Interior Health

Fluency Direct – General Dictation Habits and Documentation Best Practices

The best speech recognition quality comes from optimally recorded audio. Follow the habits below in order to achieve the best quality and experience.

- Check the microphone settings to verify the microphone you intend to use is selected and the record buttons are appropriately set.
- Gather your thoughts and assemble any pertinent information prior to dictating.
- Dictate in a quiet area, with minimal background noise. Calibrate microphone if environment changes.
- Speak in full thoughts or sentences at a regular pace. Speak consistently and evenly without over enunciating or speaking too slowly.
- Use correct verbiage and grammar and always dictate punctuation.
- To prevent words from being "clipped" from the start or tail end of the dictation, be sure the microphone is recording. Check that your Fluency bar has turned green.
- Stop recording when taking a pause from dictation. This is to prevent capturing other conversations or background noises.
- Avoid eating, heavy breathing or coughing into the microphone while recording.
- Proofread for common misrecognized words:
  - ✓ Numbers – ensure lab values and medication doses are correct. Example: 15 vs 50.
  - ✓ Medications – many drugs sound alike (eg. glipizide/gliclazide, citalopram/escitalopram).
  - ✓ Patient gender. Example: She versus he.
  - ✓ Slang, acronyms, and/or coined terms.
  - ✓ Sound-alike words (hypo/hyper, abduction/adduction).

Make Fluency Direct Smarter – Correcting Text Errors

Fluency Direct may misrecognize a spoken word or phrase because of factors such as background noise or spoken tone. Proofread and correct all misrecognized words.

Dictated: The patient has a history of a **fibromyalgia** type syndrome.
Fluency Direct typed: The patient has a history of a **fibroma** type syndrome.

Correct the misrecognized word 'fibroma':
Here's how:
1. Speak the words 'Select fibroma'. The word fibroma will become highlighted.
2. Speak the correct word 'fibromyalgia'. The text has now been corrected to fibromyalgia.

If you routinely notice the system making the same word errors repeatedly, such as a medication or location, use the error correction window to force Fluency Direct to learn new words and phrases.

Dictated: The patient was taking **Emtec** 30.
Fluency Direct typed: The patient was taking **M tech** 30.

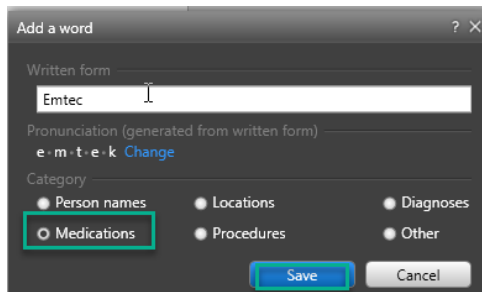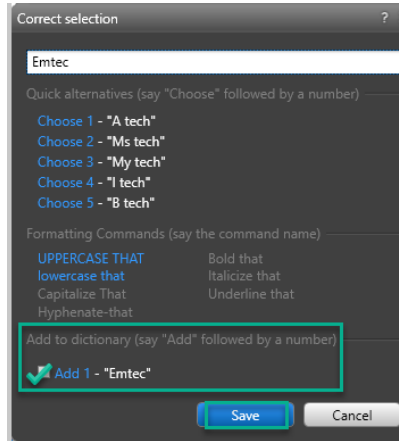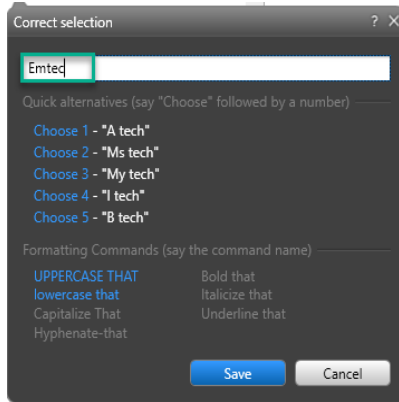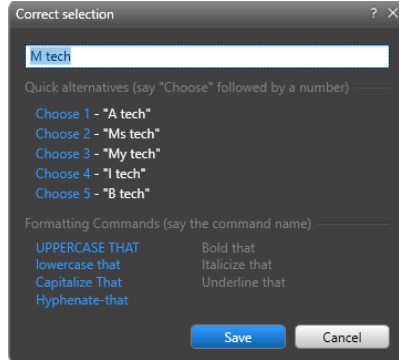Correct the misrecognized word '**M tech**':

Here's how:

- Speak the words 'Select M tech'. The word will then become highlighted.

- Speak the words 'Correct Selection' to trigger the error correction dialog box.

- Fluency Direct will display suggestions based on the word being corrected. If the correct spelling of Emtec displays, you can select it by saying "Choose 1," "Choose 2," "Choose 3," etc.

If Emtec is not one of the choices, type it in using your keyboard.

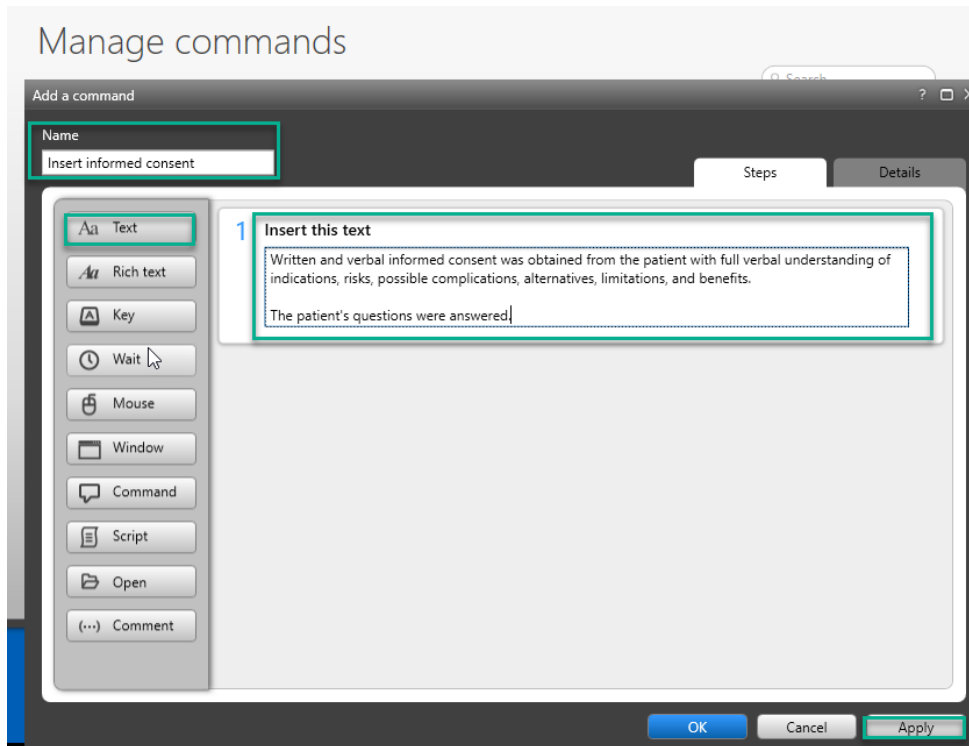Add your word to your Dictionary. Checkmark the box next to 'Add 1 – Emtec'.

Select the category of the word to improve future recognition. Say "Save" or click the Save button to finish.

Commands

Fluency Direct allows for custom commands to be created that will simplify the documenting process for commonly used text. **Here's how:**
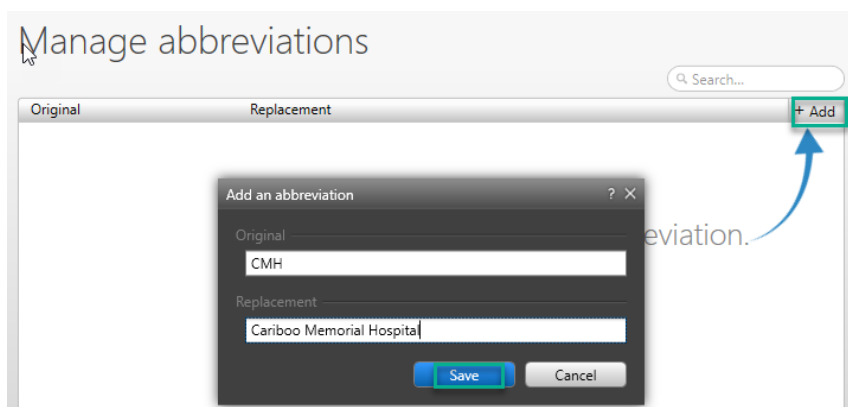
1. Speak 'Open Commands' to open your Commands menu.
2. Click on the +Add button.
3. Name your command something simple and easy to remember – the first word should always be 'Insert'.

Managing Abbreviations

Fluency Direct allows users to create a collection of abbreviations. This is a list of words or phrases that you use repeatedly but abbreviate when speaking. **Here's how:**

1. Speak 'Open Abbreviations'
2. Click the +Add button.
3. Enter the Original (dictated abbreviation) and the Replacement (full text to appear in the report).
4. Click Save to save the abbreviation.

FAQs

How can I make Fluency Direct learn?

The best way for Fluency Direct to learn more about your voice and habits is to use it more often. If you focus on the quality of your note, editing it within that session so that it's accurate and what you intended, then Fluency Direct will learn from your edits. Whether you are saying "select…" and speaking over highlighted words, saying "correct…" and going through the dialog box, or simply editing with your mouse and keyboard, Fluency Direct will learn from these changes behind the scenes.

The expectations of Fluency Direct are that you will edit its mistakes and speak in a consistent, natural way. Forgoing self-editing and leaving mistakes behind will cause Fluency Direct to learn from the "wrong" text and continue making those mistakes in the future.

Because Fluency Direct's learning algorithms look for patterns, it tends to learn gradually, but best with consistent reinforcement. Many users feel that learning happens more rapidly in the beginning than it does years later – at that point, the differences are smaller, more fine-tuned because the voice profile is already well-established, but it is still learning.

I said the word/sentence slowly, but Fluency Direct did not transcribe what was said.

Your profile is trained on your typical dictation speed. Speaking slower than normal will not help Fluency Direct pick up the spoken word/phrase. It is recommended to dictate at a normal pace, and use the word/phrase in the appropriate context. If Fluency Direct is still not picking up the word/phrase, you can add it and record the pronunciation in your Dictionary.

Why are additional words transcribed in Fluency Direct when other people are talking around me?

Fluency Direct will try to interpret any reasonably audible noise, so be aware of surrounding noise when you are recording. On the Fluency Direct control bar, there is a recording indicator (a microphone icon) that turns green next to the user's name when recording is on. If you have a handheld microphone, go to **Microphone Setup** in the Control Bar dropdown menu and make sure that your mode is set to Hold to Talk. Be mindful of only holding down the record button while you are dictating and releasing when you pause or are finished. Users can also toggle the microphone on by mouse-clicking the microphone icon on the control bar. Be sure to caution users not to accidentally begin recording when unintended. This will help control what environmental noises can be interpreted.

The microphone icon is red and/or my recognition is suddenly bad. Why?

Good recognition is dependent on good quality audio. Select **Microphone Setup** from the dropdown menu to adjust your microphone for your normal speaking volume and background noises. Hold the microphone 4-6" away from your mouth and off to the side, not centered. The microphone can pick up vibrations if it is too close, and if the microphone is too far away, the sound may not be audible.

Environmental noises can also impact recognition so it is best to calibrate in the environment in which you will be dictating. To help improve recognition quality, complete the Calibration. To do this, navigate to the **Microphone Setup** by clicking on your name on the Control Bar, then choose the **Calibrate** button.

I don't want Fluency Direct to learn everything I correct. What if I have to change "male" to "female?"

Fluency Direct is intelligent enough to distinguish between the types of edits you are making. The learning model is based on a statistical algorithm, not a fixed number of edits.