![mdintouch logo]

Healthcare Provider Guide
for Dictating Physicians

Last Update: August 23, 2006

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Introduction

Welcome to the MDinTouch Dictation/Transcription ASP Platform. This document describes all the features available to a Dictating Physician which include:

- Dictating using an Olympus DS-2300, DS-3300, DS-4000.
- Dictating using an analog Telephone
- Automatic delivery of dictations to Medical Transcriptionists
- Review and Electronic signature of reports
- Searching for reports by patient or advanced criteria
- Create MDinTouch Support Tickets

To make efficient use of this document, you will need your MDinTouch Account Settings. These settings should include your MDinTouch Username, which you will use to log into the MDinTouch platform.

If you have any questions you can contact the MDinTouch support department at help@mdintouch.com or call toll free 1-866-774-0002.

Prerequisites

Before you begin following the instructions in this guide, your Healthcare Provider Office needs to be setup and configured for MDinTouch. If your office has not been setup, please refer to the *Healthcare Provider Guide - Getting Started* document which can be found in the Healthcare Provider Resource Center.

http://www.mdintouch.com/HCPResourceCenter

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. If this software has not been installed, please refer to the *Healthcare Provider Guide - Getting Started* document found at *http://www.mdintouch.com/HCPResourceCenter*.

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. Instructions for the DR2000 microphone are not currently covered in this document.

Below you will find steps on how to use the basic functions for each type of Olympus device MDinTouch supports:

Olympus DS-2300 Operations

Turning ON the Recorder
Slide the power switch to the ON position to activate the recorder.

Power Save Mode
When the recorder is ON but not in use for 10 minutes, it will switch to power save mode automatically. To reactivate the recorder again, press any of the buttons on the recorder.

Recording
Perform the following steps to create a new digital dictation. **NOTE: You will want to create a new dictation for every patient chart/encounter.**

1. Press the **NEW** button to create a new file

2. Press the **REC** button to start recording.
    The record/play indicator lamp glows red. Aim the microphone at the sound source and begin dictating.

3. Press the **STOP** button to stop recording.
    *If you want to append additional recordings to the same file, press the **REC** button again.*

Overwrite Recording
Perform the following steps to overwrite within an existing dictation

1. Press the **FF** or **REW** button to choose the file into which you want to overwrite.

2. Press the **PLAY** button to play the file.

3. Press the **STOP** button where you want to start overwriting.

4. Press the **REC** button to start overwriting.
    The record/play indicator lamp glows red.

5. Press the **STOP** button to stop overwriting.

Insert Recording

Perform the following steps to insert a recording within an existing dictation

1. Press the **FF** or **REW** button to choose the file into which you want to insert additional recordings.

2. Press the **PLAY** button to start playback.

3. While playing the file, press the **FOLDER/MENU** button to insert an additional recording.

4. Press the **REC** button to start inserting an additional recording.
   The record/play indicator lamp glows red.

5. Press the **STOP** button to stop inserting the additional recording.

Playing

Perform the following steps to play back a digital dictation

1. Press the **FOLDER/MENU** button to choose folder.

2. Press the **FF** or **REW** button to choose the file that you want to play.

3. Press the **PLAY** button to start playback.
   The record/play indicator lamp glows green.

4. Press the **VOLUME (+)** or **VOLUME (-)** button to select the proper sound volume.

5. Press the **STOP** button at any point you want to stop the playback.
   *Resume playback by pressing **PLAY** button again.*

Erasing a File

Perform the following steps to erase an existing dictation. NOTE: There is no way to retrieve the dictation once you erase it.

1. Press the **FOLDER/MENU** button to choose a folder.

2. Press the **FF** or **REW** button to choose the file you want to erase.

3. Press the **ERASE** button
   "FILE ERASE ?" flashes on the display for approximately 8 seconds.

4. Press the ERASE button once more while "FILE ERASE ?" is flashing.
   The display changes to "FILE ERASE !" and erasing will start. "ERASE DONE" is displayed when the file is erased. File numbers will be reassigned automatically.

Olympus DS-3300 Operations

Turning ON the Recorder

Slide the power switch to the ON position to activate the recorder.
If you have multiple Authors using this device you may be presented with a list to choose from. Use the FF and REW buttons to highlight your AuthorId and press REC to make your selection.

Power Save Mode

When the recorder is ON but not in use for sometime, it will switch to power save mode automatically. To reactivate the recorder again, press any of the buttons on the recorder.

Recording

Perform the following steps to create a new digital dictation. **NOTE: You will want to create a new dictation for every patient chart/encounter.**

1. Press the **NEW** button to create a new file
   If you have multiple Worktypes configured, you may be presented with a list to choose from. Use the FF and REW buttons to highlight your desired Worktype and press REC to make your selection.

2. Press the **REC** button to start recording.
   The record/play indicator lamp glows red. Aim the microphone at the sound source and begin dictating.

3. Press the **STOP** button to stop recording.
   *If you want to append additional recordings to the same file, press the **REC** button again.*

Overwrite Recording

Perform the following steps to overwrite within an existing dictation

1. Select and play the file you want to overwrite

2. Stop playback at the starting point of overwrite.

3. Press the **REC** button to start overwriting.
   The record/play indicator lamp glows red.

4. Press the **STOP** button to stop overwriting.
   Note that the overwritten recordings will be erased.

Insert Recording

Perform the following steps to insert a recording within an existing dictation

1. Select and play the file you want to insert an additional recording into.

2. While playing the file, press the **FOLDER/MENU** button to insert an additional recording.
   "INSERT ?" appears on the display

3. Press the **REC** button to start inserting an additional recording.
   The record/play indicator lamp glows red. "INSERT REC" and the remaining recording time will alternate on the display.

4. Press the **STOP** button to stop inserting the additional recording.

Playing

Perform the following steps to play back a digital dictation

1. Select the file, then press the **PLAY** button to start playback.
2. Press the **STOP** button at any point you want to stop playback.

Playback Functions	Operation
Fast Forward	Press the **FF** button once while stopped.
Rewind	Press the **REW** button once while stopped.
Cue	Hold the **FF** button while stopped or playing a file.
Review	Hold the **REW** button while stopped or playing a file.
Fast skip	Press the **FF** button once while fast-forwarding or twice while stopped.
Backward skip	Press the **REW** button once while rewinding or twice while stopped. If the **REW** button is pressed within 2 seconds, the recorder skips to the beginning of the previous file.

Erasing a File

Perform the following steps to erase an existing dictation. NOTE: There is no way to retrieve the dictation once you erase it.

1. Select the file you want to erase.

2. Press the **ERASE** button
    "FILE ERASE ?" flashes on the display for approximately 8 seconds.

3. Press the ERASE button once more while "FILE ERASE ?" is flashing.
    The display changes to "FILE ERASE !" and erasing will start. "ERASE DONE" is displayed when the file is erased. File numbers will be reassigned automatically.

Olympus DS-4000 Operations

Turning ON the Recorder

Slide the power switch to the ON position to activate the recorder.
If you have multiple Authors using this device you may be presented with a list to choose from. Use the FF and REW buttons to highlight your AuthorId and press MENU to make your selection.

Power Save Mode

When the recorder is ON but not in use for sometime, it will switch to power save mode automatically. To reactivate the recorder again, press any of the buttons on the recorder.

Recording

Perform the following steps to create a new digital dictation. **NOTE: You will want to create a new dictation for every patient chart/encounter.**

1. Press the **NEW** button to create a new file
   If you have multiple Worktypes configured, you may be presented with a list to choose from. Use the FF and REW buttons to highlight your desired Worktype and press MENU to make your selection.

2. Move the slide switch to the **REC** position to start recording.
   The record/play indicator lamp glows red. Aim the microphone at the sound source and begin dictating.

3. Move the slide switch to the **STOP** position to stop recording.
   *If you want to append additional recordings to the same file, move the slide switch to the **REC** position again.*

Overwrite Recording

Perform the following steps to overwrite within an existing dictation

1. Select and play the file you want to overwrite

2. Stop playback at the starting point of overwrite.

3. Move the slide switch to the **REC** position to start overwriting.
   The record/play indicator lamp glows red.

4. Move the slide switch to the **STOP** position to stop overwriting.
   Note that the overwritten recordings will be erased.

Insert Recording

Perform the following steps to insert a recording within an existing dictation

1. Select and play the file you want to insert an additional recording into.

2. While playing the file, press the **MENU** button to insert an additional recording.

3. Move the slide switch to the **REC** position to start inserting an additional recording.
   The record/play indicator lamp glows red.

4. Move the slide switch to the **STOP** position to stop inserting.

Playing

Perform the following steps to play back a digital dictation

1. Select the file, then move the slide switch to the **PLAY** position.

2. Move the slide switch to the **STOP** position at any point to stop.

Playback Functions	Operation
Fast Forward	Press the **FF** button once while stopped.
Rewind	Press the **REW** button once while stopped.
Cue	Hold the **FF** button while stopped or playing a file.
Review	Hold the **REW** button while stopped or playing a file.
Fast skip	Press the **FF** button once while fast-forwarding or twice while stopped.
Backward skip	Press the **REW** button once while rewinding or twice while stopped. If the **REW** button is pressed within 2 seconds, the recorder skips to the beginning of the previous file.

Erasing a File

Perform the following steps to erase an existing dictation. NOTE: There is no way to retrieve the dictation once you erase it.

1. Select the file you want to erase.

2. Press the **ERASE** button
   "FILE ERASE ?" flashes on the display for approximately 8 seconds.

3. Press the ERASE button once more while "FILE ERASE ?" is flashing.
   The display changes to "FILE ERASE !" and erasing will start. "ERASE DONE" is displayed when the file is erased. File numbers will be reassigned automatically.

Olympus Dictation Delivery

Once you are finished dictating you will need to dock your Olympus hand-held to transmit your digital dictations to MDinTouch. MDinTouch will automatically route your dictations to your office's assigned Medical Transcription Company or Medical Transcription Employee.

Make sure MDinTouch Slingshot is running on your PC before initiating docking procedures. The best way to check is by either looking for the SlingShot icon in your taskbar (lower right hand corner of your screen) or by double clicking the SlingShot icon (purple ball) on your PC's desktop.

If you don't have Slingshot installed, refer to the *Healthcare Provider Guide - Getting Started* document in the Healthcare Provider Resource Center for installation and configuration instructions.

Also make sure your Olympus Device Detector is running. The best way to check is by looking for its icon in your taskbar as well.

Olympus DS-2300

In order to successfully dock and transmit dictation files from an Olympus DS-2300 to MDinTouch, you will also require the Olympus DSS Player software. To verify you have it installed, click on Start > All Programs > Olympus DSS Player > Olympus DSS Player.

If you don't have this installed and configured please refer to the *Healthcare Provider Guide - Getting Started* document in the Healthcare Provider Resource Center for installation and configuration instructions.

Perform the following steps to download your dictations and auto deliver them to MDinTouch*

1. Power on your Olympus DS-2300
2. Connect your PC's USB cable to your Olympus DS-2300 *(make sure your USB cable is connected to your docking station PC)*
3. Your Olympus DS-2300 will flash "BUSY" for a few seconds while your Olympus DSS Player software launches
4. When you receive the "*Download from the detected device?*" prompt, click on OK
5. After all your files have been download it is safe to disconnect your Olympus DS-2300 device.
6. You can verify your dictations were sent by double clicking on the MDinTouch SlingShot icon in your taskbar (lower right hand corner)

*Some of the steps above may vary depending on how your Olympus DSS Player software was configured.

Olympus DS-3300/DS-4000

In order to successfully dock and transmit dictation files from an Olympus DS-3300/DS-4000 to MDinTouch you will also require the Olympus DSS Player Pro - Dictation Module software. To verify you have it installed, click on Start > All Programs > Olympus DSS Player Pro > Dictation Module.

If you don't have this installed and configured please refer to the *Healthcare Provider Guide - Getting Started* document in the Healthcare Provider Resource Center for installation and configuration instructions.

Perform the following steps to download your dictations and auto deliver them to MDinTouch*

1. Power on your Olympus DS-3300/DS-4000
2. Place the Olympus DS-3300/DS-4000 in its cradle *(make sure cradle is properly connected to your docking station PC)*
3. Your Olympus DS-3300/DS-4000 will flash "BUSY" for a few seconds while your Olympus DSS Player Pro software downloads your dictations to the PC. Once it is finished you will receive a "*Download Completed!*" message.
4. Disconnect your Olympus DS-3300/DS-4000 from its cradle.
5. Verify your dictations were sent by double clicking on the MDinTouch SlingShot icon in your taskbar (lower right hand corner)

*Some of the steps above may vary depending on how your Olympus DSS Player Pro software was configured.

MDinTouch Slingshot

The MDinTouch Slingshot Software is required to transfer voice files from your PC to MDinTouch's dictation servers. MDinTouch Slingshot encrypts and securely transmits dictation files over the Internet.

MDinTouch 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. See the **Tools** menu to view an audit log of all Sent, Duplicate and Error voice files.

Telephone Based Dictation

If you have been assigned a Telephone UserID (UID) then perform the following steps to create telephone-based dictations in the MDinTouch system. Upon completion of a dictation, it will automatically be routed to your office's assigned Medical Transcription Company or Medical Transcription Employee.

1. **Dial**   **Miami Local**   **786-345-1020**
              Toll Free   **866-328-2228**

   Follow the voice prompts when accessing the MDinTouch dictation system.

2. **Enter** your **User ID number** followed by the **# sign**
3. **Enter** your **PIN number** followed by the **# sign** (if this is your first time using this account, you will be prompted for a PIN number)
4. If prompted, enter the **worktype** followed by the **# sign**. (*optional*)
5. If prompted, enter a patient's **medical record number** followed by the **# sign**. *(optional)*
   You will hear a prompt to start recording after the tone.
6. **Begin recording**.

Key commands <u>during</u> recording**:**

1 PLAY	2 RECORD	3 3–SECOND REWIND & PLAY
4 PAUSE	5 SAVE & BEGIN NEW	6 GO TO END
7 3–SECOND FAST FORWARD & PLAY	8 GO TO BEGINNING	9 SAVE & HANG UP

7. If you are dictating more than 1 patient, when you finish the dictation, **press 5** to save and start the next dictation.
8. When you are finished dictating, **<u>press 9 to disconnect</u>** from our system.

NOTE: These steps reflect MDinTouch's standard telephone-based dictation configuration. If you have been assigned a custom telephone-based dictation configuration, then refer to your Medical Transcription Company or MDinTouch representative for additional assistance.

MDWebtop

The MDWebtop is an internet based tool that allows Dictating Physicians to review and electronically sign their organization's transcribed reports.

Getting Started

To access the MDWebtop, double-click your MDWebtop desktop icon. If you do not have an icon, simply open your Internet browser and visit **http://www.mdwebtop.com**.

If you need to create a MDWebtop desktop shortcut, perform 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

First Time Login

Perform the following steps if this is your first time logging into the MDWebtop:

1. Start the MDWebtop (see above)
2. Enter your Username in the *Username* field (see MDinTouch Account Settings)
3. Enter your Initial Password in the *Password* field (see MDinTouch Account Settings)
4. Click on the **Login** button.
5. You will now be prompted to change your password…
6. Enter your Initial Password in the *Old Password* field
7. Enter your new Password in both the *New Password* and *Confirm New Password* fields
8. Click on the **Save** button
9. You will now see the My Account section of the MDWebtop…
10. Please update your personal information and click on the **Save** button
11. After your changes are saved, click on the **Start Page** link on the upper left hand corner of your screen to start working.

Start Page

The Start Page is broken into a few sections. The ones covered in this document are: Dictated Reports Summary and Report Finder.

You can get to this page at anytime, and from anywhere within the MDWebtop by selecting the **Start** link in the upper left hand corner

Dictated Reports Summary

To begin viewing reports, either select the Reports Inbox link, or simply select View from one the first 5 reports that are in your Inbox on the MDWebtop Start page.

The **Reports Inbox** will have the complete list of reports. All Unsigned, Rejected, and Incomplete reports will be shown here.

- **Unsigned** reports need to be viewed, and then some action can be taken.
- **Rejected** reports are reports that have been sent back to the Medical Transcripitonist for corrections.
- **Incomplete** reports are reports that need to be reviewed because there is information missing.

To **View** a transcribed report, select the View link next to the report you would like to see. While viewing the report you have several options that you can select from:

- **Printable version** - This option allows you to print a preliminary report for review.
- **MSWord** - This option allows you to print preliminary report for review with letterhead.
- **Sign** - This will electronically sign the report and begin auto-delivery of the transcribed report.
- **Sign and View Next** - Will begin auto-delivery, and will then display the next report.
- **Edit** - This allows changes to be made to the report. Text displayed in blue is editable.
- **Reject** - This allows the report to be sent back to the Medical Transcriptionist with a note attached.
- **Reject and View Next** - Report will be sent back to the Medical Transcriptionist, and the next report on the list will appear.
- **View Next** - No action is taken and the next report on the list will appear.

Report Finder

Report finder allows Dictating Physicians to search for their organization's transcribed reports in the MDinTouch system. There are two ways to perform a search with Report Finder: Basic Search by Patient and Advanced Search.

Basic Search by Patient

1. Click on the **Start Page** link in the upper left hand corner of the MDWebtop screen.
2. In the Report Finder section, enter your patient search criteria and click on the **Search** button.
3. You will now be presented with a list of patients which match your search criteria. To view all the reports for a particular patient, click on the appropriate patient's **Select** link.

Advanced Search

1. Click on the **Report Finder** link at the top of the MDWebtop screen to load the Advanced Search screen.
2. Use any of the following search criteria to perform your report search:
    *   Patient Last, First Name & Medical Record Number.
    *   Creation Date – The date the report was created in the system
    *   Modified Date – The date the report was last modified in the system.
    *   Date of Service – The date the Order was preformed (Transcription client account must use MR# Driven with Orders).
    *   Physician (last name) – Dictating doctors last name (portion of the last name may be used).
    *   MT(last name) – Last Medical Transcriptionist that typed the report.
    *   Work type – All work types for the transcription client account.
    *   Status – All, Unsigned, Incomplete, Rejected, Signed
3. After entering your search criteria, click on the **Search** button.

Search Results

After performing a Basic Search by Patient or Advanced Search, you will be presented with your search results. To view a particular report, click on its **view** link located on the far right of each report's row.

Faxing Reports

While viewing a report, you have the option to fax the report.

1. To fax the report, type in the fax number in the text box and click the **Fax** button.
2. If you do not know the fax number you can use the **Address Book** link to locate doctors that are in your organization.
    - o From the Address Book screen, select a Doctors List from the *Lists* drop down menu. The default is your Personal List. The Default List can be changed in the **My Account Section** of the MDWebtop.
    - o Check the Physicians you would like to add to your fax list
    - o Click on the **Add** button once you have made all your selections.
    - o Click on the **Done** button once you are done.
3. Click the **Fax** button to fax the report to all the fax numbers listed.

Report History

While viewing a report, you have the ability to view the complete history of a transcribed report by clicking on the **Report History** link located in the upper right hand corner of the View Report screen. Below is all the information that can be found in the Report History screen:

- **Patient ID** – This is the patients MR# from the transcription client.
- **Patient Name** – This is the patient's name from the transcription client.
- **Dictating Physician** – This is the dictating physician from the transcription client.
- **Referring Physician** – This is the complete list of individuals that are on the transcription client routing slip.
- **All Revisions** – This is a list of all versions of the report. Every time the report is changed (by the Medical Transcriptionist, or Physician) there is a new entry in the list.
    - o **Report ID** – Transcription client report ID.
    - o **Transcriptionist** – Person that updated the report.
    - o **Date Report was Created** – Date the report was created.
    - o **Faxed to:** – Fax number, date and time stamp that the report was sent.

Support Tickets

Support Tickets allow Dictating Physicians to report any technical issues pertaining to MDinTouch software or to make an official request to the MDinTouch Support team.

Creating a Support Ticket

Perform the following steps to create a support ticket:
1. Click on the **Support** link located at the top of the MDWebtop screen.
2. Select the category for your Support Ticket and click the **Create Ticket** button
3. Fill in all the required information
   a. Enter user name
   b. Be sure to verify email address
   c. Enter telephone number
   d. Choose your operating system
   e. Select your organization
   f. Enter your TT (TouchType) Account (If you don't know your TT Account, refer to your MDinTouch Account Settings)
   g. If you desire to page a support staff member check the Priority Alert Box (note this will be billed to your account according to the terms of your pricing agreement)
   h. Fill in description of problem with as much detail as possible
4. Click **Save Ticket**

Receiving Updates/Sending Ticket Messages

It is important to note that a notification of any updates to your support ticket will be automatically emailed to you. However, all communication to and from MDinTouch staff will occur within the support ticket itself.

To review your support tickets, perform the following:
1. Click on the **Support Tickets** link located near the top of the MDWebtop screen.
2. Select the appropriate Support Ticket by clicking on its Ticket ID number link.
3. Review any messages sent regarding your Support Ticket.
4. Respond to any messages by selecting a *Note Type* and using the *Description* textbox.
5. Click on **Update** to save your changes.