

***Dictation Guidelines
Community Medical Centers
Transcription Department***

Community Medical Centers Transcription Department uses intelligent speech recognition technology to turn clinicians' dictation into accurate, formatted, first-draft documents that medical transcriptionists subsequently review and edit.

The below guidelines are how a physician/clinician should dictate to ensure that the speech recognition system does the best possible job of recognizing your individual voice and dictation habits resulting in quality drafts for our Medical Transcriptionist to edit.

1. **To dictate, you are required use your own unique ID #. Do not use practitioners ID #. Using someone else's ID number, will only hold up your dictation in the transcription department, report will not go into any downstream systems. In addition, using someone else's ID number confuses our back-end voice recognition system.**
2. Be prepared to dictate before beginning your dictation.
3. Dictate in a quiet area and eliminate background noise, especially at nursing stations.
4. State your full name and ID number when you begin your dictation.
5. State patient's full name, medical record number and date of birth at the beginning of your dictation. Spell out difficult names.
6. Stating the admit date or discharge date is most helpful to our medical transcriptionist in selecting the correct account number. This helps identify the correct account number should the patient have multiple admissions.
7. Speak clearly, enunciate your words and speak at a normal pace.
8. Do not hold the mouthpiece too close to your mouth.
9. Please use the pause feature if you are temporarily interrupted from dictating i.e. if you need to go through the patient's chart or on-line record, return a page etc. Using the pause feature saves an enormous amount of time and money. To use the pause feature, press #1 on the keypad, to resume dictating you use # 2 on the keypad.
10. If dictating on multiple patients, use the # 8 on the keypad for next patient.
11. To retrieve your confirmation number, push ## on the keypad.
12. Dictation done on a cell is highly discouraged. Bad connections may require redictation.
13. If dictating an operative report, procedure report or progress note, be sure to state the date of surgery, date of procedure or date of note.

14. Dictate all headers, e.g., "HISTORY OF PRESENT ILLNESS."
15. When dictating lab values, include the name of the value, e.g., sodium 111, creatinine 23, BUN 3. Do not dictate them as 111,23,3. This also includes vital signs.
16. Say "number" when enumerating list. For example, "Number one, number two." Do not say "Next number or "Number next."
17. Do not spell words or medications unless they are unusual and not normally used in reports, e.g., unusual or new medications or rare diseases.
18. Do not dictate punctuation. We do not use parenthesis in any of our reports.
19. Dictate dates as month, date, year, e.g. April 10, 2009, not 10 April 2009.
20. Courtesy Copies: State the full name of anyone you want a courtesy copy to go to. There are several practitioners with the same last name. Please dictate addresses for all out of town courtesy copies, this will expedite the mailing/distribution process.
21. Incomplete or cut-off dictations are transcribed and kept on pended status awaiting the completion by the dictator. The dictator will be sent a copy of the incomplete dictation. You do not have to redictate the entire report. You can dial back into the system and indicate you are going to finish the report you dictated prior. It is more time and cost effective for the dictator to finish the report rather than re-dictate the entire report. If you need a copy of the incomplete dictation, please call 56477 or 459-6477 and a copy can be mailed or faxed to you.
22. Addendums: If you are dictating an addendum to a report you have previously dictated, please state, "this is an addendum to my H&P" at the beginning of your dictation. Addendums will be merged with the previous report if done by the same dictator. If you know the dictation ID number of the previous dictation, please state it when dictating the addendum.
23. Do not dictate Stat Transfer Summaries when a patient is only transferring from one service/floor to another, a hand-written note will suffice. Stat Transfers are only for patients who are leaving one of our facilities and transferring to a Non-CMC facility.
24. If you need a dictation processed as stat, please call our clerical support staff at the below number.

We appreciate your understanding and cooperation while dictating. If you have any questions or need our assistance, you may contact us at 56477 or 459-6477. Fax corrections to 459-6028

Sincerely,

Corporate Transcription Department