



**Hamilton
Health
Sciences**

**Centralized Transcription
Services**

Instruction Booklet

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INTRODUCTION

Hamilton Health Sciences provides Centralized Transcription Services to health care providers to permit timely clinical information.

****IMPORTANT****

Dictators are assigned a unique author ID number. This number is required in order to be able to access the system. Please do not share this unique author ID or use another dictator's number, as this will interfere with the voice recognition technology and delay transcription of reports.

If you do not have dictation number, or if you do not remember your own dictation number, please contact transcription services at x-73838.

Pocket-sized cards with instructions are available for easy reference.

How to Dictate

1. Dial 5000 from any extension.
2. HHS external number dial 905-575-2550.
3. JCC – Juravinski Cancer Center external number is 905-575-6341
4. Enter your Author I.D. number followed by the # key.
5. Enter the Site where your patient is located if prompted.
6. Enter the appropriate Report Work Type number followed by the # key.
7. Enter the Chart number (U#, ID#) followed by the # key.
8. **Entering * will delete any information entered in the current prompt and will allow you to re-enter the correct information.**
9. Enter “2” to begin dictating.
10. The absence of a tone means the system is in “record mode”. Dictator will be prompted with further options
11. Press “5” to complete your report and disconnect from the System or press 8 to dictate another report.
11. You will be given a report confirmation number.

Recording (Dictation) Mode

1. Please confirm the information entered through the keypad by dictating the following Information:
 - Your name
 - If you are dictating under a staff physician, you must indicate the first and last name of the physician you are dictating for
 - Report type
 - Patient's full name – **PLEASE SPELL**
 - Chart number (U#, ID#)
 - Full name and address of physician(s) receiving copies.

2. For Discharge Summaries the following additional information is required:
 - Responsible, referring and family physicians
 - Admission and Discharge dates

3. For Operative Reports the following additional information is required:
 - Date of surgery/procedure
 - Full name of Surgeon, Assistant(s) and Anesthetist
 - Pre and post operative diagnoses and procedures performed.

Dictating Multiple Reports

If you wish to dictate multiple reports you will be prompted to enter new patient information. At the end of each report you will be prompted to press '8' (new dictation) or '9' (new dictation, same worktype) to dictate another report.

Editing Control

1. Pause/Play Toggle
2. Dictate/Pause Toggle
3. Rewind by 3 sec
4. Fast forward by 3 sec
5. Finish dictation and disconnect
6. Mark Dictation as STAT
7. Continuous Rewind (press 1 to stop rewind)
8. New Dictation
9. New Dictation Same Worktype
0. Suspend dictation (to use later)
- *4 Go to End
- *5 Hear confirmation number for current dictation
- *7 Play From Beginning

To Change Menu Mode Press #

1. Edit Mode
2. Dictate Mode
3. Listen Mode

Prioritize

At any time after you begin speaking, press '6' to indicate a STAT report (needed within 24 hours).

Change Parts of Dictation

1. Locate the part of the dictation that you wish to change using the rewind or fast forward commands.
2. At the end of the playback press '2' to pause. Press '2' again if you wish to record over current dictation.
3. Press "2" to record over the dictation

Save Dictation

If you are finished with your report, enter '5' to disconnect.

If you wish to leave your dictation in open status (to continue dictating at a later time), simply press '0' to suspend the dictation (do not enter '5'). Next time you log on, you will be reminded that: "You have an open report. Press '#1' to retrieve.

When retrieving your dictation, it will start at the beginning. Enter '*4' to forward to the end and then press '2' to continue recording. When done, press '8' to end the report or '5' to finish and disconnect.

Sites

11. General
12. Juravinski
13. MUMC
14. Chedoke
15. St. Peter's Hospital
16. West Lincoln Memorial
- * HRCC will not be prompted to enter a site

Work Types Hamilton Health Sciences

1. Consultation (Children's 21)
2. Discharge Summary (Children's 22)
3. Operative Report
4. Pre-Op Report
5. Clinic Note/Progress Note (Children's 25)
6. GI Investigations
7. Cardiac Investigations
8. Diagnostic Investigations
9. Child Development and Mental Health
32. History and Physical
36. Emergency Room Report (WLM)
37. Progress Note (WLM)
38. Mental Health (WLM)

Work Types Juravinski Cancer Center

1. Priority
2. Consult
3. All other

Work Types
Hamilton Health Sciences MDU

- 40. Exercise
- 41. Pulmonary
- 42. Holter
- 43. EEG
- 44. Evoked Potential
- 45. Echocardiogram
- 46. Thrombo
- 47. EMG
- 48. Long Term Video EEG
- 49. Neuromuscular

Authentication of Reports

There are two types of signature modalities used in Transcription services:

1. Authenticate as per policy – the transcription department will sign the report off with a disclaimer ‘authenticated as per policy’. Once the report is signed off it will distribute accordingly.
2. Electronic signature – this will permit you to review and edit the report online. You will then apply a pin number that will be assigned to you to sign the report off. Once the report is signed off it will distribute accordingly.

Electronic Signature

If you wish to use electronic signature to edit and sign off reports please contact the Transcription Coordinator at x-77642.

Please note that if you wish to use electronic signature you must sign these off in Meditech-ITS.

Please ensure that reports are signed off in a timely fashion. Leaving them unsigned will not permit the distribution process as well as the COLD-feed (automatic upload) to Sovera for HIM (HHS business and legal archive record).

Distribution of Reports

Centralized Transcription Services uses auto-fax to distribute reports to the author and any additional physicians that have been copied on the report. Where the fax fails, the information will be sent to the author and the author is responsible for distributing.

At the JCC reports that fail to fax will be mailed out via Canada Post.

Helpful Tips

- ◆ Please speak clearly and concisely and avoid any background noise. Do not use cell phones as the quality of recording is poor.
- ◆ Spell difficult names.
- ◆ Please educate residents/students on dictation practices. Residents tend to dictate approximately 42% longer notes than the supervising physician. This adds to the volume of work to be transcribed, resulting in delayed transcribed notes.
- ◆ Use canned reports to avoid superfluous dictation. This can be a time saving method of dictating information and will assist to complete dictation and transcription much more efficiently.
- ◆ Speaking too fast will result in the system having difficulty translating and may leave blanks in reports that you will need to complete. This will also hinder the turnaround time of information.

Contact Information

Centralized Transcription Services
905-521-2100 extension #73838

For the JCC – Juravinski Cancer Center
905-521-2100 extension #63313

Revised October 2014

