

Provider Transcription Transition FAQ

1. What is changing?

Traditional dictation/transcription services are being decommissioned. Dictation using voice recognition tools will be the dictation solution.

2. When does this occur?

At the end of the month of each OEE go-live:
South go-live – April 21, 2024
West/East go-live – July 21, 2024

3. Do voice recognition tools like M*Modal Fluency Direct take longer than traditional transcription tools to complete?

Not necessarily in most cases. For some providers, there may be additional time initially as the tool is trained to understand your speech patterns, speed and enunciation. Most providers find that with increased use, this process is just as fast as traditional dictation, but there is a small learning curve and pace of speaking may need to be adjusted. We recommend starting out using the tool as you are used to dictating and adjusting if there are accuracy issues.

4. Can M*Modal Fluency Direct be used when not at a computer on the go?

Not at the moment, but we are looking to utilize dictation through Haiku at a future date.

5. M*Modal Fluency Direct takes too long for long procedures, what do I do?

Templates that can be built to pull in via voice command and insert text where needed.

6. Why is this change being implemented?

At Corewell Health, we're ushering in a new era of dynamic, agile clinical documentation with voice recognition for dictation and transcription. These innovations offer rapid document turnaround times and elevate provider satisfaction, all while giving patients immediate access to their finalized notes in MyChart.

7. Where can I find more information?

Visit [Transition from Traditional Transcription Service to Voice Recognition Tools](#) on The Well.

8. How can I get assistance?

Use this [request form](#) if you need assistance with setup.
