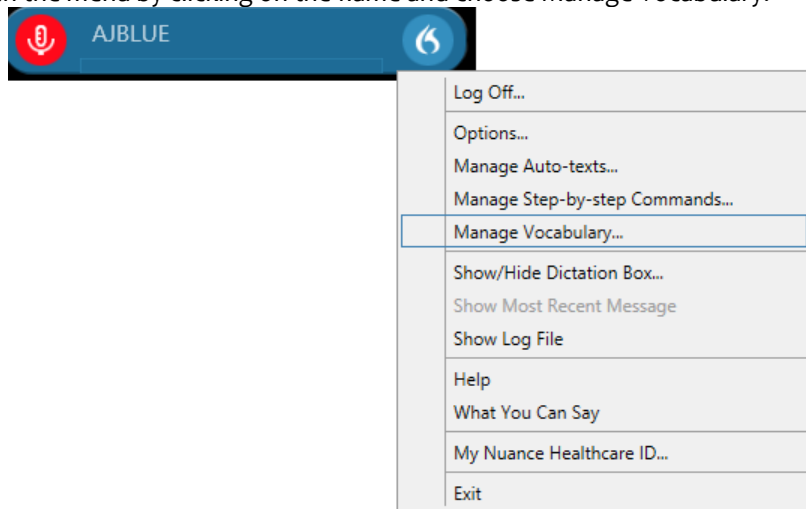Use Dragon Medical One (DMO) and achieve higher quality documentation and greater flexibility and save up to 2 hours per day.

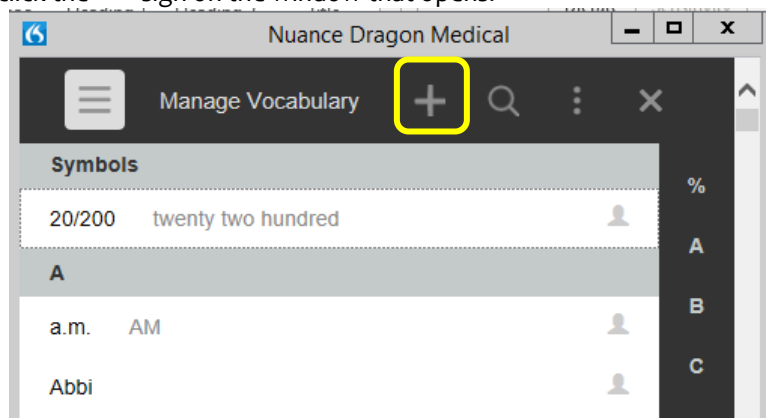*Manage vocabulary*
If you dictate a word or phrase and Dragon types the wrong thing, you may need to teach Dragon that word or phrase.

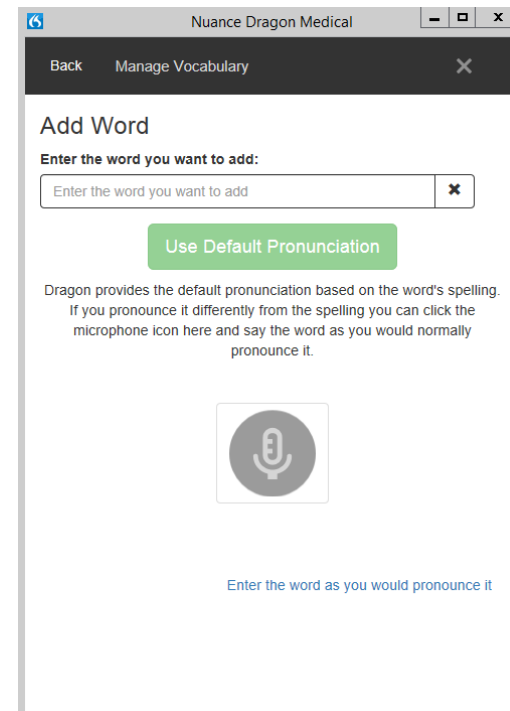Open the menu by clicking on the flame and choose Manage Vocabulary.

Then click the "+" sign on the window that opens.

Or you can say "add word" into the microphone. Either way, you'll be brought to this screen:

Type the word or phrase that Dragon got wrong in the field.

- If the word or phrase sounds like it's spelled, click "Use Default Pronunciation"
- If the word or phrase is difficult to pronounce or sounds different from the written form, click "Enter the word as you would pronounce it"
- If you want to train Dragon on the word or phrase, click the microphone icon (which will be red once text is in the field) and turn on Dragon's microphone and say the word or phrase

What can I say?
If you aren't sure what the right command might be to perform a function, or if you have questions about Dragon, you can open the menu and choose Help or What You Can Say. Help has good information.

If you go to What You Can Say, you can click the hamburger icon (3 parallel horizontal lines) at the top left corner to find a tutorial video (about 7-1/2 minutes long) as well as Live Chat, in which you can chat with a Nuance trainer.

If you have access to MultiCare's LMS page, go there and use "dragon" as a search term to find relevant tip sheets and videos.
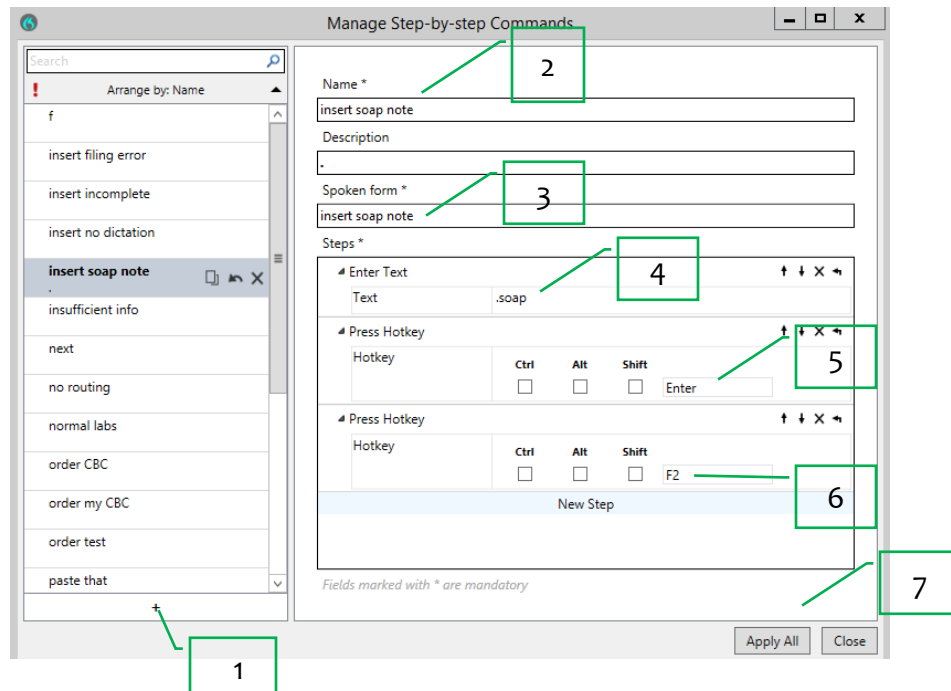
Alternatively or additionally, Nuance's DMO learning center (bit.ly/3HFZXDc) has instructional videos and information available. Do note that some of the content shown there may not always be 100% applicable to MultiCare's current DMO.

Step-by-step commands
You can create commands in Dragon that bring SmartPhrases into your Epic note by dictating a simple phrase—for example, if you say "insert soap note," Dragon and Epic will work together to pull your SOAP SmartPhrase into your note.

It's a matter of telling Dragon to tell Epic to take a series of steps.

To do this, open the menu at the flame and choose Manage Step-by-step Commands.

Delete that	Insert before [word]
Undo that	Insert after [word]
Select [word(s)]	Next field; previous field
Select [word] through [word]	
Unselect that	Go to end of sentence
New line	Open dictation box
New paragraph	Transfer text
Go to bottom; go to end	Add word
Go to top; move to top	
	What can I say?

Manage Step-by-step Commands window (with numbered callouts 1–7)

1. To create a new command, click the "+" key near the bottom of the window
2. In the Name field, type what you want to say to import the SmartPhrase—note that you want the command to be different from anything you might say as you dictate text, so we recommend starting each command with the word "insert" or "dot"
3. Note that as you type in the Name field, the text also appears in the Spoken Form field
4. The first step is typing out the dot phrase, so click New Step, choose Enter Text as the step type, and type in the dot phrase (including the period at the beginning)
5. The next step is clicking Enter, so click New Step, choose Press Hotkey as the step type, and hit Enter
6. If you want your cursor to end up at the first variable in your SmartPhrase, click New Step again, choose Press Hotkey, and hit the F2 key
7. Click Apply All and then Close

Step-by-step commands can automate more processes in Epic if the processes involve keystrokes and typing but not mouse clicks.

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