Dragon® Medical
Frequently Asked Questions

WHAT HEALTHCARE CHALLENGES DOES DRAGON MEDICAL PRACTICE EDITION SOLVE?

EHRs offer the potential to dramatically improve the cost and quality of healthcare. Despite this potential, EHR software is used by only 20% of clinicians in the U.S. today. In order to understand the potential benefits of Dragon Medical, it is important to articulate the factors that are driving U.S. healthcare toward EHR adoption, as well as the factors that are inhibiting EHR adoption.

Incentive payments to physicians have dramatically accelerated EHR software purchasing and implementation. Passed in 2009, the Health IT for Economic and Clinical Health Act (HITECH) will provide physicians up to $64,000 each "for showing that they are meaningfully using health information technology," by purchasing and using CCHIT-certified (www.cchit.org) EHRs. According to the 2010 CapSite Ambulatory EHR and PM Study, 42% of all physician practices indicated they had purchased an EHR in the previous two years—up from 37% a year earlier.

Physicians must also purchase EHRs in order to report to the Center for Medicare and Medicaid Services (CMS) a number of Clinical Quality Measures (CQMs) as well as maintain Problem Lists and Medication Lists. Clearly, EHR templates are required to capture these elements of the patient encounter to meet CMS guidelines.

Dragon Medical Practice Edition is the first solution from Nuance Healthcare designed for use not only by doctors but also nurses, nurse practitioners, physician assistants, therapists, and other care providers. For practices with less than 25 physicians, Dragon Medical Practice Edition is the only real-time speech recognition solution which fits busy clinicians' needs.

Dragon Medical Practice Edition introduces a faster, more efficient way for medical professionals to create medical records, medical correspondence, or email messages. Dragon Medical Practice Edition introduces a new, faster speech recognition engine that is 15% more accurate than Dragon Medical 10.

This solution turns voice into text three times faster than most people can type, with up to 99% accuracy, using any Windows®-based EHR system. Dragon Medical Practice Edition includes vocabularies covering nearly 60 medical specialties.

WHY USE DRAGON MEDICAL PRACTICE EDITION?

Here are just a few reasons why Dragon Medical Practice Edition is for you:

- **Improves the quality, efficiency, and profitability of the care you provide.**

- **Raises clinician satisfaction.** Physicians who use Dragon Medical report that it makes the practice of medicine more enjoyable and that they can get home in time for dinner—no more late nights and weekends catching up on dictating/typing and signing patient charts.

- **Accelerates EHR Adoption.** Clinicians can dictate the "medical decision-making"—History of Present Illness, Review of Symptoms, Assessment and Plan—while within the EHR.

- **Helps you dictate notes in your own words**—creating robust, meaningful notes that truly capture the patient encounter—rather than the "cookie-cutter" notes that are often provided by many EHR templates.

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HOW DOES DRAGON MEDICAL PRACTICE EDITION COMPARE WITH OTHER DRAGON NON-MEDICAL PRODUCTS?

Nuance provides other Dragon products, such as Dragon NaturallySpeaking Professional 11 and Dragon NaturallySpeaking Premium 11, which are excellent speech recognition products for "general-purpose" home or business use. However, the size and scope of Dragon Medical's medical vocabularies provides a far superior dictation experience for physicians compared with Dragon Professional or Dragon Premium.

Tests comparing products used in a clinical setting show that Dragon Medical Practice Edition is 33% more accurate than Dragon Professional 11 for dictating patient records. Dragon Medical Practice Edition covers nearly 60 medical specialties, which means that you won't encounter missing terms or phrases—they're all there "out of the box."

Physicians using Dragon Professional would lose thousands of dollars in practice revenue, or more than a year in time spent correcting errors, or adding medical terms that are already in Dragon Medical Practice Edition. As a result, Dragon Medical Practice Edition is the most cost-effective Dragon speech recognition for clinicians in physician practice settings — by far.

Further, Dragon Medical Practice Edition protects sensitive and confidential patient information by supporting encrypted network file storage of speech files, helping your organization satisfy HIPAA privacy and confidentiality guidelines. Dragon Medical Practice Edition features secure encryption methods, which provide even greater levels of information security.

Unlike other Dragon solutions, Dragon Medical provides medical vocabularies that cover nearly 60 medical specialties, and the ability to create customized macros to enter frequently-dictated text with a single voice command, among other features.

HOW MANY PHYSICIANS ARE USING SPEECH RECOGNITION SOLUTIONS SUCH AS DRAGON MEDICAL TODAY?

Today, more than 180,000 physicians worldwide have chosen Dragon Medical. Physicians are adopting Dragon Medical as rapidly as they are adopting EHR systems.

Physicians are also using "front-end" (dictate, edit, and sign without transcription) speech recognition in other specialties. In radiology, for example, nearly 50% of all radiologists are using Nuance's PowerScribe® solution.

Nuance also offers eScription and Dictaphone® Enterprise Speech System, which apply "background" or back-end speech recognition. Using these systems, a physician dictates into a standard telephone, and his or her speech is processed offline by speech recognition and edited by a Medical Transcriptionist while listening to the physician's original dictation file. More than 100,000 physicians are believed to use a background speech recognition system.

ARE THERE DIFFERENT PRODUCTS IN THE DRAGON MEDICAL FAMILY? WHICH PRODUCT IS RIGHT FOR MY ORGANIZATION?

Dragon Medical is available in two distinct pricing and packaging versions designed to meet the needs of these distinct customer groups:

- **For practices with less than 25 physicians, Dragon Medical Practice Edition is the only real-time speech recognition solution which fits busy clinicians' needs.** Dragon Medical Practice Edition introduces a faster, more efficient way for medical professionals to create medical records, medical correspondence, or email messages. Dragon Medical Practice Edition introduces a new, faster speech recognition engine that is 15% more accurate than Dragon Medical 10. This solution turns voice into

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text three times faster than most people can type, with up to 99% accuracy, using any Windows®-based EHR system.

• **Large (25+ physicians) Practices, Hospitals, and Health Systems should deploy Dragon Medical Network Edition.** This software is the most effective solution for healthcare organizations to deploy mission-critical, industrial-strength speech recognition across the enterprise. Dragon Medical Network Edition is designed for large practices or hospitals that have deployed enterprise-wide EHR solutions and now can add speech recognition as an enabling technology for all physicians in the organization. This version provides:

  – **vSync for EHRs.** vSync is advanced Nuance Healthcare technology, which creates a virtual channel between the client PC and Citrix® server, passing pertinent EHR text box information to Dragon Medical. vSync keeps Dragon Medical and the EHR system continuously in sync.

  – **The Nuance Management Console**. This powerful tool allows Dragon Medical Network Edition customers to centrally manage Dragon Medical users across an entire provider organization. Management capabilities of Nuance Management Console include the ability to assign batch settings and properties to groups of users (or individuals), as well as schedule batch updates of new releases, and track Dragon Medical performance and usage. Nuance Management Console will substantially reduce the total cost of ownership and ongoing management of Dragon Medical Network Edition.

  – **Dragon Medical Network Edition Client**, is a "real-time" speech recognition program that works with virtually any Microsoft Windows®-based or Citrix-based EHR system for efficient report completion and easy navigation. It includes optional user login and passwords. As part of the

installation in a Citrix environment, there is a component that connects with vSync over a virtual channel that receives pertinent text box information, ensuring that Dragon Medical and the EHR are continuously in sync.

WITH WHICH ELECTRONIC MEDICAL RECORDS SOLUTIONS DOES DRAGON MEDICAL PRACTICE EDITION WORK?

Making EHRs easy to use by significantly reducing the number of mouse clicks and typing, Dragon Medical Practice Edition enables clinicians to document care much more efficiently. This solution seamlessly drives all major EHR systems, including Allscripts™ MyWay™, Allscripts Professional, NextGen Ambulatory EHR™, eClinical-Works®, athenaHealth®, Henry Schein MicroMD®, and Greenway®.

Nuance has developed the Dragon Medical EHR Certification Program to facilitate collaboration between Nuance and EHR vendors in order to optimize the EHR experience of end users.

Provider organizations whose EHR system runs on Citrix are strongly recommended to purchase or migrate to Dragon Medical Network Edition, but that requires the ability to support Microsoft SQL Server®.

The Dragon Medical EHR Certification program is designed to ensure seamless Dragon Medical workflow with EHRs. Testing within each EHR system focuses on how a provider would ultimately use Dragon Medical Practice Edition within the physician documentation portion of a given application. For more information on the program, please search the web for "Dragon Medical Certification" or visit http://www. nuance.com/for-partners/by-solution/healthcare-solutions/dragon-medical-certified-ehrs/index.htm

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WHERE CAN I BUY DRAGON MEDICAL PRACTICE EDITION?

Dragon Medical Practice Edition is designed for physician practices with up to 24 physicians.

Dragon Medical Practice Edition is sold through a nation-wide network of more than 150 resellers. To find a local re-seller from whom you would like to purchase and get sup-port, please visit www.nuance.com/partners/healthcare/search.asp or call a Nuance sales representative, who can refer you to an authorized reseller, at **866-748-9537**.

WHAT'S NEW IN DRAGON MEDICAL PRACTICE EDITION?

Major Features and Enhancements

• **Recognition Accuracy.** Turns voice into text with up to 99% accuracy. Dragon Medical Practice Edition is 15% more accurate out of the box than Dragon Medical 10.

• **Smart Configuration.** Dragon Medical Practice Edition runs on a variety of hardware, from netbooks to high-powered desktops. The software automatically detects hardware resources. Its state-of-the-art technology takes advantage of advances in hardware and runs in multiple threads automatically when multi-core hardware is detected for better recognition performance.

• **Recognition Analytics.** A percentage of misrecognitions can be caused by simple audio quality issues such as incorrect microphone connection or placement, back-ground noise, and microphone out of range or low on battery. Dragon Medical Practice Edition automatically detects poor audio input; it then alerts the user (in various ways depending on the issue), offering advice to remedy the situation.

• **Recognition Speed.** Dragon Medical Practice Edition significantly improves recognition response time. The software is also faster than previous editions when selecting application menu items by voice or executing

voice commands that perform actions within applications (e.g., "insert page break," "make that red," etc.).

• **Accuracy Tuning.** Ability to analyze selected documents and email; includes Nothing But Speech filter to auto-matically eliminate "um" or "ah" utterances, filtering out unwanted speech noise that previously lowered accuracy.

• **Smart Corrections.** In the past, corrections entered using the keyboard were not incorporated into the user profile. Now when a user dictates something and retypes it to correct a misrecognition, Dragon Medical Practice Edition identifies this as a correction and uses it to adapt the user's profile, improving the software's accuracy over time.

• **New Dragon Sidebar.** A major enhancement over Dragon Medical 10's Sample Commands window, this new desktop assistant allows users to discover and remember many commands and tips; at any time, it lets you glance at or explore global commands (including mouse commands), application-specific commands and custom-created commands, as well as tips. Its contents change depending on what window is currently active. In addition, the Sidebar lets users print its content. *(Note: This feature can be viewed by selecting from the Help menu.)*

• **Profile Creation Wizard.** User profile creation has been redesigned to be simple and conversational. The process now offers information about why each step is needed and helps users make optimal choices. Setting up a microphone or new audio source is more clear and straightforward.

• **Navigating the Computer Desktop.** Dragon Medical Practice Edition now supports more voice commands to show common Windows elements including the desktop and Control Panel, or folders such as My Documents and My Pictures. New commands enable users to effortless-ly switch to a specific window. (Dragon Medical Practice Edition displays a numbered list so the user can just say

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the number of the desired window.) In addition, Dragon Medical Practice Edition allows shorter names for starting popular applications (e.g., "start Microsoft Word" instead of "start Microsoft Office Word 2007").

• **Improved Playback.** Smoother fast-forward and rewind behaviors are now available, and users now have options to control speed and volume.

• **Initial Training Time Reduced for Digital Recording Devices.** Creating a new user profile for a digital recorder, or adding a digital recorder as a new audio source for an existing user profile, is now much faster: the minimum reading time required to train Dragon Medical Practice Edition with a recorder has been reduced from 15 to 4 minutes. That means clinicians can spend more time providing patient care.

• **Ability to use .DSS and .DS2 Files.** Dragon Medical Practice Edition can now accept .dss and .ds2 formats directly. Files recorded using these digital speech recording formats (found on recorders from Olympus®, Grundig®, and Philips®) previously required conversion prior to transcription.

• **Enhanced Profile-opening User Dialog.** Dragon Medical Practice Edition displays profiles in a tree structure for faster access to multiple profiles.

In addition to these major new features and enhancements, Dragon Medical Practice Edition includes dozens of other new features and enhancements, some of which are described below and categorized for ease of review.

ACCURACY FEATURES

• **Regional Accent Support.** Dragon Medical Practice Edition supports many regional accents of non-native speakers (Asian-Pacific, Asian-Indian, Australian, British, Hispanic, Pakistani) and U.S. accents (Deep South, Northern Inland).

• **Medical Bluetooth® Acoustic Model Support.** Special new acoustic software makes recognition with Bluetooth headsets better than ever.

NAVIGATION AND CONTROL FEATURES

• **Medical Search Commands.** Dragon Medical Practice Edition offers multiple voice shortcuts for searching medical information on the Web. Clinicians can now search medical data via a single command on WebMD®, UpToDate®, PubMe®, and ICD-9 at any time, without even having an Internet browser open. These commands combine multiple clicks into one fast command for the busy clinician. Simply say, "Search UpToDate for Wellbutrin contraindications," and Dragon Medical and UpToDate take you there.

• **Voice Shortcuts to Search the Web.** Dragon Voice Shortcuts collapse common tasks into simple voice commands. Now users can search the Web faster than ever before.

• **Quick Voice Formatting.** In addition to the many existing editing commands such as "Delete line," Drag-on Medical Practice Edition introduces direct commands for formatting, deleting, and copying named words and passages. Rather than selecting the relevant word(s) or passage and commanding what to do with that text (e.g., "Select very, [pause] Bold that"), users can now directly name the desired text with the desired action in a single voice command, such as "Bold very."

• **More Powerful Capitalization Rules.** Users can instantly set capitalization rules for words as they are added for the following word categories: Person, Department, and Drugs. Clinicians can have capitalization set to initial-caps, all-caps, or no-caps for the categories.

• **Disable Web Commands.** Disable HTML commands separately from dictation support, so Dragon Medical Practice Edition won't confuse commands with dictated words.

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SYSTEM MANAGEMENT FEATURES

- **Improved Security Features.** Encrypt macros for distribution, providing resellers and administrators alike with better control of intellectual property with Dragon Medical Practice Edition.

- **Upgradeable.** Uses voice profiles and language models from Versions 9 and 10, so all added words and phrases are available.

- **PowerMic™ II Barcode Support.** The PowerMic II with integrated barcode scanner can be used to scan MRNs, patient IDs, or accession numbers in your EHR system.

- **Microphone Sleep Mode.** Users can set Dragon Medical Practice Edition to have their microphone go to sleep when they want: 10 minutes, a half hour, or even two hours since Dragon Medical Practice Edition was last used.

PRODUCT BENEFITS – MORE EFFICIENT CARE

- **Dictate Faster and More Accurately Than Ever.** Dragon Medical Practice Edition is up to 15% more accurate than Dragon Medical 10— saving valuable minutes. Additionally, Dragon Medical Practice Edition has virtually instant response time, saving clinicians valuable minutes in their day.

- **Dictate Anywhere in Your EHR System.** Dragon Medical Practice Edition allows clinicians to dictate anywhere in an EHR system, while reviewing Lab Tests, Patient History, or Current Medications. Clinicians no longer have to click back and forth between information they're reviewing and the dictation window. They dictate while reviewing information, and the Hidden Mode feature allows the clinician to paste the dictation directly where he or she wants it.

- **Accelerate Clinician Adoption and Acceptance of EHR Systems.** Dragon Medical Practice Edition reduces time spent documenting care in an EHR:

  - Voice commands specific to each EHR reduce the amount of searching and mouse-clicks needed to move to the right screens.

  - "Free text" open dictation of medical decision making (History of Present Illness, Assessment, Plan, and other elements of a medical note) directly into the EHR eliminates the need for clinicians to type.

MORE EFFECTIVE CARE

Clinicians receive the following advantages from Dragon Medical Practice Edition over Versions 8, 9, and 10 or non-Medical products:

- **Spend More Time with Patients.** Increased accuracy and fewer errors to correct means clinicians can spend more time with patients, improving patient satisfaction.

- **Dictate in Your Own Words.** Dragon Medical Practice Edition free-text dictation capability supports more detailed History of Present Illness, more flexible Review of Symptoms, and more descriptive Assessment and Plan—the "medical decision-making" aspects of the note—which give referring clinicians and ancillary providers a clearer and more detailed patient assessment and prognosis.

- **Secure Patient Information.** Dragon Medical Practice Edition supports HIPAA compliance guidelines to protect patient confidentiality.

- **Improve Clinician Satisfaction.** Clinicians who use Dragon Medical report that it significantly improves their enjoyment of practicing medicine. By allowing them to use their time more effectively, clinicians' quality of life is improved.

MORE PROFITABLE CARE

Clinicians receive the following advantages from Dragon Medical Practice Edition over versions 8, 9, or 10 or non-Medical products:

- **Dramatically Reduce the Cost of Documentation.** Eliminate transcription by speech-enabling the EHR, freeing up resources to focus more on patients and invest in methods to help practice efficiency. Practices that are using Dragon Medical today are dramatically reducing transcription costs, which range from $500 to $1,000 a month per physician.

- **Support Appropriate Levels of Reimbursement.** Independent studies have shown that clinicians create more detailed notes with Dragon Medical than with notes built with point-and-click, template-only EHR menus.

- **Increase Practice Volume.** Faster, more accurate response reduces time spent on dictation, allowing clinicians to see more patients and increase practice revenue and profitability.

HOW IS DRAGON MEDICAL PRACTICE EDITION LICENSED?

Dragon Medical Practice Edition is purchased for use on a per-user basis. A user is defined as one (1) individual who dictates in Dragon Medical Practice Edition.

A licensed user may install Dragon Medical Practice Edition up to four times for use on multiple machines by that same user only.

A Dragon Medical Practice Edition license may not be used by more than one clinician, even if other users use the same PC.

WHAT BENEFITS SHOULD PHYSICIAN PRACTICES EXPECT FROM USING DRAGON MEDICAL PRACTICE EDITION?

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DO CLINICIANS STILL NEED TO USE A KEYBOARD AND MOUSE?

Although clinicians can use Dragon Medical Practice Edition to do almost everything on their computer by voice, some tasks are still easier to do by mouse or keyboard.

Dragon Medical Practice Edition allows clinicians to develop powerful speech commands and macros, which automate navigation and other repetitive tasks, saving countless clicks and keystrokes.

If using a mouse and keyboard are an option for clinicians, they should try experimenting with using their voice and hands for different tasks to see what works best.

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WHAT ARE THE SYSTEM REQUIREMENTS?

Recommended Specifications:

- CPU: 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required)
- Processor Cache: 2 MB.
- Free hard disk space: 5 GB.
- RAM: 2 GB RAM for XP and Vista, and 4 GB for Windows 7 and Server 2003/2008 64-bit.
- Microsoft® Internet Explorer 7, 8, and 9 (free download at www.microsoft.com).
- Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording.
- DVD-ROM drive required for installation.

Nuance-approved microphone (included in purchase).
For details on Bluetooth microphones, recorders, Tablet PCs, and other hardware, please go to support.nuance.com/compatibility.

Supported Operating Systems:

- Microsoft Windows 7, 32-bit and 64-bit.
- Microsoft Windows Vista SP1 and SP2, 32-bit and 64-bit.
- Microsoft Windows XP SP2 and SP3, 32-bit only.
- Windows Server 2003 and 2008, SP1, SP2, and R2, 32-bit and 64-bit (Windows 2008 R2 64-bit SP2 only).

A web connection is required for activation during installation. The software checks your system for minimum requirements; if they are not met, Dragon® Medical Practice Edition will not be installed.

COEXISTENCE WITH PREVIOUS VERSIONS OF DRAGON MEDICAL?

Only one version of Dragon Medical Practice Edition can be installed on the system.
NOTE: Running version 8 or 9 concurrently with version 10 is not supported.
NOTE: Coexistence with Dragon Medical SDK Client Edition version 9 is not supported.

UPGRADING FROM VERSION 9 or 10?

Clinicians can upgrade from Small Practice, Box, or Enterprise Edition of Dragon Medical version 9 or 10 to Dragon Medical Practice Edition. When upgrading from version 9 or 10, clinicians can choose to migrate their user files and vocabularies to Dragon Medical Practice Edition. Once Dragon Medical Practice Edition is installed, version 9 or 10 will no longer be functional. If clinicians choose not to upgrade their user files and vocabularies during the upgrade, they can do so at a later time by running the version 10 Upgrade Tool.

In addition, clinicians can upgrade from DNS Professional 9, 10, or 11 to Dragon Medical Practice Edition.

WHAT DO I NEED TO KNOW ABOUT VOCABULARIES?

Dragon Medical Practice Edition contains vocabularies covering nearly 60 medical specialties and subspecialties, so it is likely that your specialty will appear on the list. If your specialty is not covered, you should choose either the general medicine or the specialty vocabulary that is closest to the specialty you perform.