


Beaumont

FAQs – Dragon 360 to Dragon Medical One transition

Q1	What is happening?
A1	Dragon 360 is transitioning to Dragon Medical One on Wednesday, Jan. 5, between 4-7 a.m.
Q2	Why are we transitioning and what is DMO?
A2	Dragon 360 has identified security vulnerabilities that require the software to be retired. DMO is a secure, cloud-based speech recognition software.
Q3	What are the benefits of DMO?
A3	<ul style="list-style-type: none"> • Hands-free Epic/<i>oneChart</i> interactions: Navigate screens and fields using voice commands to automate keypresses and mouse clicks. • Auto-texts: Quickly populate commonly used phrases or documentation templates with your voice. • PowerMic / Mobile: Navigate fields and perform functions with programmable microphone buttons using a wired microphone or smartphone app. • Single voice profile: Access your personal vocabulary and voice commands from within Epic/<i>oneChart</i> on any device.
Q4	How do I prepare for the transition?
A4	Please visit https://providers.beaumont.org/dragon to review instructions and information to help you download the Power Mic Mobile app before the transition on Jan. 5.
Q5	What are differences between the PowerMic and PowerMic Mobile?
A5	<p>Clinicians can use the PowerMic at their workstation, or other supported handheld or headset microphones with Dragon Medical One to dictate the patient story directly into <i>oneChart</i>. The PowerMic is ideal for dedicated Dragon Medical dictation workstations</p> <p>PowerMic Mobile is an app available for iOS and Android app that lets clinicians use their own smartphone as a dictation microphone at any workstation with Dragon Medical One. The app provides flexibility, greater clinician mobility and consistent documentation capture at the hospital, clinic, and home. Follow the steps on https://providers.beaumont.org/dragon to install.</p>
Q6	What are the different types of commands in Dragon 360 vs DMO, and what commands are supported in DMO?
A6	<ul style="list-style-type: none"> • Text and Graphics: Now known as an Auto-Text in DMO, these commands are canned text that can be inserted into the target location when called. Not to be confused with Macros. • Step by Step: These are used to perform one or more steps sequentially. • Advanced Script: Require proficiency with Visual basic code and is not supported in DMO. • Macros: These are commands where a series of actual actions can be recorded and saved. You can then call the command to perform the same steps again. Macros are not supported with DMO.
Q7	How do I launch DMO?
A7	<ol style="list-style-type: none"> 1. Launch <i>oneChart</i>. 2. Click Dragon Login (on the Epic Toolbar). <p>Note: If you have customized your Toolbar, the Dragon Login button may be located under the >> icon in the Toolbar.</p> <p>For more information, see Dragon Medical One – How to Login on https://providers.beaumont.org/dragon.</p>

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Q8	What best practices do you recommend?																														
A8	<ul style="list-style-type: none"> Remember to turn off the microphone when finished dictating. Correct commonly misrecognized words to increase accuracy and save time. Position the cursor where you want your text to go. Your text will be typed in the window in which your cursor is blinking. Access Log Off and Exit from the Dragon bar menu: <ul style="list-style-type: none"> Log Off to change microphone sources or specialty vocabularies. Exit when finished at a workstation to protect the profile from being accessed by other providers. 																														
Q9	What does various Microphone status indicators mean?																														
A9																															
Q10	Who do I contact for support?																														
A10	<ol style="list-style-type: none"> Contact the Dragon Medical One IT Call Center at 248-55-15483 (1LIVE) Contact the IT Service Desk at 888-481-2448, option 7 for provider support. Email or visit our IT provider informatics specialists, at your convenience. <table border="1" data-bbox="375 1289 1446 1730"> <thead> <tr> <th>Primary Site</th> <th>Provider Informatics Specialist</th> <th>Email Address</th> </tr> </thead> <tbody> <tr> <td>Ambulatory</td> <td>Xia Lao</td> <td>xia.lao@beaumont.org</td> </tr> <tr> <td>Dearborn</td> <td>Jacki Lazenby</td> <td>jacquelyn.lazenby@beaumont.org</td> </tr> <tr> <td>Farmington Hills</td> <td>Angel Smith</td> <td>angel.smith@beaumont.org</td> </tr> <tr> <td>Grosse Pointe</td> <td>Dinah Grace</td> <td>dinah.grace@beaumont.org</td> </tr> <tr> <td>Royal Oak</td> <td>Catherine Sullivan</td> <td>catherine.sullivan@beaumont.org</td> </tr> <tr> <td>Taylor</td> <td>Carla Ewell</td> <td>carla.ewell@beaumont.org</td> </tr> <tr> <td>Trenton</td> <td>Helen Therrian</td> <td>helen.therrian@beaumont.org</td> </tr> <tr> <td>Troy</td> <td>Cheryl Kuzma</td> <td>cheryl.kuzma@beaumont.org</td> </tr> <tr> <td>Wayne</td> <td>Adam Blair</td> <td>adam.blair@beaumont.org</td> </tr> </tbody> </table>	Primary Site	Provider Informatics Specialist	Email Address	Ambulatory	Xia Lao	xia.lao@beaumont.org	Dearborn	Jacki Lazenby	jacquelyn.lazenby@beaumont.org	Farmington Hills	Angel Smith	angel.smith@beaumont.org	Grosse Pointe	Dinah Grace	dinah.grace@beaumont.org	Royal Oak	Catherine Sullivan	catherine.sullivan@beaumont.org	Taylor	Carla Ewell	carla.ewell@beaumont.org	Trenton	Helen Therrian	helen.therrian@beaumont.org	Troy	Cheryl Kuzma	cheryl.kuzma@beaumont.org	Wayne	Adam Blair	adam.blair@beaumont.org
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