DATE: December 9, 2015

TO: All Covenant Health Physicians

FROM: Dr. Jeff Robinson, Vice President & Chief Medical Officer, Covenant Health

RE: Dictation, Speech Recognition & Transcription Services (DST)

To support the long term vision of Covenant Health and AHS, along with Health Information Management (HIM) for access, quality and sustainability, a change in system, formatting and dictation practices, known as eScription, will be implemented in the Edmonton Zone as it has been across the rest of the province.

It is important for front line practitioners to be aware of these upcoming changes to the provincial Dictation, Speech Recognition and Transcription Services. This change will affect all our practitioners once the system is implemented.

More information on changes to dictation practices will follow from the DST Consolidation Project Team via our Medical Affairs office.

The many benefits of this new eScription platform are explained in the attached memo.
Date: December 9, 2014

To: All Edmonton Zone Providers currently using AHS Dictation Services

From: Derek Balay, Provincial Manager, Dictation, Speech Recognition, Transcription Services, Provincial Services, Health Information Management
       Shelley Dubyk, Supervisor of Transcription Services, Edmonton Zone, Health Information Management

RE: Changes to Dictation System, Dictation Styles and Dictation Practices

To support the long term vision of AHS and Health Information Management (HIM) for access, quality and sustainability, HIM Provincial Dictation, Speech Recognition and Transcription (DST) services is implementing a new platform, known as eScription, across the province.

As part of this implementation there are changes to the way some of you are recording your dictation and to the systems used for this purpose.

For many providers that already use telephone based dictation systems the changes will be minimal. Some of the changes are as follows:

- A single provincial toll free number for access to the eScription dictation platform with local speed dials where applicable
- New individual speaker codes will be assigned to access the new system
- A facility code will be used to aid in the routing and workflow process by Medical Transcriptionists (MT’s) to ensure appropriate patient/visit reports are generated
- Work type selection has been standardized to help speed up the selection process

The new platform will allow dictation to be performed from virtually any telephone system and will allow providers to review their reports from most internet enabled devices.

The implementation of this new platform is expected to increase transcription productivity and strategic alignment of resources which will allow AHS to focus on improving patient care throughout the province.

AHS is implementing the Book of Style (an industry standard guideline and leading practice for medical transcription).

AHS has worked with Nuance (our DST vendor) to create a Style Guide that will assist physicians in optimizing the use of the speech recognition functionality through standardization.

There are varying degrees of change to the look and feel of reports depending on current applications and MT conformity to the Book of Style. Some transcription/formatting/editing pieces that will be impacted are:

- Use of bold, underline and italics is no longer supported across the interface and is no longer used
- Heading Titles - are contained within the Medical Rules
- Formatting of lists (a series of over 3 items will be listed vertically, but will only be numbered if dictated as such)
- Numeric formatting - written as numerals rather than words
- Dates and Times (month, dd, yyyy and 24 hour clock)
• Abbreviations and acronyms - (will be left as dictated except in a diagnosis where they will be expanded if
the MT is able to verify the appropriate expansion)
• Use of the "Dangerous Abbreviations, Symbols, and Dose Designations" policy will be adhered to
• Use of contractions will be expanded except in direct quotes or reports where verbatim dictation is required
• Punctuation - Some characters such as the ampersand (&) will be replaced by written words

Lessons we have learned from previous implementations throughout the province are listed below:

Please include as much information as possible when dictating as the time a transcriptionist spends looking for
missing information delays the completion of your dictation. Critical components include:

• Provider’s full name
• Medical Record Number (Case Number)
• Patient’s full name
• Patient’s personal health number & date of birth
• Date of service, date of surgery, date of admission / discharge,
• Selecting the correct work type
• Providing all cc physician information (first and last name, specialty, city, etc.)
• For surgical reports, include the date of surgery (a requirement for Netcare distribution)
• Any information you want included in the report (the transcriptionist does not readily have access to
information such as the anesthetist, the family physician, lab results, information from previous transcribed
reports, etc.)
• Critical to refrain from batching reports in a speech recognition system as the reports cannot be separated
and all reports after the first one will require re-dictation

More information on changes to dictation practices will follow in future communications from the DST Consolidation
Project Team.

Questions or concerns can be directed to:

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