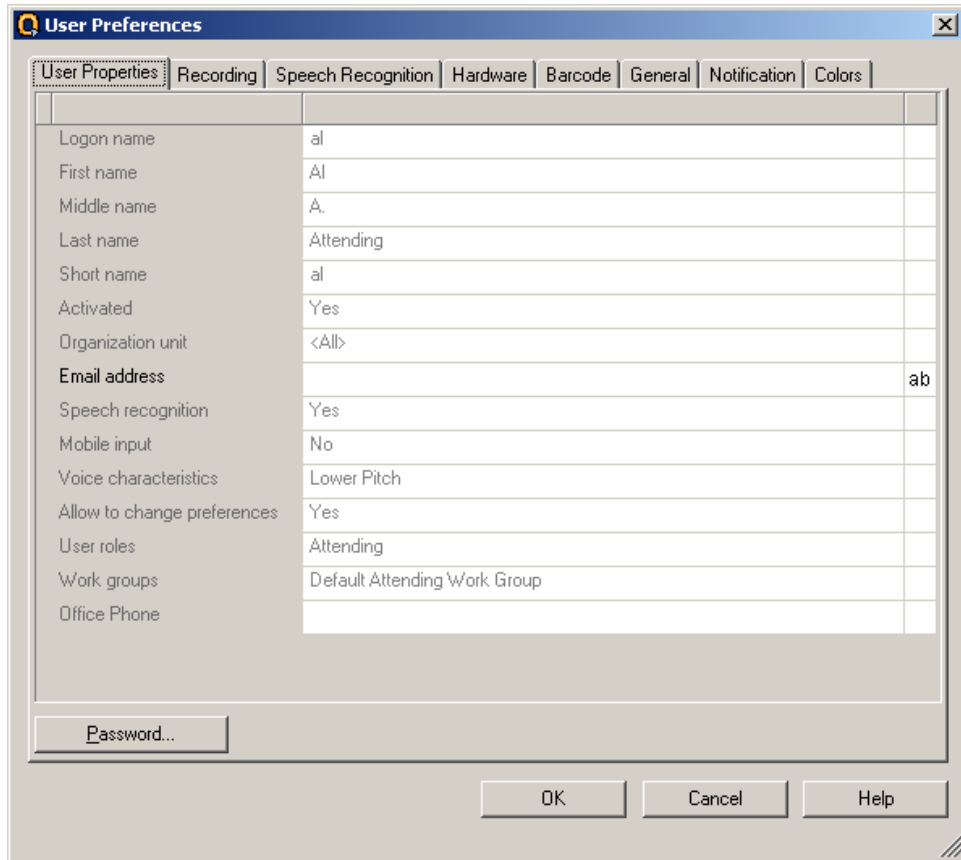
✎ This tab also has a button for changing your password.

Setting Recording Preferences

The Recording tab of the User Preferences dialog box enables you to define how SpeechQ looks on your PC while you are recording a dictation, and to make settings for listening to your recordings.

To set recording preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Recording** tab. The Recording tab displays.
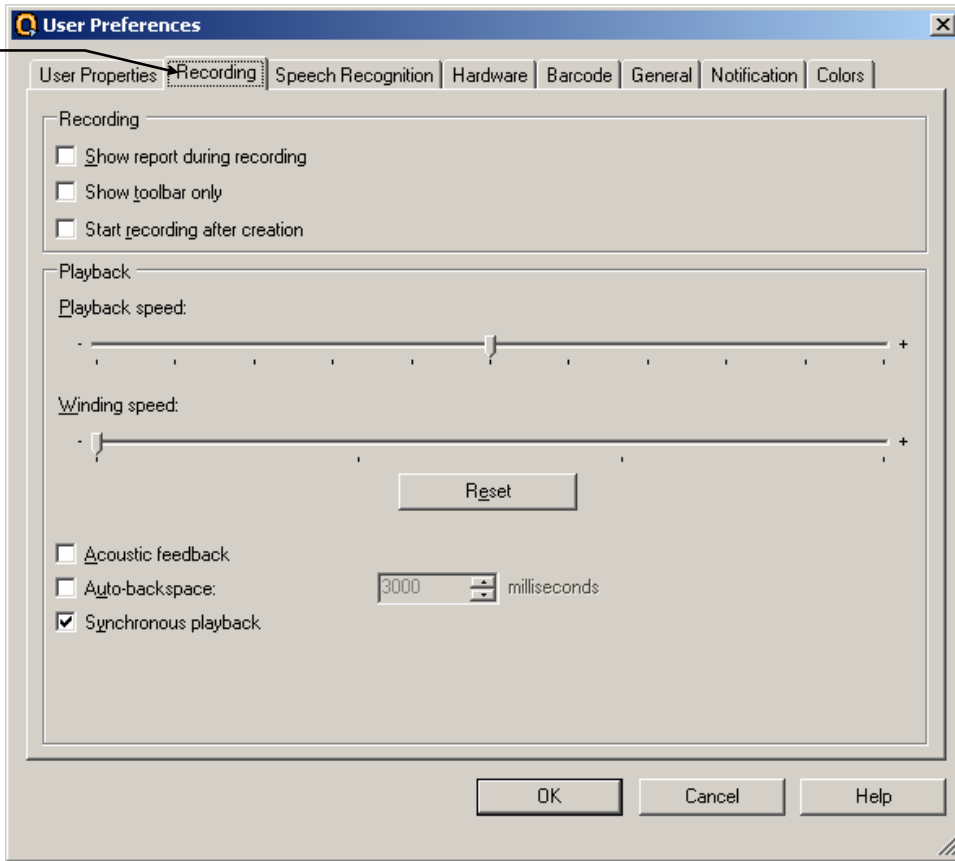
The Recording tab displays the following section boxes and options:

Section Box/ Option	Description
Recording	Displays the following options: • **Show report during recording**: Enable this option to view the report document you are recording. • **Show toolbar only**: Enable this option to hide the SpeechQ Report Station window and only have the toolbar visible during recording (you can use the command "Restore Window" to return to the full view). • **Start recording after creation**: Enable this option to initiate Dictation mode automatically after you create a new report.

Section Box/ Option	Description
Playback	Displays the following options: • **Playback speed**: Set the speed for the playback of your recordings. • **Winding speed**: Set the speed for rewinding and fast forwarding through your recordings. ↻ Click the **Reset** button to restore the default settings for both playback speed and winding speed sliders. • **Acoustic feedback**: Activate this option to listen to your recording during winding. • **Auto-backspace**: Activate this option and specify the number of milliseconds to rewind a sound file when restarting playback. • **Synchronous playback**: Deactivate this option if you do not want words to be highlighted during playback of the sound files. 🔔 You can also switch between synchronous and asynchronous playback by pressing **Shift + F8**.

3. Click **OK**. SpeechQ saves your changes.

Setting Speech Recognition Preferences

The Speech Recognition tab of the User Preferences dialog box enables you to define user settings for speech recognition.
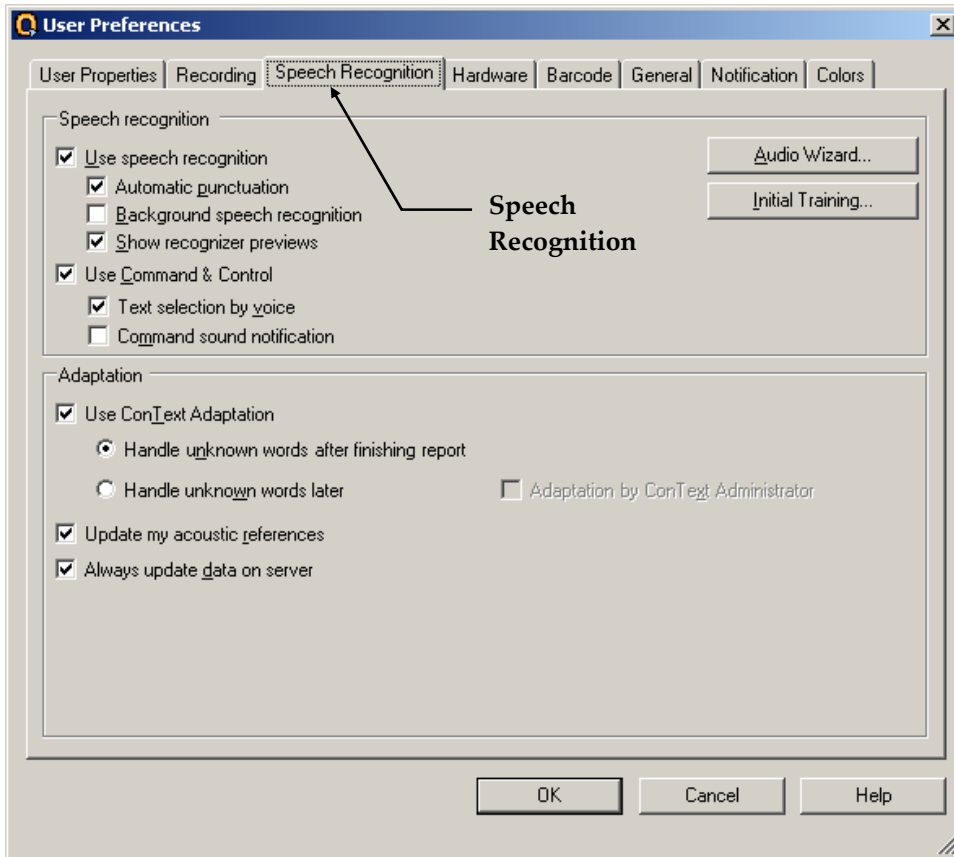
To set speech recognition preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Speech Recognition** tab. The Speech Recognition tab displays:

The Speech Recognition tab displays the following section boxes:

Section Box/ Button	Description
Speech recognition	Displays the following options: • **Use speech recognition**: Enable this option to perform speech recognition when recording. • **Automatic punctuation**: Enable this option to use the ConText's automatic punctuation feature. • **Background speech recognition**: Enable this option to view only the report document template during recording. The recognized text does not display. • **Show recognizer previews**: Enable this option to display a preview of the recognized speech in the 'recognition bubble'. This is a word-by-word preview and therefore will not correspond exactly to the text the document displays. • **Use Command & Control**: Enable this option to use voice commands while you work. • **Text selection by voice**: Enable this option to use voice commands to select parts of the text for modification or deletion. • **Command sound notification**: Enable this option to hear a noise when a voice command is understood and executed by the SpeechQ system. • **Audio Wizard**: Click this button to adjust your audio settings. • **Initial Training**: Click this button to start speech recognition training.

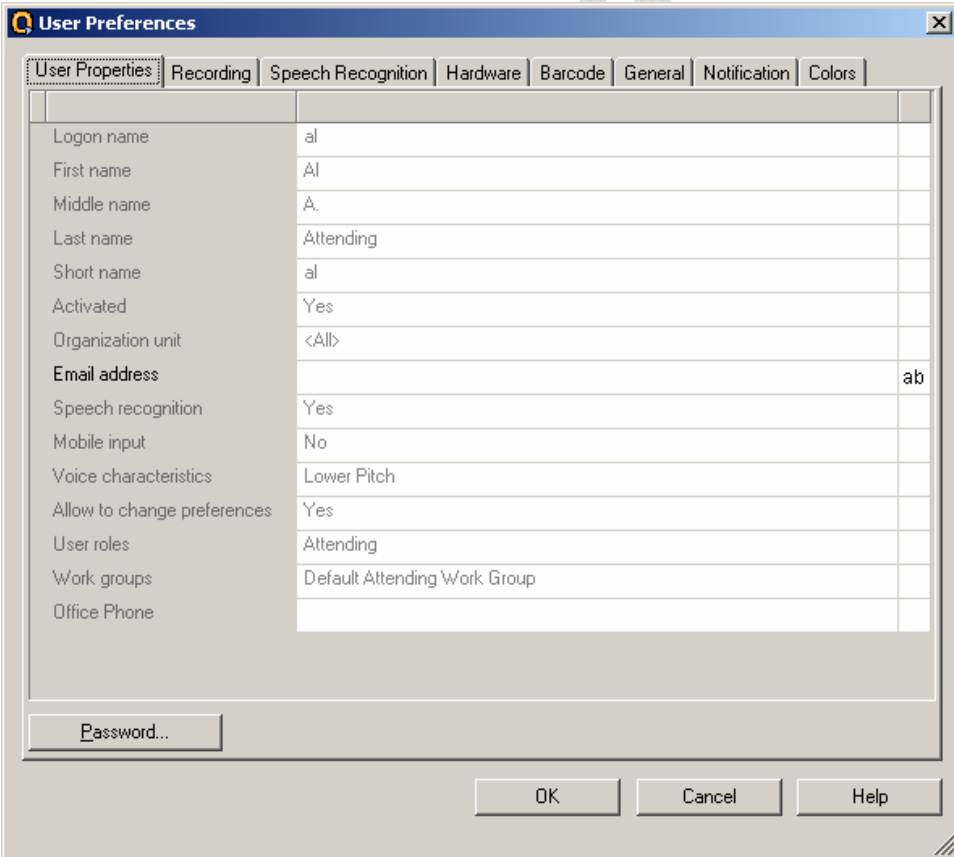| Section Box/ Button	Description
Adaptation	Displays the following options: • **Use ConText Adaptation**: Enable this option to have your language model and the ConText Lexicon updated in order to improve the recognition accuracy. • **Handle unknown words after finishing report:** Enable this option to handle words not known to the ConText immediately after finishing a report. • **Handle unknown words later**: Enable this option to handle words not known to the ConText at a later time. • **Adaptation by ConText Administrator**: Enable this option if all your unknown word handling is to be done by a specified ConText Administrator. This option is only enabled after you have selected the option **Handle unknown words later**. • **Update my acoustic references**: Enable this option to have your acoustic reference file updated and improved. This process adapts SpeechQ to your voice characteristics. • **Always update data on server**: Enable this option to ensure that your most recent speech recognition data is saved centrally, and accessible from all workstations. If you choose not to activate it, your recognition rate will vary from workstation to workstation.

3. Click **OK**. SpeechQ saves your changes.

Setting Hardware Preferences

The Hardware tab of the User Preferences dialog box enables you to select the hardware device you are using and make personal settings for that device.

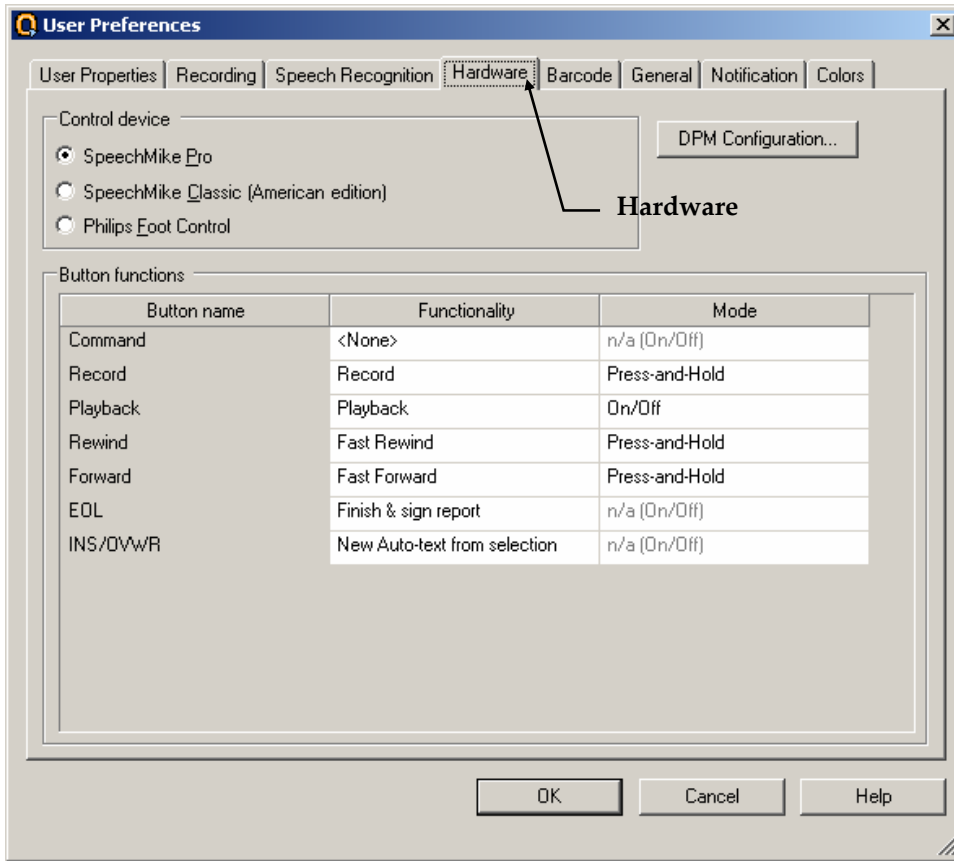To set hardware preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

Using SpeechQ Report Station

2. Click the **Hardware** tab. The Hardware tab displays:

The Hardware tab displays the following section boxes, buttons, and options:

Section Box/ Button/ Option	Description
Control device	Select the option which corresponds to the device you use: • **SpeechMike Pro** • **SpeechMike Classic (American edition)** • **Philips Foot Control**

Section Box/ Button/ Option	Description
DPM Configuration	Click this button to display the DPM Configuration dialog box. This enables you to change the configuration settings on your DPM directly from the Report Station.
Button functions	The buttons and functions described below are not available for all devices, as these devices have different functionality. The option selected here determines the settings you can make. Depending on the device you select above, you can personalize its buttons in terms of both functionality and behavior. The following buttons are available: • **Command** • **Record** • **Playback** • **Rewind** • **Forward** • **EOL** • **INS/OVWR** • **Trigger** (only on SpeechMike Classic) To personalize a button, select the button from the list and then select the function from the available options.
Functionality	The following functions are available: • **None**: No function is assigned to the button. • **Command mode**: Activates Command mode. • **Record**: Activates Dictation mode.

Section Box/ Button/ Option	Description
	Playback: Starts playback of the sound file. **Fast Rewind**: Rewinds a sound file. **Fast Forward**: Forward winds a sound file. **Create new report**: Creates a new report. **Handle unknown words**: Displays the Handle Unknown Words dialog box. **Send report for transcription**: Promotes the report to the transcription phase. **Finish & sign report**: Signs the report and (if SpeechQ is so configured) displays the Signature Password dialog box. **Suspend report**: Stops recording and suspends the report in the recording phase. **Show/hide Command Explorer**: Displays the Command Explorer bar when the button is pressed. Pressing the button again closes the bar. **Show/hide reference section**: Displays the reference section when the button is pressed. Pressing the button again closes the reference section. **Insert/Overwrite**: Enables new text either to be inserted in existing text, or to overwrite the existing text (character for character). **New Auto-text from selection**: Creates an Auto-text from the selected text. **Toggle visibility**: When using a PACS, displays or hides SpeechQ Report Station.

Section Box/ Button/ Option	Description
	• **Next Field**: Moves the cursor position to the start of the next Field in the report document. • **Previous Field**: Moves the cursor position to the start of the last Field in the report document. ↻ Not all functions are suited to all buttons. For example, in a PACS environment you should not use a SpeechMike Forward slider to toggle visibility, since moving the slider initiates more than one action and you will not be able to toggle back. Make sure to test your functions after you have assigned them.
Mode	For some functions, you can also define how the button behaves. If you select **On / Off**, you must press the button once to turn the function on, and once to turn it off. If you select **Press-and-Hold**, the function will only be active while the button is depressed. If a function has only one possible setting, the default setting only displays (with *n.a.* before it to show that it cannot be modified).

3. Click **OK**. SpeechQ saves your changes.

Setting Barcode Preferences

On the Barcode tab of the User Preferences dialog box, you can enable barcode scanning to search for patients, orders and examinations in the Patients and Orders Lists. You can also use a barcode scanner to assign an order to a report when the Assign Order dialog box is open.
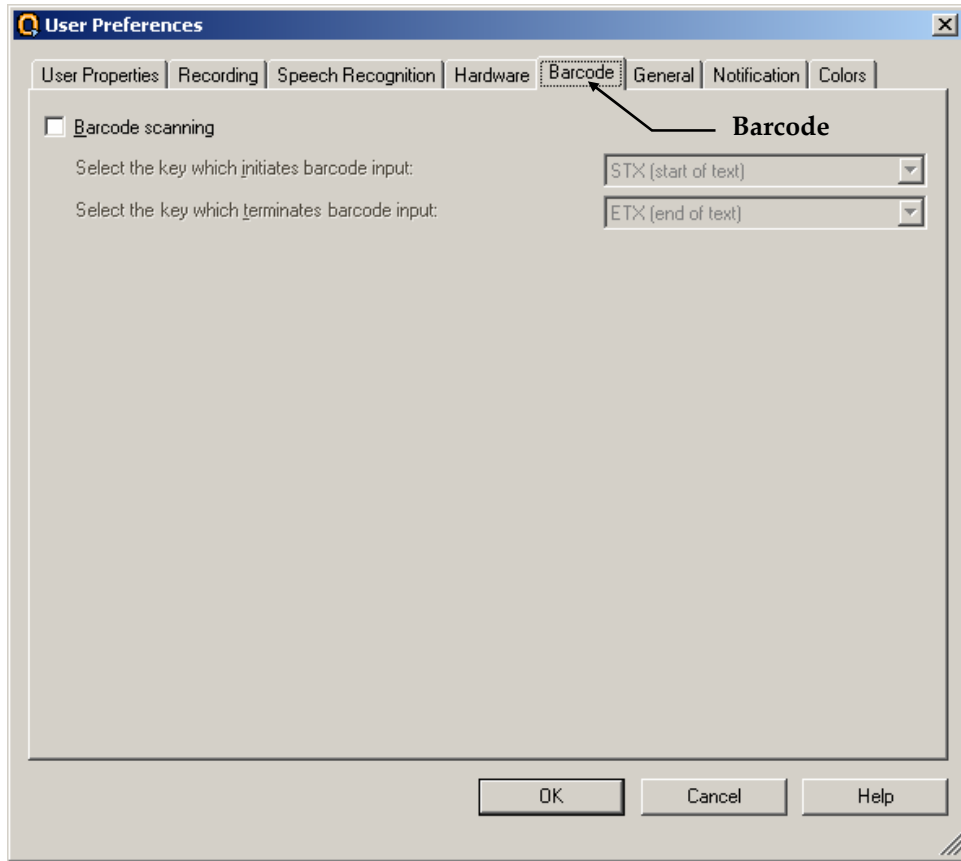
To set barcode preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Barcode** tab. The Barcode tab displays:

The Barcode tab displays the following options:

Option	Description
Barcode scanning	Enable to use a barcode scanner to select patients, orders and examinations.
Select the key which initiates barcode input	Select an entry from this list to define a key which tells the SpeechQ system to expect barcode input. When the barcode scanner sends the defined key, the keyboard is no longer responsive to keystrokes. The focus changes to the barcode scanner.

Option	Description
Select the key which ends barcode input	Select an entry from this list to define the key that tells the SpeechQ system when barcode scanning finishes. ↻ When the barcode scanner sends the defined key, the keyboard becomes responsive again. The focus moves away from the barcode scanner.

☠ You must also define the Prefix string and the Suffix string in the Barcode Configuration program. These settings must match the settings you entered in here to start and end barcode input. SpeechQ will expect the barcode scanner device to be configured to send Ctrl + ASCII combinations. For example, when you set CR (carriage return) as a Prefix, SpeechQ will recognize it only if it comes as Ctrl + M and not the 0x0D keycode.

📖 For detailed information, refer to the *Barcode Configuration Online Help*. The Barcode Configuration program can be found on your SpeechMike CD.
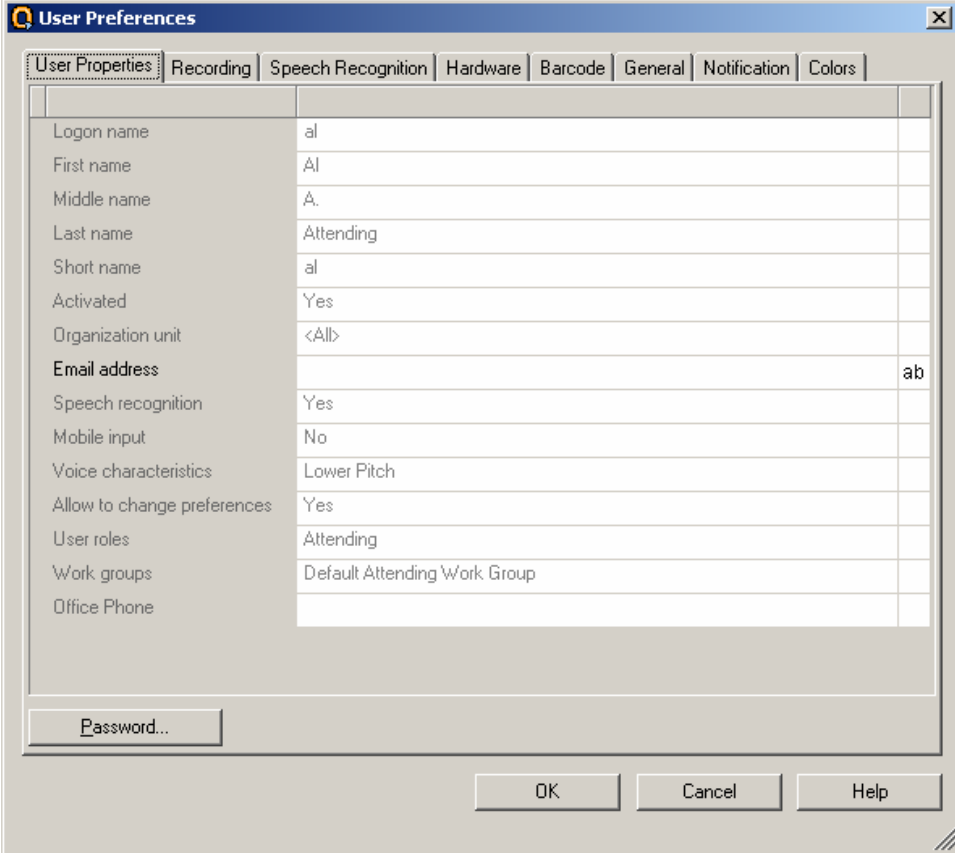
3. Click **OK**. SpeechQ saves your changes.

Setting General Preferences

The General tab of the User Preferences dialog box enables you to make general settings.

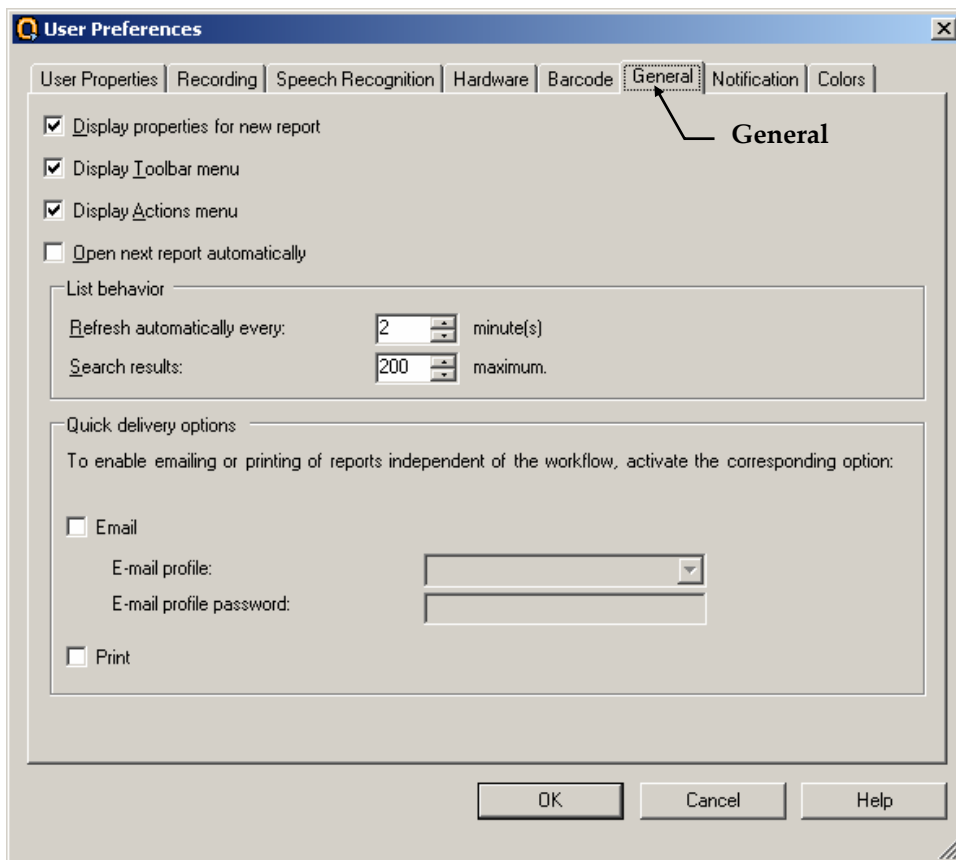To set general preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **General** tab. The General tab displays:

The General tab displays the following section boxes and options:

Option	Description
Display properties for new report	Enable this option to display the New Report dialog box when you create a new report. Deactivate this option to not display the New Report dialog box when you create a new report. If you choose not to activate this option, the New Report dialog box may still be displayed when you create a report, for one of the following reasons: • Not all mandatory report properties have been defined in the Default Report Properties dialog box. • You have more than one user role, and for the user role you are currently working in, the default report source is not defined.
Display Toolbar menu	Enable this option to display the Toolbar menu.
Display Actions menu	Enable this option to display the Actions menu.
Open next report automatically	If this option is activated, every time a report in My Worklist is closed, the next report in the list is automatically opened. This will not work if the report was opened using a program other than SpeechQ (e.g. PACS), nor will it work if the report was closed using the functions Discard or Suspend.

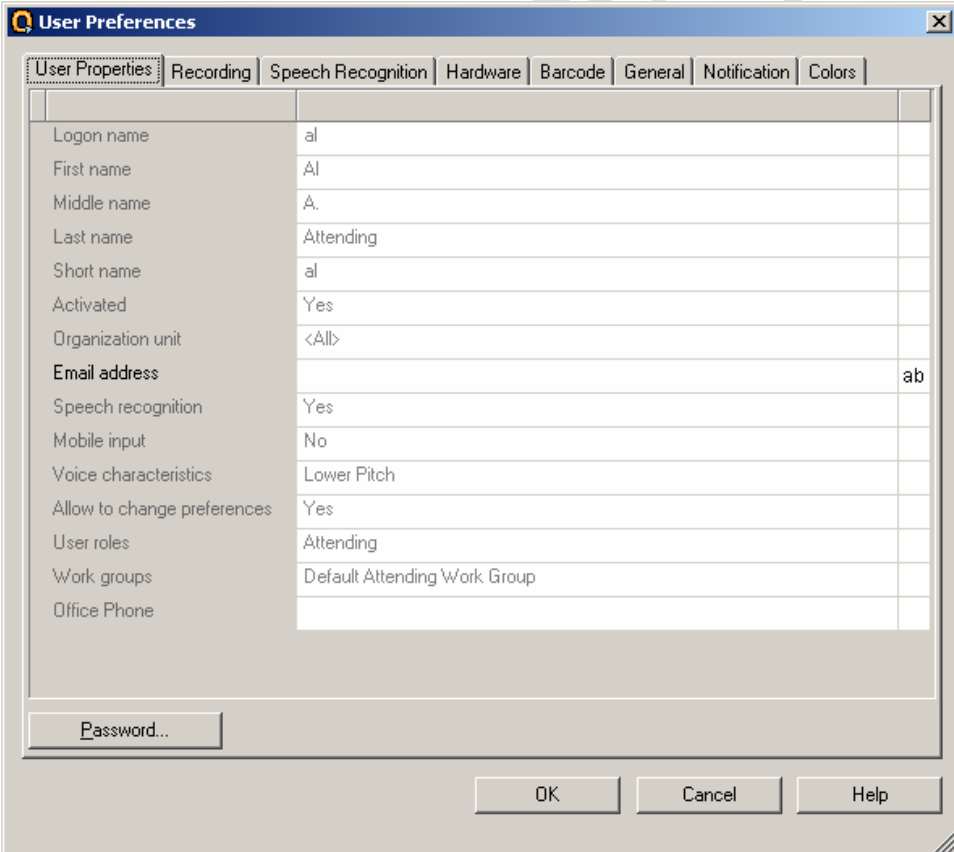| Option	Description
List behavior	These settings define how the Order, Patient and Report Lists display their information: • **Refresh automatically every**: Set how often the lists are refreshed. The minimum value you can select is one minute. Auto-refresh does not interfere with any selections you have made in the Lists or filters you have applied to them. ✎ Refreshing the lists takes a little longer if the lists contain a lot of information. If your system is configured to list a great many reports or orders (for example, more than 100), you may want to increase the auto-refresh interval value. Alternatively, you can reduce the number of columns visible, or use the **Search results** option to reduce the list size. • **Search results**: Set the maximum number of results for a search in the Orders List and Patients List. The permitted range is 10 to 2,000.
Quick Delivery Options	Selecting the options **Email** or **Print** will enable you to deliver a report, either as a printed document or attached to an email, in any phase of the workflow. If these options are selected, the corresponding button(s) display on the Actions bar when the report document is open. If you select the **Email** option, you may also be required to enter the following information (depending on the email client used by your system): • **Email profile**: Enter the name of your email profile (as configured in Microsoft Outlook). This is usually the same as your email address, but depending on the configuration of your email program, it may be different. • **Email profile password**: Enter the password for your email profile.

3. Click **OK**. SpeechQ saves your changes.

Setting Notification Preferences

The Notification tab of the User Preferences dialog box enables you to define how SpeechQ is to notify you when a new report is routed to you. For Residents and Attendings this is when a report is ready for review or adaptation; for Attendings this can also be when a report is ready for approval; for Medical Transcriptionists this is when a report is ready for transcription; for ConText Administrators this is when a report is ready for adaptation.

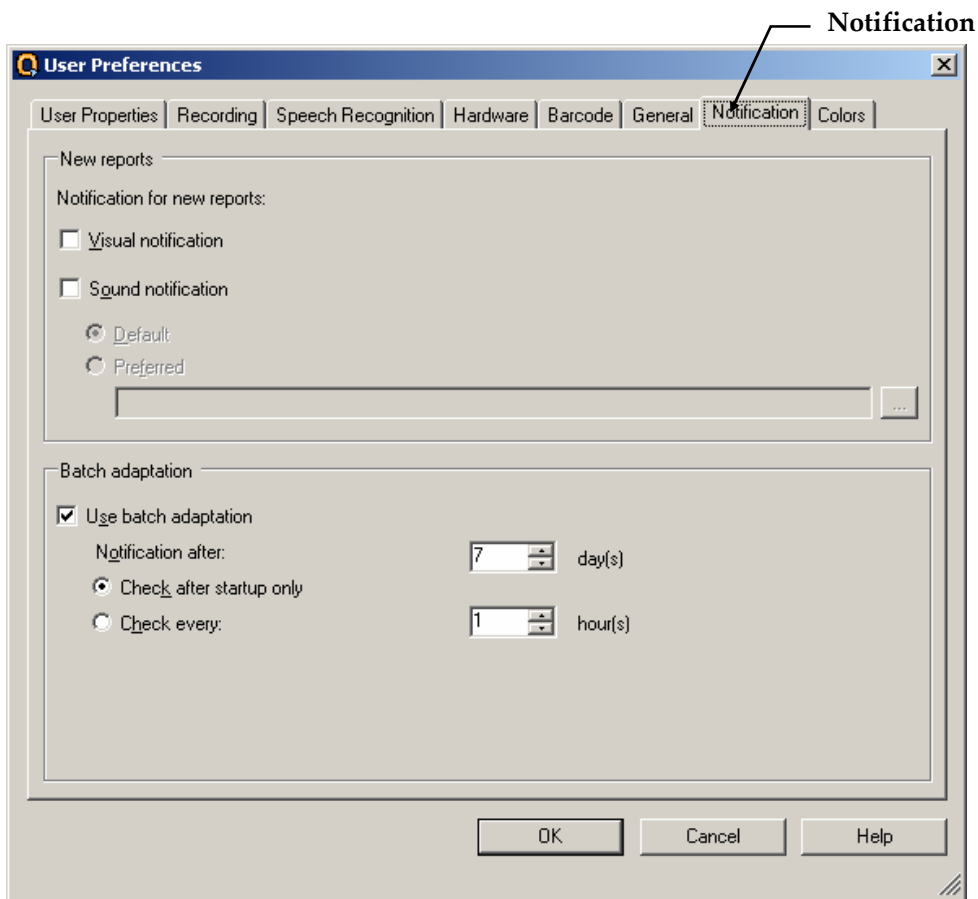To set notification preferences, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **Notification** tab. The Notification tab displays:

Notification

The following table describes section boxes on the Notification tab:

Section Box	Description

New reports	Displays the following options:
	
	• **Visual notification**: Enable this option to receive a notification in the notice board when a new report has arrived in your worklist.
	
	• **Sound notification**: Enable this option to receive an audio signal when a new report arrives. You can select the kind of sound notification you want to have:
	
	  • **Default**: Select this option to receive the standard audio signal.
	
	  • **Preferred**: Select this option to use a specific notification sound file located on your PC. Click **Browse** to locate the corresponding sound file.
	
	☠ If you do not want visual or sound notification, make sure that both options are not selected.

Section Box	Description
Batch adaptation	Displays the following options: • **Use batch adaptation**: Enable this option to receive notification of reports waiting for ConText Adaptation. • **Notification after**: Select the amount of time that a report can be in the adaptation phase before SpeechQ notifies you that it is waiting for ConText Adaptation. • **Check after startup only**: Select this option to check for reports waiting for ConText Adaptation at logon only. • **Check every**: Select this option and specify the required number of hours (between 1 and 72) that SpeechQ checks periodically for reports waiting for ConText Adaptation.

3. Click **OK**. SpeechQ saves your changes.

Setting Color Preferences

The Colors tab of the User Preferences dialog box enables you to define the color-coding that SpeechQ uses. This provides instant visual information about both reports and how you are currently working with SpeechQ Report Station.

✐ Your Workflow Administrator can lock the color codes so that users of the Report Station cannot edit them. In this case the Colors tab does not display.

Each entry in all lists in SpeechQ Report Station is color-coded. This includes lists of reports, lists of orders and lists of patients. The color code relates to specific conditions that the item fulfills. SpeechQ comes with default colors for default conditions.

To set color preferences, follow the steps below:

1. Click **Settings > User Preferences**. The User Preferences dialog box displays:
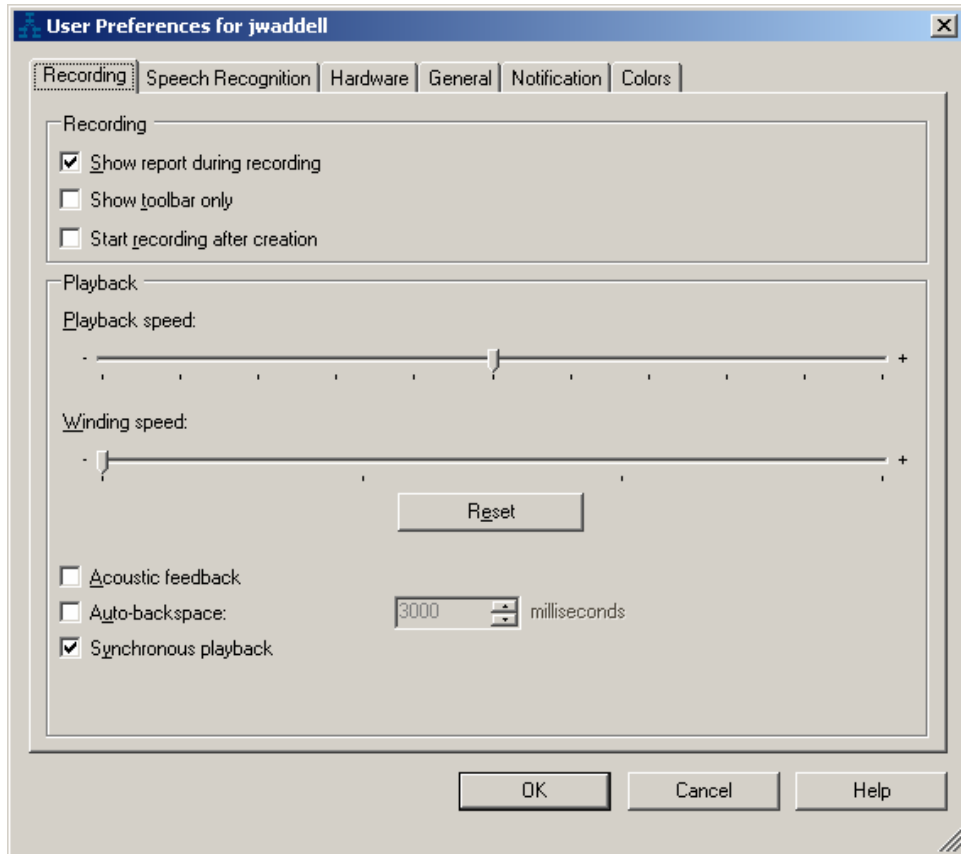
2. Click the **Colors** tab. The Colors tab displays:
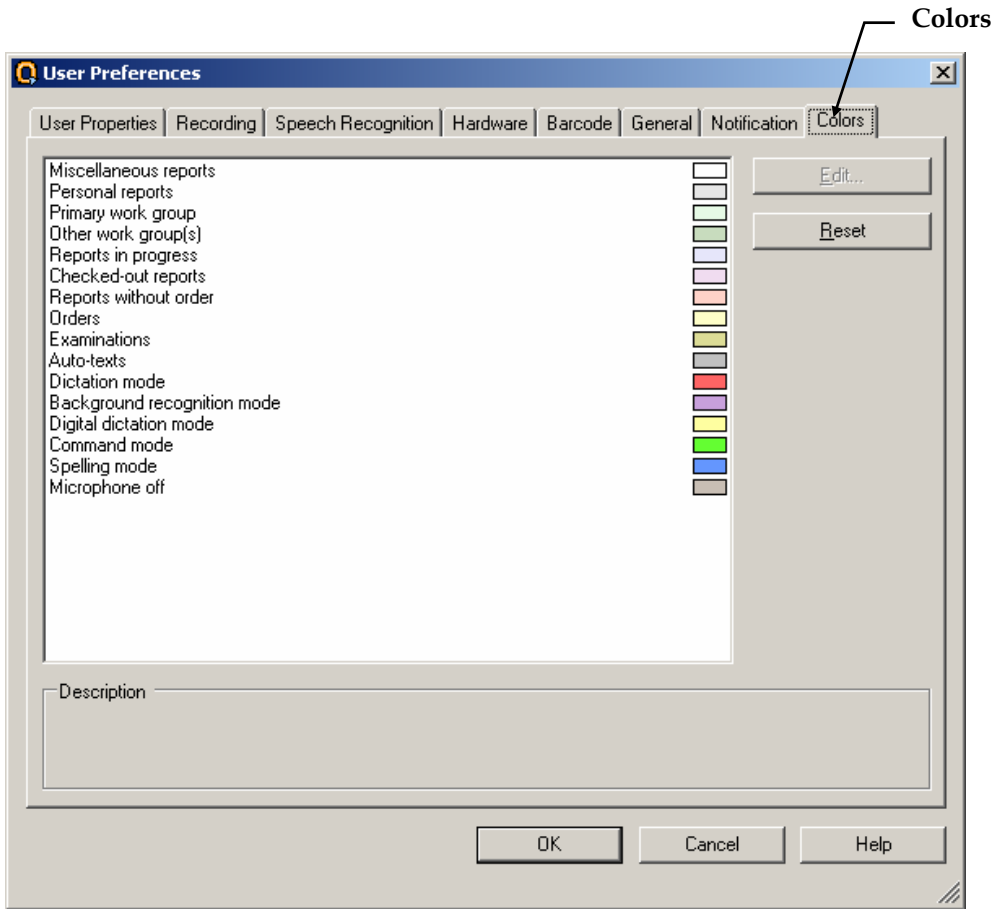
Colors

Each entry in all lists in SpeechQ Report Station is color-coded. This includes lists of reports, lists of orders and lists of patients. The color code relates to specific conditions which the item fulfills. SpeechQ comes with default colors for default conditions. The list color codes are:

- **Miscellaneous reports**: Indicates reports which do not belong to any of the other categories. The default color code is white.

- **Personal reports**: Indicates reports assigned specifically to the user, which have not yet been worked on.

- **Primary work group**: Indicates reports assigned to the user's primary work group.

- **Other work group(s)**: Indicates reports assigned to another work group (not the primary work group).

- **Reports in progress**: Indicates reports which are being worked on.

- **Checked out reports**: Indicates checked out reports.

- **Report without order**: Indicates that no order is associated with this report.

- **Orders**: Indicates orders.

- **Examinations**: Indicates examinations associated with this report.

✎ These lists also have a frame color (see below) indicating the mode you are in.

Defining Document Frame Colors

Each list also displays a frame color that indicates the mode in which you are working.

When working with speech recognition, the Word document of your report will also be color-coded. This color code, which displays as a frame around the document, relates to the currently active mode. The document frame color codes are:

- **Dictation mode**: The Dictation mode voice commands are available.

- **Background recognition mode**: The recognition results for this report are not visible.

- **Digital dictation mode**: Speech recognition is not enabled for this report.

- **Command mode**: The Command mode voice commands are available.

- **Spelling mode**: The Spelling mode voice commands are available.

- **Microphone off**: The microphone is off.

Recognizing Auto-text Colors

When you insert an Auto-text into a report document, SpeechQ highlights the text of the Auto-text. This makes it clear to the Medical Transcriptionist that this text is fixed and they should not change it.

⌘ The Auto-text color must be one of the 16 colors Word pre-defines. You cannot customize Auto-text colors.

Changing a Color Code

To change a color code, follow the steps below:

1. Click **Settings > User Preferences**. The User Preferences dialog box displays:
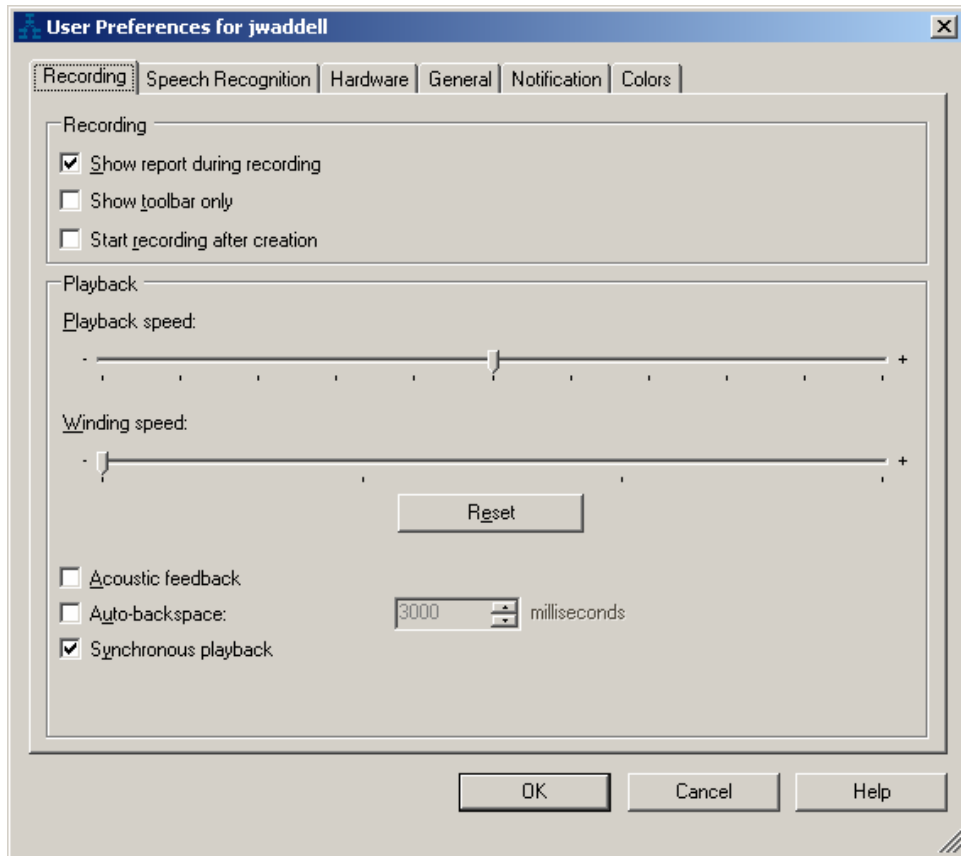
2. Click the **Colors** tab. The Colors tab displays:
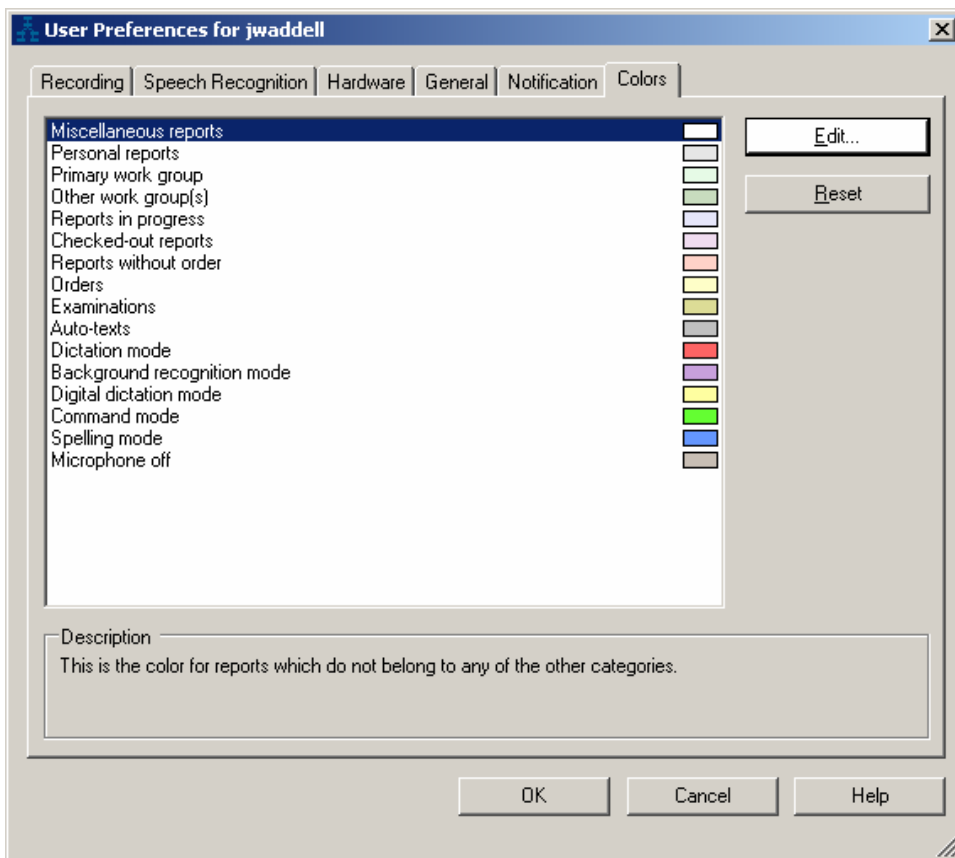
3. Select the color code you want to change and click **Edit**. The Color dialog box displays:
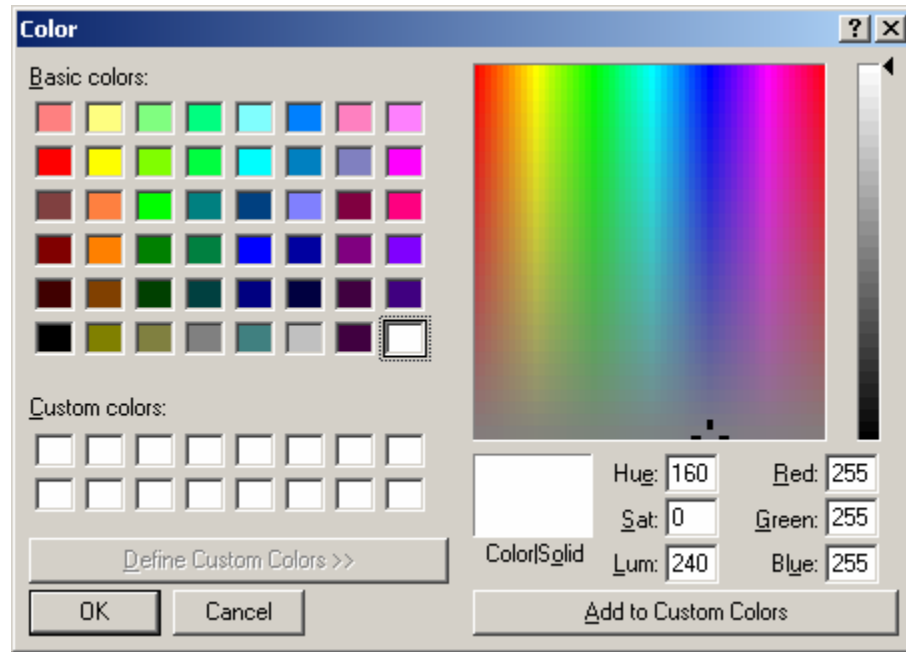
4. Select one of the **Basic colors**, or create a custom color, and click **OK**. Repeat this for every color code you want to modify.

📖 For more information about creating custom colors, see Microsoft Word's online help.

↻ You can click the **Reset** button to restore the default colors.

5. Click **OK**. The new color displays on the Color tab.

Changing Your Password

Depending on how your Workflow Administrator configures security settings, you might have to change your password at specific intervals. You can also change your password at any time.
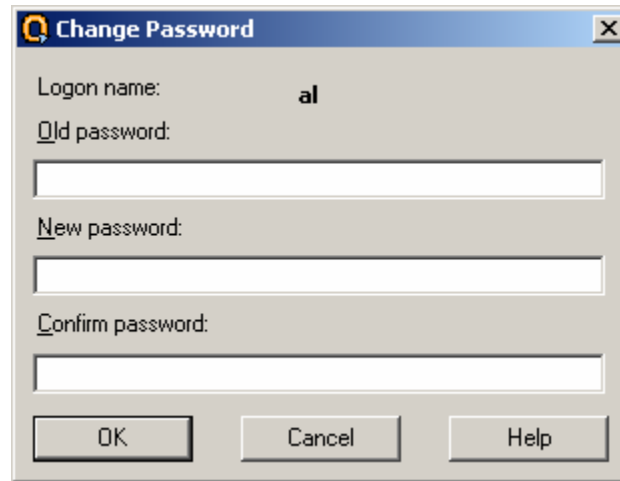
To change your password, follow the steps below:

1. Click **Settings** > **User Preferences**. The User Preferences dialog box displays:

2. Click the **User Properties** tab.

3. Click **Password**. The Change Password dialog box opens displaying your logon name:

4. Enter your **Old password** in the field.

5. Enter your **New password** in the field.

6. Confirm your new password by entering it in the **Confirm password** field.

7. Click **OK**.

☞ Passwords are case sensitive. If the new password and the confirmation do not match, an error message displays and you must repeat the procedure.

☞ The Workflow Administrator assigns your initial password to you. You can change it at any time after logging on to SpeechQ. Your password may not contain more that 22 characters. There is no lower limit, but for security reasons you should ensure that the password you choose is sufficiently complex.

✎ When your current password is close to expiring SpeechQ displays a message asking you to change your password. If you select to do this, the Change Password dialog box displays.

☠ You cannot re-use an old password. If you do not set a new password before your existing password expires, you will be denied access to SpeechQ and must contact your Workflow Administrator.

Topic:
Viewing and Adding Report Properties

SpeechQ stores all information relevant to SpeechQ reports in the form of a large number of report properties. Each property has a field name and belongs to one of several types (see below). These fields can contain read-only information, which cannot be altered, and properties users can change for the corresponding report. The fields a user can modify depend on the current phase and state of the report and on the user's access rights.

🔔 To save time when creating reports, you can assign default values to some of these properties.

To display a report's properties select the report from your Reports List and click the **Properties** button on the Actions bar, the Report Properties dialog box displays.

Identifying Mandatory Fields

An exclamation mark 🔲 to the left of a property means that it is mandatory and a value must be populated.

Identifying Field Types

All properties that you can edit have an icon to the right of the field.

Icon	Field Type	Description
ab	**Text entry field**	Enter information consisting of letters and numbers. For example, a patient's name and address.

Icon	Field Type	Description
12	**Value range field**	Enter information consisting of numbers only. For example, Social Security number, fax number. ⟳ Some of these fields will have predefined maximum or minimum values. If you enter a value outside this range, the value will revert either to the last saved value or to the nearest corresponding limit. Make sure to check all new entries before applying your changes.
0.1	**Number field**	Enter information consisting of numbers, including decimals. For example, a patient's height or weight.
🕐	**Date and time field**	Enter information consisting of a date and time. For example, a patient's date of birth, report creation date. ⟳ Click the icon itself to display a calendar. Click on a date in the calendar to enter that date in the field. The date and time format which displays and which you can enter depends on the regional settings of your Windows operating system (**Start > Control Panel** > **Regional and Language Options**).
☰	**Single selection list**	Select information from a drop-down list; only one selection is possible. For example, patient gender, language.
☰	**Multiple selection list**	Select information from a drop-down list; more than one selection is possible. For example, report delivery method (fax, printout, email). ⟳ Making no selection may also be a valid option for these lists, therefore it is possible for a multiple-selection list to be mandatory and still empty.

Icon	Field Type	Description
⬜	**File menu**	Import information from outside the SpeechQ system.
		Click on the icon itself to display a Browse button. Click **Browse** to search for the relevant information. For example, ConText, document file, sound file.

Some of the report properties are also shown on the Reports List. The list columns correspond to the field names of the report properties.

Default Report Properties

Before creating any reports it is advisable to customize your report properties by defining default values. Once this is done, the process of creating new reports is faster. By setting defaults you ensure that when you create a new report, SpeechQ automatically populates many of the property fields. You can still modify these fields for each individual report.

To view and modify the default properties for your reports, click
Settings > **Default Report Properties**. The Default Report
Properties dialog box displays:
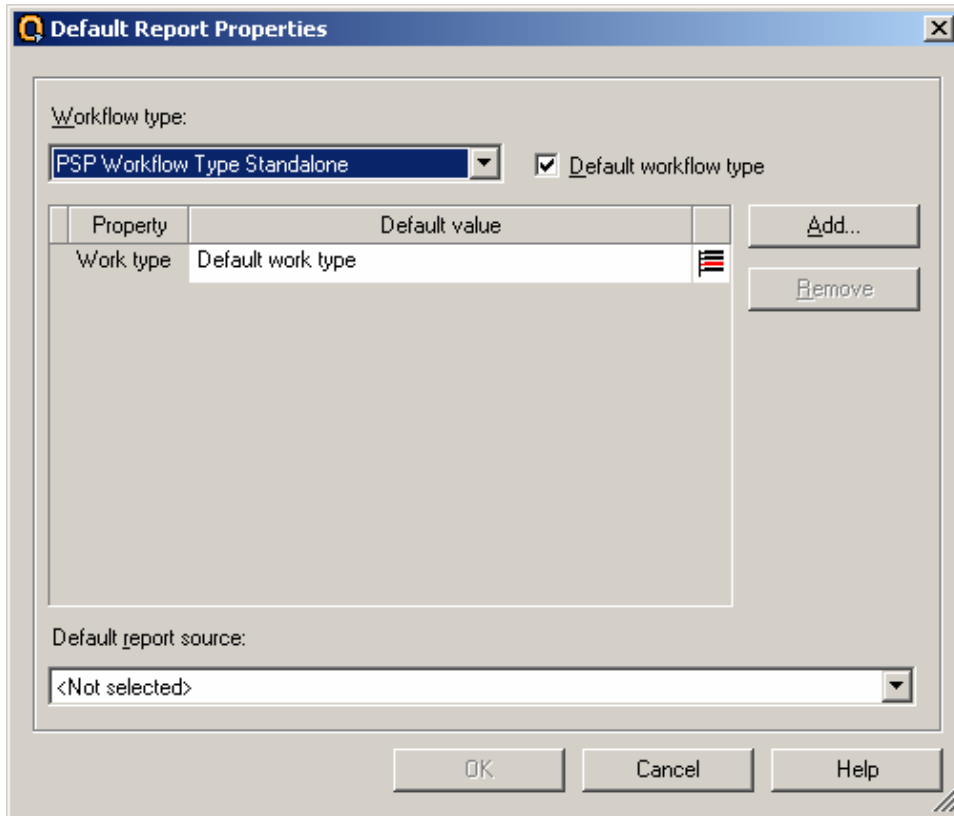
The Default Report Properties dialog box displays the following
fields and options:

Field/Option	Description
Workflow type	Contains the workflow types available to you. Select a type from the list and its properties display; you can make changes to these properties.
Default workflow type	Activate this check box for SpeechQ to create automatically new reports based on the selected workflow type.

Field/Option	Description
Default report source	Enables you to select a source. If you are a Resident or an Attending, you can select **Recording (*user role*)**. When a Resident or an Attending creates a new report using a SpeechMike microphone, the selected source is applied, by default, to the report. 🖰 If you select a default report source, the default properties of that report source override the default report properties that the Administrator has defined for you as a user. ☠ You can define the default report source for only one user role at a time. If you define it while working as a Resident, for example, it is always set to **Recording (Resident)**. This means that when you later work as an Attending, the setting is **<Not selected>**. If you change it manually to **Recording (Attending)**, then the same is true for the next time you work as a Resident.
Add	Click this button to display the Add Default Properties dialog box. From the Add Default Properties dialog box, you can select report properties for the workflow type for which you want to define default values.
Remove	Select a default property and click this button to remove it from this workflow type.

Adding Default Report Properties

The Add Default Properties dialog box enables you to select report properties for which you want to assign default values.

The Available default properties list contains all the report properties available for the workflow type you select in the Default Report Properties dialog box.

To add a report property, follow the steps below:

1. Click **Settings** > **Default Report Properties**. The Default Report Properties dialog box displays:
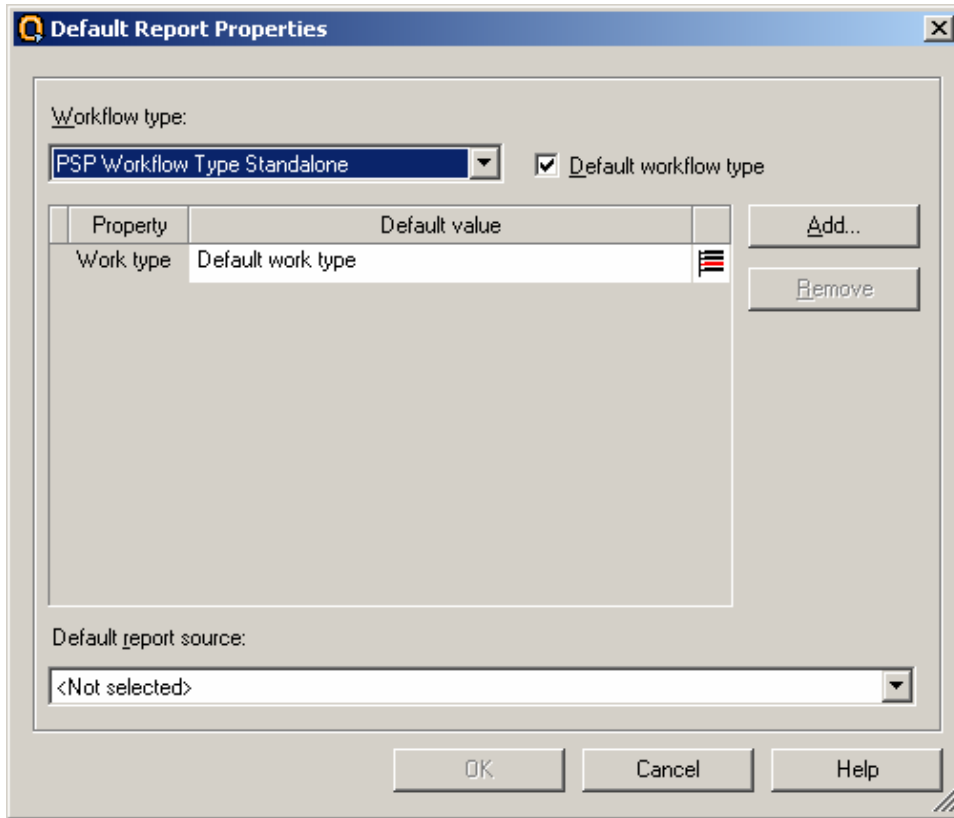
2. Click **Add**. The Add Default Properties dialog displays:
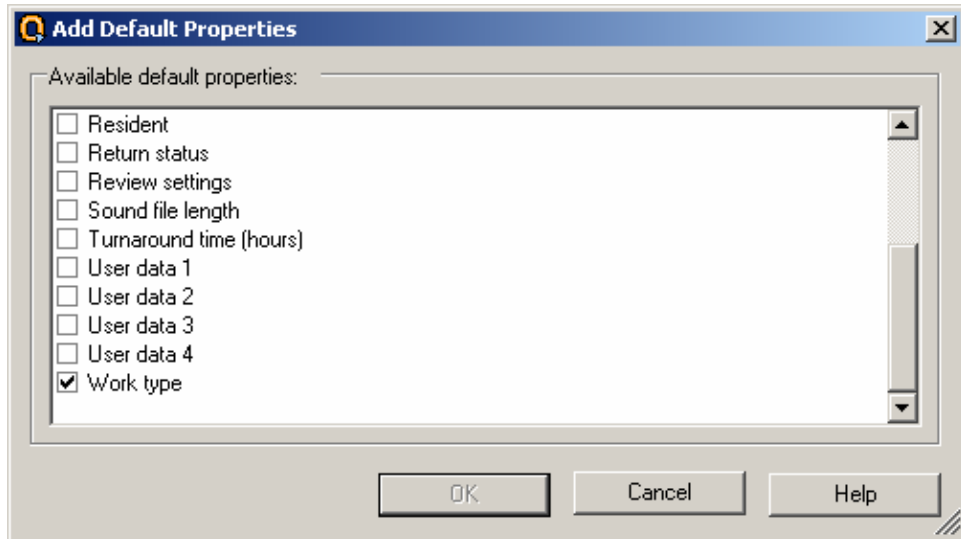
3. Select the properties that you want to add.

4. To remove a report property, clear the corresponding check box.

5. Click **OK**. SpeechQ adds the properties and displays them the Default Report Properties dialog box.

Viewing and Modifying Report Properties

After you add default report properties, you can modify the new property fields in the Report Properties dialog box.

To view report properties, follow the steps below:

1. In the Reports List view, select the report for which you want to view properties.

2. Click **Properties** on the Actions bar. The Report Properties display:
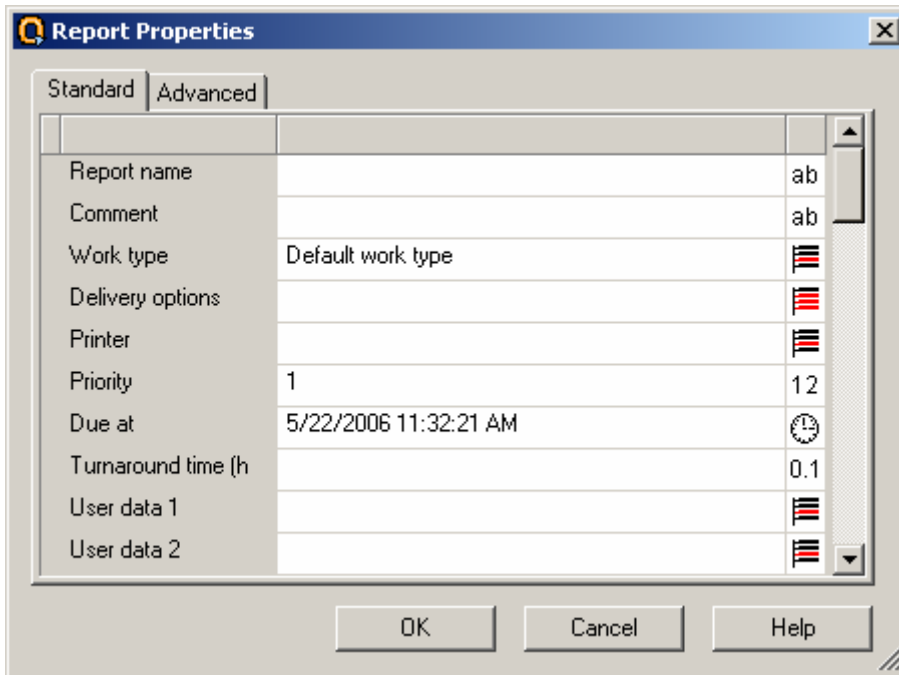
The Report Properties dialog box displays two tabs:

- Standard

- Advanced

The Standard tab displays the following properties for the default workflow:

Property	Description
Work type	Displays the document type that is the expected outcome of the workflow process, for example, x-ray, CT, mammography.

Property	Description
Priority	Displays the priority of the report. The default range is 1 - 15, with 1 being the lowest priority and 15 the highest. If the user who creates the report does not set a priority level, the report will be given an average priority.
Due at	Displays the date and time, set by the default value for the **Turnaround time**, when the report should be completed. If the report is overdue the priority rating rises. This field can be modified by the author.
Report name	Displays the title of the report. The person who creates the report can add a title. If no title is given, this field contains the value *<no name>*.
Comment	Displays written instructions from the author to the Medical Transcriptionist.
Delivery options	Select how you want to deliver the output document. For example, printed document or file attached to an email.
Printer	Displays the designated printer for the report document, if this method is selected for delivery.
Email address	Displays the email address to which Speech sends the report document, if this method is selected for delivery.
Fax number	Displays the fax number to which SpeechQ sends the report document, if this method is selected for delivery.
Turnaround time (hours)	Displays the default value that indicates the expected amount of time from creation of the report until signing. You can change this value to set the **Due at** value. Once an author creates a report, modifying the **Turnaround time** in the report's properties table has no effect on the **Due at** value. If you change the default value for the **Turnaround time**, this affects all existing reports as well as future ones.

Property	Description
Review settings	Enable this setting to allow the author of the report to bypass the review phase of the workflow at their discretion. If the value is **No review**, the MT who transcribes the report will not have the option to send it for review, but only for approval. If the value is **Review needed**, the report can only be sent for review. If the value is **Undefined**, the MT will have the option either to send it for review or to send it directly for approval.
Delivery preliminary	Indicates if a preliminary version of a report should be sent to the HIS/RIS. This function is not used in a stand-alone installation. The available options are: **After initial recording**; **After transcription**; **After resident finish**; **After recording suspended**.
Resident	Displays the user who recorded the sound file of the report.
Attending	Displays the user who recorded the sound file of the report or approved a report recorded by a Resident.
Medical Transcriptionist	Displays the user who reads the text created with speech recognition and corrects any incorrectly recognized words or who writes out the text of the report.
ConText Administrator	Displays the user who performs ConText Adaptation (unknown words handling) for the author of this report.
Phase	Displays the report's current phase.
State	Displays the report's current state.
Checked out	Displays if the report is checked out for offline work.
Creation date	Displays the fate the author created the report. This field is automatically filled in by SpeechQ. You can use it to track the time it takes to complete a report.

Property	Description
Sound file length	Displays the length of the sound file in *mm:ss* (minutes:seconds).
Return status	Indicates what action was taken to return the report (i.e. if the approval or review was accepted or rejected), if a report has returned to a user after being sent for review or approval.
Use speech recognition	Indicates if the report is recorded using speech recognition.
MedQuist transcription	Indicates if the report is to be sent to the MedQuist Transcription Platform for transcription. The report is transcribed outside SpeechQ.
Adaptation	Displays the current status of adaptation for this report.

The Advanced tab displays the following properties for the default workflow:

Property	Description
Report ID	Displays the unique identification code of the report, generated by SpeechQ.
Workflow type	Displays the workflow type defines the phases of the workflow.
Check out by	Displays the user who checked out the report.
Created by	Displays the user who created the report.
Last modified	Displays the date and time when the report was last worked on.
Locked by	Displays the user who currently has access to the report (if it is checked out or not).

Property	Description
Used by PC	Displays the name of the PC that currently has access to the report.
Transfer	Displays the status of reports that are being downloaded.
Error	Indicates if the report has been suspended due to an error.
Archived	Indicates if the report has been archived.
Error description	Provides information about any errors that occur.
Addendum	Indicates if the report is an addendum, rather than an original report.
Order	Displays the order for which the author created the report.
Examination	Displays the examination associated with this order.
Patient	Displays the patient for whom the order was created.
Organization unit	Displays the organization unit to which the user belongs.

Identifying Other Properties

In addition to the above list, your Workflow Administrator may choose to configure other properties, such as:

Property	Description
Document file	Displays the template for the report document.
Sound file	Displays the location of the sound file.
Signature	Indicates if the report has been signed.
Review accepted	Indicates if the review has been accepted.

Property	Description
Delivery successful	Indicates if delivery has been successful.
RIS delivery count	Indicates the number of times this report has been delivered to a RIS. ⟁ When you check out a report to work on it offline, a progress bar displays on the Report Properties dialog box. This shows the progress of the download.

Topic:
Applying Filters and Selecting Columns

Defining Filters

You can customize lists of reports, patients and orders by filtering them to display specific information. You can also save a filter for future use and load it each time you want to use it.

⟳ In the Reports List view, you can only filter the reports on the **Completed** tab.

To customize a list, verify that the correct list displays and click **Filters** on the Standard toolbar. The Filters dialog box displays:

The Filters dialog box enables you to define filter conditions and to delete, save and load filters.

Applying Filter Conditions

To define and apply a custom filter, follow the steps below:

1. Click **Orders List** or **Patients List**.

2. Click **Filters** on the Standard toolbar. The Filters dialog box displays:
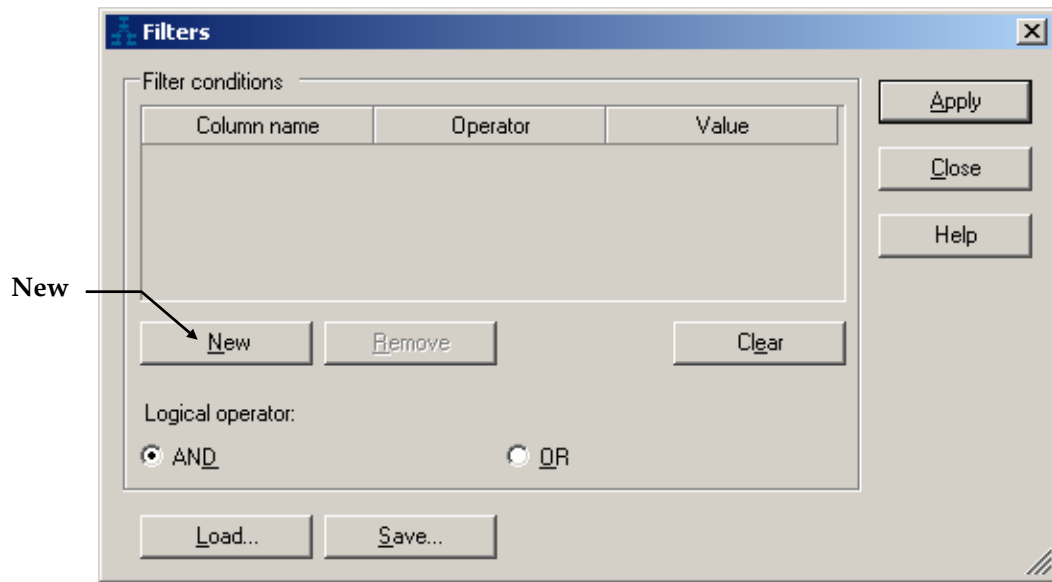
3. Click **New**. The Filters dialog box displays fields in which you can enter new filter properties:
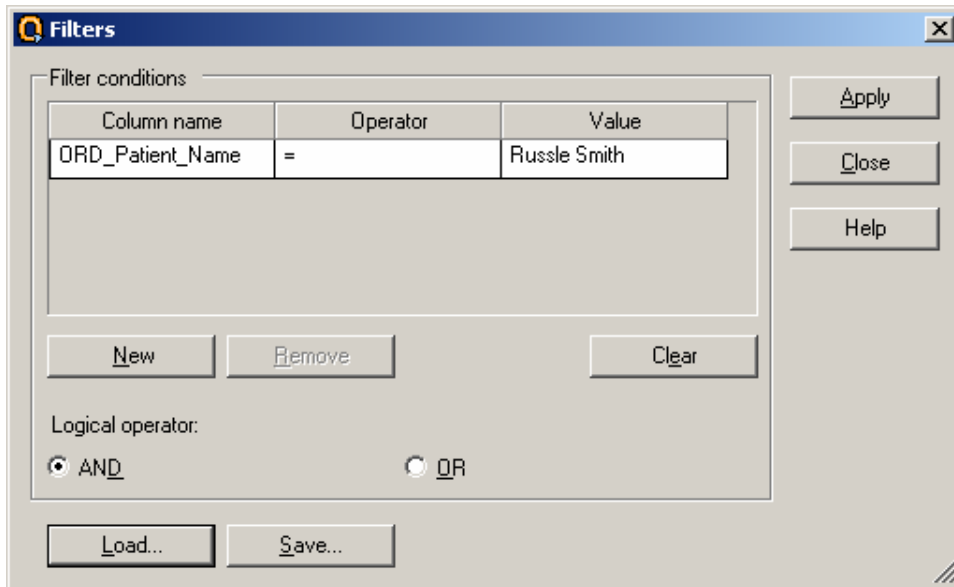
4. Select the **Column name** that you want to filter.

5. Select the **Operator** comparison algorithm, such as equals (=), less than (<), greater than (>).

6. Enter the **Value** of the specific information you are looking for in the column.

7. Click **Apply**. The filter results display:

Filter results
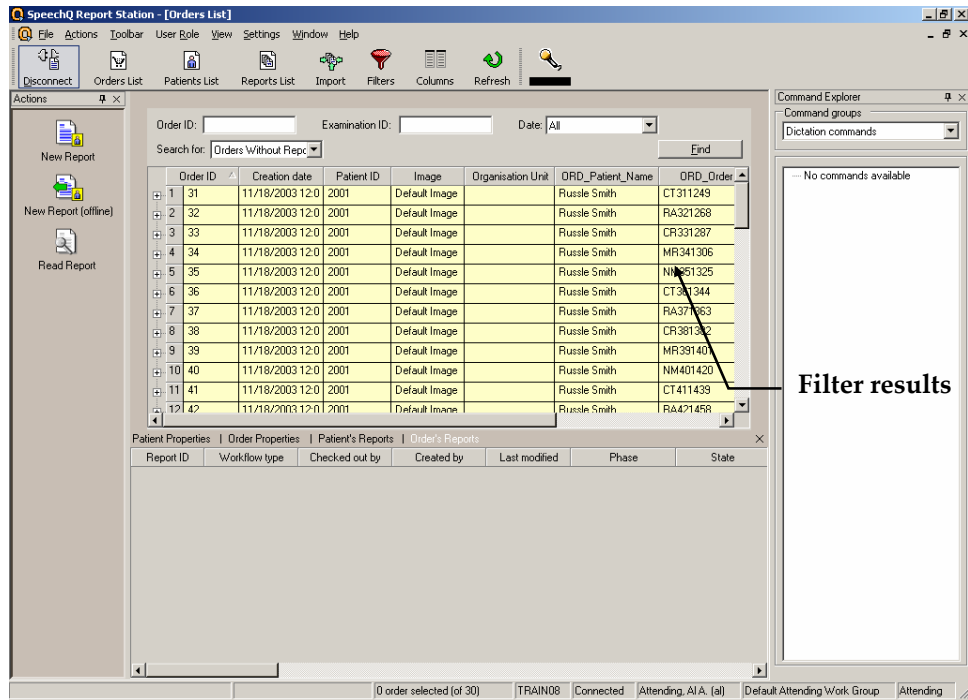
✎ If you use the LIKE operator, you have to use the asterisk character (*) as a placeholder in combination with your search term.

✎ It is better not to include timestamps in the filter, as such columns only contain timestamps without seconds in their display, and the filter will be applied containing DD/MM/YYYY HH:MM:SS. This may lead to filters returning incomplete search results.

Applying Multiple Filter Conditions

Each time you click the **New** button, a new row displays in the list for defining a filter condition. By specifying the type of Logical operator you define how these filter conditions relate to each other.

The following example filter displays how you can use multiple filter conditions:

> Condition 1: *Resident LIKE Ray**
> Condition 2: *Created by LIKE Ray**
> Condition 3: *Creation date >= 5/25*
> Logical operator: *AND*
> Result

The filter in the above example only displays reports created by or for any Residents whose names start with *zela*. Additionally, these reports were created on May 25 and later.

✎ If you specified the OR operator in the example on the previous page, the list only displays reports created by Residents whose names start with *ray* **or** reports created for these Residents **or** reports created on May 25 and later.

The date and time format that displays and the format you can enter depend on the regional settings of your Windows operating system. (**Start** > **Control Panel** > **Regional and Language Options**).

Saving and Loading Filters

You can save and load the custom filters you create so that you can reapply them, apply them to other lists, or edit them.

Saving Filters

To save a custom filter, follow the steps below:

1. Click **Orders List** or **Patients List**.

2. Click **Filters**. The Filters dialog box displays:
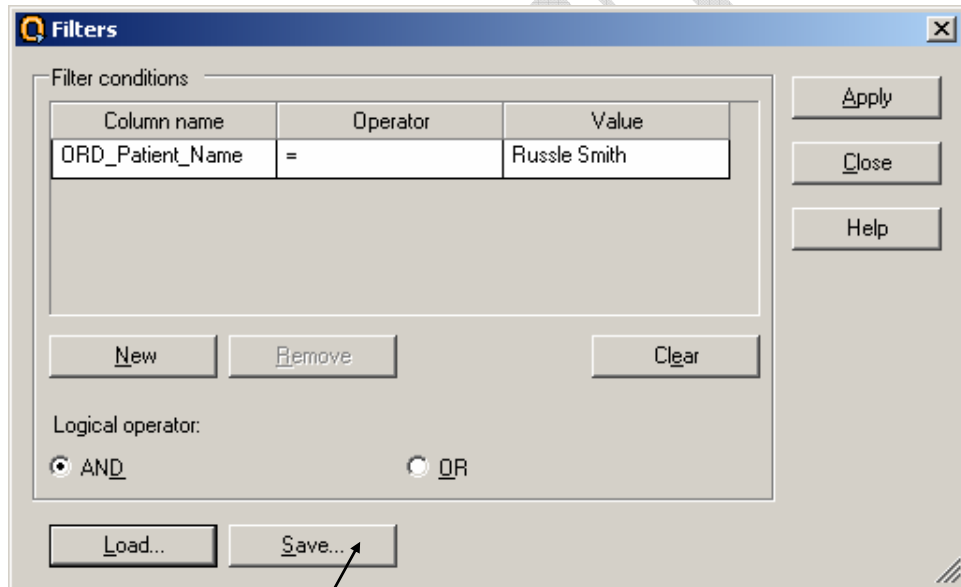
Save

3. Define the custom filter including filter conditions and logical operator.

4. Click **Save**. The Save Filter dialog box displays:
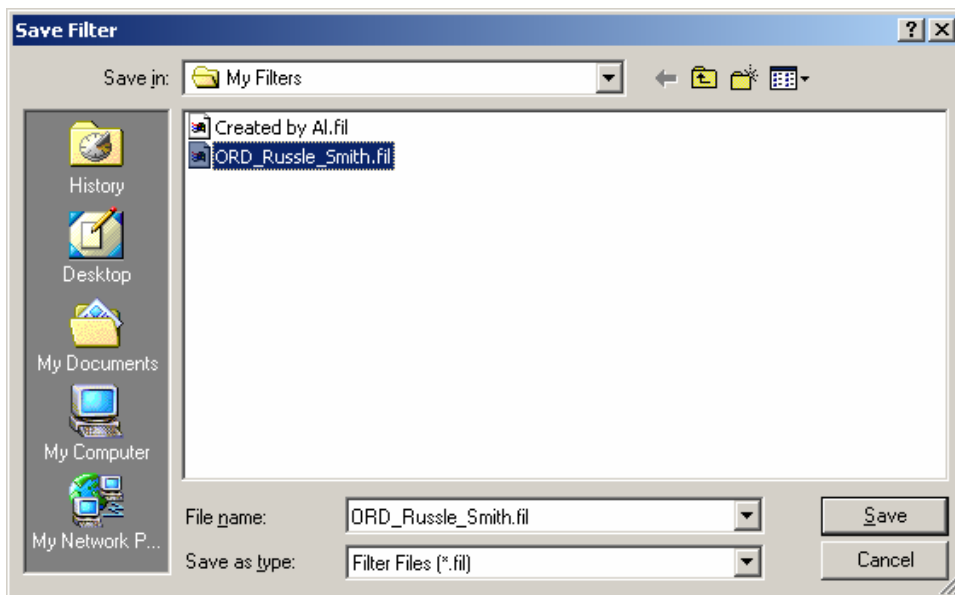
5. Specify the location where you want to store the filter and type the filter name.

✏ The file extension for filters is FIL.

6. Click **Save**. The system saves your filter.

Loading Filters

To load a custom filter, follow the steps below:

1. Click **Orders List** or **Patients List**.

2. Click **Filters** on the Standard toolbar. The Filters dialog box displays:
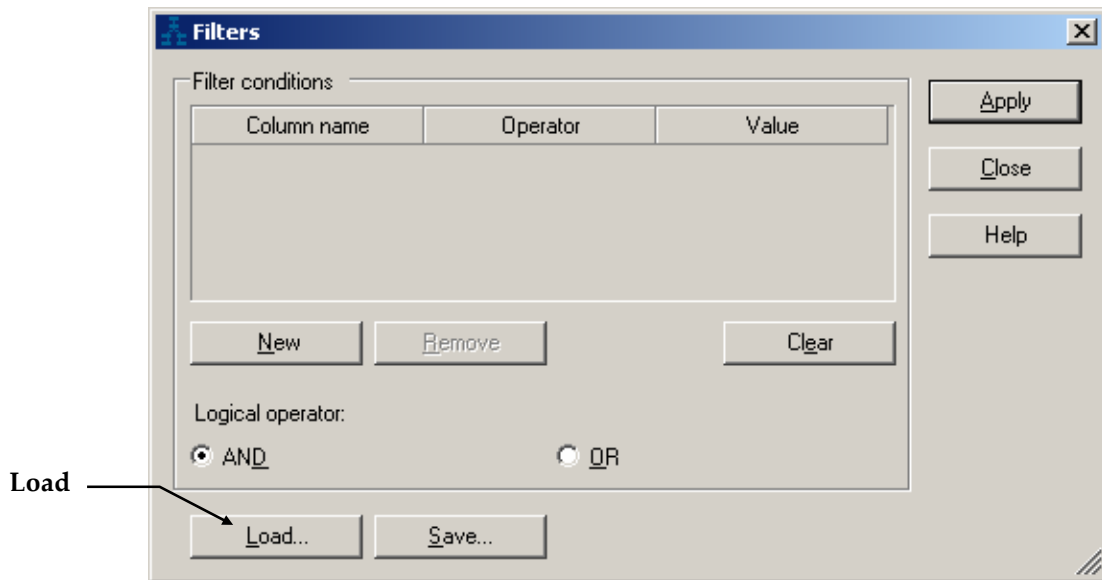
3. Define the custom filter including filter conditions and logical operator.

4. Click **Load**. The Load Filter dialog box displays:
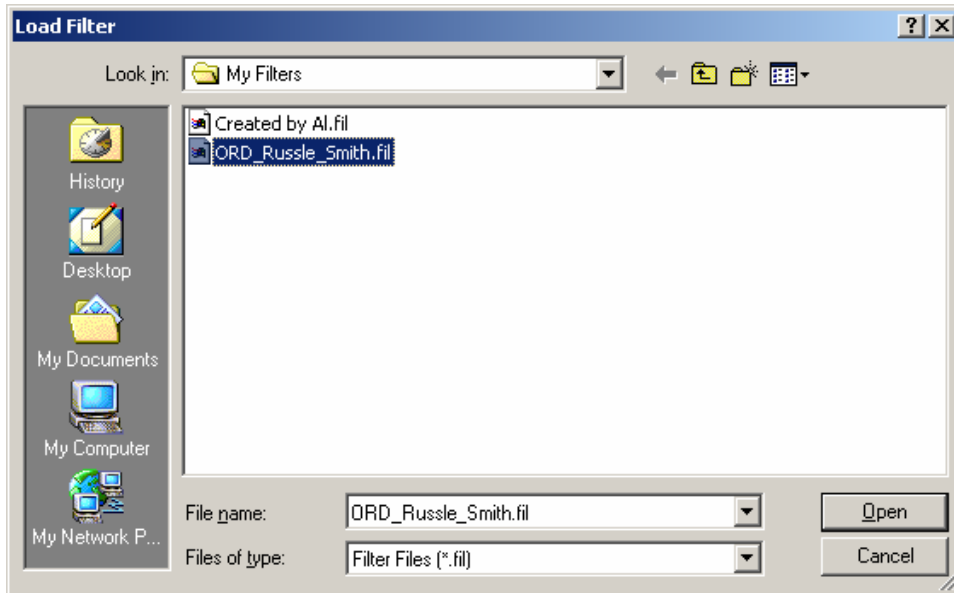
5. Browse for the location where you have stored your custom filters.

6. Select a filter file (FIL file extension) and click **Open**. The predefined filter conditions of that filter display in the Filters dialog box:
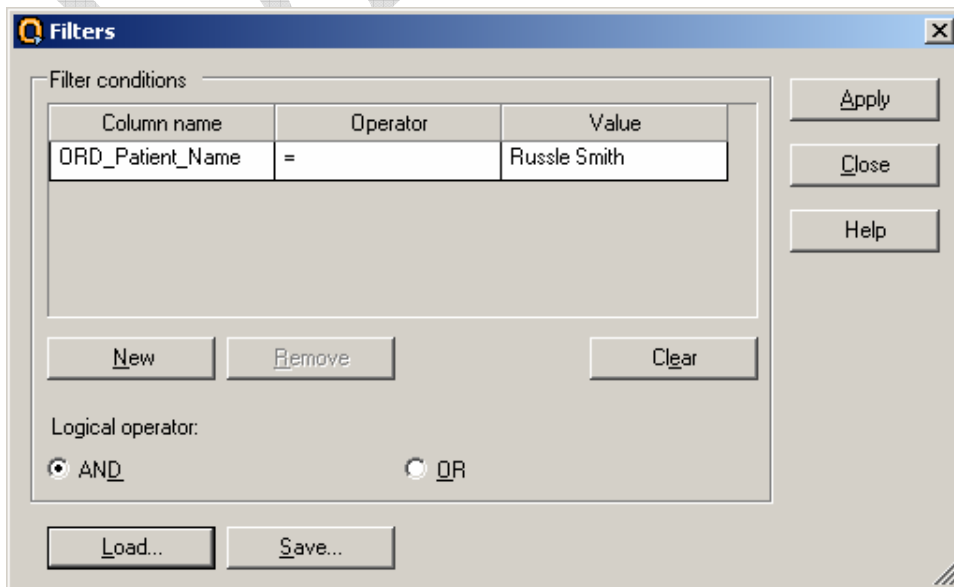
7. Click **Apply**. The filter results display:

Filter results
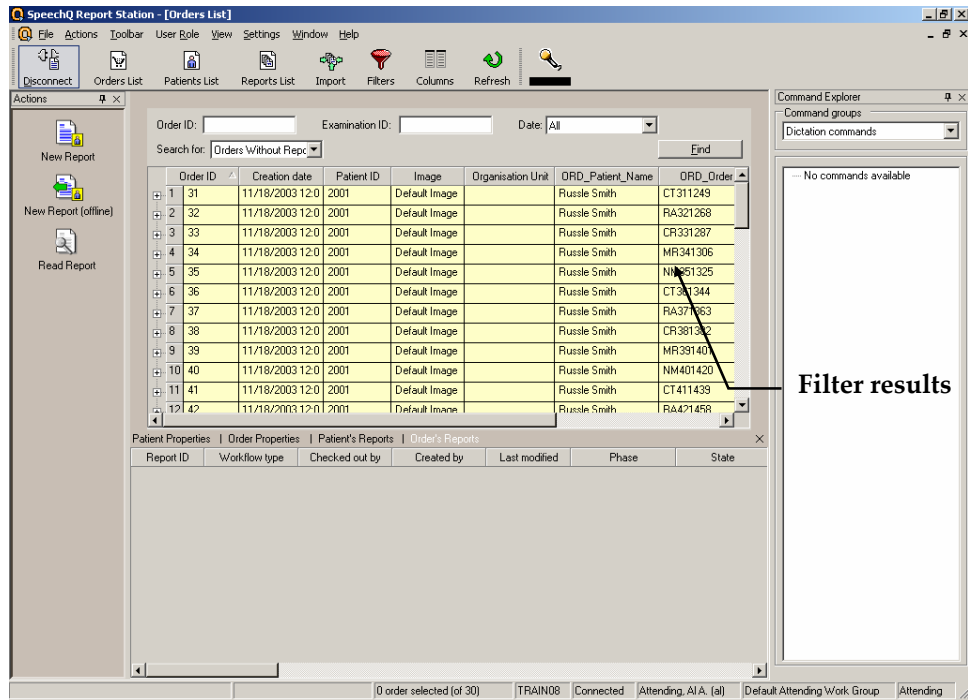
Adding and Removing Columns

You can customize the Orders, Patients and Reports lists by selecting specific column headings to view information.

To add and remove columns from a view, follow the steps below:

1. Select the list view that you want to modify.

2. Click **Columns** on the Standard toolbar. The Column Settings dialog box displays, listing all the column headings for that list:
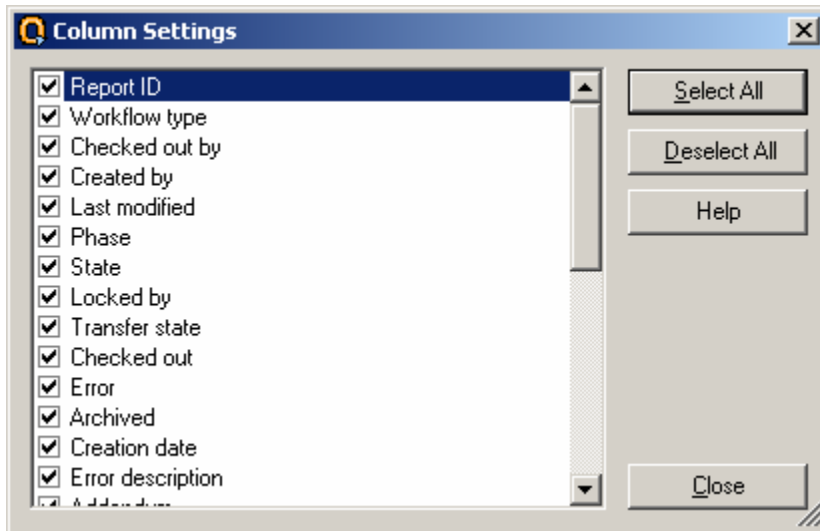
✎ A check next to the column heading indicates that this column currently displays. You can customize the list in the following ways:

Option	Description
Select All	Displays all available columns.
Deselect All	Hides all columns except the first one in the list. It is not possible to hide all the columns—at least one must display. You can also select and deselect columns individually by clicking the check boxes. Selecting a column manually adds it to the end of the columns table.

Option	Description
Close	Closes the **Column Settings** dialog box and leaves the list view as you have customized it. This is now your default setting for this list view.

⟳ Once you select the columns you want to display, you can arrange their order in the list by dragging and dropping them with the mouse. Please note that any settings you make with regard to columns are stored locally on that workstation, and will not be transferred to any other workstations you work on.

⟳ In the Orders List view, orders and examination have separate column lists. In this case, in the **Column Settings** dialog box, you must select either **Orders** or **Examinations** from the drop-down list to display the relevant column headings in the box below. |

Topic Summary

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Module Summary

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Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on to SpeechQ Report Station as "Al" or "Alice".

2. Verify that your user properties are correct.

3. Configure your speech recognition preferences to use Command& Control and select text by voice.

4. Add "Turnaround time (hours)" as a default report property to the Default worktype.

5. In the Orders List view, create a filter to view all orders for Sarah Cline.

6. In the Orders List view, add the EXM_Order column to the display when you expand the orders to view examinations.

Module 9:
Using Command Explorer, Auto-Texts, and the ConText Lexicon

Module Description

This module covers how you can use Command Explorer to view available voice commands in SpeechQ Report Station. It also covers how you can use auto-text to insert frequently used text. The last topic in the module covers enabling ConText Adaptation and editing the ConText Lexicon.

Module Performance Objectives

After completing this module, you will be able to:

- use Command Explorer.

- use auto-texts.

- enable ConText Adaptation and edit the ConText Lexicon.

Module Prerequisites

To understand the concepts and perform the tasks in this module, you should know how to:

- create reports using SpeechQ Report Station.

- use speech recognition features.

Module Scenario

Now that you know how to create reports using speech recognition, you are ready to increase your productivity by using more voice commands and auto-texts. You also want to modify the Context Lexicon.

Topic:
Using Command Explorer

Command & Control allows you to initiate actions in SpeechQ via spoken commands. It facilitates all phases in the workflow by replacing some of the more common keyboard and mouse commands.

Command & Control takes place when Report Station is in Command mode. The color of the frame around the main list view indicates the current mode. In other modes, such as Spelling or Recording, a limited selection of commands is also available.

- ✍ You can view a list of commands available at any one time by displaying the Command Explorer bar.

- ✍ If you say a command that cannot be executed because it relates to a different view, mode or workflow phase, a message displays.

To make navigation easier, Command Explorer organizes commands in the following way:

- Command sets

- Command groups

A command set is collection of the commands that are available in a specific mode for performing specific actions. For example, the recording set contains those commands that you use during the recording of a report, such as "Insert Auto-text" or "Stop Recording".

Command sets are collected into command groups.

Command groups contain all command sets that are available for controlling a specific area of functionality within SpeechQ Report Station.

For example, the Workflow commands group contains commands to simulate clicking workflow buttons, and opening different views. The Program commands group has commands for controlling dialog boxes, such as selecting items from lists.

Viewing and Hiding the Command Explorer Bar

To display the Command Explorer bar, click **Window** > **Command Explorer**. The Command Explorer Bar displays:
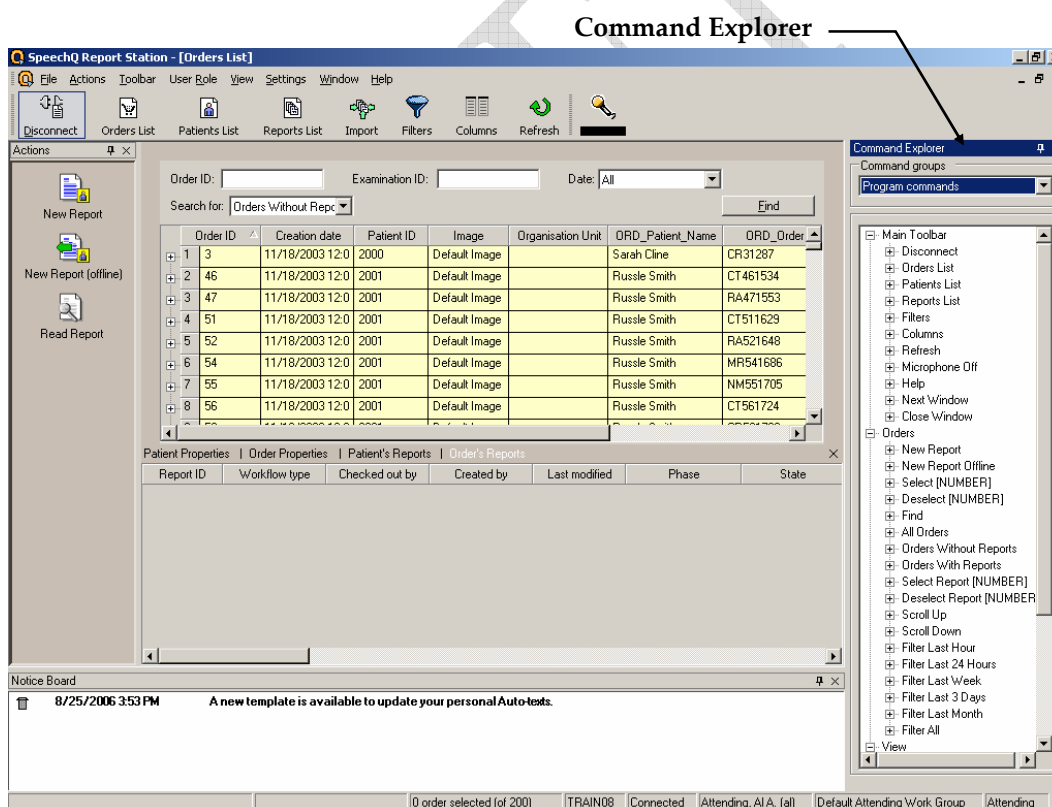
To hide it, either click to clear the check next to **Command Explorer** in the Window menu or click the **Close** button on the bar.

You can display the Command Explorer bar in two ways, as indicated by the pin icons. You can pin the Command Explorer bar to remain open at all times or you can auto-hide it by unpinning it. Clicking the pin toggles the pin/unpin mode.

Unpinning the Command Explorer bar auto-hides the Command Explorer bar. When the cursor is moved away, the Command Explorer bar is reduced to a small sidebar on the extreme right of the window during normal operation. The Command Explorer bar is restored by moving the cursor over the sidebar, and remains open until the cursor is moved off it again.

The Command Explorer bar organizes commands into command sets and command groups. Command Explorer displays the commands in the following way:

- Program commands

- Workflow commands

- Format commands

- Dictation commands

- All commands

Select one of the groups to modify the commands displayed in the commands list section. This reduces the number of displayed commands and makes navigation in the Command Explorer easier.

If you select **All commands**, the **Command Explorer** bar displays a full list of all command sets together with their commands and command alternatives.

- The commands list is in the lower section of the Command Explorer bar displays the command sets, the commands and their alternatives, in the following way:

Command set name
    Primary command
       Alternative command(s)
    Primary command
       Alternative command(s)
    Primary command
Alternative command(s)

The command set name and primary command are always displayed. A plus sign () next to the primary command indicates that alternative commands are available. Click this icon to display the alternatives.

The Command Explorer only lists the command sets and commands that are available at a given time. For example, in Dictation mode only the commands of the Dictation command group display (the recording and spelling command sets). When the mode changes, the commands list is updated accordingly.

Defining Command Sets and Groups

Listed below are the command groups, with the command sets belong to them.

Program commands include:

- General

- Orders List

- Patients List

- Reports List

- View options

- Dialog box control

- PACS commands

Workflow commands include

- Actions

- Reference section

- Audio

Format commands include:

- Microsoft Word

- Extended Microsoft Word

- Microsoft Word Macros

- Select commands

Dictation commands include:

- Spelling

- Recording

- Alternatives

☝ The All Commands group contains all command sets.

Topic:
Using Auto-Texts

Medical reports often contain sections of text that always display in the same pattern. These can range from a patient's name and address to the standard wording of formal letter writing. SpeechQ allows users to insert lengthy pieces of predefined text via a brief spoken command. These inserted texts are called Auto-texts. When an Auto-text is inserted into a report document, the text is highlighted.

Auto-texts are composed of the following elements:

Element	Description
Auto-text	The full text that is inserted in the document, including punctuation and formatting, and may contain Fields and Smart Fields and Named Fields.
Fields	Gaps in the Auto-text where you can insert information yourself. They display as: [...].
Smart Fields	Words or information that SpeechQ automatically completes from the patients, orders, and reports properties tables. They display as their description, such as Last Name, and are highlighted in gray when the cursor is on them.
Named Fields	Fields with a defined spoken command. This means that you can use Command & Control to navigate directly to this Field, rather than using the Next Field and Previous Field commands.

Distinguishing System and Personal Auto-Texts

Many of the more general Auto-texts have already been defined for you by your Workflow Administrator. These are known as system Auto-texts. However, it is easy to define your own Auto-texts, known as personal Auto-texts. When the Workflow Administrator creates new system Auto-texts, or modifies existing ones, SpeechQ updates your user profile automatically.

If your Workflow Administrator changes the SpeechQ template, this updates your system Auto-texts automatically, but not your personal Auto-texts. You will be notified when this happens and can update you personal Auto-texts by clicking **Yes** on the message box.

All Auto-texts also belong to an Auto-text group. Your Workflow Administrator can associate an Auto-text group with a report work type. This means that when a report is open for recording or transcription, any Auto-texts belong to groups associated with the report's work type are more prominently displayed in the **Auto-texts** menu, and can be inserted using Command & Control.

Inserting Auto-Texts

You can insert Auto-texts into a report document in one of two ways:

Method	Description
Via the Auto-text menu	Click the **Auto-texts** menu, select an Auto-text group and click an Auto-text to insert it into the report document. You can insert any Auto-text this way, as long as it is available to the user.

Method	Description
Via Command & Control	Saying (for example) the command Insert<AUTOTEXTNAME>, where *AUTOTEXTNAME* refers to the Auto-text's **Spoken command**. ⟳ Only Auto-texts belonging to groups associated with a report's work type can be inserted in this way. A list of the available Auto-texts displays in the Command Explorer. If in doubt, contact your Workflow Administrator.

To insert an Auto-text, follow the steps below:

1. Place the cursor where you want to insert the auto-text.

2. Click **Auto-texts** on the Standard toolbar.

3. Click the auto-text that you want to insert. SpeechQ displays auto-text in gray:
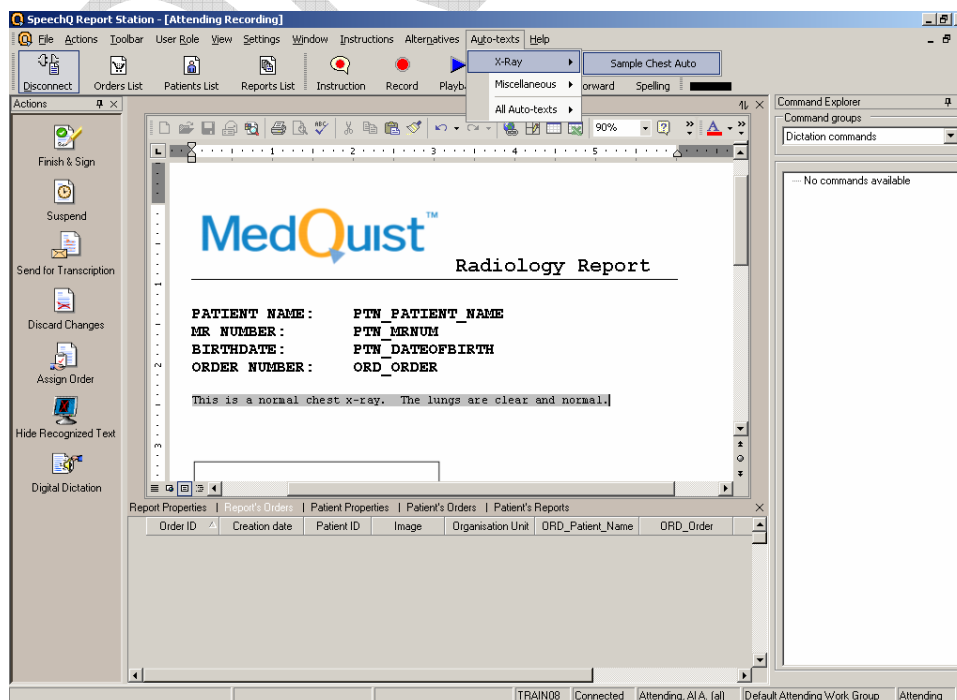
  🔔 You can also use spoken commands to insert auto-texts. In Dictation mode, say "Insert auto-text [name of auto-text]."

Viewing Auto-Texts

To view your available Auto-texts, click **Settings** > **Auto-texts**. You can view SpeechQ Auto-texts defined by your Workflow Administrator, and also define your own Auto-texts.

All system and personal Auto-text groups display in the section on the left. Select an Auto-text group to display the Auto-texts it contains in the Auto-text list. Activate the check-box next to the Auto-text group for this group to be enabled (if an Auto-text group is not enabled, you will not be able to modify or copy any of the Auto-texts it contains. You will still be able to insert Auto-texts into that group).

  ☝ Enabling an Auto-text group does not affect the Referenced status of the individual Auto-texts in that group.

Auto-texts display with the following information:

| Information	Description
Referenced	In order to be able to use a system Auto-text, you must first reference it by activating this check box. Private Auto-texts are automatically referenced.
Auto-text name	This is the name of the Auto-text.
Spoken command	This is the spoken command which is used to insert the Auto-text via Command & Control. In the Command Explorer, although the voice command for inserting an Auto-text displays as Auto-text <AUTOTEXTNAME>, it is actually the spoken command which is recognized, rather than the name (if they are different). A spoken command must contain only letters; no punctuation or special characters are allowed.

You also have the following functions for creating, copying and deleting Auto-texts:

Function	Description
New	Creates a new Auto-text.
Copy	Copies a system Auto-text.
Delete	Deletes the selected Auto-text.
Export List	Creates a list of all Auto-text names for export. This can then be printed by another application (e.g. MS Word) and used for easy reference.
Update	If this button displays, it means that your Workflow Administrator has modified the SpeechQ system template. You should click this button to update your personal Auto-texts with the new template.
Insert	Inserts the selected Auto-text into a report (this option is only available when a report document is open).

The Auto-text displays here exactly as it displays in the report. This includes any fields, Smart Fields or Named Fields it may contain, as well as punctuation and formatting.

Creating Auto-Texts

To create and edit Auto-texts, click **Settings > Auto-texts**. The dialog box displays all the Auto-texts available to you:
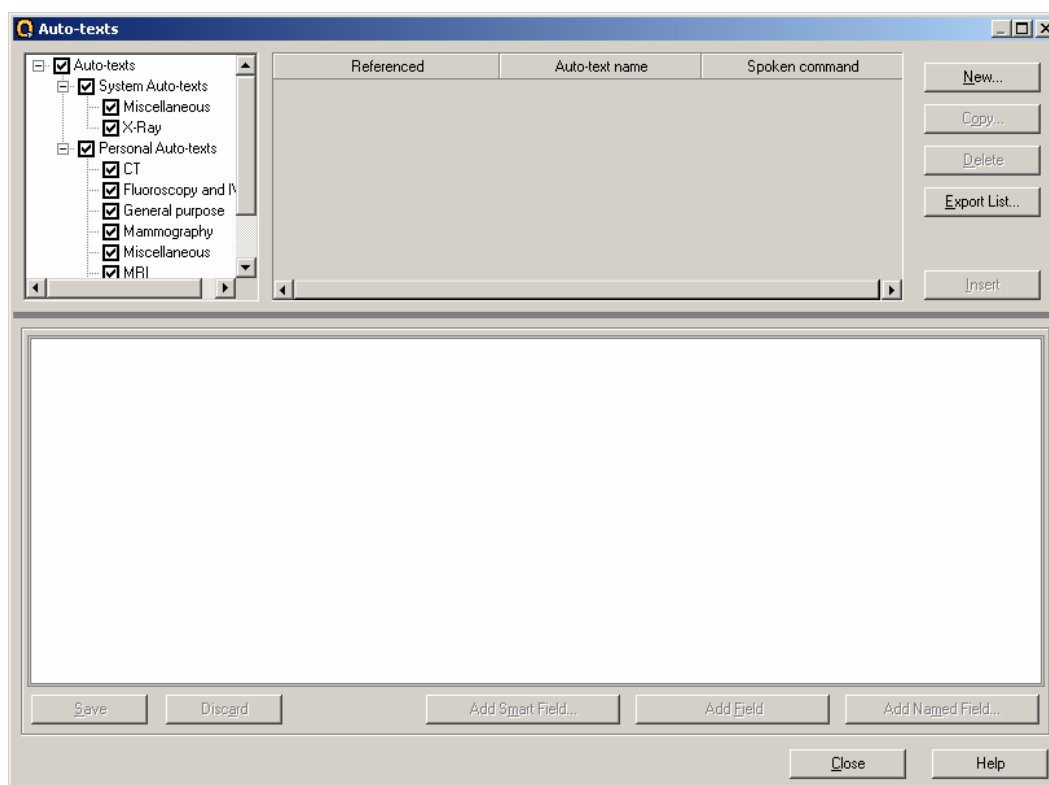
You can define a new Auto-text in the following ways:

- Copy and modify a system Auto-text

- Create a new Auto-text

- Create a new Auto-text from existing text

- Delete Auto-texts

Copying and Modifying a System Auto-Text

If a system Auto-text does not contain exactly the text you want, you can modify it by copying the auto-text and modifying the copy.

To copy and modify a system auto-text, follow the steps below:

1. Click **Settings > Auto-texts**.

2. Select the Auto-text group to which the Auto-text belongs.

3. Select the system auto-text you want to copy and click **Copy**. The New Auto-text dialog box displays the Auto-text name, spoken command, and Auto-text group:
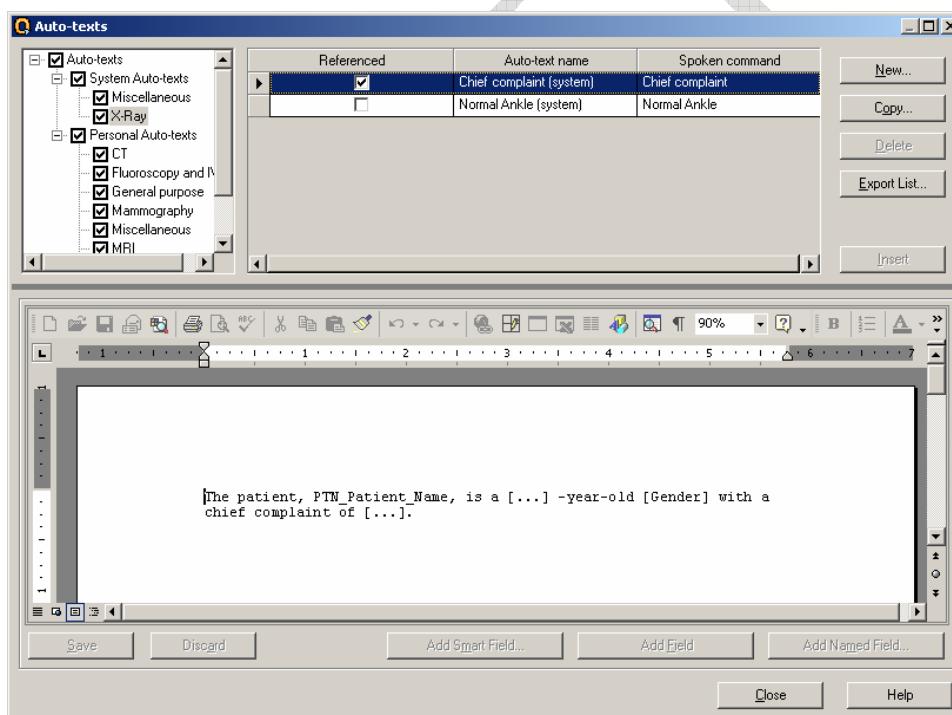

○ If the system template changes, your system auto-texts update automatically, but not your personal auto-texts. The system notifies you as updates occur.

○ You can accept the default auto-text name, spoken command, and group, or you can change the default settings.

4. Click **OK**.

Creating a New Auto-Text

You can create a new Auto-text for text that you use repeatedly in reports, but which is not found in any of SpeechQ Auto-texts.

To create a new auto-text, follow the steps below:

1. Click **Settings > Auto-texts**.

2. Click **New**. The New Auto-text dialog box displays:
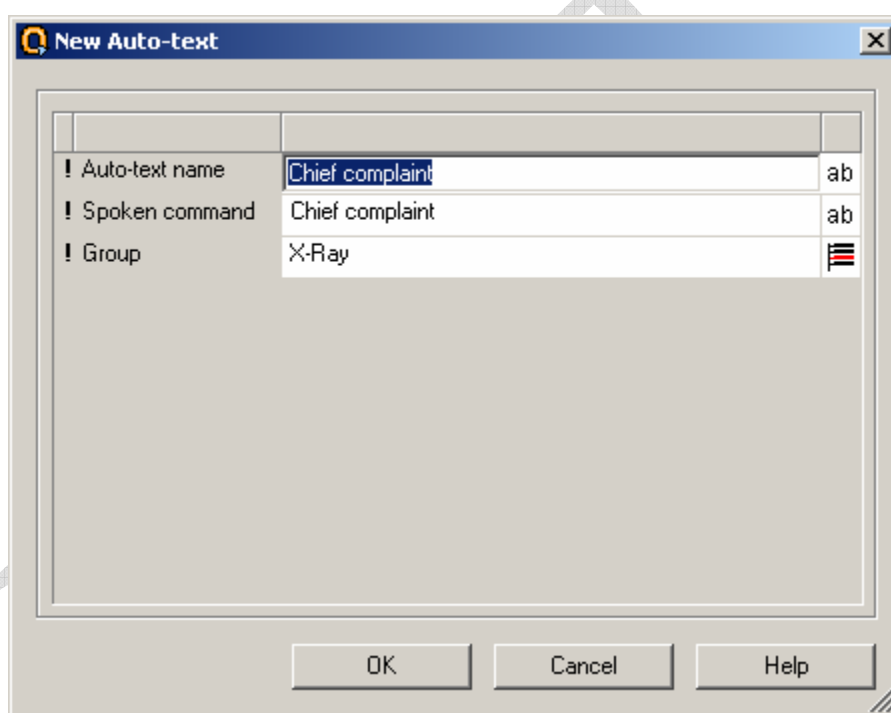
3. Enter a name in the **Auto-text name** text box.

4. Enter a spoken command in the **Spoken** command text box.

5. Select the **Group** to which you want to assign the auto-text in the list box.

6. Click **OK**. SpeechQ adds the new Auto-text name to the list.

7. Enter the Auto-text as you want it to display in the report.

🔔 You can use the Formatting toolbar in Word to format the auto-text. You can also add fields, smart fields and named fields.

↻ You can click **Discard** to clear the Auto-text template of all text formatting and fields (the Auto-text itself will not be deleted).

8. Click **Save**. SpeechQ saves the Auto-text.

Creating a New Auto-Text from Existing Text

You can also copy text from an existing report and define it as an Auto-text for future use, using voice commands.

To create a new auto-text from existing text, follow the steps below:

1. With the report open in the Document view, select the area of the text that you want to use for the new Auto-text either by voice command or by mouse.

2. Click **Settings > New Auto-text**, or say the command "New Auto-text". The Auto-text dialog box displays, with the selected text already in the Word document section:
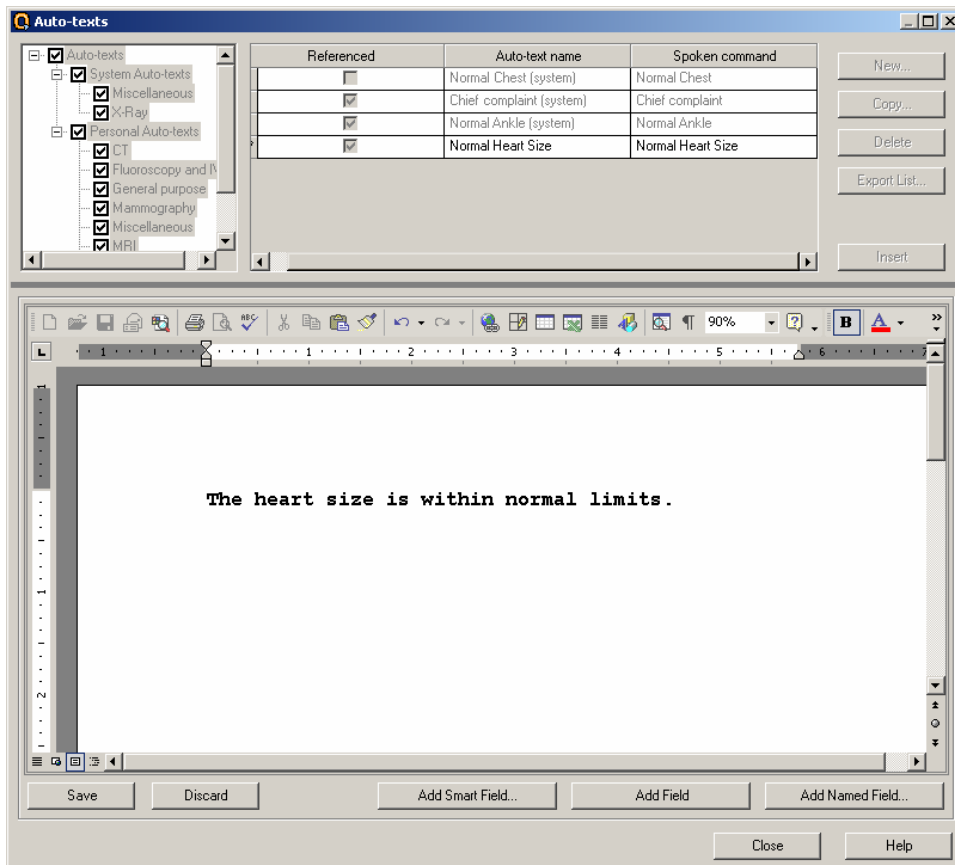
3. Enter the **Auto-text name** in the column.

4. Enter the **Spoken command** in the column.

5. Edit the auto-text as you want it to display in future reports.

🔔 You can use the Formatting toolbar in Word to format the auto-text. You can also add fields, Smart Fields and Named Fields.

✏ You can click **Discard** to clear the Auto-text template of all text formatting and fields (the Auto-text itself will not be deleted).

6. Click **Save**. SpeechQ saves the Auto-text.

♻ You can also perform the above function by copying the appropriate text and follow the steps for creating a new Auto-text. In step 5, paste the text into the Word document and edit accordingly.

Deleting Auto-texts

To delete an Auto-text, select a personal Auto-text from the Auto-text list and click **Delete** to remove it from the list. You cannot delete system Auto-texts.

Using Fields, Smart Fields and Named Fields

Fields and Smart Fields are placeholders in Auto-texts where information can be inserted either automatically by SpeechQ or manually by the user.

Fields are gaps in the Auto-text where you can insert information yourself. They display in the Word document as: [...].

Smart Fields are words or information that are automatically completed by the SpeechQ system, from the patients, orders and reports properties tables. They display as their description, e.g. *Last Name*, and are highlighted in gray when the cursor is on them. Smart Fields can also be used to display information relating to workflow participants, e.g. the Attending who signs a report or the MT who transcribes it.

♻ You cannot copy Smart fields from one document, template or Auto-text into another. The associated properties will not be transferred and the Smart Field will cause a WinWord error.

Named Fields are fields with a defined display name and spoken command. This means that you can use Command & Control to navigate directly to this field, rather than using the Next Field and Previous Field commands. They display in the Auto-text as: [*Display name*]. If a Named Field is not filled, the display name does not display in the final report document.

✎ An Auto-text may contain any combination of these fields.

You could define an Auto-text, named "Chief complaint", as follows:

The patient, **First name Last name***, is a* [...]*-year-old* **Gender** *with a chief complaint of* [...].

When this Auto-text is inserted in a report, the first name, last name and gender of the associated patient display automatically. You have only to enter the age and the condition. While the focus is in the Auto-text, you can move between the manual placeholders by saying "Next Field" or "Previous Field".
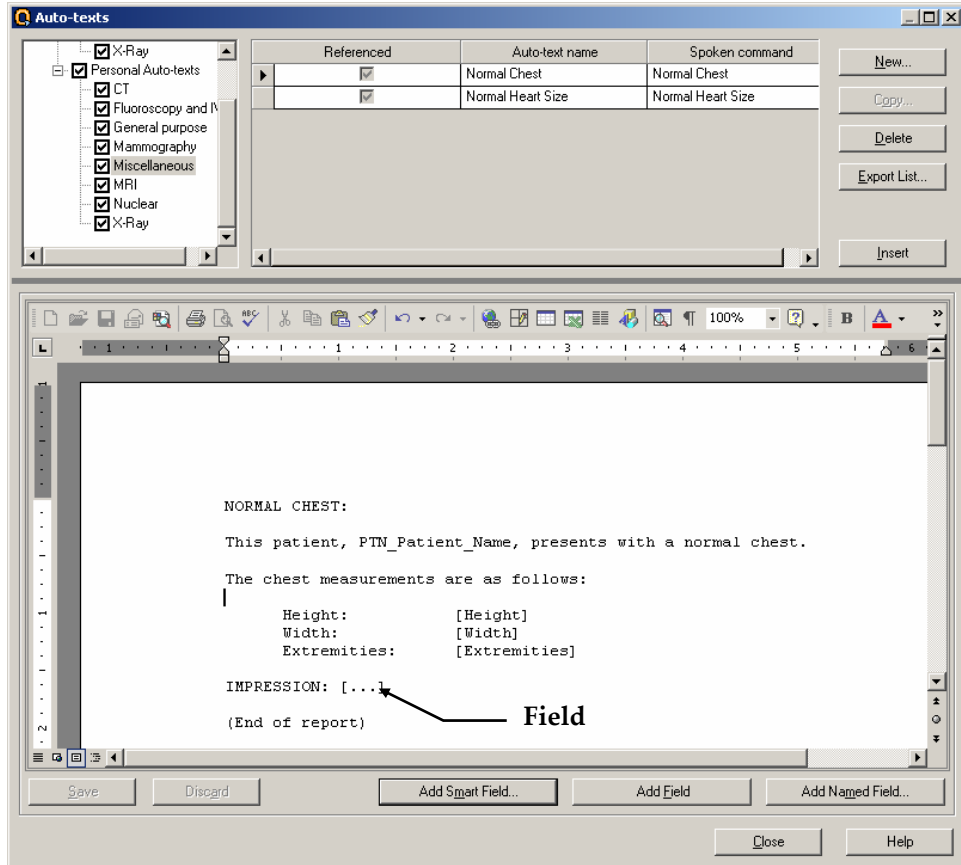
Adding Fields

You can leave spaces in an Auto-text where information specific to the report you are working on can be inserted.

To add fields, follow the steps below:

1. Click **Settings > Auto-text**. The Auto-texts dialog box displays.

2. Select an Auto-text from the Auto-text list. The Auto-text displays in the Word document section.

3. Place the cursor in the Word document where you want the Field to display, and click **Add Field**. The field displays in the Auto-text as: [...]:

4. Click **Save**. SpeechQ saves the Auto-text.

Adding Smart Fields

These are useful ways to insert patient and order information in a report automatically.

To add smart fields, follow the steps below:

1. Click **Settings > Auto-text**. The Auto-texts dialog box displays.

2. Select an Auto-text from the Auto-text list. The Auto-text displays in the Word document section.

3. Place the cursor in the Word document where you want the Smart Field to display, and click **Add Smart Field**. The Add Smart Field dialog box displays a list of the available Smart Fields:
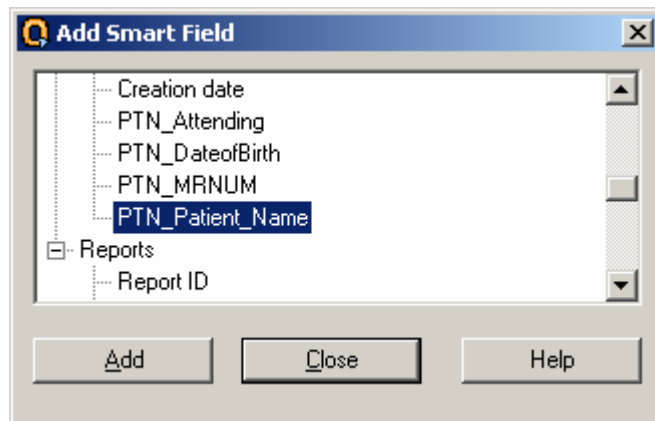
4. Select the appropriate Smart Field and click **OK**. The Smart Field displays in the Auto-text as its description, and is highlighted in gray when the cursor is on it:
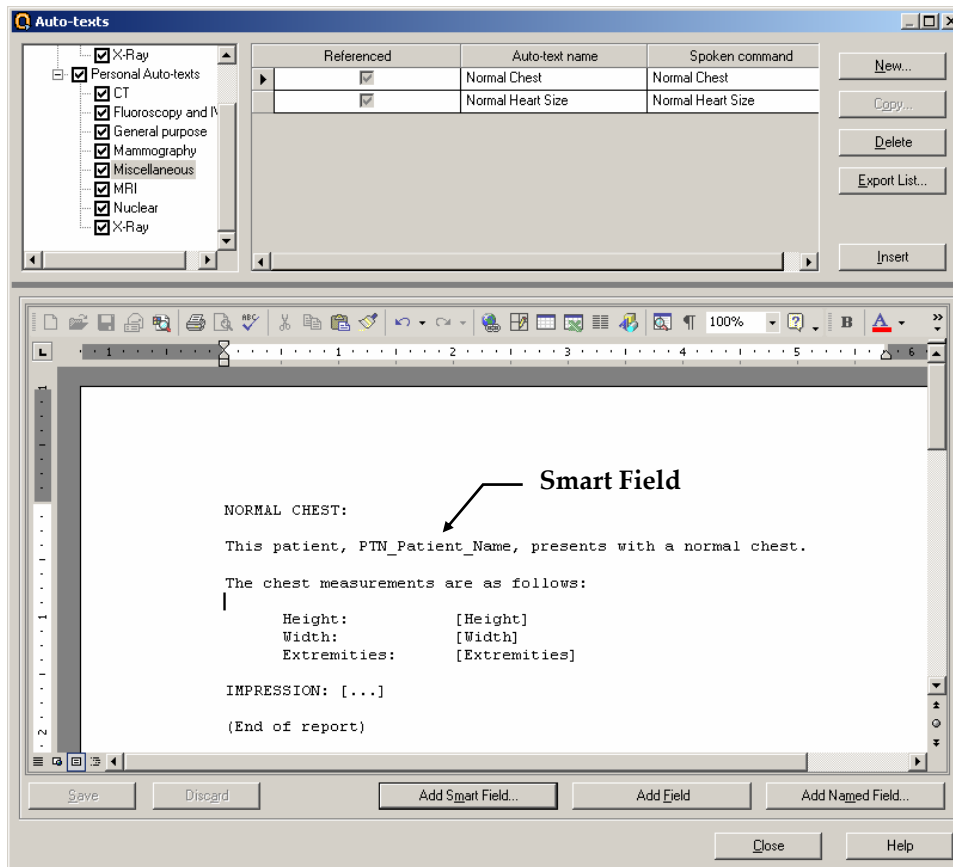

♻ Smart Fields can only contain information relating to one patient, order or examination. In the case, for example, where more than one order is associated with a report, any Smart Field that displays information relating to orders, such as Order ID, will relate only to the order that was created first.

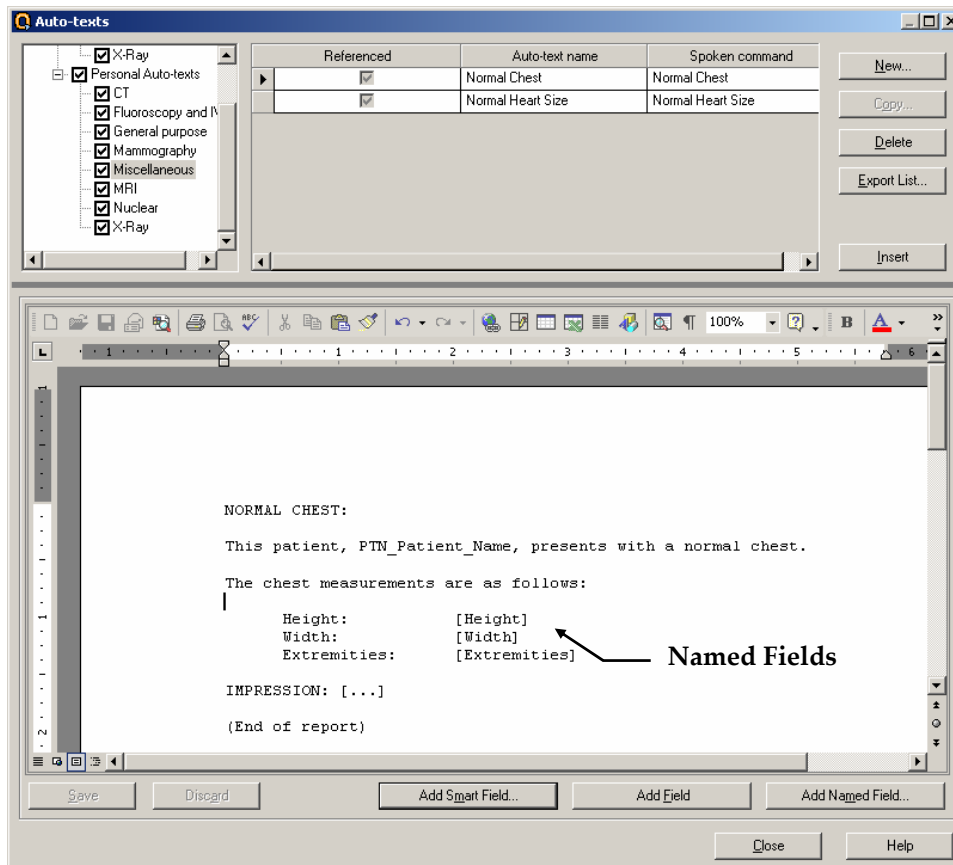5. Click **Save**. SpeechQ saves the Auto-text.

Adding Named Fields

To add a Named Field to an Auto-text, follow the steps below:

1. Select an Auto-text from the Auto-text list. The Auto-text displays in the Word document section.

2. Place the cursor in the Word document where you want the Named Field to display, and click **Named Field**. The Add Named Field dialog box displays:
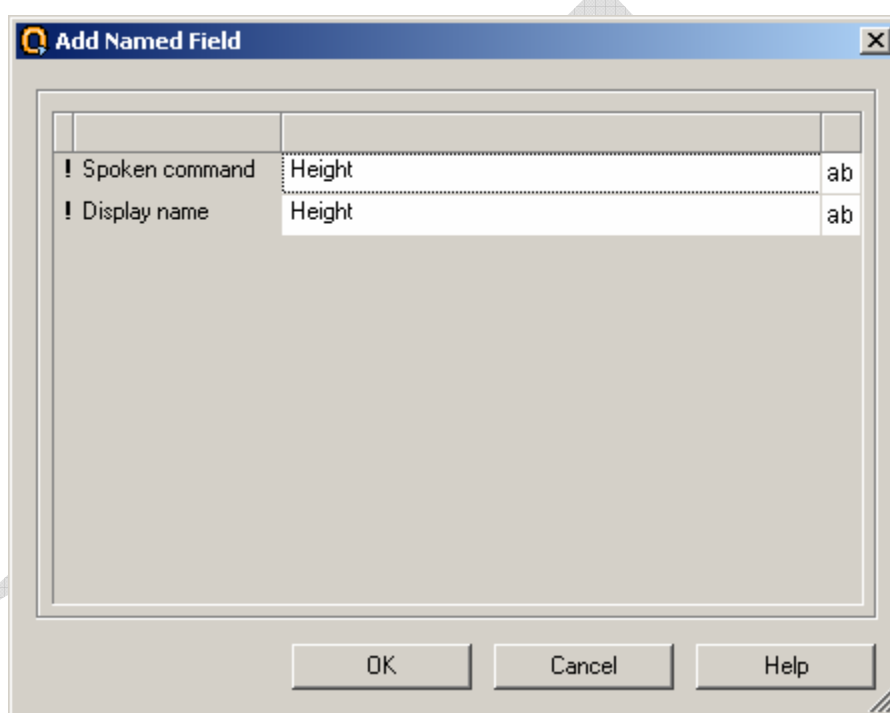
3. Assign the Named Field a spoken command and a display name and click **OK**. The Named Field displays in the Auto-text as: [*Display name*]:

Named Fields

✐ You can navigate directly to this field by using the commands Go to <spoken command> or Spoken Command.

4. Click **Save**. SpeechQ saves the Auto-text.

Topic Summary

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Topic:
Enabling ConText Adaptation and Editing the ConText Lexicon

SpeechQ comes with highly sophisticated speech recognition technology designed to achieve very good recognition results for all users. As you use this technology, it adapts to your recording style.

Adaptation is the process whereby SpeechQ analyzes your voice and speech patterns, and uses this information to improve your recognition rate when making a recording. The language you use and the way you speak are used to update your individual ConText and acoustic reference file (ARF).

Every SpeechQ user has their own language file, called a ConText, which contains the following:

- ConText Lexicon: This is an extensive vocabulary list, combining general terms with more specific terms relating to your field of work. It also contains information on how these words are pronounced.

- Language model: This contains statistical information relating to word use, including frequency, word combinations and grammatical structures.

All users are given the same basic ConText when they start using SpeechQ. Through ConText Adaptation, this soon becomes highly personalized, allowing you to speak freely and in your own style while recording.

This file contains your voice characteristics such as speaking volume, speed, intonation etc. Through Acoustic Adaptation, SpeechQ becomes better at understanding your voice and recognizing words.

Using Acoustic Adaptation

When you start using SpeechQ, you should perform the following two short tasks to set up your personalized acoustic reference file (ARF) and enable SpeechQ to begin Acoustic Adaptation.

- Run the Audio Wizard: This sets the SpeechMike recording levels to suit your normal speaking voice and recording environment, to ensure optimum sound quality during recording.

📖 For more information, see "Using the Audio Wizard".

- Complete Initial Voice Training: These are a few short texts which you record. They introduce you to speech recognition and form the basis of your ARF.

📖 For more information, see "Completing Initial Voice Training".

Enabling ConText Adaptation

ConText Adaptation is a process that updates your language model information and adds new words to your ConText Lexicon. It starts when you sign a report or send a report to an Attending for signature.

ConText Adaptation has two aspects:

- Language model update: SpeechQ analyzes each report and updates the statistical information in the language model accordingly. This takes place automatically.

- ConText Lexicon update: SpeechQ adds new words and information relating to their pronunciation to the ConText Lexicon. This takes place if a report contains unknown words. It must be done manually.

Updating the ConText Lexicon takes place in the Handle Unknown Words dialog box. This dialog box displays according to your settings on the Speech Recognition tab of the **User Preferences** dialog box.

To enable ConText Adaptation, follow the steps below:

1. Click **Settings > User Preferences**. The User Preferences dialog box displays:
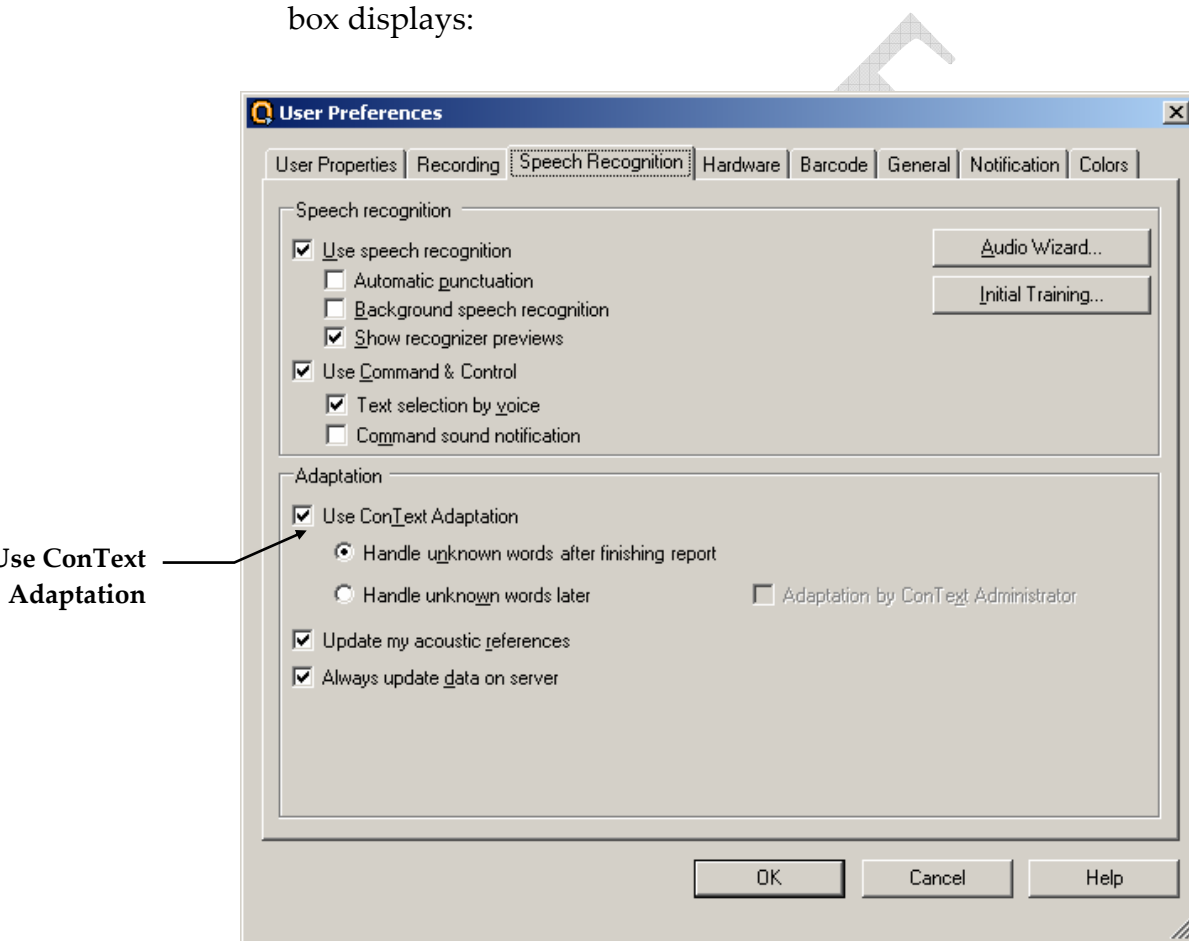
2. Click the **Speech Recognition** tab.

3. Enable the **Use ConText Adaptation** option.

☠ If you do not enable this option, SpeechQ does not perform ConText Adaptation.

4. Do one of the following:

   ⇒ Select **Handle unknown words after finishing a report to**
   handle unknown words after you finish each report.

   ⇒ Select **Handle unknown words later** to handle unknown
   words later.

   ⇒ If ConText Adaptation is enabled for a user, SpeechQ does
   not complete that user's reports until the unknown words
   have been handled. After a certain number of days, the user
   receives a message when they log on asking them to handle
   the unknown words. Should they decide at this stage not to
   handle the unknown words, SpeechQ deletes the words and
   completes the report.

5. Click **OK**.

Performing ConText Administration

Users with the user role of ConText Administrator perform
ConText Adaptation for other speech recognition users who do not
have the time to do it themselves. They play no other part in the
workflow and do not have the ability to create reports. They may
be able to use Command & Control if they have been given speech
recognition rights by their Workflow Administrator, and if the
appropriate settings are enabled in their user preferences.

When you log on as a ConText Administrator, or change your
current user role via the User Role menu, the only part of the
Report Station with which you work is the My Worklist tab of the
Reports List view. This lists all the reports waiting for adaptation,
from authors who have selected the Adaptation by ConText
Administrator option in their user preferences. The Reports List
displays reports by priority.

Reports are routed to a ConText Administrator either by virtue of
their belonging to a particular work group, or if they are specified
by name in the report's properties.

To handle the unknown words of a report, double-click the report in the Reports List or select the report and click **Adapt**. The Handle Unknown Words dialog box displays, enabling you to adapt or reject unknown words.

☠ The reports in your worklist cannot be completed (and therefore archived and purged) until you have performed ConText Adaptation on them.

Handling Unknown Words

The Handle Unknown Words dialog box displays words that display in a report document but are not in your ConText. This occurs after a misrecognized word has been manually inserted during the transcription or review phases.

The point at which the Handle Unknown Words dialog box displays depends on your ConText Adaptation settings. You can also display it manually via messages relating to report adaptation in the notice board. The name of the ConText that you are using (and also adapted) displays in the title bar of the dialog box.

This dialog box enables you to add new words to your ConText Lexicon by providing the following information and controls:

Information/Control	Description
Add	Activate this check box to add the selected word to your ConText Lexicon.
Word	Displays the unknown word as it is written in the document.
Frequency	Displays the number of times the unknown word displays in the document.
Spoken like	Displays the word's pronunciation (no special characters are allowed in this field).

Information/Control	Description
Word neighborhood	Displays the part of the document where the unknown word displays. Use the arrow buttons on the right to move between the different occurrences of the word. The information in this box is used to update your language model.
Adapt	Updates your ConText Lexicon and closes the dialog box. Words not selected for adaptation are discarded.
Don't Adapt	Closes the Handle Unknown Words dialog box without handling the unknown words of the selected report. The report can now progress to the Completion phase. This option is only available if you have selected Handle unknown words later in your ConText Adaptation settings.
Don't Adapt Any Reports	Closes the Handle Unknown Words dialog box without handling the unknown words of any of the reports waiting for adaptation. All reports can now progress to the Completion phase. This option is only available if you have opened the Handle Unknown Words dialog box for multiple report adaptation via the notice board.
Adapt Later	Closes the Handle Unknown Words dialog box without handling the unknown words. The unknown words will still be associated with the report and the report cannot progress to the Completion phase until they have been handled. This option is only available if you have selected **Handle unknown words after finishing report** in your ConText Adaptation settings.

Information/Control	Description
Cancel	Closes the Handle Unknown Words dialog box without handling any of the unknown words of the selected report. This report has not had ConText Adaptation performed on it and therefore cannot yet progress to the Completion phase.

The Handle Unknown Words dialog box does not display if your report contains no unknown words, or if ConText Adaptation is not enabled in your user preferences.

⍍ SpeechQ only analyzes reports that have been through speech recognition. It also only analyzes those sections of the report that contain dictated text.

☠ SpeechQ does not analyze Fields, Smart Fields and Named Fields.

You can handle unknown words at one of several points in the workflow:

- When you have a report open in the Document view.

- After finishing a report and before adaptation.

- At any time after a report is finished.

Handling Unknown Words with a Report Open in Document View

You can handle unknown words while you still have the report open in Document view.

To handle unknown words with a report open in Document view, follow the steps below:

1. Click **Settings > Handle Unknown Words**. SpeechQ analyzes your report and displays any words that are not in your ConText Lexicon in the Handle Unknown Words dialog box:
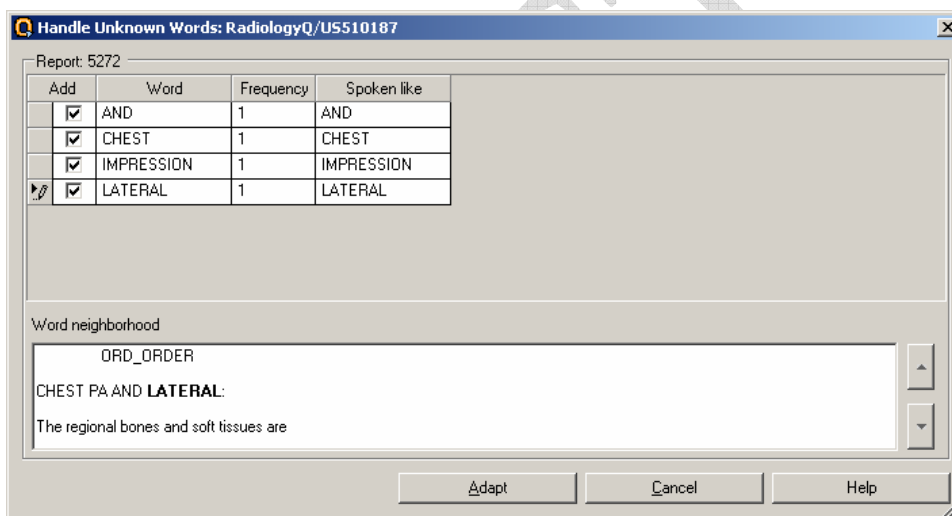

2. Select the unknown words that you want to adapt and click **Adapt**. SpeechQ adapts the unknown words.

Handling Unknown Words After Finishing a Report and Before Adaptation

You can handle unknown words immediately after you finish a report.

To handle unknown words after finishing a report, follow the steps below:

1. Click **Settings > User Preferences**. The User Preferences dialog box displays:
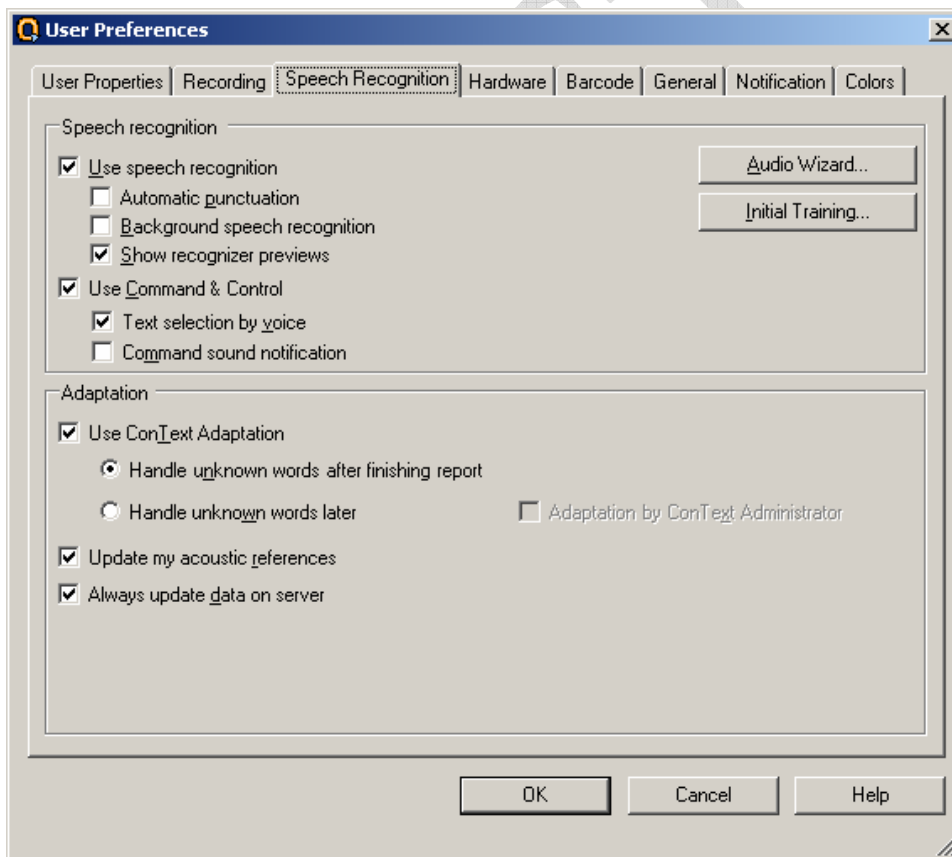
2. Click the **Speech Recognition** tab.

3. Enable the **Handle unknown words after finishing report** option.

4. Click **OK**. The Handle Unknown Words dialog box displays automatically after you sign a report or send a report to an Attending for signature.

Handling Unknown Words After Finishing a Report

You can handle unknown words any time after finishing a report. This allows you to finish and sign several reports and handle the unknown words later.

To handle unknown words after finishing a report, follow the steps below:

1. Click **Settings > User Preferences**. The User Preferences dialog box displays:
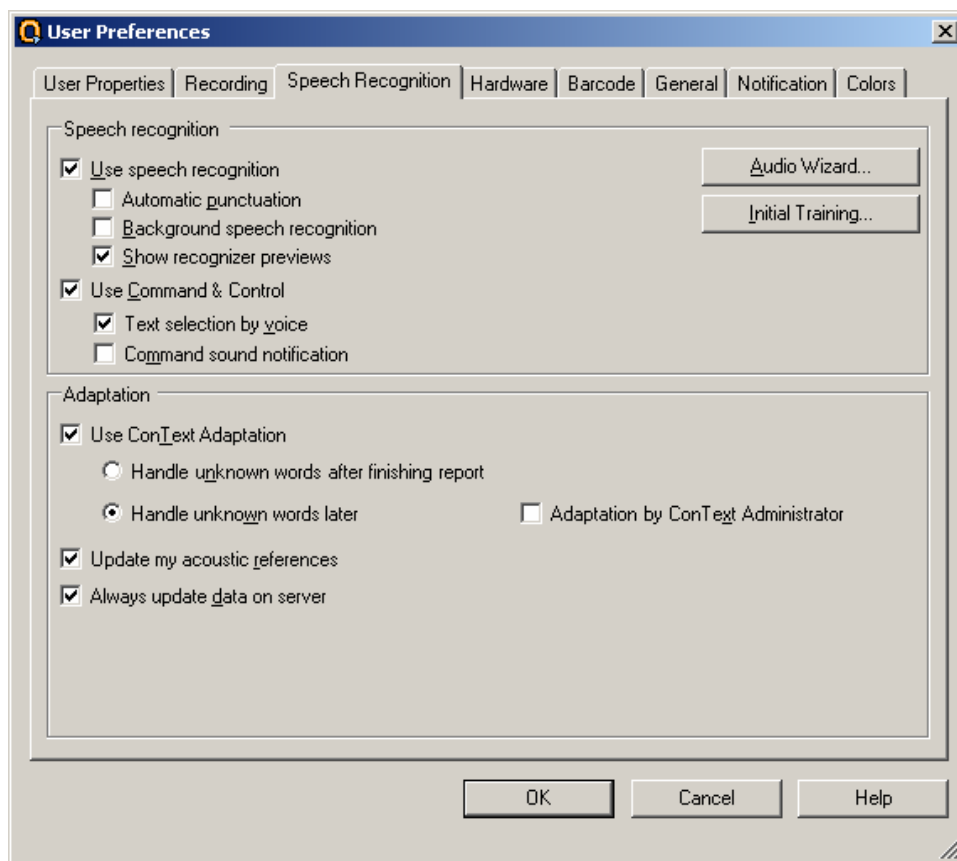
2. Click the **Speech Recognition** tab.

3. Enable the **Handle unknown words later** option. Finished reports display on the My Worklist tab of your Reports List, with the phase "adaptation" and the state "waiting".

4. Click **OK**. The Handle Unknown Words dialog box displays automatically after you sign a report or send a report to an Attending for signature.

🔔 To handle the unknown words, select a report and click **Adapt** on the Actions bar, or click **Actions > Adapt**.

Identifying Inconsistencies When Handling Unknown Words

Due to the way that SpeechQ structures report documents and integrates them with MS Word, there are occasions where unknown word handling may display inconsistent. For example:

*   If a user enters either the first letter of a word or the entire word into a report document with the Caps Lock on, SpeechQ does not recognize the word and treats it as the word will not be recognized and will be treated as an unknown word. To capitalize text, use Command & Control or the **Ctrl + Shift + A** keyboard shortcut.

*   SpeechQ only looks for unknown words in those sections of the document that contain dictated text (dictation areas). The borders of these dictation areas are set by SpeechQ and are not visible to the user. If text is manually typed in to a document at the very beginning or very end of such a section, it is not always clear if that text falls within what SpeechQ regards as the dictation area. Therefore, this text may not always be included for unknown word handling.

Editing the ConText Lexicon

The Edit ConText Lexicon dialog box enables you to view all the words in a ConText Lexicon, as well as edit or delete the ones that you have added yourself.

To edit the ConText Lexicon, follow the steps below:

1. Click **Settings** > **Edit ConText Lexicon**. The Edit ConText Lexicon dialog box displays:
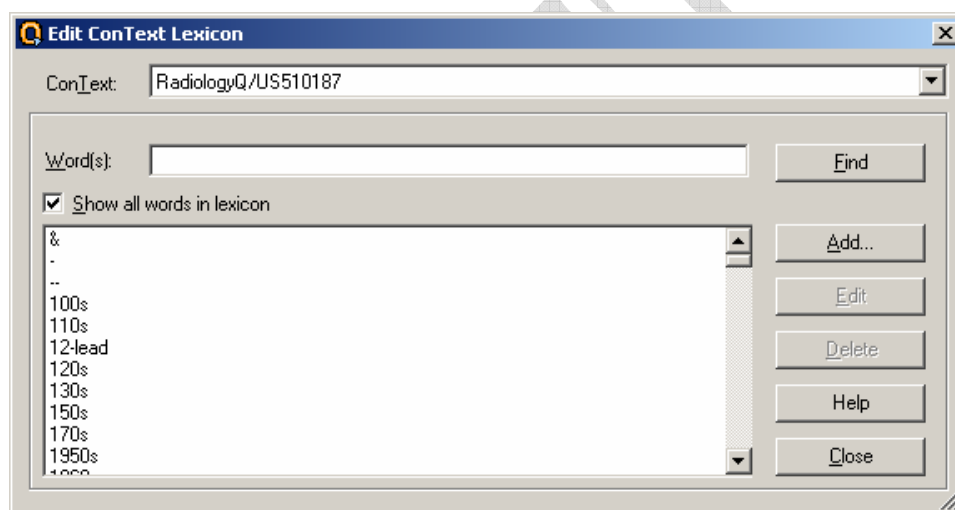
The Edit ConText Lexicon dialog box provides the following information and controls:

Information/Control	Description
ConText	Select the ConText you want to edit.
Word(s)	Enter a word or phrase you want to edit. Click **Find** to list the word(s).
Show all words in lexicon	Select this option to list all the words in the lexicon. Leave it empty if you want only those words you have added to be displayed.

Information/Control	Description
Add	Enables you to add a word or phrase to the ConText Lexicon.
Edit	Enables you to change the spoken like for a word or phrase. ✐ You cannot edit the word itself. You must delete it and then enter the new word.
Delete	Removes the selected word and its description from your ConText Lexicon. You must confirm your action.

2. Click **Close**. SpeechQ saves your changes.

✐ You can only edit and delete user-added words.

Topic Summary

-

Module Summary

-

Performance and Application

Performing Your Skills

To perform the skills introduced in this module, complete the following exercises:

1. Log on to SpeechQ Report Station as "Al" or "Alice".

2. Use the Command Explorer to view all available commands.

3. Copy and modify a system Auto-text.

4. Enable ConText Adaptation.

5. Add your last name to the ConText Lexicon.

Appendix:
Importing Digital Pocket Memo (DPM) Dictations

Speech Report Station users who record dictations using a Philips Digital Pocket Memo (DPM) can import their dictated sound files into SpeechQ and convert them into reports. You can download and import sound files online and offline.

Downloading and Importing Sound Files

Downloading and importing is a two-part process. Sound files are first downloaded from the DPM to a designated 'import' folder on your workstation. The path of this folder is defined by your DPM and can be viewed in the Download/Configuration settings field: Sound file path. From there they are imported into SpeechQ. A copy of the sound files can be kept in the import folder as a backup, or automatically deleted, depending on your import settings.

You can also import sound files with .wav or .dss extensions, which you record using devices other than a DPM, can also be imported into SpeechQ manually and used for report creation. Some of the special features, for example keywords, will not be available for such files. This process is done via the Import button on the Standard toolbar.

The download path is per default set to ".. \Documents and Setting\All users\Application data\SpeechQ\Client\Import". This path is set active to the DPM only when the DPM has been configured by using the Report Station (otherwise the download path of the DPM itself will be set active).

DPM Dictations in SpeechQ

Downloading and importing sound files from DPM to SpeechQ is fully automated. Once you import dictations into SpeechQ, they behave in exactly the same way as if you had recorded them in SpeechQ using a SpeechMike. You can send imported files for speech recognition or for manual transcription, depending on your import settings and any other properties the DPM assigns to the files. Unlike SpeechQ recordings, you cannot edit the sound files after importing them into SpeechQ.

✐ You must manually assign a patient and an order to reports that you create from DPM sound files, unless this information has been included using the DPM Barcode Scanning Module.

Configuring DPM Interaction with SpeechQ

The Download/Configuration Settings section box allows you to select options to determine how your DPM interacts with SpeechQ.

To display the DPM Configuration dialog box, follow the steps below:

1. Click **Settings > User Preferences > Hardware** > **DPM Configuration**. The DPM Configuration dialog box displays.

✐ You can assign a dictation file to a work type from the DPM Configuration dialog box displays.

2. Select the work types you use from the list on the left, and click the **Select** and **Remove** buttons to move them to the list on the right. The keyword associated with each work type displays in the list on the right opposite its corresponding work type.

3. Assign the keyword of the work type you want to the dictation recording in the DPM (for more details, refer to your DPM user manual). When the recording is imported into SpeechQ, it is automatically assigned to the specified work type.

4. Select import options in the Import section box:

Option	Description
Import files in background	Enable this option to view a status bar of the download progress. Disable this option if you do not want to view the status bar..
Delete files after importing	Enable this option to delete the downloaded dictation files from the import folder on your PC after successfully importing them into SpeechQ. Disable this option to store the sound files in the folder, such as for backup purposes.
Use speech recognition	Enable this option if you use speech recognition for newly-imported DPM sound files. Disable this option to treat them as digital dictations.
Quality of imported DPM file	Adjust this setting if you experience problems with sound quality. These are the conversion settings for sound files that you import, you may need to change this setting.
Sending EOL recordings to transcription	Enable this option so SpeechQ sends all dictation files from the DPM with the EOL attribute automatically be for transcription immediately.

5. Select configuration following options:

Button	Description
Configuration File	This button provides the following options for loading and saving DPM configurations: • **Restore Default Settings**: Discards any changes that have been made to the current configuration and restores the settings to their default values. • **Load Configuration**: Enables you to load a saved configuration file. • **Save Configuration**: Enables you to save the current configuration to file. • **Save Configuration As**: Enables you to save the current configuration under a different name.
Configure DPM	Click this button to apply the current configuration to your DPM.

⟲ The following table displays all the fields and possible values of the Download/Configuration settings in the DPM Configuration dialog box:

Field	Description
Download mode	Defines how the file transfer from the DPM to the PC starts. The available options are: • **After connecting**: Starts the file transfer automatically when the DPM connects to the PC. • **After pressing DL button**: Starts the file transfer when the DL button on the DPM is pressed. ⟲ On DPM 9400/00 and DPM 9400/52, this is the DL/S button. On DPM 9450/00 and DPM 9450/52 this is the DL/VC button. On Philips 9750, this is the DOWNLOAD button.
Download file type	Defines which type of file is downloaded: • **All files**: Downloads all files from the DPM to the PC. This is the default setting. • **EOL files**: Downloads all files with the EOL attribute. • **File selection**: Displays the **File Selection for Download** dialog box that lists all files on the DPM. This dialog box enables you to select individual files for the file download. • **Files with Keyword 1**: Downloads all files with a specific keyword assignment. This assignment matches the defined content string for Keyword 1, which you can type into the field.

Field	Description
Keyword 1 for download	If the value for **Download file type** is **Files with Keyword 1**, enter the keyword here. Only files with the corresponding keyword associated with them will be downloaded.
U.S. date/time format	The DPM uses the US date format setting: 2003-18-06 (year-day-month), and the time format setting: AM 11:57. If the value here is **No**, the date format will be year-month-day, and the time will be the standard 24-hour format.
Special instruction	Pressing the DL button (DPM 9400) or DL/VC button (DPM 9450) during dictation creates a special instruction file for the current dictation file. ⟲ The functionality for recording special instructions is only available with DPM 9400/00, DPM 9400/52, DPM 9450/00, DPM 9450/52 and Philips 9750. For more information about recording special instructions with these devices, refer to their User Manuals. When the DPM is connected to the PC and you press this button, the file transfer from the DPM to the PC is started.
Delete files on the DPM after download is finished	Deletes the downloaded dictation files from the DPM after they have been transferred to the PC.
Device beep	Defines that the DPM beeps when specific operations take place. For example, when playing back a dictation and the end of the file is reached. If the setting is not activated, the DPM is muted except for warnings.
Download progress on PC	Displays a progress bar on the PC when files are transferred from the DPM to the PC.

Field	Description
Sound notification when download complete	Displays an acoustic notification when the transfer of DPM dictation files to the PC is finished.
Recording format	Defines whether files on the DPM will be created using the Standard Play or the Long Play mobile recording format. • **Standard Play** (13.7 kbit/s): This recording format provides excellent audio quality. It is recommended when the dictation sound files are used, for example, for speech recognition. With this format, about 312 minutes of recording time are available on a 32 MB memory card. • **Long Play mobile** (9.1 kbit/s): This recording format provides good audio quality. With this format, about 468 minutes of recording time are available on a 32 MB memory card.
Displayance	Defines the screen layout of the DPM display. The **Standard display** option uses larger symbols. The **Advanced display** option uses smaller symbols and enables you to show more detailed information about the current dictation; this is the default option with which the DPM is delivered. ↻ This setting is not available for DPM 9220.

Field	Description
Microphone sensitivity	Defines the audio input level for the DPM's built-in microphone. The available values are: • **Low**: This setting is recommended when recording dictations in a noisy environment. • **Medium:** This is the default setting and recommended when recording dictations in a normal environment. • **High:** This setting is recommended when, for example, recording at a conference.
Voice-activated recording	Voice-activated (VA) recording mode is a convenient feature for hands-free dictation. When voice-activated recording is enabled, the DPM is in Record Standby mode; recording will start automatically when the input level exceeds a certain threshold (this is usually when the author starts dictating). Recording stops automatically a few seconds after the author stops speaking and restarts automatically when the author starts speaking again.
Protect DPM configuration	Activate this option to make the DPM configuration read-only. This means that these settings cannot be modified on the device.
Synchronize DPM time with PC time	Adjusts the time displayed on the DPM with the time of the PC when the DPM is connected to the PC.
Load device settings automatically	Automatically retrieves the DPM configuration which is stored on the device when the DPM is connected to the PC. The settings from the device overrule the device-specific settings in the program.
Path selection for DPM	This is the path to the drive which has been assigned to the DPM during the installation of the device. If the value is **Automatic**, the path for the DPM is automatically detected.

Field	Description
Manual path	If the **Path selection for DPM** in the above field has a value of **Manual**, you can type the path here or browse for it.
Open DPM Download/Configuration after connecting	Automatically displays the DPM Download/Configuration program when a DPM is connected to the PC and the program is active in the status notification area of the Windows task bar: (icon:).
File conversion	Automatically converts the DPM dictation files into the specified audio format after they have been transferred from the DPM to the PC. The audio format can be selected from the entries in the list: • Selecting the **None** option means that no audio format conversion takes place; this is also the default setting. Clicking the **Select** button displays the DPM Format Selection dialog box. This dialog box enables to define new formats. These will display as entries in the file conversion list and can be selected from there.
Profile	This lists the currently installed email profiles and enables you to select a profile. Note that this option is only available if you have a mail system installed which supports Extended MAPI.
Sound file path	Defines the destination path for the downloaded DPM dictation files, before they are imported into SpeechQ and converted into reports. This path is configured on the DPM and cannot be modified here. ↺ The download path is per default set to "..\Documents and Setting\All users\Application data\SpeechQ\Client\Import". This path will be set active to the DPM only when the DPM has been configured by using the Report Station (otherwise the download path of the DPM itself will be set active).

Importing Sound Files Manually

It is also possible to import sound files with extensions .dss or .wav that have been recorded on a device other than a DPM.

To import sound files manually, follow the steps below:

1. Click **Import** on the Standard toolbar. The Import Dictation Files dialog box displays.

2. Browse for the files you want to import.

3. To include any properties associated with the file in the import, select the check box in the **Properties** column for the relevant reports.

4. Click **Import**. The dictation sound files are imported into SpeechQ.

5. As each one is successfully imported, the Report Properties dialog box displays. You must assign a work type to the report (unless it has not already been assigned via a work type keyword), and can add any other properties you want (e.g. add a comment, define a delivery method, etc.).

   The imported dictation files now display as SpeechQ reports either on your My Worklist tab, or are sent for transcription, depending on your import settings.

Importing Dictation Files

The Import Dictation Files dialog box displays the following options and buttons:

Option/Button	Description
Properties	Enable this option to import the sound files with any properties (e.g. work type) that may have been assigned to them via the DPM.
File name	This is the name of the dictation file entered by you on the DPM.
Description	This is a description of the file type and size.
Delete after importing	Enable this option to delete the sound files from the import folder of your PC after importing.
Remove	Select any dictation files you do not want to import and click **Remove** to take them off the list

Appendix:
Troubleshooting Audio Problems

The topics in this section provide troubleshooting information on your audio system and details on messages which may be displayed in the Audio Wizard.

Troubleshooting Poor Sound Quality

If you have problems with your sound quality, you may need to run your Audio Wizard again. If you install a new sound card, audio device and/or microphone, you should always run the Audio Wizard again to ensure that this new equipment provides a sound quality which is good enough for speech recognition.

Troubleshooting New Hardware

Newly added hardware can also conflict with your sound quality. If you recently added a modem, scanner, etc. temporarily disconnect the device to check if your audio system functions properly again. If you have problems, contact the manufacturer for assistance in configuring the device so that it does not conflict with your audio system.

Troubleshooting the Audio Wizard

If the Audio Wizard does not work and the problem cannot be solved, send the following information to Philips Speech Processing Support:

- The name and model of your microphone.

- The name and model of your sound card.

- The name and model of your computer.

- The type of your processor (Pentium, Pentium II, etc.).

- The operating system you are working with (Windows 2000, Windows NT 4.0, Windows XP), the operating system language, version and/or Service Pack if you have any installed.

- How much free disk space on your hard disk you are working with.

- How many MB RAM you are working with.

- Whether the audio system can be used for playback.

- Whether the audio system can be used for recording.

- If available, the text of the error message.

- Data in the SmAudWiz.LOG file in <SpeechMagic folder>\log\<PC name>. You can locate this in the SpeechMagic Workstation folder.

Troubleshooting SpeechMike Errors

Your SpeechMike may not be working for one of the following reasons:

- There may be no space left to plug in your SpeechMike. Check to see if all of your cable jacks are already occupied.

- Some notebook computers do not observe the industrial standard for COM ports. The output voltage may be too low to handle SpeechMike's preamplifier.

- Some notebook computers have MIC IN/LINE IN jacks that do not work with 3.5 mm stereo plugs.

- Your SpeechMike may be faulty, check with the dealer.

If you still cannot solve the problem, contact Philips Speech Processing Support for more information.

Troubleshooting Sound Quality Poor Usable for Speech Recognition Errors

If sound quality is poor and not useable for speech recognition, your sound system is not good enough for speech recognition.

- Repeat the recording, speak loudly and clearly. Point the microphone toward your mouth, so that you are talking into the side of the microphone. If you are using a headset microphone, adjust the arm so that it is rotated to face your mouth.

- Begin speaking immediately after you have pressed the **Record** button.

- Depending on which sound card you have installed, you may not be able to disable the Automatic Gain Control (AGC) in the audio mixer manually. Double-click the volume icon on your Windows taskbar, select **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **AGC** if available.

- Some notebook sound cards will have more internal noise if the power lead is connected to the power mains to ground the connection. Microphones built into notebook computers and microphones that come with sound cards are generally poor, have an uneven response, and are over-sensitive to background noise.

- If you are using a notebook with an external microphone, make sure the internal microphone is disabled.

- Try to reduce the background noise and dictate the text again.

- Increase the amplifier manually. Depending on which sound card you have installed, you may be able to disable the option **Mic +20dB**. Double-click the volume icon on your Windows taskbar, choose **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **Mic +20dB** if available. Or look in your Windows Control Panel for a sound card or microphone boost icon.

- Try another microphone. A USB microphone is a good option as it does not need a sound card.

Some sound cards have a dedicated icon in the Windows Control Panel. There may be a Mic Boost option and a Volume slider, so experiment with this level. Make sure you understand the difference between Playback volume (usually just called volume) and Recording volume.

Troubleshooting Sound Quality Poor - Useable for Speech Recognition

If sound quality is poor and useable for speech recognition Your sound system is not very good, but you can use it for speech recognition.

- Repeat, speak loudly and clearly.

- Bring the microphone closer to your mouth.

- Begin speaking immediately after you have pressed the **Record** button.

- Depending on which sound card you have installed, you may be able to disable the Automatic Gain Control (AGC) in the audio mixer manually. Double-click the volume icon on your Windows taskbar, select **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **AGC** if available.

- Try to reduce the background noise and dictate the text again.

- Increase the amplifier manually. Depending on which sound card you have installed, you may be able to disable the option Mic +20dB. Double-click the volume icon on your Windows taskbar, select **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **Mic +20dB** if available. Or look in your Windows Control Panel for a sound card or microphone boost icon.

- Try another microphone.

Troubleshooting Input Signal Problems

If you receive the "No Input Signal Detected" message:

- Verify that your microphone is plugged into the MIC IN jack, which is usually located at the back of your computer. If the jack panel of the sound card is not well marked, refer to the sound card instruction manual to determine the correct input jack. If the microphone has an ON/OFF switch, make sure that it is set to the ON position. The microphone cable should be connected to the MIC IN jack and not in the LINE OUT/SPK OUT jack.

- If you are using a SpeechMike or SpeechMike Pro, check to see if the trackball is working properly. When this does not function, the microphone will not function either. To solve this problem, restart SpeechQ Workstation Setup and reinstall the SpeechMike driver (**Control Devices** page).

- If your microphone is connected properly and works, check if the microphone is selected in the audio mixer, which is available as an icon on your Windows taskbar. You may have your MIC IN/LINE IN muted. In this case the computer will not be able to detect any input sound. Open the audio mixer and select **Options > Properties**. Select **Recording** and click **OK**. Now check if the **microphone** check box is activated (selected) or not (muted). Check the same for the **master record**.

- If you have a passive microphone (not active, like SpeechMike) try to enable the option **Mic +20dB**. This option may not be available depending on which sound card you have installed. Double-click the volume icon on your Windows taskbar, choose **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and enable **Mic +20dB** if available. Or look in your Windows Control Panel for a sound card or microphone boost icon.

- If your microphone has a converter, increase the input signal by removing the converter.

- Check if you have chosen the correct sound device in Windows: **Start > Control Panel > Sounds and Devices > Audio** for playback and recording.

Troubleshooting Distortion Level Too High - Not Useable for Speech Recognition Errors

If the distortion level is too high, you cannot run speech recognition.

- Repeat, speak clearly and continuously. Point the microphone towards your mouth, so that you are talking into the side of the microphone. If you are using a headset microphone, adjust the arm so that it is rotated to face your mouth.

- The MIC IN signal may be overdriven, try to decrease the amplifier manually. Depending on which sound card you have installed, you may be able to disable the option **Mic +20dB**. Double-click the volume icon on your Windows taskbar, select **Options >Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **Mic +20dB** if available. Or look in your Windows Control Panel for a sound card or microphone boost icon.

Disabling this option is mandatory for the SpeechMike.

Other microphones may also need a signal reducer to decrease the input signal.

- Some notebook sound cards will have more internal noise if the power lead is connected to the power mains to ground the connection. Try to re-run the Audio Wizard with disconnected power mains.

- Microphones built into notebook computers and microphones that come with sound cards are generally poor, have an uneven response, and are over-sensitive to background noise.

- If you are using a notebook with an external microphone, make sure the internal microphone is disabled.

- Try to use the LINE IN jack instead of the MIC IN jack: Connect your microphone to the LINE IN jack, which is usually located at the back of your computer. If the jack panel of the sound card is not well marked, refer to the sound card instruction manual to determine the correct input jack.

  - No input signal/sound quality poor - increase the recording level (slider).
  - Distortion - decrease the recording level.
- Retry until you get a good result.

Do not sit too close to the monitor. Many monitors produce electrical noise throughout the speech band (fluorescent lights can also have the same effect). A poorly shielded microphone will corrupt your voice profile. If you have an earphone or speakers, you may even be able to hear a buzzing.

Troubleshooting Distortion Level Too High - Useable for Speech Recognition Errors

The distortion level is very high, but your sound system can be used for speech recognition.

- Repeat. Try speaking more softly and holding the microphone further away from your mouth.

- Depending on which sound card you have installed, you may be able to disable the Automatic Gain Control (AGC) in the audio mixer manually. Double-click the volume icon on your Windows taskbar, select **Options > Properties**, select **Recording**, enable **Options > Advanced**, click **Advanced**, and disable **AGC** if available.

Troubleshooting Audio Data Not Useable Errors

If the sound quality is inadequate.

- Repeat. Speak clearly and continuously.

- Hold the microphone closer to your mouth.

- Begin speaking immediately after you have pressed the Record button.

- Depending on which sound card you have installed, you may not be able to disable the Automatic Gain Control (AGC) in the audio mixer manually. Double-click the volume icon on your Windows taskbar, choose **Options/Properties**, select **Recording**, enable **Options/Advanced**, click **Advanced**, and disable **AGC** if available.

Appendix:
Managing Log Files

For every SpeechQ session SpeechQ creates a log file containing information about that session. This file can be useful for SpeechQ Administrator, if there are problems in your system to be resolved.

If you have problems working with SpeechQ in a particular session, you can send the log file to the server where SpeechQ Administrator can access it.

1. Click **Help** > **Log File Management**. The Log File Management dialog box displays showing a list of your log files. Each file is named by the time and date you logged on to SpeechQ.

2. Select a file and click **Send** to copy the log file to the server.

3. Click **Remove** to delete a log file from the list.

✎ Log files are not automatically deleted from SpeechQ. All users should manually delete files regularly.

Troubleshooting Errors While Processing a Report

If an error message displays while you are processing a report there may be a number of possible reasons.

Possible reasons for an error of this type:

*   A report is checked out and a file which belongs to the report is missing locally. The report must be checked out again.

*   A report is checked out and SpeechQ has been uninstalled and reinstalled on this PC. The report must be checked out again.

- Microsoft Word is not installed or is not functioning properly.

- There is not enough disk space to process the report.

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