

## Dictating a Flex Report (Start to End)

1. Login to Fluency Flex application
  - Company ID: 500687 (if you've never logged in before).
2. Go to "Patient Search" tab
3. Choose the correct facility Location (with the 'FX' at the end)
 

SHR-A Saskatoon City Ancillary FX
4. Search your patient.

- Use either MRN or Last Name
- Ensure the search criteria you want to use is highlighted blue.

5. From the results, select the **CORRECT** visit (Admit Date)

**NOTE:** Choosing the incorrect date will affect the Distribution of your report!

Billing Number	Patient Class	IP	Station	SRM1	Admit date
06012807	IP	SRM1	SRM1	2/3/2021	
06012188	IP	SRM1	SRM1	8/31/2020	
06012871	OP	AMBCB	AMBCB	2/22/2021	
06012882	OP	NIC	NIC	2/22/2021	

6. Choose the Document Type (Discharge, Consult, etc.)



**IDEA:** Click the star to make the document a Favorite to show up at the top of the list.

7. On the Editor Screen, click on the Patient Details icon -



**IDEA:** Click the star icon after 'Patient Details' to have this panel display as soon as you open a patient record!

## Dictating a Flex Report (Start to End) con't...

8. Verify the Date of Service (DOS)

**NOTE:** The DOS defaults to the date you created the report.

- Locate the Date of Service on the Patient Details panel, and change it to the date you saw the patient.
- For a **Virtual Visit**, this would be when you spoke to the patient.

9. Add the Family Doctor & other CC's (Carbon Copies)

- Click the Carbon Copies icon from the right panel -
- Click the icon, and search for the Provider or location.
  - Lastname, Firstname
- Click on the correct Provider from the search results to add to the carbon copy list.
- **MAKE SURE TO ADD THE FAMILY DOCTOR!**



**IDEA:** Click the star icon after a Provider name to make this Provider a favourite! This name will show up automatically next time you click on the icon to search for a Provider.

10. Insert a Standard

- Click the Standards icon
- Double click the Standard you wish to use and it will populate in the Editor screen on the left.

11. Dictate your Report

- Use the 'Next Field' and 'Previous Field' buttons on the microphone to navigate throughout the Text Fields.

12. Complete your Report

- When you have proof-read your report and are ready to send it out, click the 'Sign' button.

**NOTE:** You have 2 minutes to 'recall' a document after you click 'Sign.' Click the 'Recall' button to pull the document back into Draft.

- If you need to finish your report, click 'Save' and the document will save as a Draft that is accessible from your To Do and My Patients tabs.
- If you do not need the report, click 'Delete' and the report will be deleted out of the patient chart.

## DEFAULT DEVICE BUTTON MAPPING



To edit your Device Buttons, say **Open Device Button Mappings** or click on your name on the Command Bar and select **Device Button Mappings**

1. Double click the Device Button you would like to edit.
2. Select an action: Command or Keystroke.
3. Choose the Recording, Command or Keystroke you'd like to map  
Note: Use the dropdown arrow to find the available actions to map.
4. Select Save

**Note:** Test your button while documenting to make sure it functions as desired.

## BEFORE YOU SIGN...

1. Verify the Encounter Date is correct (see #5)
2. Verify the Date of Service (see #8)
3. Did you CC the Family Doctor? (see #9)
4. Remove any blank Fields
5. Do a "Print" preview of your document for one final visual! (any blank Fields will display as '@@')

## FAQ's & "Did you know..."

### A. What is a 'HOLD QUEUE' Status?

If the system detects either some missing or incorrect information after you signed a document, the document will go to the Hold Queue where the Flex Team will review it. The 3 most common causes of a report going to the Hold Queue are:

- Choosing the incorrect 'Encounter' (see #5)
- Failing to verify Date of Service (see #8)
- Blank Fields

### B. How do I find a non-physician or Location for a CC?

- Ward/Depts. are entered with the hospital as the Last Name and the Dept. as the first. So enter the hospital name followed by a comma, and then dept. name.

royal university hospital, ICU

**Search Results**

ICU Royal University Hospital	Non-People List
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- Medical Clinics are entered with "Centre" as the Last Name, with the clinic name as the First.

Centre,

**Search Results**

Acadia Medical Centre	Non-...
Access Centre	Non-...
Advanced Eye Care Centre	Non-...

- You can also enter a percentage sign as the Last Name, then comma, and then type the clinic or department name after the comma.

- Example, "%, West Winds"

%, west winds

**Search Results**

West Winds Primary Health Care Centre	Non-People List	>	☆
West Winds Diabetic Multidisciplinary Clinic	Non-People List		

### C. How do I add a word to my Dictionary?

- Select the word you want to add and say, "Add to Dictionary"
- Click 'Change', then click 'Record Pronunciation' tab.
- Using the microphone, record yourself saying the word.
- Click "Try Again" to re-record or say, "OK" to save it.
- Choose correct Category, then click or say, "SAVE"

## FAQ's & "Did you know...Continued..."

### D. How do I revise a report that has been 'Signed'?

- Notify your contact in your local HIMs Department or email [sulfedit.dictation@3sHealth.ca](mailto:sulfedit.dictation@3sHealth.ca) about the report that needs to be corrected/edited.
  - Provide Job ID (8-digit) and MRN of patient
  - The Job ID is found in the Document Details (see below diagram).

**Document Details** ☆

Document ID: 53323162 Created: 3/21/2020 5:48 PM

- A "Revised Document" disclaimer will be added to the report, which generally looks like, "\*\*\*REVISED DOCUMENT\*\*" (See body of report) 9-Jun-2020"
- The report will then be available in your Fluency Flex "To Do" tab and "Awaiting Signature" section.
- Make the necessary corrections to your report.
- !!! Remember to **BOLD** any corrections made.
- 'Sign' the report when you are finished.

### E. How do I CC to a provider I cannot find?

- If you cannot find a Provider or Location when doing a search, write the Name, Fax Number and a request in the 'Document Details' box.
- By leaving a message here, the report will go to the Hold Queue where the Flex Team will see your request and ensure a copy is sent where you need.

**Document Details** ☆

Document ID:

Dictator: Me

Stat:

Note: Please fax to Dr. Stephanie Miller at 403-555-1234.

## Common Fluency Direct Commands:

### EDIT COMMANDS

To move your cursor after a word or word sequence:  
Insert after <word> or <word sequence>

To move your cursor before a word or word sequence:  
Insert before <word> or <word sequence>

To move to the beginning or end of a document, sentence, paragraph, list  
Go to OR Move to begin / end of sentence, paragraph or list  
Go to OR Move to beginning / ending of sentence, paragraph or list  
Go to OR Move to start / end of document  
Go to OR Move to beginning / ending of document

To select a string of words:  
Select <word> through <word> Correct <word> through <word>

To select all text in the document:  
Select All

To select a specific number of words:  
Select next <n> words  
Select previous <n> words

To clear selected text:  
Clear selection or Unselect text or Unselect that

To replace a word or phrase:  
Select the word or phrase you want to replace and dictate the replacement word or phrase.

To undo the last command:  
Undo that or Undo last

To apply formatting to selected words:  
Lowercase / Uppercase selection  
Bold Selection / Bold next <n> words / Bold previous <n> words  
Italicize Selection / Italicize next <n> words / Italicize previous <n> words  
Underline Selection / Underline next <n> words / Underline previous <n> words

### ONGOING SUPPORT

Online User Guides: click the list icon ☰ in the upper right corner of the main screen. Then click on "View Help Information," click on, 'Help for self-edit users'

Tier 1

- eHealth Service Desk
- 1-888-316-7446
- Email: [servicedesk@eHealthSask.ca](mailto:servicedesk@eHealthSask.ca)

Tier 2

- Vendor—M\*Modal:
- Ph: 1-888-DICTATE (1-888-342-8283)