Healthcare Provider Guide
Getting Started

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Table of Contents

Introduction

Welcome to the MDinTouch Dictation/Transcription software platform. This document contains the steps necessary to install and configure the software components required to get your organization started. In order to make efficient use of this document, you will need the following items:

- MDinTouch Software
- MDinTouch Account Settings
- Olympus Digital Devices and Software (if required)

If you encounter any problems during installation, you can email the MDinTouch support department at help@mdintouch.com or call toll free 1-866-774-0002.

Before You Begin

This section explains what you should do to prepare for the installation of any MDinTouch and/or Olympus software.

- Make sure your PC hardware and software meets the minimum System Requirements (Appendix A)
- When installing any MDinTouch and/or Olympus software, you must be a Windows Administrator or a member of the Power Users Group.
- Disable any antivirus and/or firewall software before installation of MDinTouch software. If you have any connectivity issues with MDinTouch software after enabling your firewall or antivirus software, contact MDinTouch technical support.
- Close all other applications.
- If you select a destination location different from the default location, ensure folder-sharing rights are enabled and your location directories exist.

Dictation Methods

Physicians have two options when it comes to creating dictations: Olympus Digital Dictation or Telephone Based Dictation.

Olympus Digital Dictation

MDinTouch provides support for the following Olympus digital dictation devices*:

- Olympus DS2300
- Olympus DS3300
- Olympus DS4000
- Olympus DR2000

For more information on these devices, you can visit MDinTouch's Solutions for Healthcare Providers homepage: *http://www.mdintouch.com/content/solutions/hcp/dictation.html*

To use these devices, you will need to install/configure Olympus and MDinTouch Slingshot software. Installation of this software is required on EACH PC you plan on using as a docking station.

A docking station is an individual or shared PC that a Dictating Physician uses to connect their Olympus device to. This PC will automatically download the dictations from the Olympus device and securely transfer the voice files over the internet to your organization's assigned Medical Transcription company.

*MDinTouch also supports the following discontinued devices: DS330, DS3000. These devices are not covered in this document.

Olympus Software Installation

Each Olympus device package contains an Olympus software CD and serial number. Use the following steps to install the Olympus software*:

Olympus DS2300
1. Insert your Olympus DSS Player CD
2. Click *Install English (US) Version*
3. Enter the serial number provided with your CD and click **Next**
4. Click **Yes** when prompted to accept the license agreement
5. Follow the prompts by clicking **Next**
6. Click **Finish**

Olympus DS3300/DS4000/DR2000
1. Insert your Olympus DSS Player Pro CD
2. Click *Install English (US) Version*

3. Accept the license agreement and click **Next**
4. Enter the serial number provided with your CD and click **Next**
5. When prompted for a *Destination Folder,* click on **Next**
6. When prompted to select basic settings, choose *All User Settings* and click on **Next**
7. Select the Olympus device you will be using and click on **Next**
8. Click **Install**
9. Click **Finish**

*Screens and steps may vary depending on the version of Olympus software being installed.

Olympus Software Configuration

There are a few settings that need to be made when configuring your Olympus software after it has been installed. These configuration steps need to be performed for every Windows user that logs into the docking station PC.

Follow the directions below for the Olympus Device your organization is using:

Olympus DS2300
1. In Windows Explorer, create the following folder: *C:\DOWNLOADS\DS3300*
2. Open the Olympus DSS Player Software
3. Click on **Tools** and then **Options**
4. Click the *Download Tab*
5. Check *After downloading a file, delete the original file*
6. Uncheck *Convert to WAV file as the file is being downloaded*
7. Select *C:\DOWNLOADS\DS3300* for the download folder (NOTE: After selecting this folder, you will see *C:\DOWNLOADS\DS3300\MESSAGE* as the download folder, this is normal)
8. Check *After detecting the device, download all data*
9. Click on Communication tab
10. Check *Auto Adjust Date and Time When Connecting To Recorder*
11. Click OK and Close program.

Olympus DS3300/DS4000/DR2000
1. Open the Olympus DSS Player Pro Dictation Module Software
2. Click on **Tools** and then **Options**
3. Click on the *Download Tab*
4. Check *After detecting the device, download all audio files*
5. Check *Do not display the main window*
6. Check *After downloading a file, delete the original file*
7. Uncheck *Display confirmation dialog*
8. Click on *General Tab*
9. Check *Auto synch recorder date and time with PC*
10. (DR2000 Only) click on the Directrec tab and check *Start Remote Edit window automatically when Dictation Module is launched.*
11. Click **OK** and Close program.

It is highly recommended that all Windows users being configured for Olympus software have Administrator or Power Users group level access. If at least one user does not have this level of permission, then you will need to grant Windows registry and folder based permissions to all users using the following steps: (NOTE: Have your IT Administrator perform these operations or call MDinTouch Support for assistance)

File Permissions
Grant the Windows Everyone Group full permission to the *C:\Program Files\MDinTouch* Folder and let all sub folders inherit new permissions as well

Registry Permissions:
Add the Everyone group and grant Full Control to
- \\HKEY_LOCAL_MACHINE\Software\MDinTouch and everything under.

OR

Grant users the SetValue and CreateSubkey permissions on the following keys:
- \\HKEY_LOCAL_MACHINE\Software\MDinTouch\SlingShot\Installation
- \\HKEY_LOCAL_MACHINE\Sotfware\MDinTouch\UpdateAgent\Installation
- \\HKEY_LOCAL_MACHINE\Sotfware\MDinTouch\TouchType\Installation
- \\HKEY_LOCAL_MACHINE\Sotfware\MDinTouch\Automate\Installation

Other
Users of MDinTouch Software need permission to start new processes (e.g. SlingShot, UpdateAgent, and MSWord) and kill processes like MSWord.

Olympus Device Configuration

All Olympus device(s) shipped to your organization from MDinTouch are preprogrammed with each Physician's Author ID and Dictation Worktype settings.

If your Olympus device(s) are not preprogrammed with your MDinTouch Author/Worktype Settings, then follow the directions below for the Olympus device you need to configure:

Olympus DS2300
1. Open the Olympus DSS Player Software
2. Connect your DS2300 device to your PC via the USB cable supplied in your Olympus device package
3. Turn on your Olympus DS2300 device (you should see your device appear in the lower left hand corner of the DSS Player software
4. Click on **Download**, then on **Transfer User ID**
5. In the textbox, type in the Author ID you would like to assign to this device. (If you don't have your AuthorID information, ask your MDinTouch Representative)
6. Click **OK**
7. Click on **Download**, then on **Transfer Date/Time**
8. Close program and unplug your Olympus device

Note: This device only supports one AuthorID and up to five Worktypes.

Olympus DS3300/DS4000
1. Open the Olympus DSS Player Pro Software
2. Connect your Olympus device to your PC via the USB cable and/or Cradle supplied in your Olympus device package
3. Turn on your Olympus device (you should see your device appear in the lower left hand corner of the DSS Player software
4. Click on **Download**, then on **Create & Send Job Data**
5. In the User ID fields, type in the Author ID(s). Note: The DS3300 and DS4000 supports up to 10 AuthorIds. (If you don't have your AuthorId(s) information, ask your MDinTouch Representative).
6. In the Work Type ID fields, type your Dictation Worktypes (Dictation Worktypes are also be supplied by your MDinTouch Representative)
7. Click on **Save**
8. Click on **Transfer All**
9. Click **OK**
10. Click on **Download**, then on **Transfer Date/Time**
11. Close program and unplug your Olympus device

Note: This device(s) supports up to 10 Author IDs and 10 Dictation Worktypes.

Olympus DR2000

1. Start the Olympus Dictation Module software
2. Connect your Olympus DR2000 device to your PC via USB.
3. Click on **Tools**, then on **Directrec**, then on **Directrec Configuration Tool**
4. In the User ID field, type in your Author ID, then click on **Upload Settings**. (If you don't have your AuthorId, ask your MDinTouch Representative)
5. Close the Directrec Configuration Tool window.
6. Click on **Download**, then on **Create & Send Job Data**
7. In the Work Type ID fields, type in the Dictation Worktypes (Dictation Worktypes are also supplied by your MDinTouch Representative).
8. Click on **Save**
9. Click on **Transfer All**
10. Click **OK**
11. Click on **Download**, then on **Transfer Date/Time**
12. Close program

Note: This device supports only one Author ID and 10 Dictation Worktypes.

Slingshot Installation

The MDinTouch Slingshot Software is required to transfer voice files from your PC to MDinTouch's dictation servers. The Slingshot software also automatically archives your voice files for a period of 30 days (configurable). Management tools allow you to view a list of all voice files sent by day and by dictating physician.

Make sure the following software components are installed on your PC before installing Slingshot:
- Microsoft .NET Framework 1.1 (see Appendix B)
- MDinTouch UpdateAgent (see Appendix C)

Installation Steps
- Download and run the MDinTouch SlingShot executable: **setup-Slingshot.exe**
- Follow the prompts by clicking **Next**
- Click **Finish**

Slingshot Configuration

To begin configuring Slingshot:
- Double Click on the Slingshot icon located on your desktop.
- If prompted to upgrade to the latest version of Slingshot, click **Yes**.
- When prompted to configure a new handler, click **Yes**.
- Follow the instructions below for the Olympus device you will be using with Slingshot:

   Olympus DS2300
   1. Click the Olympus DS330 tab
   2. Check the box for *Enable Olympus DS330 Detection*
   3. In the account field, enter in all lowercase letters the unique name for your account (If you don't have your account name, ask your MDinTouch Representative)
   4. In the *Work Folder* text box, enter the download location for your Olympus device (i.e. *C:\DOWNLOADS\DS3300*)
   5. In the *Worktype Mappings* text boxes, enter your organization's Dictation Worktypes (Dictation Worktypes are available from your MDinTouch Representative)
   6. Check the *Create Windows Registry Keys for Olympus Device* checkbox
   7. Click **OK**

   Olympus DS3300/DS4000/DR2000
   1. Launch the Olympus Dictation Module software
   2. Right click on *Folder A* then click on **Properties**
   3. Right click on the Location textbox and select **Copy** (If Copy is disabled, then click on **Select All**, then right click in the Location textbox and select **Copy**)
   4. Click **OK**
   5. Launch MDinTouch Slingshot
   6. Click the Olympus DS4000 tab
   7. Check the box for Enable *Olympus DS4000 Detection*

8. In the account field, enter in all lowercase letters the unique name for your account (If you don't have your account name, ask your MDinTouch Representative)
9. In the *Work Folder* text box, right click and select **Paste**, then press **Backspace** until you remove **\FolderA** including the backslash. (The last word in the Work Folder should be Message)
10. Check the *Create Windows Registry Keys for Olympus Device* checkbox
11. Click **OK**

Additional instructions:
- Click on **Tools**, then on **Options**
- Click on *Start Minimized*
- Click **OK**
- Right click the SlingShot icon on your desktop and select **Copy**
- In Windows, right click on Start and click on **Open All Users**
- Double click/open the *Programs* folder
- Double click/open the *Startup* folder
- In the open Startup folder window, click on **Edit** then on **Paste Shortcut**

Telephone Based Dictation

No installation or configuration is required for use of Telephone Based Dictation. Refer to the *Healthcare Provider Guide for Dictating Physicians* for telephone dictation instructions.

MDWebtop

The MDWebtop is an internet based tool that allows:
- Dictating Physicians to review and electronically sign their organization's transcribed reports.
- Medical Records Administrators to audit and monitor the progress of their organization's dictations and transcribed reports.
- Clinical Staff to search for signed reports in the system to print and fax them to Referring Physicians.

All that is required to access the MDWebtop is an Internet browser such as: Microsoft Internet Explorer or Mozilla Firefox.

Use the following website address in your Internet browser to access the MDWebtop:
http://www.mdwebtop.com

You can also create a shortcut on your desktop for easy retrieval using the following steps:
- Right click anywhere on your desktop and select **New**, then on **Create Shortcut**
- Type: *http://www.mdwebtop.com* in the textbox
- Click on **Next**
- Type: *MDWebtop* in the textbox
- Click on **Finish**
- Test your new shortcut by double clicking on the *MDWebtop* icon on your desktop

Refer to the following guides for more information on how to login and use all the features available in the MDWebtop.
- *Healthcare Provider Guide for Dictating Physicians*
- *Healthcare Provider Guide for Medical Records Administrators*
- *Healthcare Provider Guide for Clinical Staff*
- *Healthcare Provider Guide for Referring Physicians*

Automate

MDinTouch Automate was designed to eliminate manual processes involved with downloading and distributing reports. Automate allows a Healthcare Provider to configure a job to run on a predefined schedule and download signed and/or completed reports. These downloaded reports can then be automatically sent to a printer and/or archived to a server.

Installation

Make sure the following software components are installed on your PC before installing Automate:
- Microsoft .NET Framework 1.1 (see Appendix B)
- MDinTouch UpdateAgent (see Appendix C)

Installation Steps
- Download and run the MDinTouch Automate executable: **setup-Automate.exe**
- Follow the prompts by clicking **Next**
- Click **Finish**

Configuration

Automate can be configured to automatically download reports and perform one of three types of tasks: export reports to a server, print reports and/or run a macro:

Authentication

1. Double-click the Automate icon on your desktop
2. If prompted to upgrade to the latest version of Automate, click **Yes**.
3. Click on **Tools**, then on **Options**, then on *Authentication* tab
4. Enter your Automate username and password (If you don't have an automate account ask your MDinTouch Representative for it)
5. Click on **Test** button to make sure the Automate account is active.
6. Click on *General* tab and enable *Start minimized*
7. Click **OK**

Print Reports Job Configuration

Use the following steps if you are interested in creating a download job that automatically prints your completed or signed off reports. *NOTE: Make sure you follow the Authentication steps above before configuring a Print Reports Job.*

1. Click on **Tools**, and on **Manage Task Lists…**
2. Click on **New**
3. Type "Print Reports" in *Task List Name* field.
4. Click on *Tasks* tab
5. In drop down list click on *Print*, and select a printer name from the *Printer* drop down list
6. Click **OK**, then on **Done**
7. Click on **Tools** then on **Configure Download Jobs….**
8. Click on **New**
9. Click on *General* tab, type "Download and Print Job" in the *Name of Download Job* field.
10. Click on *Report Criteria* tab and specify your download criteria
11. Make sure to specify a Report Status

   - Choose *Signed* if you only want signed reports to be downloaded (reports are electronically signed off in MDinTouch's MDWebtop tool by a Dictating Physician or Medical Records Administrator)
   - Choose *Unsigned* if you want reports to be download as soon as an MT completes it (no electronic signature is required)

12. Click on *Schedule* tab, specify your preferred download schedule and enable *Allow this Download Job to execute unattended using the following Schedule*.
13. Click on *Task List* tab, enable *Execute the following Task List….* and select "Print Reports" from the drop down list.
14. Click **Ok**
15. Click **Done**

Export Reports Job Configuration

Use the following steps if you are interested in creating a download job that automatically exports (i.e. makes a backup) of your completed or signed off reports onto one of your office computers. *NOTE: Make sure you follow the Authentication steps above before configuring an Export Reports Job*

1. Click on **Tools**, and on **Manage Task Lists…**
2. Click on **New**
3. Type "Export Reports" in *Task List Name* field.
4. Click on *Tasks* tab
5. In drop down list click on *Export*, and select a folder you would like Automate to place the reports in
6. Select your desired Format and Filename Mask (if any) and click on Ok. (For examples on how to specify a filename mask refer to Automate's help file)
7. Click **OK**, then on **Done**
8. Click on **Tools** then on **Configure Download Jobs….**
9. Click on **New**
10. Click on *General* tab, type "Download and Export Job" in the *Name of Download Job* field.
11. Click on *Report Criteria* tab and specify your download criteria
12. Make sure to specify a Report Status
    - Choose *Signed* if you only want signed reports to be downloaded (reports are electronically signed off in MDinTouch's MDWebtop tool by a Dictating Physician or Medical Records Administrator)
    - Choose *Unsigned* if you want reports to be download as soon as an MT completes it (no electronic signature is required)
13. Click on *Schedule* tab, specify your preferred download schedule and enable *Allow this Download Job to execute unattended using the following Schedule*.
14. Click on *Task List* tab, enable *Execute the following Task List….* and select "Export Reports" from the drop down list.
15. Click **Ok**
16. Click **Done**

Run Macro Job Configuration

Use the following steps if you are interested in creating a download job that automatically runs a macro on each of your completed or signed off reports. *NOTE: Make sure you follow the Authentication steps above before configuring a Run Macro Job. Also make sure the macro you require is already installed on your PC. If you need to install your macro, first follow the steps in the section below labeled: MDinTouch Macro Installation.*

1. Click on **Tools**, and on **Manage Task Lists…**
2. Click on **New**
3. Type "Run Macro" in *Task List Name* field.
4. Click on *Tasks* tab
5. In drop down list select *Run Macro*, and type the name of your macro in the Macro text box.
6. Click **OK**, then on **Done**
7. Click on **Tools** then on **Configure Download Jobs….**
8. Click on **New**
9. Click on *General* tab, type "Download and Run Macro Job" in the *Name of Download Job* field.
10. Click on *Report Criteria* tab and specify your download criteria
11. Make sure to specify a Report Status
    a. Choose *Signed* if you only want signed reports to be downloaded (reports are electronically signed off in MDinTouch's MDWebtop tool by a Dictating Physician or Medical Records Administrator)
    b. Choose *Unsigned* if you want reports to be download as soon as an MT completes it (no electronic signature is required)
12. Click on the *Schedule* tab, specify your preferred download schedule and enable *Allow this Download Job to execute unattended using the following Schedule.*
13. Click on *Task List* tab, enable *Execute the following Task List….* and select "Run Macro" from the drop down list.
14. Click **Ok**
15. Click **Done**

MDinTouch Macro Installation
Perform the following steps if MDinTouch has provided you with a macro file that needs to be installed on your PC.

1. Exit Automate (Click on **File** then **Exit**)
2. Launch Microsoft Word (Make sure no other MS Word instances are running)
3. Click on **Tools**, **Macro**, **Visual Basic Editor**
4. In the upper left corner, right click on **Normal** and select **Import File**
5. Select the macro file MDinTouch supplied you with and click **Open**
6. This should open the module in the workspace to the right
7. Make any changes to the code, and then close the VB editor and MS Word
8. It should save automatically, however click Yes if prompted to save changes.

NOTE: Each download job has a maximum of 200 reports per scheduled run. If your organization produces more than 200 reports per day then make sure to run the download job more than once.

For example if your organization produces 250 reports in one day, then set your schedule in Automate to run once at 8:00AM and again at 9:00AM. The 8:00AM job will download the first 200 reports since the last time Automate ran, then at 9:00AM the remaining 50 reports will be downloaded.

Additional instructions:
- In Windows, right click on Start and click on **Open All Users**
- Double click/open the *Programs* folder
- Double click/open the *Startup* folder
- Right click the Automate icon on your desktop and select **Copy**
- In the open Startup folder window, click on **Edit** then on **Paste Shortcut**

For more options and features available in Automate, see the online help documentation by clicking on **Help** then on **Contents**.

Javelin

The MDinTouch Javelin software is used to transfer interface message files (usually Patient ADT) from a Healthcare Provider's EMR, Practice Management or RIS System to MDinTouch. You will only need to use this software if your organization has requested a system interface.

Installation

Make sure the following software components are installed on your PC before installing Javelin:
- Microsoft .NET Framework 1.1 (see Appendix B)
- MDinTouch UpdateAgent (see Appendix C)

Installation Steps
- Download and run the MDinTouch Javelin executable: **setup-Javelin.exe**
- Follow the prompts by clicking **Next**
- Click **Finish**

Configuration

1. Run Javelin
2. Click on Handlers, then on Configure
3. New Handler
4. Specify your organization's name
5. Point Working Folder to where your HL7 or ASCII file are located
6. Point Archive Folder to where you want to files to be backed up to on your PC
7. Click on Interface tab
8. Enter your Interface ID (this will be provided to you by an MDinTouch Representative)
9. Enter your Username and Password (also provided by an MDinTouch Representative)
10. Confirm your password
11. Click Ok

Appendix A. System Requirements

Minimum System Requirements

- 500- MHz processor
- Windows®2000 SP4
- 256 MB of RAM
- 1024X768 resolution display 16-bit color
- Microsoft Word® 2003 (Automate)
- Microsoft .NET Framework 1.1 (Automate, Slingshot)
- MDinTouch UpdateAgent (Automate, Slingshot)
- DSL or Cable Modem Internet Connectivity

Recommended System Requirements

- 1.0GHz or faster processor
- WindowsXP Pro
- 512 MB of RAM
- 500MB free Hard Drive space
- 1024X768 resolution display, 32-bit color
- Microsoft Word® 2003 (Automate)
- Microsoft .NET Framework 1.1 (Automate, Slingshot)
- MDinTouch UpdateAgent (Automate, Slingshot)
- DSL, Cable Modem or Better Internet Connectivity

Appendix B. Microsoft .NET Framework 1.1

All MDinTouch client software runs on the Microsoft .NET Framework 1.1. The .NET framework comes preloaded on many newer versions of Windows. You should check to see if the .NET framework is already loaded on your PC before attempting to install it.

Verify if the .NET Framework is already installed on your PC using these steps:

1. Click on **Start Button**, then **Control Panel**
2. Double Click **Add or Remove Programs**
3. Scroll through the list of installed software and look for **Microsoft .NET Framework 1.1**
4. If you find the .NET framework in your list of installed applications then you can skip the steps below.

If during the prior step you discovered that the Microsoft .NET Framework is not installed on your PC, then proceed with the installation:

1. Download and run on the **dotnetfx.exe** executable.
2. Click Yes, when asked 'Would you like to install the Microsoft.NET 1.1 framework?'
3. Follow the prompts to complete the installation

Appendix C. MDinTouch UpdateAgent

The MDinTouch UpdateAgent is a software component that runs on your computer and checks for patches, bug fixes, etc. All MDinTouch software requires that the MDinTouch UpdateAgent is installed.

To install MDinTouch UpdateAgent, use the following steps:

1. Download and run the **setup-UpdateAgent.exe** executable.
2. Follow the prompts by clicking **Next**
3. Click **Finish**