

CUSTOMER: [St Bernards Healthcare](#)
MASTER ACCOUNT: St. Bernards Healthcare
VERSION: eS RH v6.5
SAMPLE SITE: FIESA St. Bernards Healthcare

OM: Wendy Towers
CLIENT WEBSITE: <http://www.stbernards.info/>
FIESA ENTRY: [St Bernards Healthcare - SBRMC](#)
SPARK CONFERENCE ROOM: [sbrmc_st_bernards_healthcare](#)

STRUCTURED SPEECH ACCOUNT

TEXT FORMATTING

AMPERSAND within acronym	Separate acronyms with "and" (H and P, H and H, etc.)
ALLERGY Statements	Uppercase for all allergy statements, positive or negative
CAPITALIZATION of Dept Names	Do not capitalize any department names
CONTRACTIONS	Expand all contractions except within direct quotes
DATES	Numerics with 4-digit year xx/xx/xxxx. EXCEPTION: Dates in a letter will be transcribed in long form (i.e.: January 1, 2015)
HEADINGS	This is a Structured Template Account
HEADINGS Formatting	This is a Structured Template Account
SUBHEADINGS	This is a Structured Template Account
SUBHEADINGS Formatting	This is a Structured Template Account
THE JOINT COMMISSION REQUIRED LIST	Required List Only

LISTS Enumerate only if speaker requests, otherwise comma-separated series. EXCEPTION: Medications will ALWAYS be transcribed in a numbered list when there is more than one. Use Ctrl+L to number in Structured Format.

NUMERICIS

Dimensions	Use an "x" with spaces (2 x 3 cm)
Numeric Units	Separate the number from its unit with a space (5 mg)
Numeric Ranges	Separate with a hyphen (3-4 months)
Frequencies	Place "x" abutted to number (...oriented x3)
OB/GYN	When dictated as abbrev., use a comma (G1, P2)
Vertebral Spaces	Separate with a hyphen. Fill in missing type. (S1-S2)
Roman vs. Arabic	
Grades	Arabic (Grade 2/6 murmur)
Stages	Roman (Stage II cancer)
Cranial nerves	Arabic (Cranial nerves 2-12)
Types	Arabic (Diabetes mellitus type 2)
PATIENT name	Transcribe name as dictated
Article "the"	If sentence begins with "Patient" transcribe as dictated
VERBATIM	Verbatim: Small changes to grammar okay.

UPLOAD PROTOCOL

ADDENDUMS Transcribe ADDENDUM as first line of text and pend to customer.

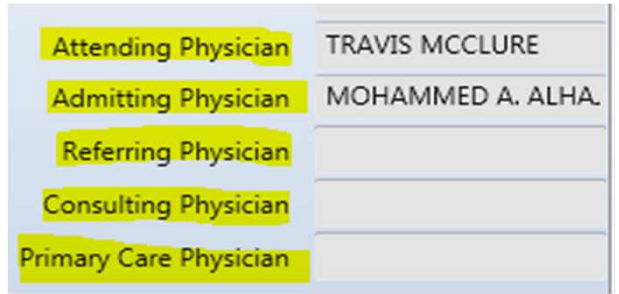
BLANKS	Pend for 3 or more blanks (MLS to NTS, QC to Staff Review). When pending to QC, follow blank with a timestamp identifying the place in the audio file the blank is located, i.e.: _____ [TIME: 01:23].
BLANKS Formatting	5 underscores. Example: _____. Note: 1-2 blanks will be uploaded directly - do not pend to client.
CARBON Copies (New Contacts)	Transcribe the dictated CC information into the CC field and route the report to Staff Review.
CARBON Copies (Same Name/Multiple Entries)	If multiple entries of same name, pend to customer to verify contact
CARBON Copies (Inaudible)	If completely inaudible, pend to customer with appropriate pend reason.
INCOMPLETE Dictations	Transcribe Dictation Ends Here as last line of text and pend to customer

NO Dictation	Change the work type to the "NO DICTATION" work type and pend directly to client Staff Review folder.
RISK Management	Change discrepancies to blanks and upload. Do NOT Pend. If will pend due to number of blanks, leave comment for client on discrepancy.
SIGNING Clinician	Pend to customer to verify signing clinician if not dictated
WRONG Worktype	Change to correct WT and upload as normal. If correct work type cannot be definitively discerned, route to Staff Review.

ACCOUNT NOTES

Abbreviations Transcribe all abbreviations AS DICTATED. Exceptions: Dangerous abbreviations, and abbreviations dictated in the Diagnosis, Assessment, or Impression sections, or abbreviations dictated in any major heading will always be expanded.

Carbon Copy requests to Admitting, Attending, Consulting, Referring, or Primary Care Physicians If copy is requested to patient's PCP without a specific name given, you may ignore this request. Do not pend to SR. If a copy is requested to the Attending, Admitting, Referring, Consulting or Primary Care physician - these requests can be ignored if those physician names appear in the corresponding demographic fields. See screenshot below.



ignore copy requests to physicians found in these demo fields

Date of Service Transcribe the dictated Date of Service into the "Date of Service" field. If the Date of Service is not dictated, the date needs to be left blank (remove any date that may have populated from the patient visit selected if needed).

Date of Service Required - Pend to SR No work types should be pended if the date is not dictated. Please leave DOS blank if this information is not given and send the report as complete. Please add the **No DOS dictated** comment tag for OP, PN, and Consults when not dictated.

Demographics: Order Not Found
Demographics: Patient Not Found
Demographics: Visit Not Found
PHI Dictated in the Body of the Report

Select correct patient WITHOUT order information and route the report to Staff Review.
 Transcribe the dictated name phonetically in the comment box and send to Staff Review.
 Select correct patient WITHOUT visit/encounter information and route the report to Staff Review.
 All PHI will be transcribed as dictated in the body of the report.

STAT Reports

STAT reports will be uploaded directly regardless of issues - **Exception:** Send to Staff Review for demographic issues.

PROVIDER NOTES

Pardun, Joanne
Stevenson

Dr. Joanne Pardun is a resident and requires a co-signer. If she does not dictate her attending, use the attending listed in the ATTENDING PHYSICIAN demographic field and add that provider as the Additional Authenticator
 Daniel R. Stevenson = Richard Stevenson

WORK TYPE NOTES

Neurodiagnostics - WT 10

This work type may have 2 Accession #s dictated for it. If there are 2 accession #s (or order #s) dictated, select one from the database to pull in demographics and add the 2nd accession # to the comment box and pend to Staff Review for the client to take care of.

One Day H&P / H&P

If report is dictated on patient coming in for future date surgery and the visit is not available at the time of dictation, you must enter the patient name and DOS or date of future surgery into the comment box when pending the job to SR.

WORKTYPES/TAT

Letter	2
One Day History and Physical (INTHP)	2
History and Physical (INTHP)	3
Adult Psychiatric Evaluation (INTBHAPE)	4
Behavioral Health History and Physical (INTBHHP)	4
Neurodiagnostics (INTND)	4
Non Invasive Cardiology (INTMRNIC)	4
Nuclear Medicine (INTSBNM)	4
Progress Note - Ortho (INTPN)	4
Sleep Lab Reports (INTSBSL)	4
Consultation (INTCO)	6
Cardiology Report (INTCAT)	12
GI Lab Report (INTGIL)	12
Operative Report (INTOP)	12
Behavioral Health DS (INTBHDS)	24
Counseling Center Progress Note (INTPNSBCC)	24
Discharge Summary (INTDS)	24

PLATFORM NOTES

DEMOGRAPHIC SELECTION - DICTATORS TO ENTER ACCOUNT# OR ACCESSION# AS BELOW - ALWAYS MATCH PATIENT VISIT TO ACCT OR ACCESSION#

Letter	ACCOUNT#
One Day History and Physical	Dictator will enter ACCOUNT# - always use the Account# as entered
History and Physical	Dictator will enter ACCOUNT# - always use the Account# as entered
Adult Psychiatric Evaluation	Dictator will enter ACCOUNT# - always use the Account# as entered
Behavioral Health H&P	Dictator will enter ACCOUNT# - always use the Account# as entered
Neurodiagnostics	This work type requires an ACCESSION# - this will be entered and/or dictated by the provider, must match to the Order# field
Non Invasive Cardiology	This work type requires an ACCESSION# - this will be entered and/or dictated by the provider, must match to the Order# field
Nuclear Medicine	Dictator will enter ACCOUNT# - always use the Account# as entered
Progress Note - Ortho	Dictator will enter ACCOUNT# - always use the Account# as entered
Sleep Lab Reports	This work type requires an ACCESSION# - this will be entered and/or dictated by the provider, must match to the Order# field
Consultation	Dictator will enter ACCOUNT# - always use the Account# as entered
Cardiology Report	Dictator will enter ACCOUNT# - always use the Account# as entered
GI Lab Report	Dictator will enter ACCOUNT# - always use the Account# as entered
Operative Report	Dictator will enter ACCOUNT# - always use the Account# as entered
Behavioral Health DS	Dictator will enter ACCOUNT# - always use the Account# as entered
Counseling Center Progress Note	Dictator will enter ACCOUNT# - always use the Account# as entered
Discharge Summary	Dictator will enter ACCOUNT# - always use the Account# as entered
No Dictation	

Visit that matches account # or accession# entered by dictator should always be used unless the patient name does not match what is dictated.

FAQs

What if I hit complete (F7) and I am not finished	Press F7 a second time and the report will be available for editing again
How can I zoom	View>zoom
Footpedal Location	File>Options>Footpedal OR View>configure footpedal
Change Highlighter color for speech editing	File>Options>Editing
Short Cut Keys	Ctrl+Shift+S
How do I find a normal	Ctrl+Alt+G
Pull up prior reports as samples	Shift+F1
Find patient by name	Shift+Alt+N
Find patient by number	Shift+Alt+P
Edit patient info	Ctrl+Alt+E

Attach/Detach cursor	Ctrl+Space
Preview report with template (as client sees)	Ctrl+Alt+B
Toggle Case	Ctrl+U
Insert time stamp	Ctrl+Alt+T
Split Dictation	Ctrl+Alt+S
Copy dictation to new transcript	Ctrl+Alt+Y
Move to comment box	Ctrl+Alt+M (when pending a document, make sure comment tags/comment box are utilized)
Jump to demographics/body of report	Ctrl+Alt+;

QUALITY TEAM NOTES

Blanks 3 or more blanks will be sent to Staff Review. Remove timestamps if not pending to Staff Review.

For any formatting instructions outside of the above, please transcribe as dictated or refer to Nuance Transcription Guidelines for preferences. All instructions beyond what is included in this document will not be scored as errors by the quality team.

U (unit)	Write "unit"
IU (International Unit)	Write "International Unit"
Q.D., QD q.d., qd (daily)	Write "daily"
Q.O.D., QOD, q.o.d., qod (every other day)	Write "every other day"
Trailing zero (X.0 mg)* (see note below)	Write X mg
Lack of leading zero (.X mg)	Write 0.X mg
*Exception to above: A "trailing zero" may be used only where required to demonstrate the level of precision of the value being reported, such as for laboratory results, imaging	
MS	Write "morphine sulfate"
MSO ₄ and MgSO ₄	Write "magnesium sulfate"
ug (for microgram)	Write "mcg"
h.s., H.S., Q.H.S., q.h.s.	Write out "half-strength" or "at bedtime"
T.I.W. (for three times a week)	Write "3 times weekly" or "three times weekly"
S.C. or S.Q. (for subcutaneous)	Write "Sub-Q", "subQ", or "subcutaneously"
D/C (for discharge or discontinue)	Write "discharge" or "discontinue"
cc (for cubic centimeter)	Write "mL" for milliliters
A.S., A.D., A.U. (Latin abbreviation for left, right, or both)	Write: "left ear", "right ear" or "both ears"
O.S., O.D., O.U. (Latin abbreviation for left, right, or both)	Write: "left eyes", "right eyes" or "both eyes"

Version & Date of Revision

Description of Version Change

1.0 - 10/01/2016	Account Specifics creation.
1.1 - 10/25/2016	Added clarity to use of patient name, identity of Dr. Stevenson
1.2 - 11/6/2016	Added info about Neurodiagnostic work type which may have 2 accession #s

1.3 - 11/15/2016

Added info about future date surgery admission H&Ps

1.4 - 11/16/2016

CC requests to PCP without name identified should be ignored

1.5 - 12/7/2016

Additional CC requests that can be ignored; updated

1.6 - 1/18/2017

Provider Info on Dr. Joanne Pardun; she is a resident and requires an additional authenticator

1.7 - 1/19/2017

Updated DOS requirements; do not pend any WT for no DOS dictated, leave blank and upload.