
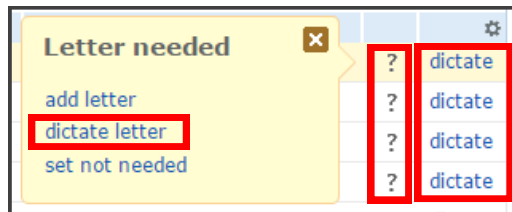
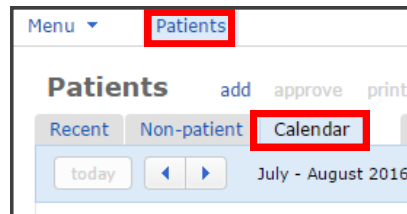


Starting Clinical Correspondence System

- Double left click on the  icon, this will log you in (using Single Sign On - SSO).
- In most cases you will be connected automatically but if you are prompted for a login/password then enter your normal network login credentials and click **LOGIN**

Creating a Dictation from a Clinic List

- Click on the **Patients** link.
- Select the **Calendar tab** link.
- Click on the link for the required clinic in the calendar.
- Either click on the **dictate** link to the right of the required patient, or the **? icon** and select **dictate letter**
- The dictation window will now be displayed and you can start recording (see the **Recording Dictation** section).

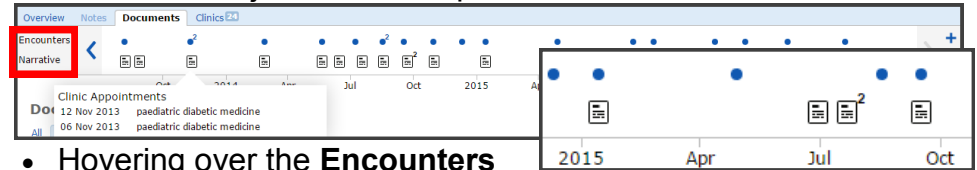


Creating a Dictation using F9

- Click in the power search box and type in patient details.
-
- As you type in the name, matches will be displayed. Click on the required patient.
 - Press the **F9** key to bring up the dictation window. You can now start recording.

Creating a Dictation using Add link

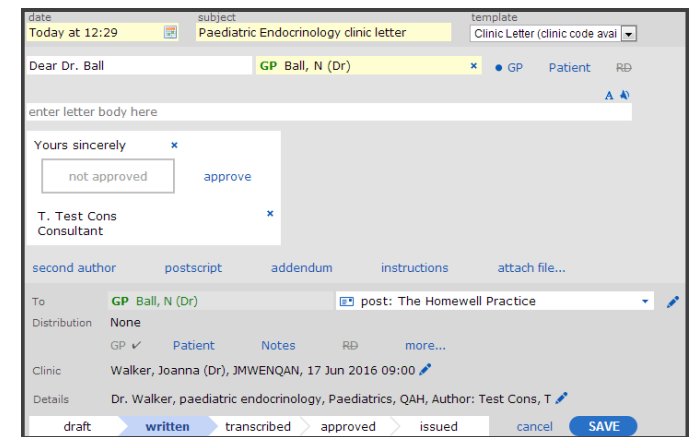
- Search for the required patient. Once selected you will see this **Timeline** bar just below the patient details banner:





- Hovering over the **Encounters** dots will display what the encounter involved and the **Narrative** icons will preview the letter(s) with the option to **View** in the viewing screen.



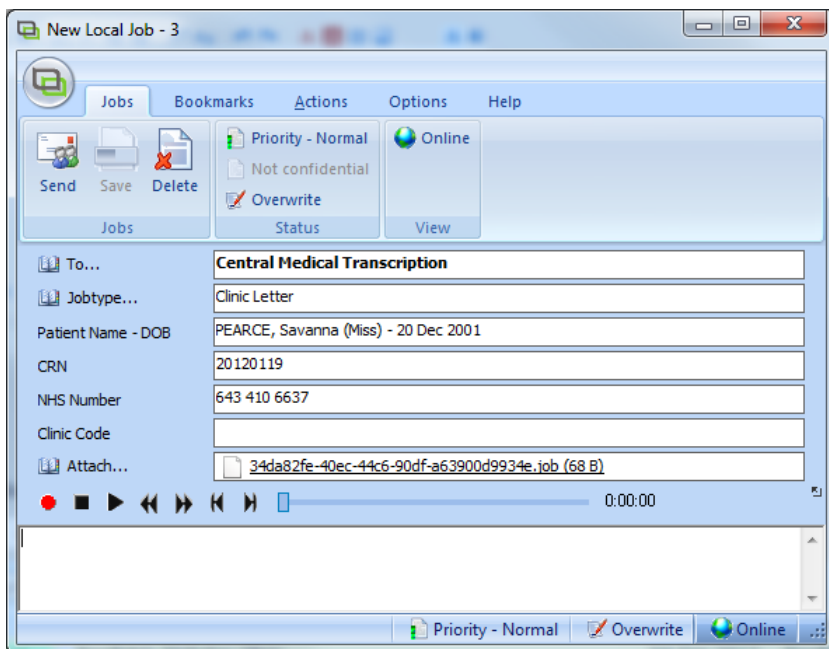
- Click on the **Add link**.
- The document template window will now be displayed:
- Select an **alternative template** (if required) from the drop-down.

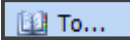
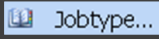



- Type the letter in the letter body field, click the **A** to see formatting options: 
- or click on the dictation button  The dictation window will now be displayed, (see **Recording Dictation** section).
- Use the **To** and **Distribution** section to specify recipients.
- Click **SAVE** to save the document.

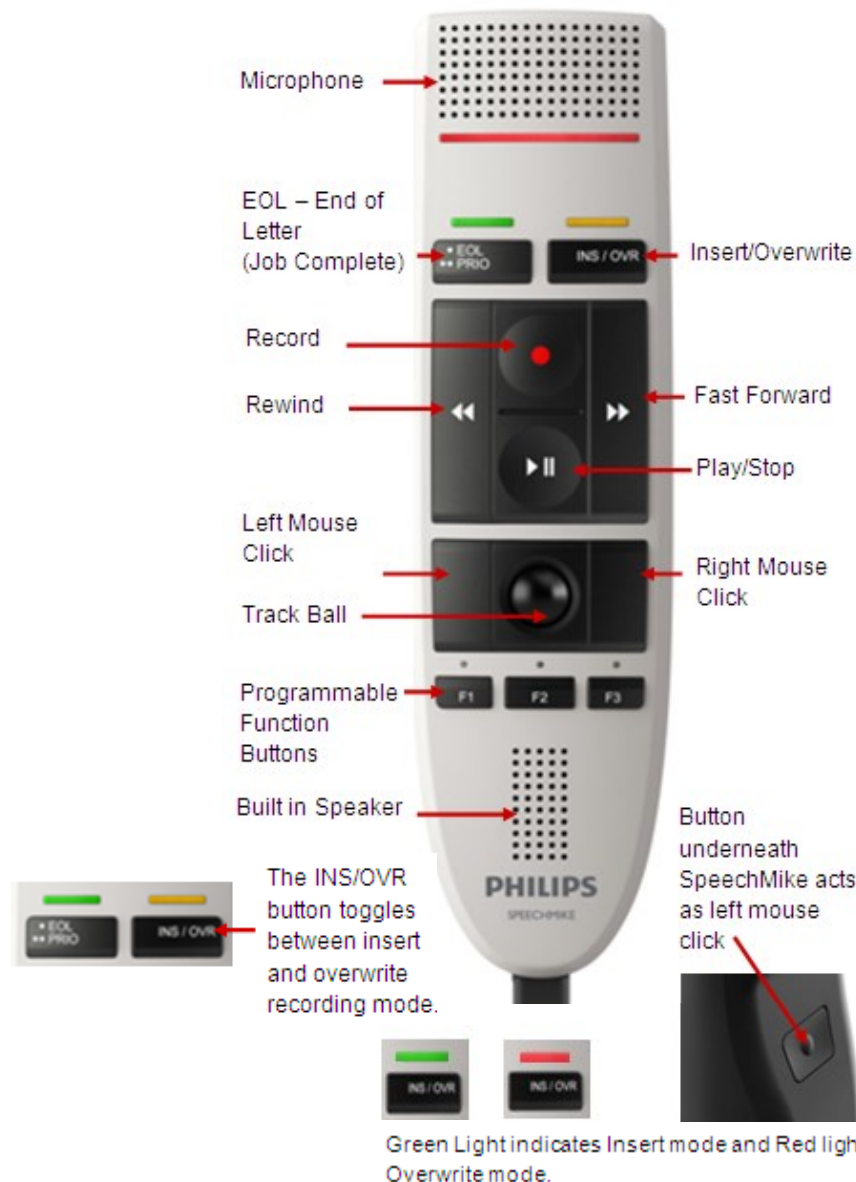
Recording Dictations

- The dictation window will be displayed with patient demographics. The **Winscribe** dictation window opens with the default to an area where it will be transcribed:



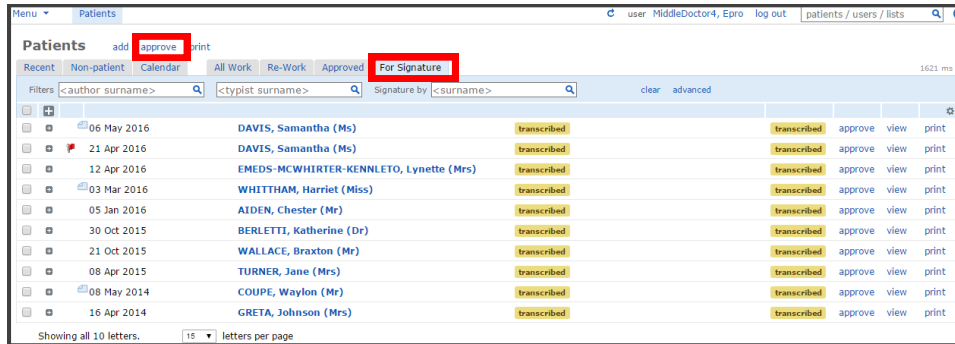
- Clicking on the **To...** button allows you to choose who you want to send the dictation to for typing. 
 - Clicking on the **Jobtype...** button allows you to change the default job type. 
 - Record dictation (Using the Speechmike).
 - Click on **Send**. 
 - When prompted to confirm job complete, click **YES**.
- NB: The "Save" button is greyed out as drafts cannot be saved.**

Philips SpeechMike 3 Pro

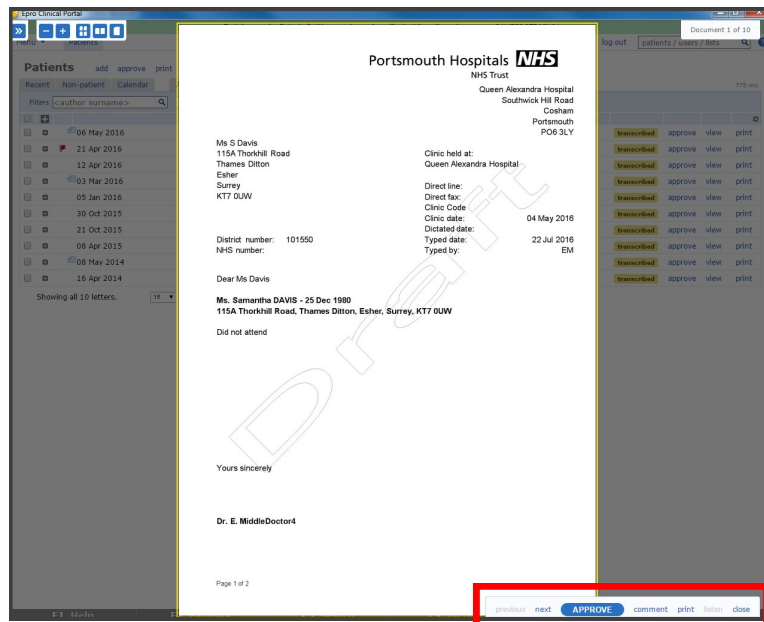


Approving Transcriptions

- To approve your typed letters select the **For Signature** tab.



- Click the **approve** link towards the top of the screen.
- This will open the first letter for approval in readable format as a draft copy:



- You can adjust your viewing options using the toolbar top left of the screen.



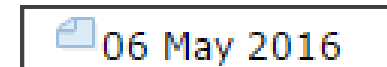
- Bottom right of the screen are your menu options:



- From here you can move to previous or next document, approve, print or close.
- If you approve a document you will automatically be moved to the next document.
- The listen option is only available if a dictation is attached.
- Once approved your letter will move to the **Approved** tab and is ready to be issued.

Comments

- Sometimes you may see a blue **comment** icon next to the date of your letter:



- This means that the secretary/typist is querying something in the letter. Please ensure that you view, act on and delete these prior to approving the document.

Dictation Guidelines for Hospital Clinicians

At the start of dictation please ensure that you state the name of the patient, their NHS or PAS number and date of birth

- Please ensure that only letter is dictated per dictation. Multiple letters on one dictation is NOT permitted
- Please avoid background noise, speak clearly and not too fast
- Please do not eat or drink whilst dictating
- Punctuate as best you can as this really helps
- Spell out complex terms, abbreviations and medications – say the word before you start to spell it



It is also important to state that when dictating letter recipients to give two forms of ID, e.g. Full name and first line of address and to dictate this at the beginning of each dictation.

Dictating Numbers – To avoid misunderstandings please dictate numbers in the way expressed below:

0	= Zero – not nought	1977	= nineteen seventy seven
1,000	= one thousand – not a thousand	2.18	= two point one eight
12,700	= twelve thousand seven hundred		

Dictating similar sounding words – similar sounding words can be confused and potentially typed incorrectly, e.g. Hypotension and Hypertension. Please ensure you clearly define what you mean.

All dictation must follow the format below - when dictating please state the heading followed by the relevant dictation:

- **Diagnosis**
- **Management Plan**
- **Medication** (prescribed and any changes)
- **Actions for GP**
- **History** (please be succinct, the GP will already be aware of some patient history and their lifestyle)

For assistance or queries, please contact:

Email: centraltranscription.helpdesk@porthosp.nhs.uk

Tel: 02392 681775

Please remember that the audio typists are not medically trained, it is therefore very important that any medical terminology / medications are pronounced clearly

Please note that the Epro system stores all dictation and that the recordings may be listened to by any authorised personnel.