



# User Guide

FOR DOCTORS

# Key to status icons



**Processing:** This Task will be available soon.



**Waiting to be Typed:** This Task will be typed soon.



**Being Typed:** Typing is in progress



**Ready for Download or Approval**



**Approved:** You have already approved this Task and it is ready for download.



**Already Downloaded**

# Welcome to DICT8 medical transcription

This guide will 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](http://www.dict8support.com) or contact our help desk at:

[info@dict8.com](mailto:info@dict8.com) | 0800 121 8105.



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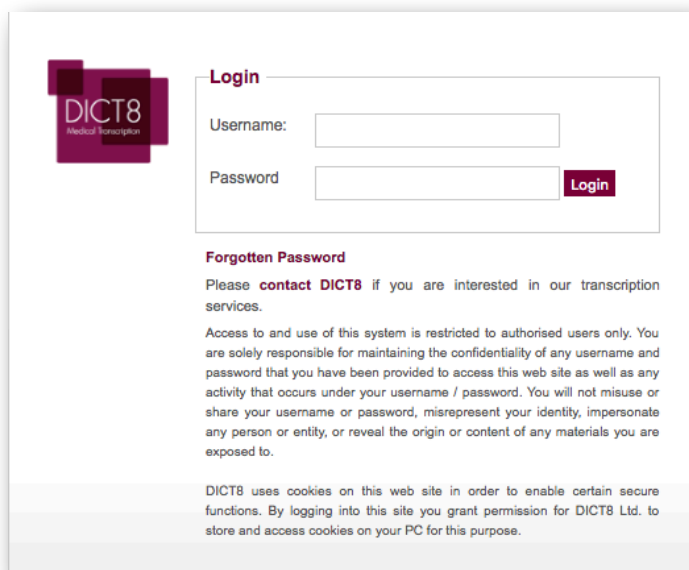
# Getting Started - Logging in

The DICT8 system operates through your web browser (Google Chrome is best, but you can also use Internet Explorer) and can be found at :

[www.dict8login.com](http://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.

Your username and password were supplied to you when you joined DICT8.

The screenshot shows the DICT8 login interface. On the left is the DICT8 logo with the tagline 'Medical transcription'. To the right is a 'Login' section with two input fields: 'Username:' and 'Password:'. A red 'Login' button is positioned to the right of the password field. Below the login fields is a 'Forgotten Password' section. It contains a paragraph asking users to contact DICT8 if they are interested in transcription services, followed by a disclaimer about system access and confidentiality. At the bottom, there is a small paragraph about cookies.

Once they have been entered correctly you will be taken to the 'Task List' page.

## 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 is 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](http://www.dict8support.com). However if you cannot find what you are looking for there then email us at [info@dict8.com](mailto:info@dict8.com).

# Using a Dictation Machine

You may have received a dictation machine when you joined the DICT8 service.

Our system can use a wide variety of dictation machines- each of which comes with their own manual, please refer to that manual for instructions regarding use.

## Connecting your dictation machine to your computer for the first time

The dictation machine comes with a cable and can be plugged directly into your computer's USB socket.

Plug one end of the cable into your computer's USB socket and the other into the dictation machine.

You do not need to use the software that came with the dictation machine, as your computer will recognise the new hardware that you have added- just give it a minute to integrate.

## Uploading your dictation

1. Connect the dictation machine to your PC or Mac.
2. 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'- you will now see a list of files ending in 'wma' or 'dss'.
3. 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.
4. Select the clinic name, clinic date 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.
5. Press the 'Upload' button.
6. 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 your file manager or by following the instructions that came with your machine.

# Using the app

We have free apps available for both iPhone and Android- please search for 'DICT8' in the relevant app store.

You will need to enter your username and password into the app, after which you can use a biometric ID (fingerprint or face), if your phone has that capability, or a PIN code to access it.

Hit the record button on the app and dictate as you normally would. You can then upload the dictation to the DICT8 system straight from the app, adding on information such as flags, hospital numbers and which workflow you would like it to go to.

## Frequently Asked Questions

None of the buttons seem to work or I have linked it to the computer but nothing is happening.  
You may have the 'Hold' switch on. This is either located on the rocker switch on the side of the machine or on the back of it.

Can I erase a dictation that I don't like?

Yes, press the erase button on the machine. A message saying 'file erase?' will appear on the screen, press erase again to confirm.

Why can I see a new 'removable disk' showing in my file manager?  
Your computer identifies the dictation machine as a removable disk.

What is the workflow?

If you are using the DICT8 workflow management system this will let you decide which workflow your dictation will be put into. If not please ignore this!

Do I need to remember the Task IDs on the screen?

No, they are just a means of cataloguing the files. You can list, and find them, by date or Hospital number instead.

## No more 'next patient'

Instead of dictating 'next patient' between letters please press the 'new' button on the dictation machine between letters- this will create a separate file for each one and make it easier to find transcripts in the future.

## Top Tip

# The Task List

| Task    | Added            | Clinic           | Clinic Date | Hospital #    | Filename     |
|---------|------------------|------------------|-------------|---------------|--------------|
| 8408894 | 09/04/2018 10:40 | Referrals        | 09/04/2018  | None Supplied | D5550022.D52 |
| 8408893 | 09/04/2018 10:40 | Referrals        | 09/04/2018  | None Supplied | D5550023.D52 |
| 8408892 | 09/04/2018 10:40 | Referrals        | 09/04/2018  | None Supplied | D5550020.D52 |
| 8408891 | 09/04/2018 10:40 | Referrals        | 09/04/2018  | None Supplied | D5550021.D52 |
| 8408890 | 09/04/2018 10:40 | Referrals        | 08/04/2018  | 123 456 7890  | D5550018.D52 |
| 8408889 | 09/04/2018 10:40 | Referrals        | 09/04/2018  | None Supplied | D5550019.D52 |
| 8408888 | 09/04/2018 10:40 | Urgent           | 09/04/2018  | None Supplied | D5550016.D52 |
| 8408886 | 09/04/2018 10:39 | Referrals        | 06/04/2018  | None Supplied | D5550020.D52 |
| 8408885 | 09/04/2018 10:39 | Referrals        | 06/04/2018  | None Supplied | D5550003.D52 |
| 8408884 | 09/04/2018 10:39 | Referrals        | 06/04/2018  | None Supplied | D5550001.D52 |
| 8408883 | 09/04/2018 10:39 | Referrals        | 06/04/2018  | None Supplied | D5550015.D52 |
| 8408882 | 09/04/2018 09:44 | Rapid Access - 1 | 09/04/2018  | None Supplied | D5550010.D52 |

The Task list is the starting point for viewing and downloading your transcribed documents, and can be accessed at any time by clicking on the 'Task list' button. You can refresh it any time by clicking 'Refresh'.

The page features a list of dictations that you have 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 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.

If you click on the icon to the right of the Task you can get more information about it, including a complete history of interactions with it.

Each Task has a status associated with it. This lets you know what is happening and what you can do- they are listed at the front of this guide.

If you would like to only see Tasks that are in a particular status you can do this by choosing a particular tab from the top of the Task List.

In order to view a Task please click on the Task number.

Where a Task is 'greyed out' it is because you cannot access it at this time. This is 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!

## 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 the Task's progress.

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

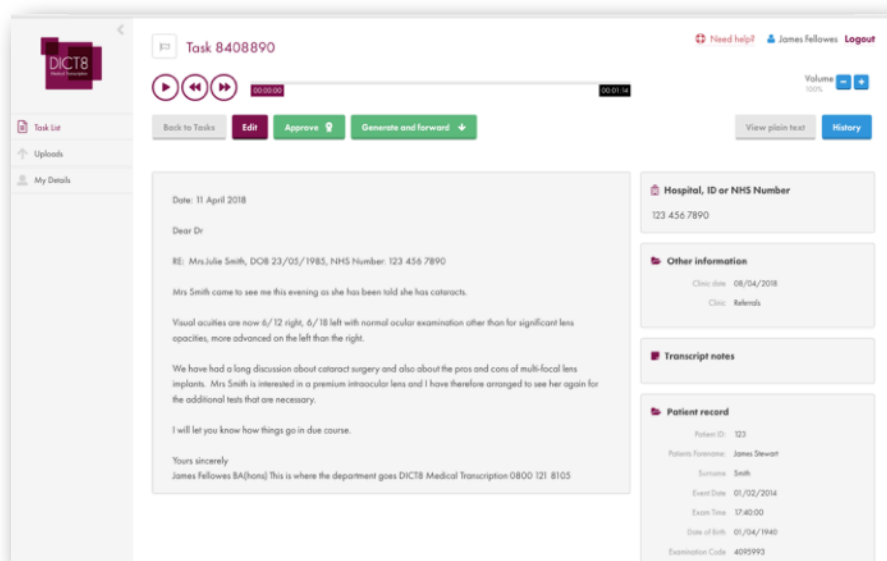
After you download a Task it is removed from the Task list: otherwise the list would be too long. However you can get the Task back using the hospital number- see below: *Remember that you can't lose Tasks as they can always be recovered by us or your manager!*

## Searching for Tasks & recovering them

You can search for specific Tasks, or just get a list of Tasks from a particular clinic, by typing in the hospital number, Task ID or clinic name into the search box

## Top Tip

# The Transcript



Selecting a Task will take you to the Task preview screen. This is the hub from which you can look through the Task and decide what to do with it next.

You generally have three choices:

- ✦ **Edit** the Task by clicking on the relevant button, which will allow you to make any changes to it that you require.
- ✦ **Approve** the document, after checking through it, so that your secretary knows that you are happy with it and that they can print it out for you.
- ✦ **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:

At the top of the page, there is a player, which enables you to listen to your dictation again.

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.
- ✦ **Task rating:** We want to make sure that you are happy with your document and have therefore provided a way for you to let us know if you are satisfied with the transcription that you have received.
- ✦ **Patient record:** In some cases there may be additional information on the page.

## 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 Word you can then put it into your existing templates and use your own font and layout options.

Can I feedback what I think about a Task?

Yes. When editing a Task please give it a rating by choosing a number of stars at the bottom right of the page. This will let us know if there is anything wrong with a Task so that we can take action and ensure that appropriate Transcribers do work for you.

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.

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 to a plain text versions of the transcript- please change to this version and copy to your clipboard.

## Topping and Tailing

If you go to your Account settings under the My Details menu, you can set up blocks of text that will automatically be appended to every letter in your account- great for signature blocks.

## Top Tip



[www.dict8.com](http://www.dict8.com)