

DRAGON MEDICAL ONE (DMO)

Frequently Asked Questions



Dragon Medical One (DMO) is a cloud based software that provides clinical speech recognition for clinicians providing acute, community and primary care services, instantly transcribing voice recorded notes into clinical documents.

How to access and get training for DMO?

Access and training for DMO can be requested through the Service Desk.

DMO training is available for both MOIS and PowerChart. Additional support for PowerChart documentation and navigation can be arranged by contacting the PowerChart Training team.

Can I use DMO in my private EMR?

Yes! For more information using DMO in a private EMR, contact the Service Desk.

Is there a resource with key commands and shortcuts?

There is a printed Pocket Guide and a printed DMO Fast Tips pamphlet available in Health Records. Digital copies of these and other resources are available on the Northern Health Physicians website.

physicians.northernhealth.ca

Where do I go if I want to optimize my DMO usage?

In addition to the Northern Health Physicians website, there is a Dragon Medical One Resource Hub with additional resources to optimize your DMO usage. This Resource Hub includes a Learning Centre, tools and resources, and other tips for maximizing dictation efficiency.

To sign up for the Dragon Medical One Resource Hub:
<https://www.nuance.com/healthcare/campaign/info-hub/dragon-medical-one-resource-hub-registration.html>

How Can I get Help with DMO?

See 'Key Contacts' section below for DMO troubleshooting and other assistance. There is also a Help Menu in the DMO application.

Service Desk

- New account requests and requests for training
- General technical support, including:
 - Microphone not working
 - Issues related to signing in or logging off of DMO
 - Dragon menu items are not available
 - Dragon does not recognize a common word

PowerChart Training Team

- Help with DMO usage in PowerChart
- General PowerChart training

Quality Assurance Team

General document support

- Support in correcting a report
- Can't find a self-authored document in PowerChart
- General DMO questions
- Printed Pocket Guides and Fast Tips Pamphlet



Key Contacts

Service Desk: 1-888-558-4357 or servicedesk@northernhealth.ca

PowerChart Training: powercharttraining@northernhealth.ca

Quality Assurance Team: 1-844-565-5950 or rtspendingteam@northernhealth.ca