



DICT8

Medical Transcription

Medical Transcription

User Guide

FOR SECRETARIES

Key to status icons



Processing: This task will be available for action soon.



Processing Failed: Please contact DICT8



Waiting to be Typed



Being Typed



Ready for Download



Approved by a Doctor & Ready for Download



Already Downloaded

Welcome to DICT8 medical transcription



This guide should provide you with all that you need to know to use the DICT8 Medical transcription system. However if you have any questions that are not answered in this guide then please look at our support site www.dict8support.com or contact our help desk at:

helpcenter@dict8.com

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Getting Started - Logging in

The DICT8 system operates through your web browser, so the first thing that you need to do is to open that program.

Next, please type the following into the address line at the top of the page:

www.dict8login.com

You will now see a page that asks you to enter your username and password. This ensures that only you can use your account and see your transcriptions. It is important that you do not disclose them to anyone else.

Login

Username:

Password **Login**

You have been logged out

Forgotten Password

Please **contact DICT8** if you are interested in our transcription services.

Access to and use of this system is restricted to authorised users only. You are solely responsible for maintaining the confidentiality of any username and password that you have been provided to access this web site as well as any activity that occurs under your username / password. You will not misuse or share your username or password, misrepresent your identity, impersonate any person or entity, or reveal the origin or content of any materials you are exposed to.

DICT8 uses cookies on this web site in order to enable certain secure functions. By logging into this site you grant permission for DICT8 Ltd. to store and access cookies on your PC for this purpose.

Your username and password were supplied to you when you joined DICT8. Once they have been entered correctly you will be taken to the 'Task List' page.

ActiveX

When using the system for the first time it may ask you if you want to allow ActiveX components to be loaded and allow Windows Media Player to run- please allow this!

Getting Help on the page

If you do not know what something on the page does, please try and hold your mouse pointer over it. You will often find that an explanatory box appears.

FAQ

Where is the outsourced transcription done?

All DICT8 transcription is done in the UK by medical transcribers that have, on average, 11 years' experience within the NHS as full-time medical secretaries- work is also speciality matched.

What are my username and password?

They are unique to you. They will have been supplied to you when you joined DICT8.

I think that someone else has found out what my password is- what should I do?

If you believe that someone else knows your password, then we strongly recommend that you change it.

Where can I get help?

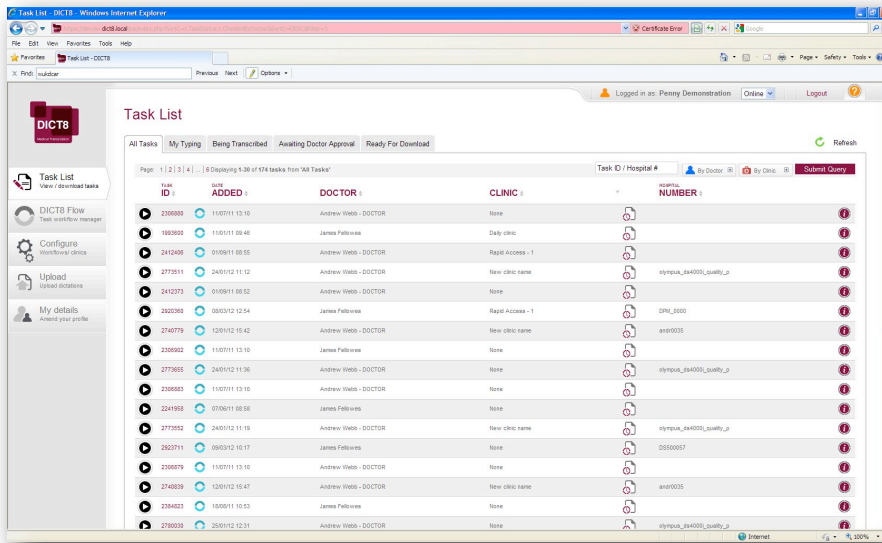
The best place to start is on our website at www.dict8support.com However if you cannot find what you are looking for there then email us at helpdesk@dict8.com.

Picking a password

It is important to pick a password that you will remember, whilst not picking one that is too obvious. Try to avoid the names of pets, children and the road that you live on. If possible try to use obscure words or a mixture of words and numbers.

Top Tip

The Task List



The task list is your starting point for viewing, typing and downloading your work, and can be accessed at any time by clicking on the 'task list' button.

The page features a list of dictations that have been uploaded for transcription- we call these 'tasks'.

Each task has a unique identifying number, which we use in the system in order to preserve confidentiality; a note of the date that it was uploaded onto the system; the doctor and clinic that it was uploaded to and the patient's hospital / Patient / NHS number - where there are multiple patients on a single task or no number has been given this will be indicated.

There is also an information icon to the right of each task- this provides further information for the task. You can access this information by simply holding your mouse over it.

Each task also has a status indicated for it, which lets you know what is happening to it and what you can do with it- you can see what each of the statuses mean by holding your mouse over the icon.

If you would like to only see tasks that are in a particular status you can do this by choosing a particular tab at the top of the Task List- for example if you click on the *My Typing* one you will see the work that is available for you to type.

You can search for a particular Task ID or Hospital/NHS Number using the search box, which is at the top right of the screen. Adjacent to the search box are buttons to filter the task list by Doctor/Department and by Clinic Name. A note will appear in the grey bar above the task list letting you know of any active filters or searches- don't forget to clear them and hit the search button to see the full list!

If you see a blue circle icon adjacent to the Task ID, you can click on this to perform various actions on the task- please note that this is not available to all users.

In order to get into a task please click on either the Task ID or the status icon.

When a task is shown in **italics and greyed out** it is because you cannot access that task at this time because it is either being typed or processing in some other way. Please note that this status is only temporary and the task will be available to you again soon!

If you would like to refresh your task list please click on the green circular arrow at the top right of the page.

Frequently Asked Questions

How do I know which task is which in the list?

Each task in the list has a note of the date when it was uploaded, together with a note of the hospital number (once it has been typed) and clinic details etc.- you can also preview the audio on a task by clicking on the play icon to the left.

Why do some tasks get completed before others that are earlier in the list?

The DICT8 system uses a complex algorithm to assign work to the most suitable transcribers and to ensure a rapid turn-around time on work. As a result of this tasks may be spread between transcribers who may work at different speeds.

Do I need to remember the task ID?

No, they just provide a filing system and a method for keeping track of task progress for us.

What happened to the task after I downloaded it- it is no longer in the task list?

After you download a task it is removed from the task list: otherwise the list would be too long. However you can get the task back using the hospital number- see below:

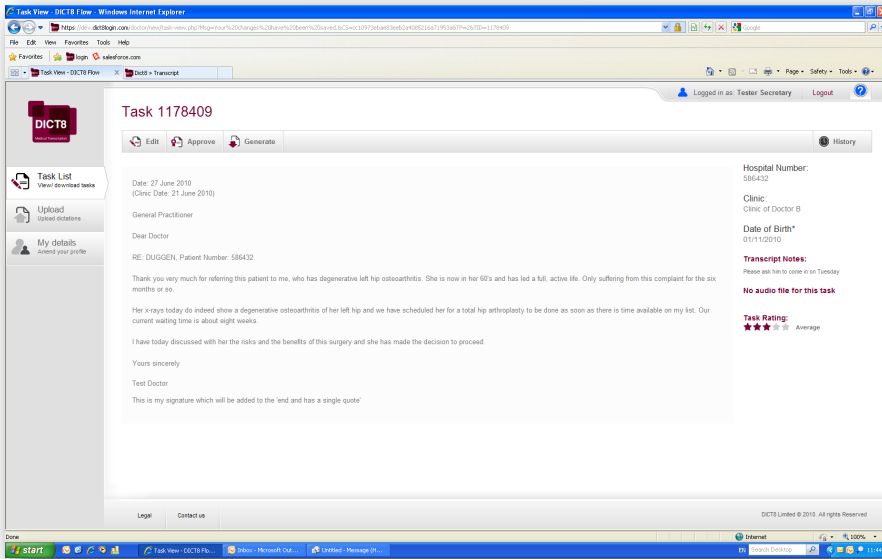
Remember that you can't lose tasks as they can always be recovered by us or your manager!

Flags

If you want to 'Flag' certain tasks to, for example, mark them as priority work or 'waiting for path', then you can set up colour coded flags. If these are not on your screen then please contact us and we can enable them for you- *there is no charge for this.*

Function

The transcript



Selecting a task, if it is a task that you have chosen to type you will be able to do that immediately, otherwise you will generally have two choices:

- ◆ **Edit** the task by clicking on the relevant button, which will allow you to make any changes to it that you require.
- ◆ **Generate** it, which will let you download the transcript for printing.

You can also look at the history of the task, which will let you see what has happened to it and when.

There is various information on this screen:

The large area contains the document as transcribed - please read through it to check that it is correct.

To the right of this there is a column made up of the:

- ◆ **Hospital number:** The hospital number is shown in this box. If no hospital number has been given or there are multiple patients on a single transcript then the boxes will be checked. Note that you can alter the number or status of this on the *edit* screen.
- ◆ **Clinic:** When you upload dictations you have the option of choosing a clinic to associate them with in order to make it easier to manage them- if this has been done it will appear here.
- ◆ **Transcript notes:** Sometimes our transcribers will be unsure as to what was said in a dictation. When this occurs they will put a number in brackets in the transcript, which will correspond to one in the transcript notes box adjacent. You can also use this to send notes to your secretary.
- ◆ **Dictation player:** you can use this to listen to your dictation again.
- ◆ **Task rating:** We want to make sure that you are happy with your document and have therefore provided a method for you to let us know if you are satisfied with the transcription that you have received- this also helps us to best match the most suitable transcribers with your dictations. You can change this through the *edit* screen.

Frequently Asked Questions

I do not like the font on the transcript and / or the formatting. We understand that font and formatting choices tend to be personal. Therefore these choices are not made by the transcribers, but are in your hands. When you download the document into MS Word you can then put it into your existing templates and use your own font and layout options.

Do I have to give each document a rating?

No you don't. If you do not give it a rating then it will be assessed as average by default. However the more ratings that you give the better able we will be to assign your work to the most suitable transcribers.

Can I make further comments on very poor work?

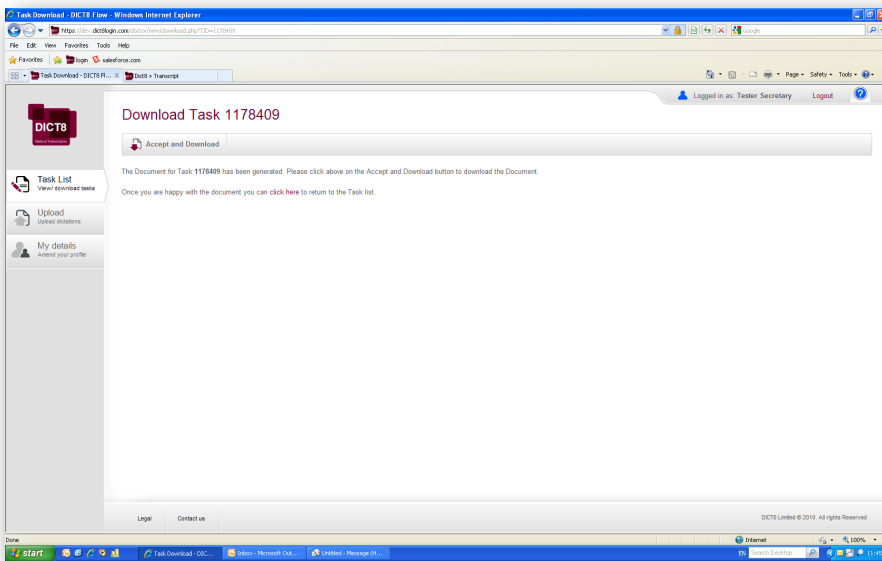
Absolutely. Whilst we endeavor to provide an excellent service, there may be times when you feel that the transcript provided is of a very poor quality. If this occurs then a comments box will appear if you click on the very poor satisfaction rating.

How do I find my place in the dictation?

On the dictation player on your screen there is a slider bar that moves as the dictation plays, providing a quick and easy way to move through the dictation. Hold down the left button on your mouse over it and move it to different points in the dictation.

I copy and paste the text from the screen as opposed to generating it- when I do so it has odd formatting! At the top of the screen you will notice a button that lets you change between 'Rich Text' and 'Plain Text' versions of the transcript- please change it to the 'Plain Text' version and copy this to your clipboard.

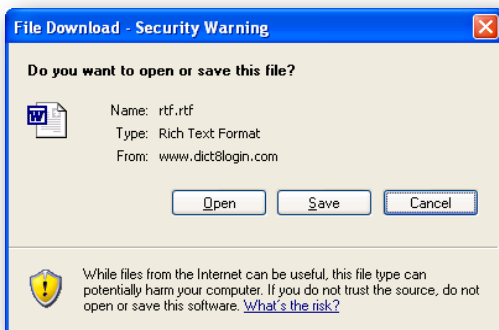
Downloading your transcript



Clicking on 'Generate Document' will take you to this screen, which allows you to download your transcript into Microsoft Word.

Follow these steps to do so:

1. Click on the 'accept and download' button.
2. The following screen will appear (in Windows XP)



3. Click on 'Open'
4. Your document will now open in your word processor for you to save and print.

Frequently Asked Questions

Can I get viruses by downloading transcripts?

The transcripts come to you in RTF format. This is a very clean type of file that is unable to carry any programs or viruses by itself.

After I have downloaded a transcript what should I do?

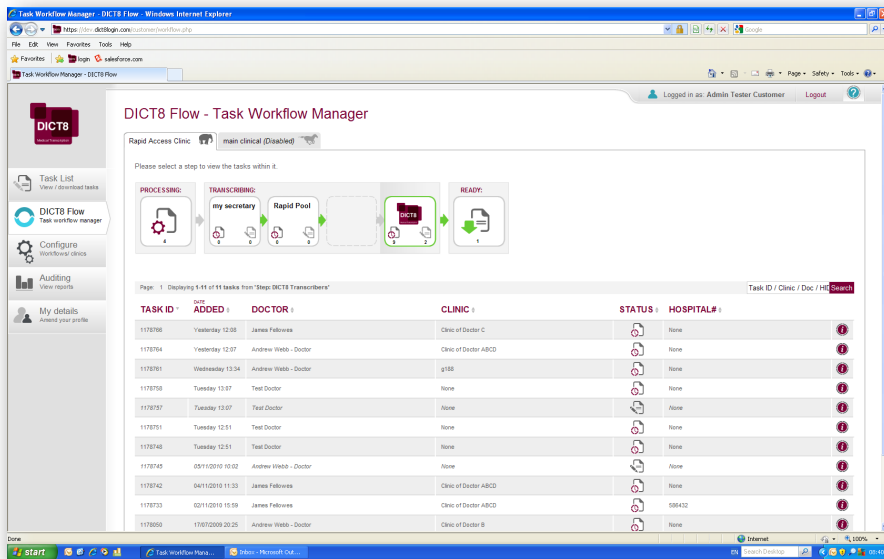
Now that you have downloaded your transcript you should save it on your computer in the usual way.

The document has opened in Word-what are my formatting options to make my life easier?

The transcript will automatically open in MS Word, and take on the font and other formatting options that you have set up within the 'normal.dot' template (or whichever you have set up within Word to start new documents in).

If you have set up your template within Word with your preferences (such as fonts and headed note paper) then the transcript will automatically take on those characteristics. *Please see help within your copy of MS Word for more information on this- DICT8 cannot provide support for programs other than its own.*

The Workflow explained



What is the workflow?

In order to set up and use workflows effectively it is important to understand exactly what they are and what they are for.

When you set up a workflow you are setting a series of instructions for your dictations. For example, you may decide that you would like a doctor's principal secretary to do their work in the majority of cases, but, if she is not able to do so, you would like the work to first go to the other secretaries within the department and then be outsourced to DICT8 if they cannot finish it within a couple of days.

Within the workflow tasks start within the **processing** stage- these are tasks that are having actions performed on them by the DICT8 system and will be available for transcribing within a few minutes; transition to the first **transcribing** step, where one of two things will occur: they will either be taken by a secretary, for typing (and then transition to **ready** once finished), or, if they are not started in time, they will transition to the next transcribing step where others will have a chance to type them and so on.

How to use the workflow

By simply clicking on the *DICT8 Flow* button you can see the various workflows that you have set up together with information about the tasks within them.

Clicking on each of the steps will show you a list of the tasks within them.

The first step shows the number of tasks that are **processing**- these are tasks that are having actions performed on them by the DICT8 system and will be available for transcribing within a few minutes.

The next steps are the **transcribing steps** and after them you will see the tasks that are **ready** for download.

Within each of the transcribing steps you will see two numbers: the number of tasks waiting to be transcribed within the step and the number of tasks that are currently being typed with the task- you can refresh this information by clicking on the green circular arrow at the top right of the page.

If you would like to **move work from one step to another** within the workflow you can either drag its task ID from the list onto the step that you want to move it to (can also be done for multiple tasks) or drag the pending tasks icon from one step to another. Note that once work is within the DICT8 outsourcing step it cannot be dragged out of it.

Frequently Asked Questions

What is the online/offline status switch at the top of the page for? From time to time you may be unavailable for typing work, due to leave or just having too much else to do. When this occurs please set this to 'offline' and then change it back to 'online' on your return. This lets your colleagues and manager know what is going on.

What is the default workflow? The default workflow is the one that will appear first in the list when the doctor or secretary is uploading work to the system. It should be the one that you use most often.

Who chooses which workflow work is uploaded to?

When the doctor or secretary is uploading work to the system they have the option of choosing which workflow to send it to. If you would like to force their hand just create a single one, otherwise you will need to instruct them as to which one to use in various situations.

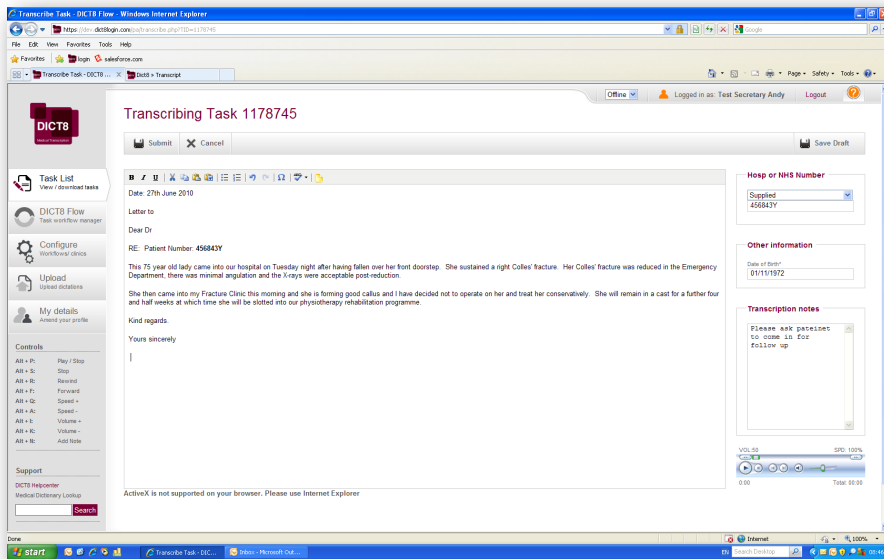
How can I tell how much longer a piece of work will be in a particular step?

Just hold your mouse pointer over the information icon for the task in question.

'The best way to think about a workflow is as a script that the dictation will follow on its way to being transcribed and ready.'

Definition

Typing dictations



Once you have clicked on a task that is available for you to type you will be taken to the transcription page, which has a handful of components.

The first and most important of these is the main transcription window. This is where you should type. Click on the window with your mouse and transcribe into it. The icons at the top of the box provide the normal functions of a word processor, including a spell checker.

At the top of the transcription window there is also a drop down list that enables you to add auto-text. This auto-text can be practically anything from a couple of words to an entire letter template. You can set them up in the *My Details* page.

The next component is the virtual transcription machine. This allows you to control the dictation file. The main controls on it are similar to that on a traditional transcription machine, and you can use it with your foot pedal (if supplied).

Next to the transcription box is one that allows you to make any annotations regarding the text.

Top right is a hospital number area. Please select whether a hospital number has been 'supplied' (and then type it into the box), 'not supplied' or whether there are 'multiple' patients on the task. It is essential that you double check that this number is correct, and still type the hospital number into the task as per the standard formatting template. On some tasks you may also see a Date Of Birth (DOB) or other box- please fill this in where relevant using either the drop-down calendar or by typing directly into it.

Finally, once you have checked the work, press the button to submit it. You can then either generate the task for printing immediately or return to the task list and type another.

Frequently Asked Questions

The transcription machine indicates that sound should be playing- but I can't hear anything.

There are a few reasons why this could be occurring. The most common one is that the volume is turned down on either your computer or on the transcription machine (the volume slider on the machine). Sometimes, especially over slower internet connections, it may take a minute for the sound file to start up

Functions on the page such as the spell-checker do not work!

Your browser or security software may be blocking Javascript- you need to enable it- please speak to IT.

How do I set up the footpedal?

Please contact IT who should be able to help you with this.

I started a transcript but my computer crashed whilst I was doing it. Don't worry the system will automatically save a draft of your work every ten minutes and this will be available for you when you next log in to the task.

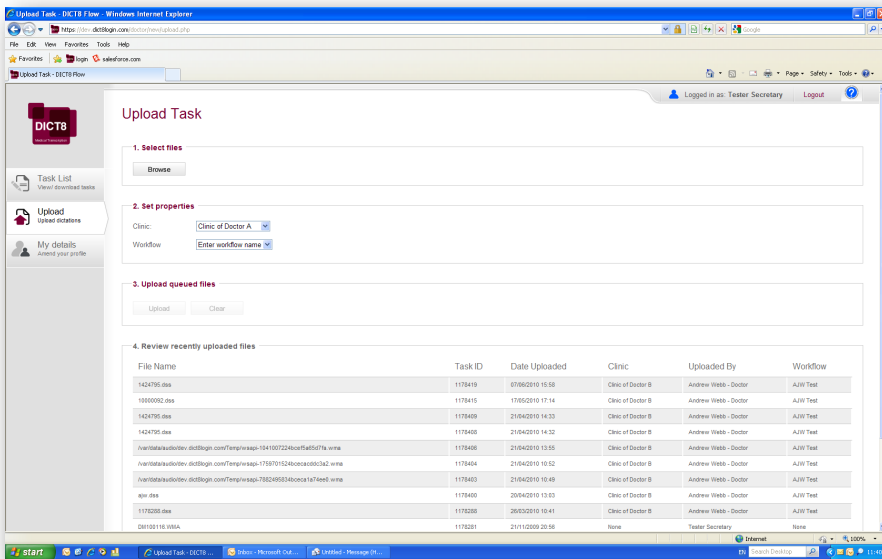
Tabs- why don't they work?

This is, unfortunately, one of the restrictions of using a web browser- they don't let you use tabs fully! However you can still do a sort of tab across the screen using by holding down the shift button on your keyboard when pressing tab.

Can I use templates?

Yes! Add them to you auto-text on the *My Details* page and then select them from the drop-down list. Please remember to give them an easily identifiable name!

Uploading dictations



1. Connect the dictation machine or card reader to your PC - if you are using a shared drive system then this is not necessary
2. Select the Doctor that you are uploading on behalf of.
3. Select the clinic and workflow that you would like to assign to the task- *you do not have to do this*. The clinic name will help you to find work when it comes back; please ask your local manager for more information regarding choice of the workflow.
4. Click on the browse button and a window will launch showing you all of the files on your computer. Navigate to the 'removable disk' that will be under 'my computer'- if you are using a shared drive system then please navigate to that.
5. You will now see a list of files ending in .wma, .dss or .ds2

If you do NOT have 'Flash' enabled on your computer

6. Click on each dictation file that you want to upload and push the 'open' button. Repeat this process for each file that you want to have transcribed- please see the box to the right for the reason why each must be done separately and for how you can solve this.
7. Press 'Upload' and they will appear in the list of recently uploaded files.
8. You should now delete the dictations on your machine- the system does not automatically do so as a security feature. You can either delete the files using Windows explorer (i.e. file manager) or by following the instructions that came with your machine.

If you DO have 'Flash' enabled on your computer

6. Select each of the files that you would like to upload (you can select multiple by either clicking on the first and then, whilst holding down the Shift key, clicking on the last, or by holding down the 'ctrl' key whilst clicking on each) and then click on upload.
7. You should now delete the dictations on your machine- the system does not automatically do so as a security feature. You can either delete the files using Windows explorer (i.e. file manager) or by following the instructions that came with your machine.

Frequently Asked Questions

I have uploaded the same file twice, what do I do?

You can click on the delete button next to the duplicate dictation file.

Do I need to remember the file names on the screen?

No, they are just a means of cataloguing the files for your computer's and our server's benefit.

Do I need to remember the task IDs shown on the screen?

No, they just provide a filing system and a method for keeping track of task progress for us.

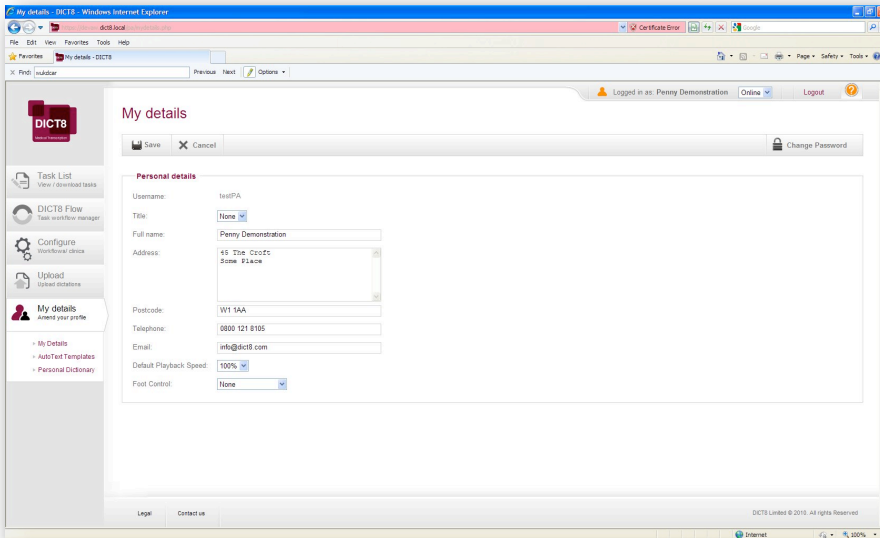
Keeping space on the dictation machine

Always remember to erase the dictations on your machine after you have uploaded them to make sure that you have room for new ones and do not send us old ones again by accident.

Top Tip

Using the 'My details' tab

My Details Page



This is the central repository of information about you. You can use it to alter personal details and password information.

You can set up your foot control within this page too- please do not change the settings once they have been set up by IT!

If you would like to set a default playback speed (i.e. Do you want it faster or slower than normal), please adjust this here.

Please ensure that the email address that we have for you is current, as our system may use it to send you alerts and messages.

AutoText Templates

This page also allows you to set up and edit your various **auto-text shortcuts**. In order to do so please click on *New*. On the resultant page give the auto-text a title and type it into the box beneath. This will then be available from the drop-down list on the typing screen. Please note that the auto-text can be as short or as long as you want: it can be anything from a name (e.g. A local clinic or GP) to an entire letter template, which can then be filled in on the typing screen.

Don't forget to click the button at the top of the page to confirm the changes that you have made.

Personal Dictionary

Any spellings that you have added to your dictionary whilst using the spell-checker will appear here.

You can use this to delete words that you no longer want to have, and to add new ones.

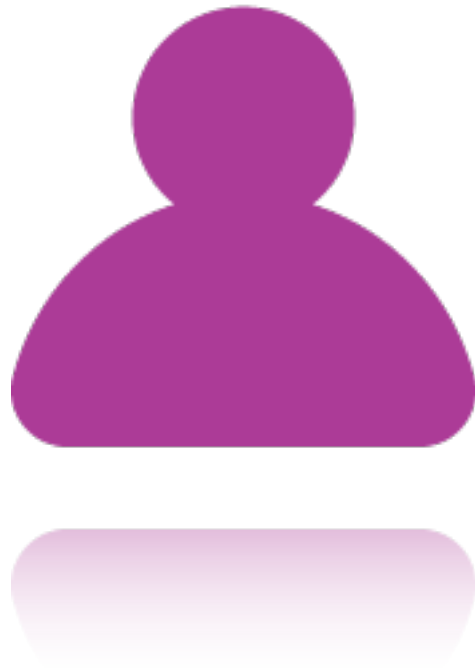
Frequently Asked Questions

When should I change my password?

You will have been given a password when you started. It is recommended that you change the password that we gave you to something easier to remember. You should also change your password if anyone else discovers it- remember that only you are allowed to log-in using your details.

I have forgotten password- what should I do?

Don't worry! We can reset your password for you. Contact us at help@dict8.com. Please use the email address that you have provided in the 'My details' page to send the email and include your full name and address (for security verification). If you cannot use that email address then please email us your name, address and telephone number and we will contact you with some security questions before sending your password.



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