

Why change to a new dictation/transcription system?

Lower Mainland Health Information Management (LM HIM) is leveraging efficiencies by replacing the existing aged systems with new voice recognition technology, providing seamless electronic report transmissions and standardized access to the new common dictation/transcription system across all four LM health authorities.

When do we start on the M*Modal system?

Mid June 2014 – this will be in conjunction with the Eve to Cerner Power Chart and eChart Ambulatory projects' Go Live.

How do I access the system?

- Call a single, common toll-free dictation access number: 1-855-666-3240 or use internal locals: CW x4799, Sunny Hill x8220.
- Use a common dictation ID (your MSP billing # or assigned dictation #).

Your Dictation ID

- Dictating authors must not share their dictation IDs. It is very important that every dictating author (including, **MSIs/residents/fellows**) use only their own dictation ID.
- The new system does not support sharing IDs since it undermines voice recognition, the electronic signature processes, and will compromise your own voice profile
- If you have a unique dictation ID for the current system, you do not need to get a new dictation ID as they have already been transferred to the new system.

What are key changes I need to be aware of?

- Transcribed reports will be viewed in Cerner PowerChart
- You will need to be familiar with the new standardized facility codes, work types, dictation prompts and templates.
- Your outpatient clinic name (e.g., Diabetes Pediatric Clinic) needs to be dictated in order for your report to be tagged appropriately.
- Dictate your specialty for Progress and Consult Notes.
- Early adopter Ambulatory clinics will electronically document additional clinical information including current medications, past medical history, problems and diagnoses, and clinical documentation. See the [eChart Teamsite](#) for more details.

What do I use for the Patient Identifier?

- **VISIT/ENCOUNTER #** will be used rather than MRN # as this ensures the report content relates to the specific patient visit.

What about editing and e-Signing?

- All dictated reports transcribed using the hospital transcription service will be edited and signed in Cerner PowerChart, not in EVE.
- EVE will be available for 3 months post Go Live for editing and signing of existing documentation.

Is EVE going away?

No. EVE access will be maintained for clinicians to review historical clinical patient information.

How will transcribed reports be distributed?

- Excelleris will distribute transcribed reports via fax or electronically to your private office EMR or to your Excelleris Launchpad web portal (www.excelleris.com).
- There will be no change to the report content, but you will notice a slight change to the formatting.
- Excelleris will initially provide faxed reports as per current practice; however, by the end of 2014 we are working towards replacing faxed reports via Excelleris LaunchPad web portal and full integration to clinicians' EMRs only.
- If you would like to integrate your practices' EMR with the Excelleris automated distribution functionality or use the LaunchPad web portal, please contact Excelleris directly at 1-866-728-4777.

Can I request a patient copy of the dictated report?

- Your patient's family physician is automatically copied on the transcribed report (except Oak Tree Clinic & CARE Program).
- If you would like your patient to receive a copy of the report, please state, "patient copy" at the beginning of your dictation. Excelleris will be managing the distribution and patient access of these copies through the *my eHealth* portal.
- Patient copies will go to the portal only after they are signed.

How does the Excelleris My eHealth portal work?

- When you dictate "patient copy" and once you have signed the report, this will trigger Excelleris to ensure the report is viewable by the patient through *my eHealth*.
- Further details on how the *my eHealth* portal works will be provided in a separate FAQ document.

What do I need to get ready for the new system?

Dictating authors need to:

1. Get a Cerner PowerChart account
2. Complete the required eLearning on Learning Hub [Cerner \(eChart\): All Clinicians & Staff - eLearning Curriculum](#)
3. Log in prior to the Go Live in June

Questions?

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