

Dictation Downtime Workaround

678-312-4000

This workaround will allow you to dictate using an alternate system.

It is very important to provide key information so your dictation is trackable and retrievable.

It is critical that you follow the process steps directly.

Process:

- Call into the dictation phone number.
 - **Pre-programmed dictate station** – they do not need to dial the number, they only need to pick up the receiver and it will automatically dial them into the dictation system. If they dial the number, it gives them a busy signal.
 - **Phone within the facility** – they only have to dial 24000 (just like calling an internal extension)
 - **Cell phone or an external phone**, they will need to dial the whole number 678-312-4000
- Follow the voice command prompts and enter the data.
- Dictate the key information needed to properly identify the report.

Your name

Signing Clinician's name, if you are a midlevel

Account Number

Patient Name

Date of Service

Work type (H&P, Consult note, etc.)

- Dictate the rest of your report.
- Write the confirmation number, given at the end of the dictation, in the medical record.

There are changes in using this interim dictation/transcription system:

- Templates and Canned text will not be available. You must dictate everything you want in the report.
- If changes are needed to the transcribed reports – you will not be able to do that online. You have two choices:
 1. Come to Medical Records and we will help you by printing the dictation, you can make the changes manually and sign the changes and then Medical Records will scan back into the record.
 2. Dictate an addendum
- Locating the dictations in the record - you must utilize the medical record tab in Portal (not the results tab).
- Faxes will not be sent to any office or carbon copy location. We encourage you or your office staff to access these through your portal access.

If you have any questions please call any of the following numbers:

Medical Records: 678-312-4689

Brittany Mayes: 404-444-5046

Wendi Chandler: 678-372-6108

Lisa Cauthen: 770-312-4395