DeliverHealth

eScription One InQuiry

User Guide

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Introduction

InQuiry is a highly customizable HIPAA-compliant web-based application with various features that allows health care providers to review, edit, search, and electronically authenticate transcribed dictations. InQuiry integrates a patient demographic database, referring physician information, and the facility's Electronic Medical Records system. This allows health care providers to quickly and easily complete a quality document. Using InQuiry can help produce a document that is more reliable and consistent than one produced with traditional transcription services.

Requirements

For optimal compatibility, your system must meet the following software and hardware requirements:

Minimum Requirements:

– Windows 10

– RAM: 1 GB or more

– Web Browser: Chrome, Edge, Firefox

– A monitor capable of displaying a resolution of 1366x768 pixels

– Internet Bandwidth: 3 Mbps download; 1 Mbps upload or greater

Recommended Requirements:

– Windows 10 or higher

– RAM: 4 GB or more

– Web Browser: Chrome, Edge, Firefox

– A monitor capable of displaying a resolution of 1366x768 pixels or higher

– Internet Bandwidth: 3 Mbps download; 1 Mbps upload or greater

– Sound Card with Speakers (or Stereo Headphones)
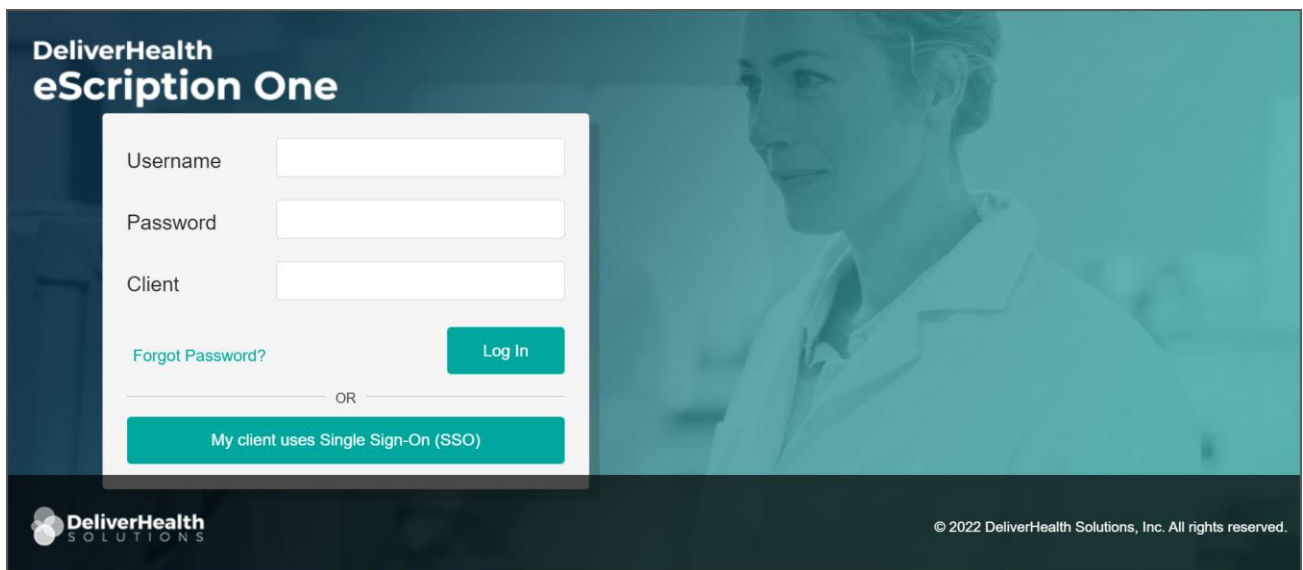
Starting InQuiry

Note: Obtain a username, password, and client code from your company's system administrator prior to logging into InQuiry.

Log into InQuiry at:

Australia https://www.escription-one.com.au/inquiry/

Canada https://www.escription-one.ca/inquiry/

United States https://www.escription-one.com/inquiry/

Log into InQuiry with the User, Password, and Client information provided by the Transcription Company or System administrators. All three fields are required to access the InQuiry website. eScription One recommends that users keep login information confidential and not share login information with other users. SSO users should choose **My client uses Single Sign-On (SSO)** to proceed with login.

Note: If multi-factor authentication (MFA) has been enabled for your company, please see 'Setting up Multi-Factor Authentication Using Auth0 Guardian'.

The "Forgot Password?" link next to the Login button allows users who have saved a valid email address to receive password reset instructions by email if it is lost or forgotten. For more information, go to Email Verification and Resetting your Password.

Once successfully logged in, InQuiry displays the user's Home tab. The navigation tabs appear at the top of the InQuiry website. These tabs are persistent throughout the InQuiry application and allow users to quickly navigate to the most commonly accessed destinations. Each navigation tab is explored individually as each has a unique function in the overall application. Not all Navigation tabs are available to all users.

Enabling Multi-Factor Authentication for Users

Multi-factor authentication is another way to verify a user's identity, adding an extra level of security to the login process. To set up multi-factor authentication, there will be a one-time procedure that requires you to download an authentication

application called Auth0 Guardian onto your cell phone and create an account. Subsequently, when logging in, you will only need to accept a notification sent to your phone. This one-time procedure does not need to be repeated for each client app.

To enable MFA for a single user, go to Client Maintenance> Maintenance> Users> Edit 'user' and check the **Use Multi-Factor Authentication** check box in the 'Password and Security Options' section.

To enable MFA for multiple users at once, go to Client Maintenance> Groups> User Groups. Create or use an existing group containing all users for whom you want to enable MFA. Under 'Password and Security Options', check **Use Multi-Factor Authentication**.

Setting up Multi-Factor Authentication Using Auth0 Guardian

When logging in to InQuiry for the first time after the multi-factor authentication setting has been enabled, you will see some minor changes. You will be redirected to our new authentication service with a look and feel similar to the old login experience.

Enter your login credentials as usual. Before the application opens, the 'Secure Your Account' screen appears. Here you begin the one-time multi-factor authentication setup.
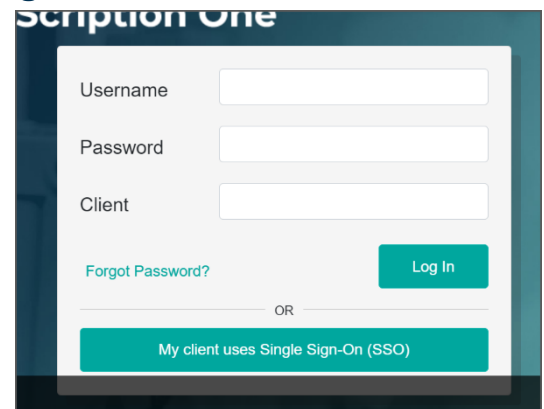
Step 1: Download the Auth0 Guardian app
Auth0 Guardian is a free security app for performing multi-factor authentication. With the Guardian app, a notification is sent directly to your cell phone. There are no codes to manually enter; just press 'Allow' to accept the notification.

If you do not have the Auth0 Guardian app already installed on your phone, you must first download it from the Apple store (for iPhone) or Google Play (for Android). Choose the appropriate button to view the location of the app's download site. Search 'Auth0 Guardian' and download it to your phone.

Once you have the authentication app downloaded, open it. In your InQuiry app, click **Continue** on the 'Secure Your Account' screen.

Note: Other authentication apps may work as well but are not officially supported.
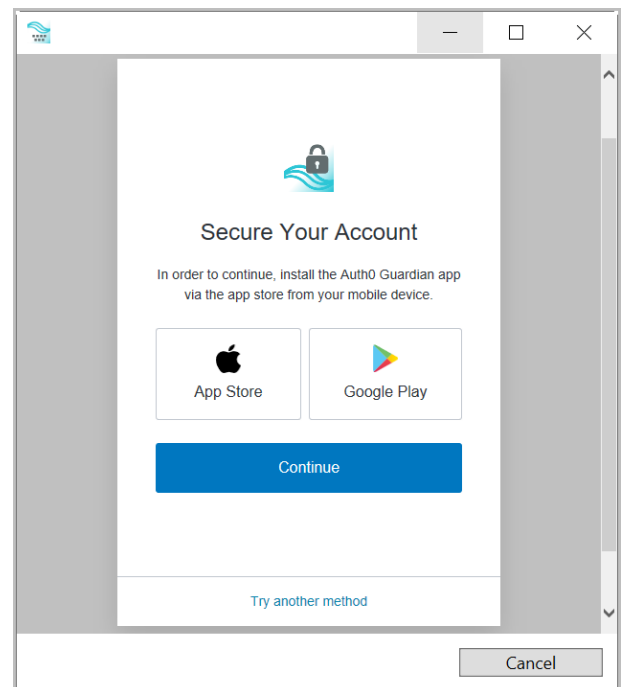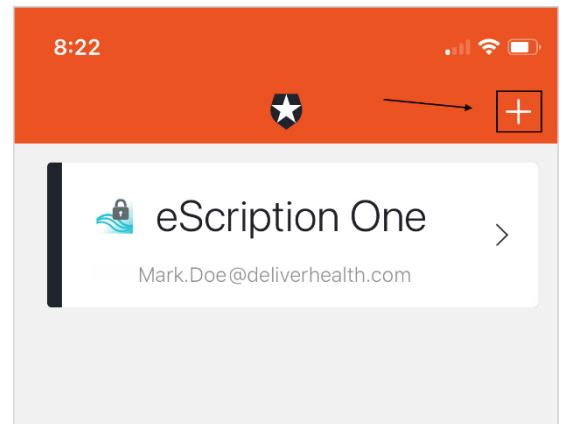
Step 2: Scan the Activation (QR) code

Next, use the authentication app to scan the activation code that appears in InQuiry by holding your phone up to the code. This will link the authentication app to your InQuiry application.
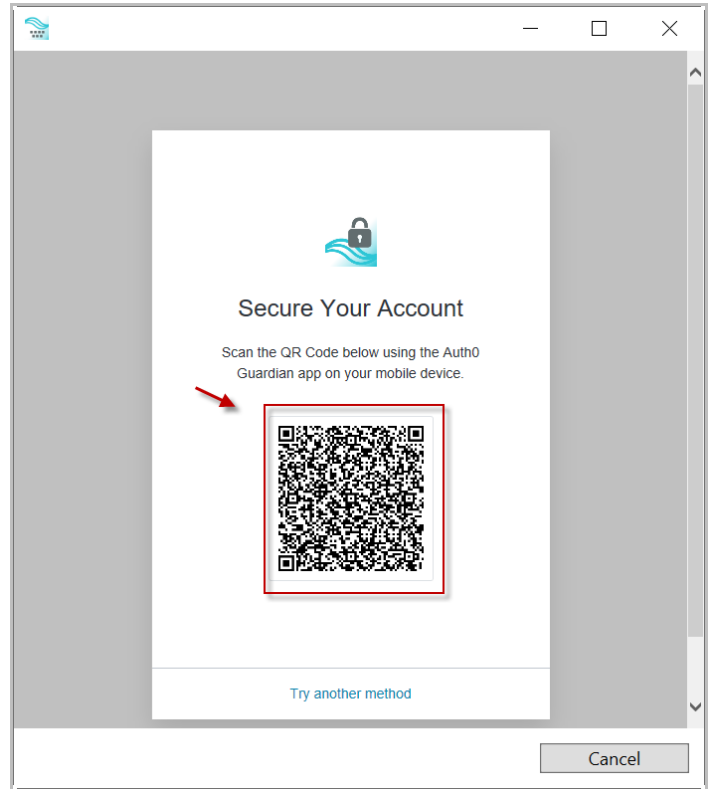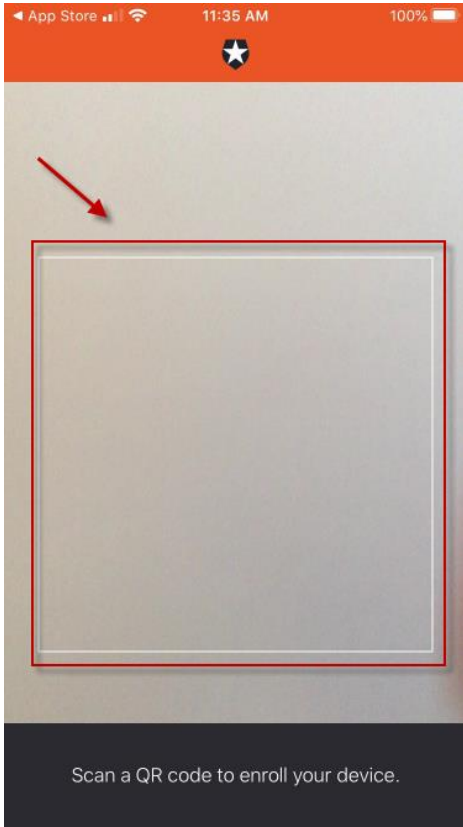
If the scanner does not automatically open, you may need to click the plus button at the top of the Guardian screen to add a new account.

Step 3: Copy the Recovery Code

After scanning the code, you will receive a recovery code (in InQuiry). If you need to log in and do not have your device, you can paste or enter this code to access InQuiry. Copy the code and keep it somewhere safe.

Click the check box indicating that you have recorded the code, then click **Continue**.

You now have an account to which a notification request will be sent each time you log in. The email on your account will be the email listed for you on the User Information screen in InCommand.

InQuiry will now open.

Note: Remember to have your phone nearby when you log in from now on. See the next section for details.
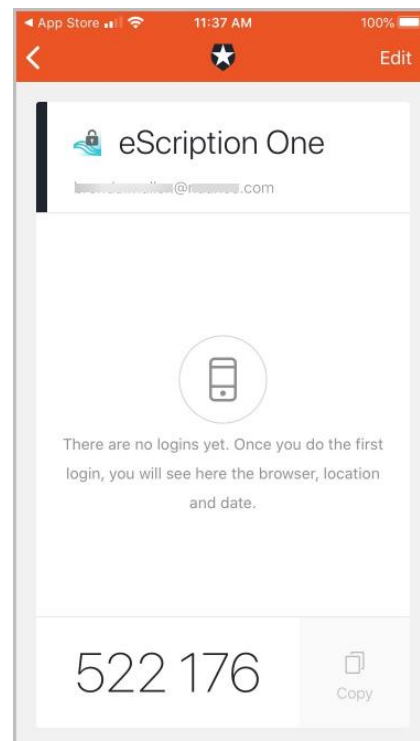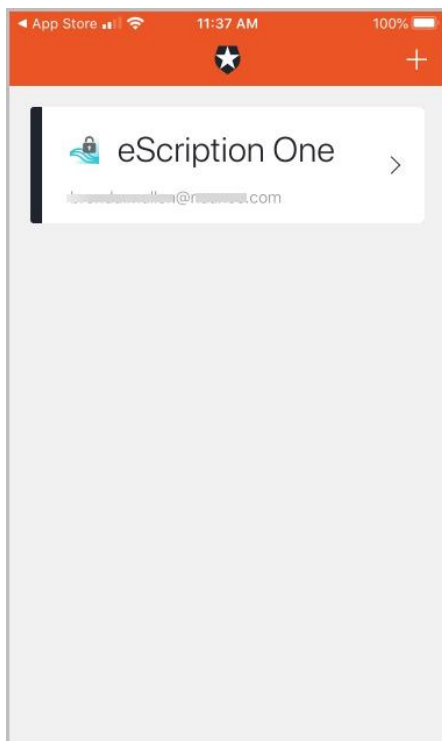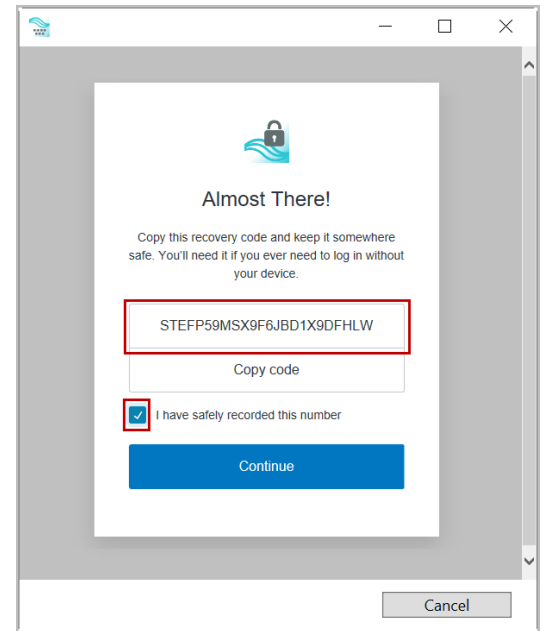
You have successfully set up multi-factor authentication. Remember to have your phone nearby when you log in from now on. See the next section for details.

Logging in with Multi-Factor Authentication

Once you have completed the initial MFA setup process above, you will subsequently log in to InQuiry as shown in the steps below.

1. Open the Guardian app.

2. In InQuiry, enter your login credentials.

   The Verify Your Identity screen opens, indicating that a notification has been sent to your phone and is awaiting confirmation.
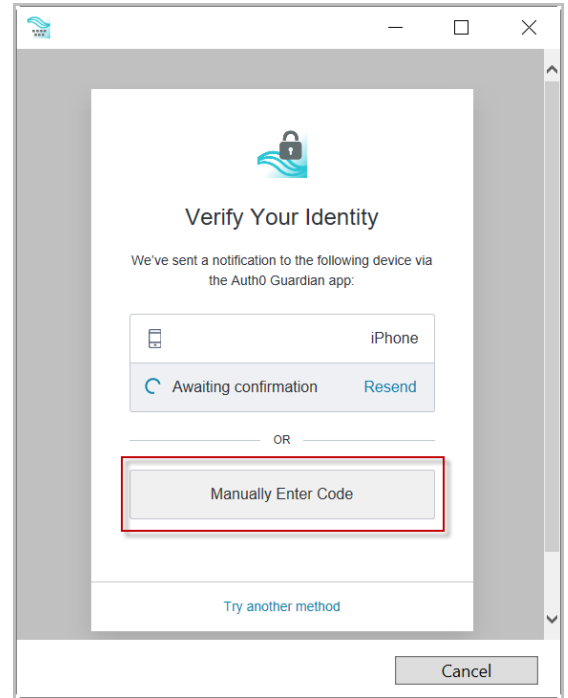
3. In the Guardian app, click **Allow**.
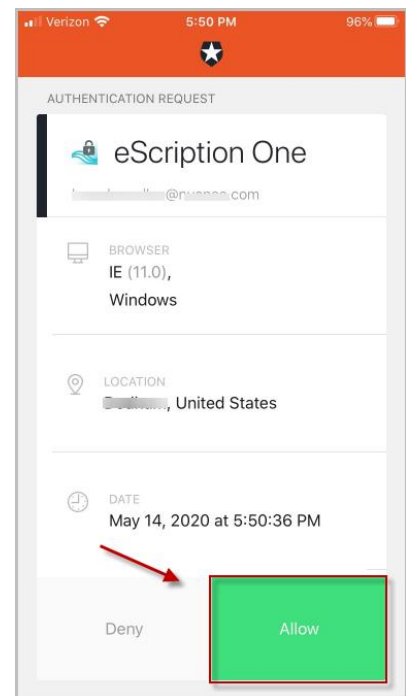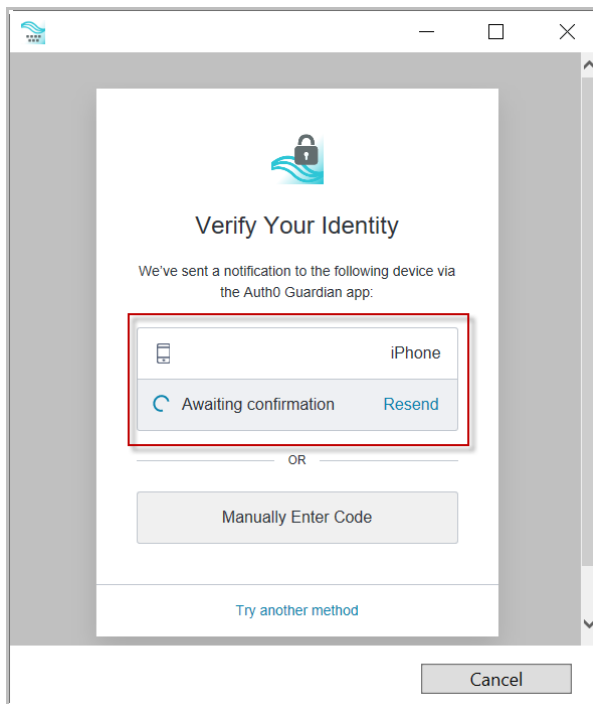
After successful authentication, you will automatically be logged into InQuiry.

If you do not receive the notification, you can choose to have the notification resent, or you can manually enter the code at the bottom of the Guardian app (see below).

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If you do not receive a notification, you can choose **Manually Enter Code**.

Enter the code appearing at the bottom of the Guardian app.
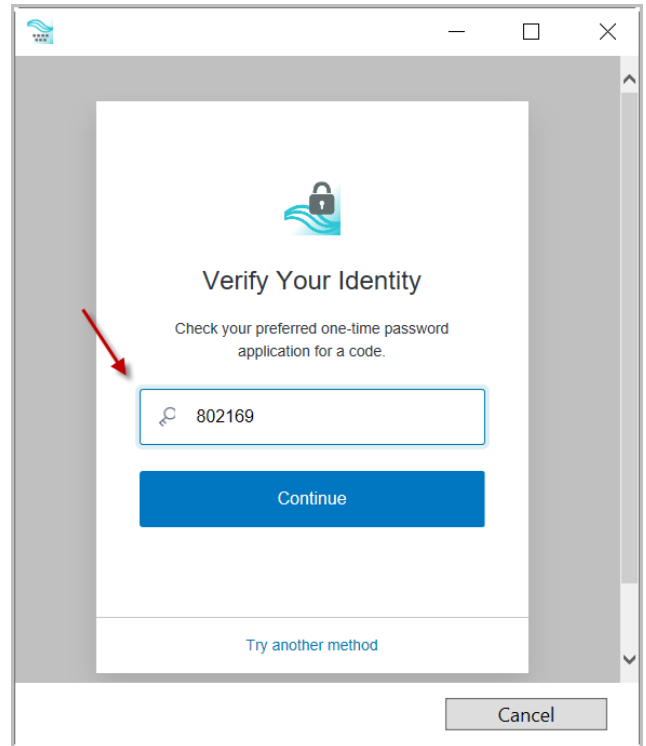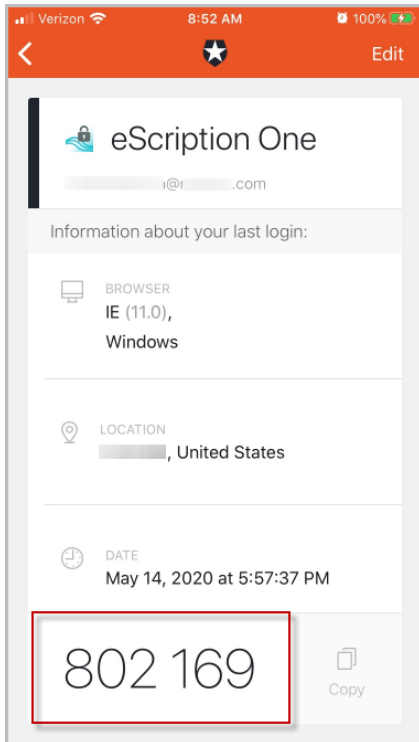
Click **Continue**. After successful authentication, you will automatically be logged into InQuiry.

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Resetting Multi-Factor Authentication

Managers can reset MFA for users who cannot log in with MFA after having done so previously. This option is located on the **Password and Security Options** screen (Client Maintenance> Maintenance> Users> Edit 'user').

For this option to appear for the user, the following conditions must be met:

- MFA is turned on for the client.

- MFA is turned on for the user.

- The user has logged in at least once with MFA enabled.

Note: At this time, you must use the "reset multi-factor authentication" button before removing the entry from the Guardian app or uninstalling the Guardian app. Otherwise, you will need to contact support for assistance.

To do a reset:

1. Click the **reset multi-factor authentication** button. A pop-up confirmation window appears.

2. Click **Ok**. The reset proceeds and a new pop up appears stating that authentication has been reset.

3. Click **Ok**. The user can now begin MFA registration again.

Note: The 'reset multi-factor authentication' button remains on the Password and Security Option screen after a profile is reset.

Email Verification

Upon login, if the user has not already entered and validated an email address, a notification window will appear asking for an email address. This email address is used for the reset password process.

The email address is not required, and the email verification window can be closed by pressing the Cancel button. However, the user will continue to be prompted for their email address at each subsequent login and return to the InQuiry home tab.
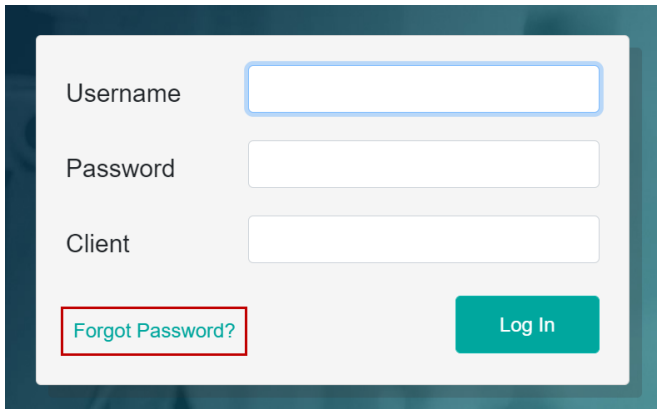
The user can type an email address in the Email Verification window and press the Verify button. This will send a verification email to that email address containing a link. When the link is clicked the email address will be verified and the user will no longer be prompted to enter and verify an email address. If the user saves an email address but does not verify it by clicking the link the verification email, they will continue to see a red "Email Verification Required" message in the upper right corner of InQuiry. This red message can be clicked to open the Email Verification window. The red message will be removed after an email address has been verified.

If an email address needs to be edited the user can click on Preferences from the Home tab and edit or enter an email address in the Password Reset Email field. The verification process will need to be repeated.

Resetting your Password

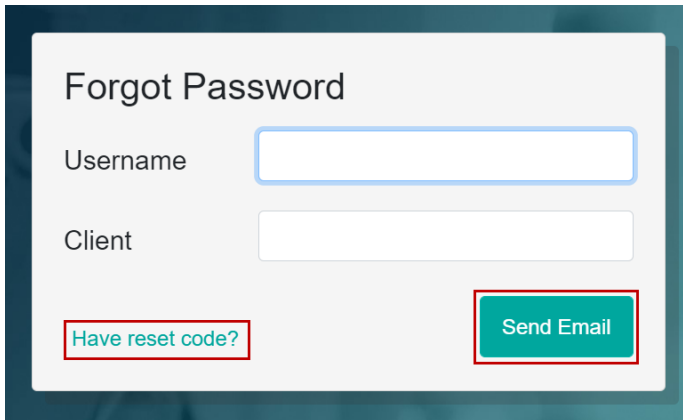If you have forgotten your password, you can reset it using the steps below.

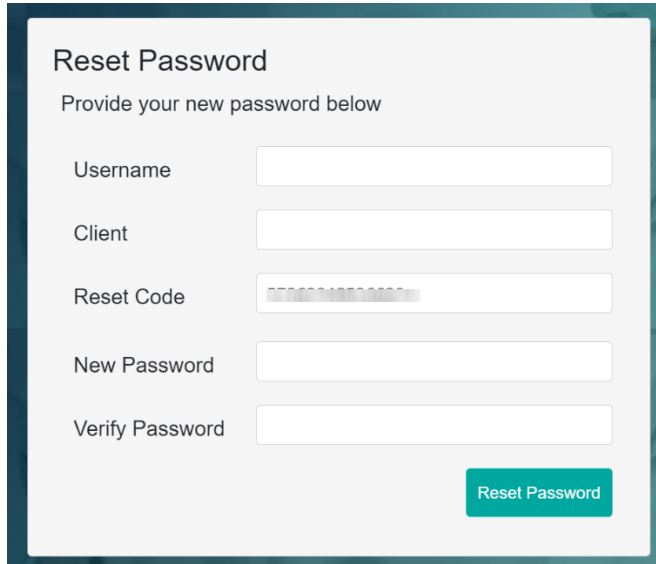1. On the login screen, enter your Username and Client code, then click Forgot Password?.

2. On the 'Forgot Password' screen, click either the **Send Email** button or 'Have reset code?' link (if you already have a reset code).

3. If you choose **Send Email**, you must have a verified email address (see above). If so, an email will be sent to you with instructions and a link for resetting your password. Once you click the link, the 'Reset Password' screen appears with the reset code filled in. Enter the remaining information, then click the **Reset Password** button.
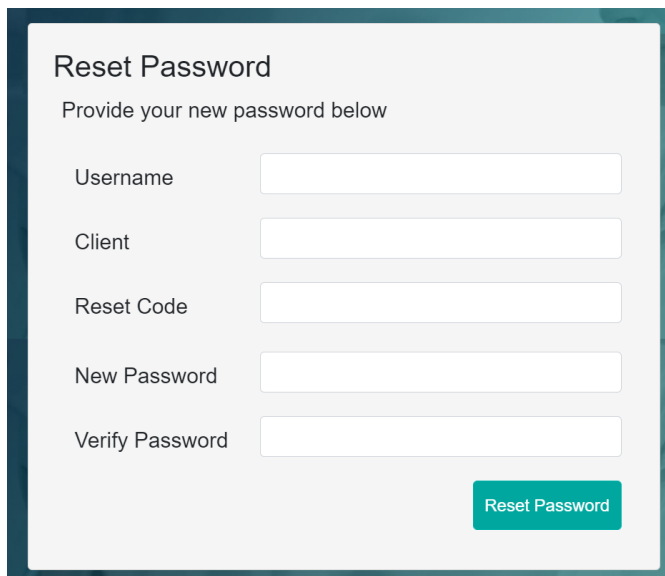

If you choose 'Have reset code?', the 'Reset Password' screen appears without the reset code filled in. Enter the code and remaining information, then click the **Reset Password** button.

If you selected 'Send Email', you can also copy and paste the code from the email and paste it here.

Home Tab

The Home tab allows users to perform various administrative tasks, set up various preferences, and see a general summary and graph of the workflow. The user who is currently logged in is greeted at the top of the page. If the User ID currently logged in is incorrect, the user can log out by clicking on the user's name and choosing Log Out.

User Menu

The links under the User Menu section allow access to preferences, maintenance functions, and information customized for the user and client. Not all links in the User Menu are available to all users.

- **Help Desk Support:** This link provides contact information for the transcription company that manages the Client account. If contact information has not been provided, this link directs the user to the eScription One helpdesk number and support websites.

- **Telephone Dictation Instructions:** This link provides detailed information to dictating users who are using the InTouch Telephone dictation service to record dictations. This link is not available to non-dictating users or users at hospitals and clinics who are not using the InTouch telephone dictation system.

- **Set InTouch PIN:** This option allows the dictating user to set or change an InTouch PIN to access the dictation review function of InTouch telephone dictation. This option will only appear if the client has an InTouch emulation that supports dictation review.

Folder Notification Options: This allows InQuiry users to receive email notifications about dictations in the workflow. Notifications inform the recipient of the number of dictations that are awaiting review in the Preliminary folder and Referral folder. Real Time Notification updates the Provider via email in real time as transcriptions become available in the Preliminary folder. Otherwise, providers can choose which days and at what times to receive email notifications for the Preliminary folder. Notifications for the Referral folder are always sent at 7 AM in the client's time zone and are generated for the days that are selected. Note: The names of workflow folders are customizable by the client.

– **Reports:** This is an additional link to the InVision navigation tab.

– **Maintenance:** This is a link to the maintenance section of the client. Access to this link allows users to modify client setup, Associates, Patients, Documents, Users, Templates, ShadowPrint options, and other advanced features. Access to this link does not necessarily confer access to all these features and is typically reserved for system administrators and advanced users.

– **Change Password:** This link allows a user to change their password. The password requirements configured for the company are shown at the top of the screen.

If the password does not meet these requirements, the screen will display which ones after the user presses the **Change Password** button.

– **Preferences:** This link allows the user to modify the way InQuiry prints and behaves while the user performs various functions in the application. Due to the nature of these settings, they are saved to the local machine and not to the user login. This means that users can have different Preferences selected when using different computers. Using the "Ok" button saves setting changes and closes the window. Using the "Restore" button sets all options to default settings.

Note: A separate Printing Component is required for printing functionality. If the component is not installed, the user will receive a pop-up notification when the Preferences window is opened indicating the components were not detected and will contain a link to download and install the components. See the Printing Agent User Guide at https://docs.escription-one.com/printing_agent/.

View / Edit User Preferences

Note: these features do not apply when printing from the Search Tab.

☑ **Complete All After Print All**
If checked, after "Print All" feature executes, you will be prompted with a message asking you if you would like to complete these printed transcriptions.

☑ **Complete Selected After Print Selected**
If checked, after "Print Selected" feature executes, you will be prompted with a message asking you if you would like to complete these selected transcriptions.

☑ **Popup Batch Log After Print**
If checked, after either "Print All" or "Print Selected" features have been executed, you will receive a summary window indicating what has just printed.

☑ **Print Batch Log After Print**
If checked, after either "Print All" or "Print Selected" features have been executed, a summary Batch Log will print following the transcriptions. If this feature is used, the batch log window will appear and quickly close after printed.

☐ **Complete After Download**
If checked, after either "Download All Transcriptions" or "Download Selected Transcriptions" features have been executed, you will be prompted with a message asking you if you would like to complete downloaded transcriptions.

☑ **Auto Spellcheck**
If checked, anytime a change is made in the editor in Edit mode, and a save is requested, the spellcheck of the editor will be called first.

Auto-Refresh Search every [⌄] **minutes**
This will make workflow folder search results, and whatever search criteria were selected, perform the auto-search function. Select 0 to turn Off this functionality.

☑ **Always Maximize InQuiry Windows**
If checked, anytime a new window opens, it will be automatically stretched to the maximum available screen size.

☑ **Always Confirm Job Completion**
If checked, after "Complete" or "Complete/Next" gets clicked in Transcription Viewer, you will be prompted with a confirmation message asking you if you would like to complete the transcription.

Password Reset Email [test2@test.com] * @ verify
eS-One will e-mail the "Forgot Password" request to email address entered here.

Time Zone [(GMT-05:00) Eastern Time (US & Canada) ⌄]
Usually Time Zone is automatically identified upon login into InQuiry system. This option allows to manually overwrite it.

💾 save   🧹 restore

– **Printer:** This is the printer that InQuiry defaults to when printing transcriptions. Unless otherwise specified, this setting defaults to the Computer's default printer.

   o **First Page Tray:** For printers with multiple trays, this setting determines which tray the paper for Page 1 comes from. This is helpful for clients who are using custom paper letterheads when printing documents. The default setting is "Auto Select."

- o **All Other Pages Tray:** For printers with multiple trays, this setting determines which tray the paper for Page 2 and all subsequent pages comes from. The default setting is "Auto Select."

- o **Complete All after Print All:** When checked, documents printed using the "Print All" button are also completed from that folder. The default setting is unchecked.

- o **Complete Selected after Print Selected:** When checked, documents printed using the "Print Selected" button are also completed from that folder. The default setting is unchecked.

- o **Popup Batch Log after Print:** If checked, after either the "Print All" or "Print Selected" function has been executed, InQuiry displays a summary of the transcriptions printed. The default setting is unchecked.

- o **Print Batch Log after Print:** If checked, after either the "Print All" or "Print Selected" function has been executed, InQuiry also prints a summary of the transcriptions printed. The default setting is unchecked.

- o **Complete After Download:** If checked, after either the "Download All Transcriptions" or "Download Selected Transcriptions" function has been executed, a prompt appears asking the user if those transcriptions should be completed from the current workflow folder.

- o **Always Show Confirmation Dialog:** When using the Print/Complete/Fax All or Selected buttons, the user will be prompted to confirm they want to perform the selected action. Because there is no "undo" button for these actions the default setting is checked on.

- o **Auto Spellcheck:** If checked, anytime a transcription is opened in Edit mode and a save action is executed, the spellcheck will automatically run through the transcription text. The default setting is checked on.

- o **Auto-Refresh Search every x minutes:** This option makes the selected workflow and whichever criteria are entered, automatically refresh at a specified interval. The default setting is zero (never).

- o **Always Maximize InQuiry Windows:** If checked, anytime a new InQuiry window is opened, it will automatically stretch to the maximum available screen size. The default setting is checked on.

- o **Always Confirm Job Completion:** If checked, after "Complete" or "Complete/Next" is clicked in the Transcription Viewer, the user is prompted to confirm Transcription Completion.

- o **Password Reset Email:** This is where the user can add/edit their email address and initiate the email verification process.

- o **Time Zone:** If set, this time zone will be used to convert all time stamps in InQuiry rather than using the PC's local time zone.

Information

The Information section contains messages and important news, if available.

Workflow Summary

The Workflow Summary provides a graphical representation and numerical count of the documents in various stages of the workflow. Only active folders are displayed in the workflow summary. Active folders the user does not have access to are displayed with disabled gray links and graphic bars. Only Documents the user has access to are counted in the Summary.
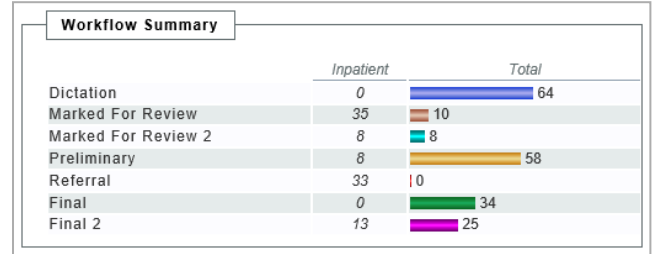
Clicking on the name of a workflow folder in the summary automatically links the user to the Workflow navigation tab and the chosen folder.

Document groups that the user belongs to will be summarized as well, displaying the name of the group and the number of transcriptions in that group for each folder. In the example above, this user is a member of the Inpatient document group.

It is possible to count individual document types or groups of document types separately in addition to displaying a total if the hospital or clinic utilizes the document groups feature.

Note: The labels of workflow folders are customizable for the client.

Fax Summary

If the user has access rights to Facsimiles, they will also see a Fax Summary on the Home tab. This summary gives the number of queued and failed faxes. Clicking on the Queued Faxes link will open the Faxes tab and run a query for all queued faxes. Clicking on the Failed Faxes link will open the Faxes tab and run a query for all failed faxes.
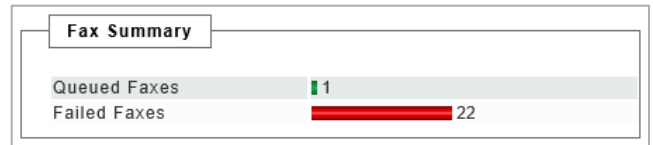
Search All

The Search All folder allows users to search for transcriptions in the system without knowing specifically where that document is in the workflow. It is also the only way to locate transcriptions that have been completed from all the workflow folders and into the Search All repository. Documents located with the Search All feature can be interacted with normally. Users are not automatically granted access to the Search All folder.

Note: The label of the Search All folder is customizable.

Searches can be generated using some or all of the following criteria. Using fewer criteria may allow a wider range of matching transcriptions, but an insufficiently restricted search can return more transcriptions than are useful. Conversely, narrowing the search criteria too far may exclude documents unintentionally.

There are three sub-tabs in the Search All folder.

– **Basic Search:** Allows the user to search for transcriptions in the Workflow and in the Search All repository.

– **Invalidated:** Allows the user to search for transcriptions that have been removed from the workflow or "deleted." By default, users do not have access to this sub-tab.

– **Facsimiles:** This is a link to the Navigation tab "Facsimiles" By default users do not have access to this sub-tab.

Basic Search

Several search criteria fields are available to help return desired transcriptions.

– **Patient Name:** Search by a patient's last name, first name, or both. Partial name searches are possible. The system will look for exact matches as well as names that contain the value entered in this field. For example, entering a value of "John" locates transcriptions for patients "John Adams" and "Adam Johnson." Note: The label of the patient name field is customizable.

– **Clinician:** Search by Dictating Clinician. The drop-down list contains all users at the client who are dictating users.

– **Additional Authenticator:** Filter for transcriptions that have a specific provider as an additional signature. The drop-down list contains all dictating users.

Note: To search for a clinician or authenticator, enter a sequence of characters in the search box. The more characters you enter, the more refined your search becomes. You can use alphanumeric and special characters, including spaces, apostrophes, and parentheses. Both first and last names are searched.

– **Dates:** Date searches can be for Appointment Dates or for Date Dictated. Entering a value in the first field performs a search from the specified date to present. If a value is also entered in the second field, only dictations between the two dates are returned.

– **Show by:**

   o   **Date Dictated:** Dictation search results will be based on the date dictated and the date range entered. The date dictated is determined by the InTouch server if the dictating clinician uses InTouch telephone dictation service. The timestamp is created when the dictator completes a dictation. If the dictating clinician uses InSync to upload dictations via a hand-held recorder, the timestamp is created by the recorder when the dictation begins. Note: Hand-held recorders that have inaccurate date and time values in their configurations will return inaccurate dates of dictation.

     o   **Show by Appt Date**: Selecting this option searches instead by appointment date. This option is helpful if the appointment is known, but the dictator created the dictation at an unknown time.

     o   **Show by Admit Date**: Selecting this option searches by the patient admission date. Note: This option is only available if additional search criteria are enabled for the client.

– **Account Number:** Search by the account number on the patient appointment. Note: This option is only available if additional search criteria are enabled for the client.

– **Receipt:** Search by receipt codes given from the InTouch server after completing a dictation, or from the InSync dictation log.

– **View In-Patient Listings for:** Check this box and provide a date to view Patient appointments for that day.

– **Patient ID:** Search by Patient ID or Medical Record Number (MRN). Note: The label of the patient ID field is customizable.

– **Location:** Search by Location. Locations can be selected in the drop-down box. Only one location may be selected.

– **Document Type:** Search by Document Type. Document Types can be selected from the drop-down box. Only one Document Type may be selected.

– **TID:** Search by Transcription Identification Number. The TID number is a unique number assigned to only one transcription in the system.

– **Order Number:** Search by Order number. Note: The label of the Order Number field is customizable.

– **Orders:** Search by inpatient order numbers. Note: This option is only available if additional search criteria are enabled for the client.

– **Show:** Filter the search results to include:

     o   **All Transcriptions:** Transcriptions that meet the other search criteria with or without additional transcriptions appended.

     o   **Transcriptions with Appends:** Transcriptions that meet the other search criteria and have other transcriptions appended to them.

     o   **Transcriptions without Appends:** Transcriptions that meet other search criteria and do not have other transcriptions appended to them.

– **Include Transcriptions from Linked Users:** If the InQuiry user is linked to any other InQuiry users, transcriptions from those dictators will appear in the search results if they meet the other search criteria.

– **Results Per Page**: Choose the number of search results to display on one page. If more results are returned than allowed on a page, the grid will contain page navigation buttons.

After all search criteria have been selected press Enter or the Search button to submit the search. Press the Clear button to remove all search criteria.

Search All Icons

The Search All tab has several icon buttons available to perform various tasks. Press the Information button in the Actions column title to display icon labels. Below is a list of available icons:

☑	Actions	ⓘ	Patient ID ✕	Patient Name ✕	Clinician ✕	Authenticator ✕	Document ✕	Location ✕	Date Dictated ✕	Order Number ✕
☐	📄 Review	🎨 ⏵ comment play	5271124	EVANS, KASTINE	Demonstration User	Demonstration User	Chart	East	12/21/2018 12:48 PM	OR252711241014
☐	📄 Marked For Review 2	🎨 ⏵ comment play	5271124	EVANS, KASTINE	Demonstration User	Demonstration User	Chart	East	12/21/2018 12:48 PM	OR252711241014
☐	📄 Final 2	⏵ play	5271022	BLINN, MACIE	Demonstration User	InQuiry Test	ChartCop	Main	12/21/2018 12:47 PM	OR252710221014
☐	📄 Preliminary	💬 ⏵ comment play	5271175	FABER, KRYS	Demonstration User	InQuiry Test	Exam	Main	12/18/2018 8:08 AM	
☐	📄 📧 ✉ Preliminary cover letter envelope	⏵ play	5271133	STALLWORTH, DENESHA	Attending Doctor	Attending Doctor	Chart	Hospital	12/18/2018 8:03 AM	
☐	📄 Search All	💬 comment	5271035	SIMS, HENRY	Demonstration User	Attending Doctor	Chart	Hospital	11/19/2018 10:25 AM	OR252710351016

Workflow Status

The first icon represents the current workflow folder the job is in. If the job is in multiple folders, such as Review 1 and Review 2, it will appear in the grid twice (once for each folder). Note: The labels of the workflow folders field are customizable.

📄 Dictation	The dictation has not yet been transcribed or delivered to the client.
📄 Review	The transcription is currently in the "Marked For Review" folder.
📄 Review 2	The transcription is currently in the "Review 2" folder.
📄 Preliminary	The transcription is currently in the "Preliminary" folder.
📄 Final	The transcription is currently in the "Final" folder.
📄 Final 2	The transcription is currently in the "Final 2" folder.
📄 Search All	The transcription has completed the workflow.

📧 cover letter	Pressing the cover letter button opens a preview of the document cover letter. Cover letters are only generated for associates on the transcription who receive documents by mail. Note: Specific dictators or document types may not generate cover letters.
✉ envelope	Pressing the envelope button opens a preview of the document envelope. Envelopes are only generated for associates on the transcription who receive documents by mail. Note: Specific dictators or document types may not generate envelopes.

Comment

Pressing the comment icon will open the transcription comment window where the comments and comment tags can be viewed, edited or deleted. There are three different types of comment icons to indicate the type/number of comments on the transcription

A black-filled comment icon indicates a text comment (a typed comment) has been added to the transcription.

A color-filled comment icon indicates a comment tag (selected comment text setup by the MTSO) has been added to the transcription and a text comment may also be included. A different color can be assigned to each comment tag; if only one comment tag appears on the transcription then the color assigned to that comment tag will fill the comment icon.

A rainbow-filled comment icon indicates multiple comment tags have been added to the transcription and a text comment may also be included.

Pressing the play button opens the playback control to allow users to play/pause audio. Users can also play/pause the audio using the Ctrl+Space shortcut. Foot pedals that are capable of being configured to send specific keystrokes can be used to play/pause audio as well. Please refer to your foot pedal manufacturer's user manual for assistance in configuring the Ctrl+Space shortcut.

Dictations are stored on the eScription One system for 90-days and cannot be played after that time. The Play icon will no longer appear when the dictation is not available.

Legend

The background and/or text color of each transcription line item in the search results may indicate a specific group or priority status of the transcription. To open the legend for these color codes, click on legend in the bottom right corner under the search results. Some color indications, such as non-AutoFax associate and transcriptions coming from the Review folder, will not apply in the Search All folder, but will apply in the workflow folders. Note: The colors assigned can be customized for each client.

Search All Functions

From the Search All tab, several actions can be performed on a transcription. Click on a specific transcription in the search results to view the transcription. Depending on user access and the status of the transcription, you may be able to edit, print, fax, and complete the transcription from the current workflow folder.

Printing transcriptions, cover letters and envelopes for multiple transcriptions at once can be achieved by selecting the desired transcriptions with the check box on the left then clicking the appropriate "Print Selected" button to the right of the search results. Note: A separate printing component is required to print transcriptions. The user will be prompted to download it if it is not found when printing is initiated. See the Printing Agent User Guide.

Total Jobs: 338					Page 1 of 34				Choose Columns ▥ Reset Layout ⇅ Refresh ⟳		□ custom	
Drag a column header here to group by that column												
☑	Actions ⓘ	Customer ID ×	Customer Name ×	Clinician ×	Location ×	Document Type ×	Document Description ×	Date Received ×	Date Dictated ×	Order Number ×		
☐	📄 ▶ Dictations play	5	Alyce Westmoreland	eScription One Admin	West Campus	Letter	Consult or Referral Letter	5/13/2021 10:42 AM	5/13/2021 10:42 AM			
☑	📄 ▶ Search All play	3	Laurence Heaton	eScription One Admin	Default Location	Letter	Consult or Referral Letter	5/13/2021 10:25 AM	5/13/2021 10:25 AM			
☐	📄 ▶ Dictations play	21	Normand Matherly	eScription One Admin	Default Location	Letter	Consult or Referral Letter	5/13/2021 10:14 AM	5/13/2021 10:13 AM			

Invalidated

The Invalidated tab gives users access to transcriptions that have been invalidated or removed. There are several reasons a transcription could be invalidated. If a dictation remains untyped for an extended period of time it may be

automatically invalidated. Some clinicians may mistakenly dictate on the same appointment twice, asking that one be invalidated. Regardless of the reason, invalidated transcriptions can be searched for and restored (if they have been typed) from the Invalidated tab.

Faxes

Clicking on the Faxes sub-tab in Search All will redirect the user to the Manage Faxes sub-tab in Services. The Faxes sub-tab is discussed in detail in the Faxes section of this manual.

Workflow

The contents of the Workflow tab are highly customizable and can be configured to the specific needs of the client. The Summary sub-tab is a graphical display of the client's workflow. The number in parenthesis after each folder name indicates how many jobs are in that workflow folder for the user. Clicking on a workflow folder will open that folder and display all jobs in that stage of the workflow, along with search criteria to filter results and actions that can be taken.
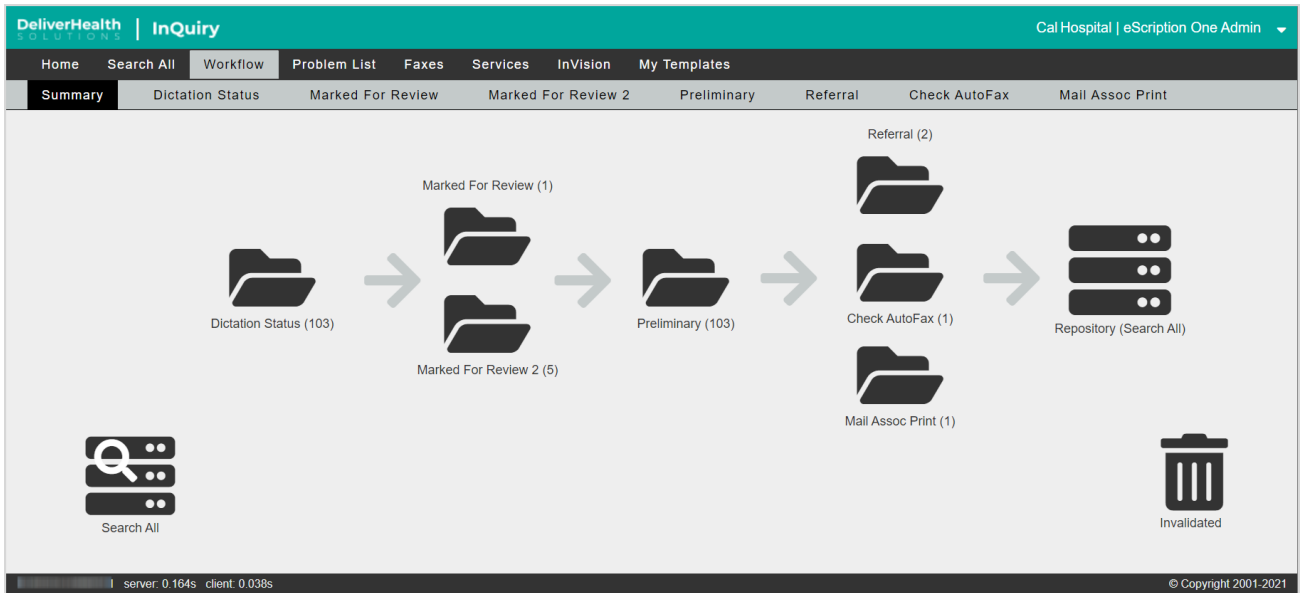
The Dictation status folder is always active, but all other folders in the workflow may not be in use by the client or can be made unavailable to specific users. Folders that are not in use are labeled "Not Used." Folders that the user does not have access to are grayed out. Accessible folders are displayed as links and sub-tabs below the standard navigation tabs. The names of the workflow folders can also be renamed, but their function and place in the workflow will remain unchanged.

Functions

The following function buttons are available in each workflow folder beyond Dictation Status, with a few exceptions noted below. The same Action icons are used in each workflow folder as used in Search All; the Search All Icons key in that section can be referenced for all workflow folders. The search results grid is also customizable.

1. **Show Labels:** Toggles between displaying the labels for the icons in the results window. Advanced users, or users with limited screen resolutions can toggle off icon labels to conserve screen space.

2. **Transcription Selection Boxes:** The check boxes on the left side of the results window are used in conjunction with the Print Selected, Print Selected Cover Letters, Print Selected Envelopes, Complete Selected, and Fax Selected buttons. Using the Blue Diamond buttons selects <u>all</u> transcriptions in the results window.
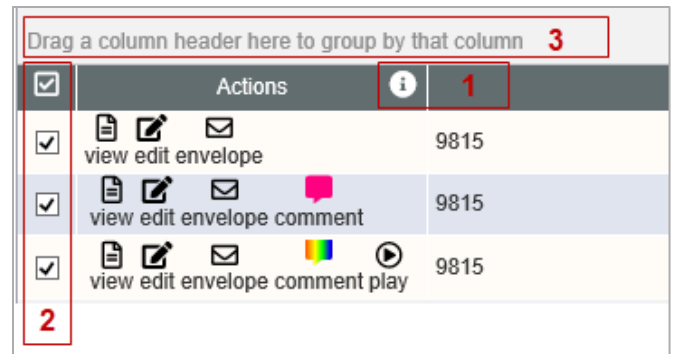
3. **Grouping:** Dragging any column header from the grid or Choose Columns window will group the results based on that data criteria. For example, drag Clinician to the Grouping section to group all transcriptions dictated by the same clinician together.

4. **Custom:** The custom check box is used to specify customized print settings for documents that are printed while the check box is active. The user can specify Top, Bottom, Left, and Right margins and line spacing percentage.

5. **Print Selected/Print All:** Prints the selected transcriptions only without cover letters or envelopes. Selecting the Print All button prints all transcriptions in the results window.

6. **Print Selected Cover Letters/Print All Cover Letters:** Prints the cover letters for the selected transcriptions. Selecting the Print All Cover Letters button prints all cover letters in the results window. The user will be prompted to print the corresponding transcriptions after the cover letters have been printed; one copy per mail associate on the transcription(s) will be printed.

7. **Print Selected Envelopes/Print All Envelopes:** Prints the selected envelopes in the client's default format. Selecting the Print All Envelopes button prints all transcription envelopes in the results window with envelopes.

8. **Complete Selected/Complete All:** Completes the selected files from the folder moving them to the next stage in the workflow. Selecting the Complete All button completes all transcriptions in the results window.

9. **Fax Selected/Fax All:** Faxes the selected transcriptions to one specified associate. Selecting the Fax All button faxes all transcriptions in the results window to one associate.

10. **Append Selected Transcriptions:** Appends selected transcriptions for the same patient and allows the order of the transcriptions to be selected. This function is only available in the Review folders.

11. **Download Selected/All Transcriptions:** Downloads a PDF or Word copy of the document. Pressing the left side of this button will download the transcription in the user/client's default format. Pressing the right side of the button will allow the user to choose the download format. This function is only available in the Preliminary folder.

12. **Choose Columns:** Allows the user to add or remove columns to the search results grid as well as sort by data that is not displayed in the grid.

13. **Reset Layout:** Resets the search results grid to the default layout.

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14. **Refresh:** Updates the search results without changing the search criteria.

15. **Legend:** Displays definitions for color coded transcriptions.

Dictation Status

Transcriptions in the Dictation Status folder have recently been uploaded to the transcription company and have not been delivered as completed documents. A search of transcriptions in Dictation Status can be made using most of the fields described in the Basic Search section. Two actions can be performed on Dictations that are in the Dictation Status workflow folder.

– **Mark a Transcription STAT:** A Transcription can be marked as a higher priority STAT dictation. Transcriptions marked STAT are completed before other transcriptions and may have a higher cost per line. Transcriptions that appear in pink have been marked STAT. Note: The color of STAT dictations is customizable.
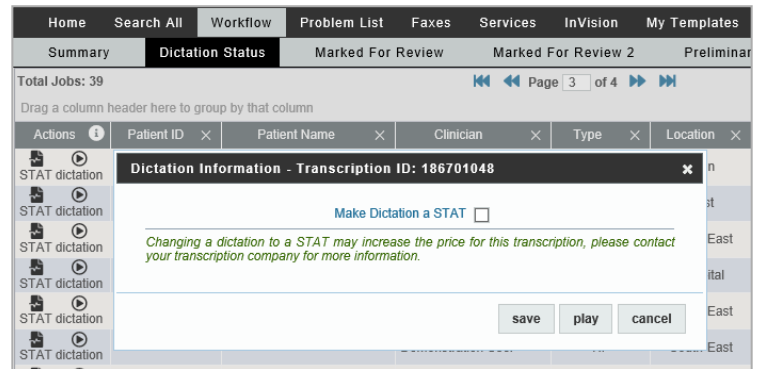
– **Play Dictation:** Pressing the dictation button opens the playback control to allow users to play/pause audio. Users can also play/pause the audio using the Ctrl+Space shortcut. Foot pedals that are capable of being configured to send specific keystrokes can be used to play/pause audio as well. Please refer to your foot pedal manufacturer's user manual for assistance in configuring the Ctrl+Space shortcut.

Marked for Review

Transcriptions in the Marked for Review and Marked for Review 2 folders have been typed by the transcription company and completed but may require additional edits from staff members. A search of transcriptions in Marked for Review can be made using most of the fields described in the Basic Search section. Transcriptions in the Marked for Review folders print with a "Preliminary" watermark by default. Documents in the Review folder commonly have comments from the Transcription Company detailing why the document was selected for the Marked for Review folder.

Preliminary

Transcriptions in the Preliminary folder have been typed by the transcription company and are now ready for provider review. If the provider is using the electronic signature option, completing individual documents from the Preliminary folder using the Transcription Viewer is the action that applies the electronic signature to the document. The Preliminary folder is the last folder in the workflow that users can edit transcriptions without additional security access. Transcriptions in the Preliminary folder print with a "Preliminary" watermark by default.

Dual Resident/Attending

If the 'Dual Resident/Attending Workflow' option has been enabled for a client in InCommand (Client Defaults> Workflow Settings or Client Maintenance > Workflow > Main Workflow > Preliminary), attending physicians (authenticators) will be allowed to complete documents in the workflow even if the dictating resident has not yet reviewed or approved the document. With this option, documentation can be completed more quickly if needed.

In this workflow, a transcription requiring an extra signature(s) will appear in the resident's and attending's Preliminary folders at the same time. Either the dictating resident or attending physician can review and edit the document (provided they have proper rights to location and document type).

Note: The attending physician should not have proxy to the resident dictator when this workflow is enabled.

When enabled, a new column named 'Review Status' will appear in the Preliminary workflow grid showing the review status of the transcription.

Note: Only jobs requiring more than one signature will display a status in this column.

A transcription in this workflow can be in one of two states:

– **Outstanding** – the transcription has not been completed from the Preliminary folder by the dictating resident or attending. The text color of this status can be changed using the new 'Dual Resident/Attending Color' option in Workflow Settings.

– **Reviewed** – the transcription has been approved by the dictating resident from the Preliminary folder. Or, in the case of multiple authenticators, one of the authenticators has completed the dictation. (This status will not show for the resident.)

There are two paths this workflow can follow:

Resident Reviews/Approves an Uncompleted Transcription, then Attending Completes

When the transcription's status is 'Outstanding', the resident can review and approve the transcription. After the resident completes the job, it is removed from their Preliminary folder.

When the attending searches on this transcription, its status is now shown as 'Reviewed'. The attending can then complete the transcription and it will move on to the next workflow folder.

Attending Completes an Unreviewed Transcription

An attending can also complete an unreviewed transcription with a status of 'Outstanding'. In this workflow, the resident has not reviewed/approved the transcription.

Once the attending completes the job, the transcription moves on in the workflow and out of their Preliminary folder. The next time the resident searches or refreshes their Preliminary folder, the dictation will no longer be shown.

More than One Authenticator

If there is more than one attending on the dictation, and the dictation has a status of 'Outstanding', the resident and all attendings can see the job in their Preliminary folders. The attendings can sign in any order.

If there is more than one attending on the dictation, and one of the attendings completes the dictation before the resident reviews it, the job is removed from that attending's Preliminary folder, as well as the resident's folder. The dictation will remain in the Preliminary folder for the other attendings with a status of 'Reviewed'.

Final

Transcriptions in the Final folders have been typed by the transcription company, and if the electronic signature option is being used, authenticated by the provider. Documents in the Final folder are prepared to be printed for the chart, paper record, or to be sent to referring associates who receive their copies by mail. Transcriptions in the Final folders print without a watermark by default.

Repository (Search All)
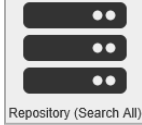
The Repository (Search All) folder is the final destination in the workflow. This link opens the Search All navigation tab. For more information see Search All.

Invalidated

The Invalidated folder is where discarded transcriptions are kept in case they need to be retrieved or restored to the workflow. This link opens the Search All navigation tab in the invalidated sub-tab. By default, users do not have access to the Invalidated sub-tab. For more information see Invalidated.

Transcription Viewer

The Transcription Viewer is a preview of the typed document. The Transcription Viewer can be opened by selecting any transcription in a Workflow folder that has passed the Dictation Status folder. In addition to providing a large preview of the document, at the top of the Transcription Viewer are several function buttons. The question mark button in the upper left

Chart Note

Patient Name:	Welcome to Nuance	Date of Service:	March 18, 2019
Clinician:	Demonstration User	User Field 1:	UF1
User Field 2:	UF2	User Field 3:	UF3
User Field 4:	UF4	User Field 5:	UF5

Welcome to the eScription-One InQuiry System This is a sample transcription created to introduce you to the InQuiry System.

InQuiry is a web-based application used to manage the workflow of new transcriptions delivered from your transcriptionists or transcription company. To use the full capabilities of InQuiry, you must be using Microsoft Internet Explorer 10 or greater.

You are currently viewing an unsigned transcription. This transcription is accessible by you or other users that have "Proxy" rights to your transcriptions. Transcriptions in this folder can be Edited, and the original dictation can be Played. (This sample transcription does not have a dictation associated with it). Dictations are retained and can be played through the system for one year.

Editing a document allows you to alter the text of the transcription, as well as modify "header" information (including patient demographics, document type settings, report location, etc.). Note that altering this header information can change the entire layout of the final transcription. For example, changing a Chart note to a Letter inserts a greeting and a closing section to the report.

When you are finished with this transcription and wish to "approve" or "sign" this document, simply click the "Complete" button at the top of this screen. Alternatively, you can use the "Complete Selected" and "Complete All" buttons on the main screen to approve multiple transcriptions at once. When a report is completed, it will follow the workflow configured for your client. In some cases, this will go to a location for printing, such as a Medical Records department. Regardless of its destination, you can always search for any report from the complete database of transcriptions on the Search screen.

When this Welcome document is completed, it will be removed from the InQuiry system.

_____

Demonstration User

Date Dictated:	03/18/2019
Date Transcribed:	03/18/2019

DU/AUTO
Job #: 189178017

corner toggles hiding and showing the function button labels. On the far right, the Workflow folder the transcription is currently in is displayed.

The Transcription viewer may display text based on the assigned print template for the transcription, such as the patient and appointment information with field labels at the top and the signature line and following date stamps.

Function Buttons

print	**Print:** Opens the Printing Agent. Note: eScription One printing components are required to print transcriptions. If the components have not yet been installed, a popup will appear with a link to download and install the components. See the Printing Agent User Guide for instructions
custom	**Custom:** Allows a user to specify customized print settings for the document. The user can specify Top, Bottom, Left, and Right margins and line spacing percentage.
preview	**Print Preview:** Opens the print preview screen, displaying how the document will appear on paper after it is printed.
fax	**Fax:** Opens the Fax on Demand dialog window.
download	**Download:** Allows users to save a copy of the Dictation in Word or PDF format to their PC. This button is only available for files in the Preliminary folder when it is enabled.
previous	**Previous:** Pages to the previous Transcription in the search results of the workflow folder.
next	**Next:** Advances to the next Transcription in the search results of the workflow folder.
info	**Info:** Displays information about the transcription, including demographic information and an activity log. It is also where a transcription can be invalidated by InQuiry users or returned to a previous state in the workflow. The Info button is covered comprehensively in Transcription Information.
edit	**Edit:** Opens the transcription in edit mode to allow edits to the transcription text and patient/appointment demographics. Edit Mode is covered comprehensively in Transcription Editor.
play	**Play Dictation:** Opens the playback control to allow users to play/pause audio. Users can also play/pause the audio using the Ctrl+Space shortcut. Foot pedals that are capable of being configured to send specific keystrokes can be used to play/pause audio as well. Please refer to your foot pedal manufacturer's user manual for assistance in configuring the Ctrl+Space shortcut.
Complete/next	**Complete/next[1]:** Completes the transcription from the current workflow folder and opens the next transcription in the Transcription Viewer.

Complete	**Complete[1]:** Completes the transcription selected and closes the transcription viewer window.
comment	**Comment:** Allows users to read and edit comments and comment tags.
cumulative	**Cumulative:** Combines all transcriptions from the search results into one document. This feature was designed for "Sticky Paper" or "Roll Paper" as a method of conserving the expense. Printing cumulated transcriptions removes the white space between dictations.
patient info	**Patient Info:** Allows users to edit patient contact information.
exit	**Exit:** Closes the Transcription Viewer window.

[1] Complete moves transcriptions forward in the workflow. If the document is in the Preliminary folder and is completed by the dictating clinician or additional authenticator, using the complete button also applies the electronic signature if the provider is using that feature. Note: The names of the Complete/next and Complete buttons are customizable.

Transcription Editor

The Transcription Editor is where users can edit the demographics of the patient and appointment. Additionally, the body of the document can be edited to correct mistakes or to make other adjustments. By default, only documents that are in the Marked for Review and Preliminary Folders can be edited.

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Function Buttons

The function buttons at the top allow users to modify the document. The question mark button in the upper left corner toggles button labels on and off.

– **Save:** This saves any changes made to the document but allows the user to continue editing without reopening the editor window. If the editor window is closed without saving, any changes will be lost.

– **Add Associate:** The Add Associate button adds an additional section beneath the Editor window where Referred Associates can be searched for, created, and added to the Associate Database. The Associates section is covered comprehensively in Associates.

– **Save & Close**: This saves any changes made to the document, but also closes the editor window and returns the user to the Transcription Viewer.

– **Play Dictation:** Pressing the dictation button opens the playback control to allow users to play/pause audio. Users can also play/pause the audio using the Ctrl+Space shortcut. Foot pedals that are capable of being configured to send specific keystrokes can be used to play/pause audio as well. Please refer to your foot pedal manufacturer's user manual for assistance in configuring the Ctrl+Space shortcut.

– **Complete/next and Complete:** Complete moves transcriptions forward in the workflow. If the document is in the Preliminary folder and is completed by the dictating clinician or additional authenticator, using the complete button also applies the electronic signature if the provider is using that feature. The Complete button completes the transcription selected and closes the window. The Complete/next button completes the transcription selected and opens the next transcription in the Viewer. This is helpful for completing multiple dictations in a row. Note: The names of the Complete/next and Complete buttons are customizable.

– **Add Authenticator:** This allows the user to add an additional authenticator to the document. Fellows and Resident doctors are frequently required to add an additional authenticator, but this feature can be used any time multiple signatures are required or desired. The Additional Authenticators section appears beneath any Referred Associates. Authenticators are covered comprehensively in Authenticators.

– **Comment:** The Comment button allows users to read or edit comments and comment tags.

Transcription Comment	

Transcription #43950 Comment

A copy of this dictation was made by the MT at 00:30 in the sound file.

Note: double quotes, <, and > characters are not allowed

Transcription Tags		Available Tags
	« add all	Missing ADT
	‹ add	Missing Associate
	remove ›	
	remove all »	

clear   save   cancel
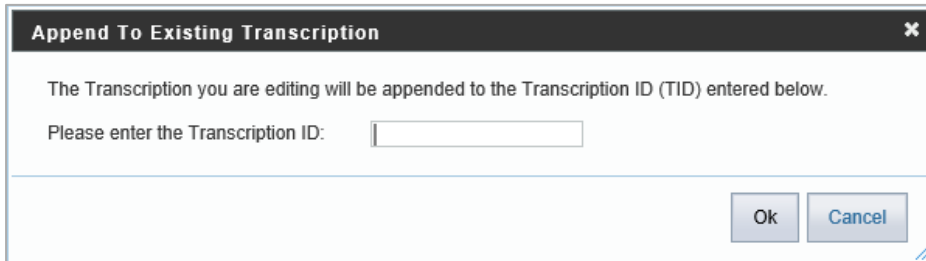
– **Patient Info:** This button allows users to edit patient contact information.

Patient Name	Welcome
Address 1	
Address 2	
Address 3	
City	
State	
Zip Code	
Home Phone	
Work Phone	
Pat Letter	None ∨
Update Patient in Database	☐

save   clear   cancel

– **Exit:** Closes the Transcription Editor. Any unsaved changes will be lost.

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– **Append:** Appends the opened transcription to a specific Transcription ID. The Append button toggles to Unappend when an append relationship exists.
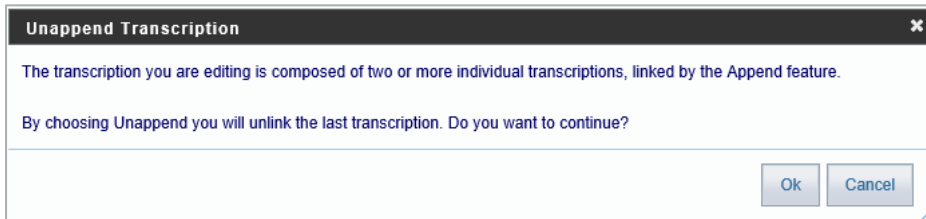
Append To Existing Transcription ✖

The Transcription you are editing will be appended to the Transcription ID (TID) entered below.

Please enter the Transcription ID: [   ]

[Ok] [Cancel]

– **Unappend:** Removes the link between the selected transcription and the transcription it was appended to. The Unappend button toggles to Append when the append relationship is removed.

Unappend Transcription ✖

The transcription you are editing is composed of two or more individual transcriptions, linked by the Append feature.

By choosing Unappend you will unlink the last transcription. Do you want to continue?

[Ok] [Cancel]

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Demographics

Demographics include patient information, but also include health care provider and appointment information. The layout and available data in the demographics are customizable by the client, as well as which fields can be edited or read-only. Users can search the patient database by using the magnifying glass button next to the Patient Name field. The patient search criteria can be customized by the client. The following are the default demographic fields available in the Transcription Editor:

Modifying Transcription #189178017

Patient Name	Welcome		Order Num	54321	Appt Date	3/18/2019
Patient ID			Clinician	User, Demonstration	Dictation Date	3/18/2019
Birthdate			Location	East		
Gender			Document Type	Chart - Chart Note		

– **Patient Information:** Includes Patient Name, Patient ID, and Birthdate, Gender, and Order number.

– **Clinician:** Indicates the healthcare provider who dictated the document.

– **Location:** Indicates where or in what department the patient was seen.

– **Document Type:** Indicates which work type the transcription is formatted as. A letter work can appear very differently from a Chart Note when printed.

– **Appt Date:** The appointment date indicates the date the patient was seen.

– **Dictation Date:** The date the clinician dictated the transcription.

Editor Window

The Editor Window allows the provider to make changes to the body of the document. All the formatting tools that are available to the Medical Transcriptionist are also available to client staff and healthcare providers. The tools in the tool bar allow users to create and modify tables, change font and size, and add Bulleted or Numbered lists. Additionally, the spell check button is available on the editor toolbar.

Transcription Content   🔴 Any changes have not been saved.

[Default] Arial | 3 (12pt) | Normal | ... 100 %

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When you are finished with this transcription and wish to "approve" or "sign" this document, simply click the "Complete" button at the top of this screen. Alternatively, you can use the "Complete Selected" and "Complete All" buttons on the main screen to approve multiple transcriptions at once. When a report is completed, it will follow the workflow configured for your client. In some cases, this will go to a location for printing, such as a Medical Records department. Regardless of its destination, you can always search for any report from the complete database of transcriptions on the Search screen.

In-Editor Audio Control

InQuiry also supports an in-editor audio control. With this option, users can control audio while editing a transcribed document. To use this option, a setting called **Display Dictation Playback Controls in Editor** must be enabled in InCommand > Client Maintenance > Client Defaults > Non-Workflow Settings.
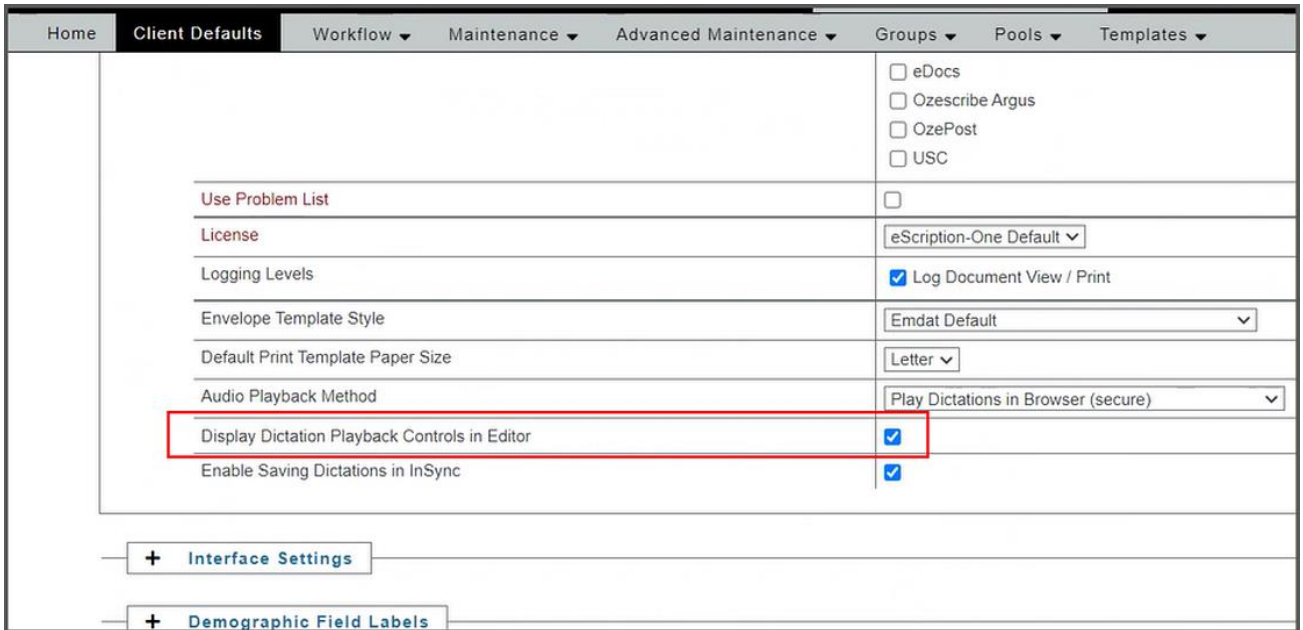
Once enabled, the audio control will be present within the edit transcription screen.

Note: The playback control may display differently depending on the browser used.
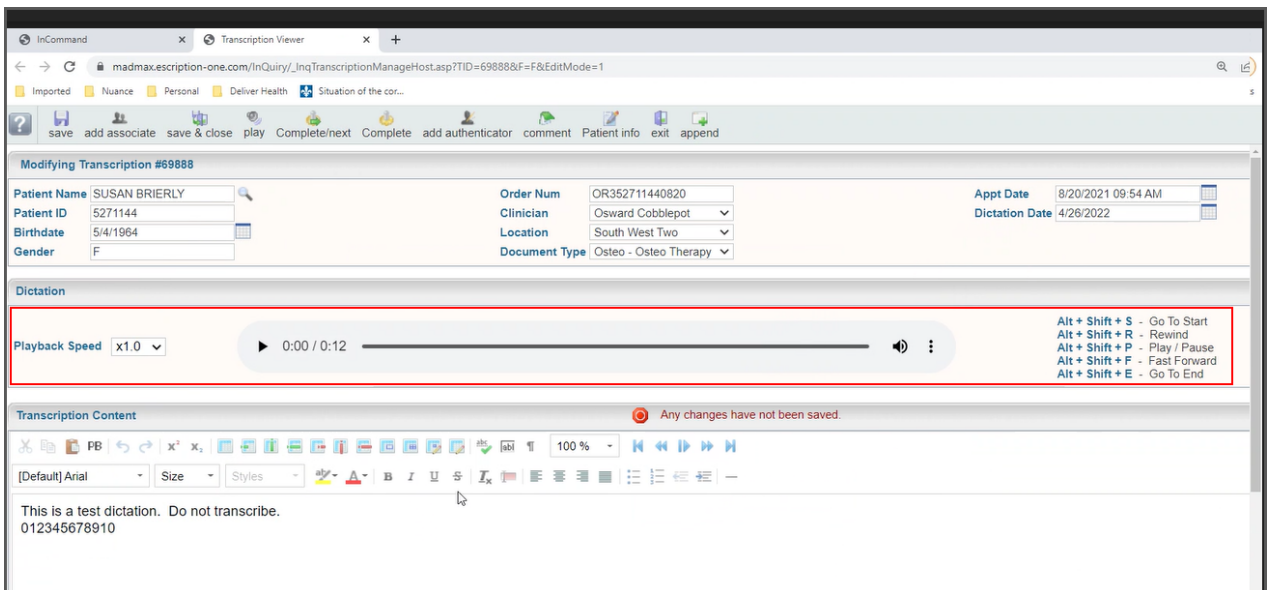
Use the control to adjust the playback speed, play/pause the audio, and move forward and backwards in the audio.

The following shortcuts are available:

- **ALT + Shift + S** - Go To Start

- **ALT + Shift + R** - Rewind

- **ALT + Shift + P** - Play/Pause

- **ALT + Shift + F** - Fast Forward

- **ALT + Shift + E** - Go To End

Foot pedals that are capable of being configured to send specific keystrokes can also be used to control audio while simultaneously editing. Please refer to your foot pedal manufacturer's user manual for assistance in configuring the shortcuts.

Toolbar Controls

Enabling the **Display Dictation Playback Controls in Editor** option will also add a set of audio player controls to the toolbar on the editing screen. Use these buttons to play/pause and move around the audio.
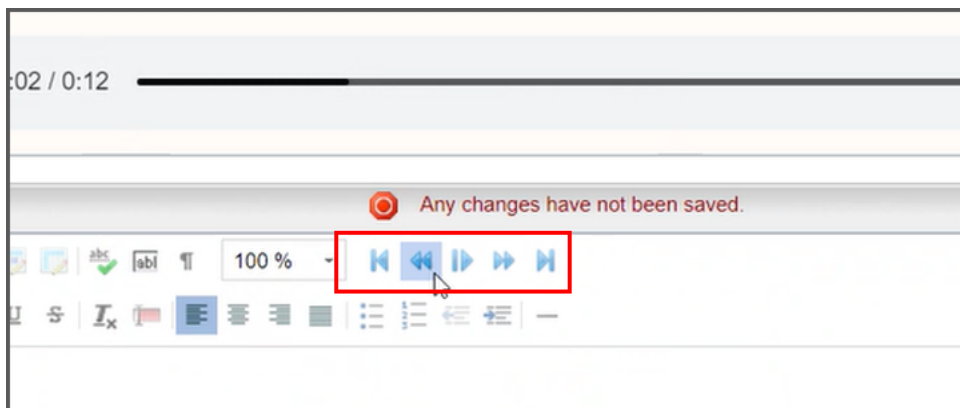
Associates

Referred Associates are people or organizations who receive copies of the transcription. After a Referred Associate section has been added using the "Add Associate" button in the Transcription Editor, the Associate's contact information can be entered on the left panel. Multiple associates can be added to one transcription.

On the right panel are some check boxes that affect how the associate is handled in the Associate Database.

– The **Primary** radio button indicates which associate is the primary associate for the transcription. Typically, the primary associate is the one to whom the letter is addressed. Other associates have been carbon copied. Only one associate can be designated the primary associate. Additionally, if no primary associate is needed, there is a radio button at the top of the first Referred Associate labeled "**No Primary**."

– **Add/Update in Database:** If the associate is new, this check box adds the associate to the Associate Database when the transcription is saved. If the associate already exists in the Associate Database, the associate record is updated with any changes or new information provided.

– **Autofax Associate:** This check box indicates that an Autofax will be generated for this associate for this transcription. If both Add/Update in Database and Autofax Associate are both checked, future documents where this associate is added will also be auto faxed.

– **Patient's PCP:** When checked, the copied associate is indicated as the Patient's Primary Care Provider, or PCP. The Primary Care Provider is automatically copied on all transcriptions associated with a specific patient. Primary Care Providers can still be removed from the Referred Associate list.

– **Search:** Search the Associate Database for available associates to add.

Associate Search											

Last Name: Mail ✕ Specialty: Any

First Name: City:

Business Name: State:

Associate Code: Zip Code:

Results Per Page: 10

🔍 **search**

🔲 **cancel**

◄◄ ◄ Page 1 of 1 ▷ ▷▷

First Name	Last Name	Business Name	Phone	Fax	Associate Code	Specialty	Address 1	Address 2	Address 3	City	State	Zip Code
Associate	Mail 1	Mail Associate 1		6082741744	Mail1	Mail	123 Mail Address	Ste 1		City	ST	10232
Associate	Mail 2	Mail Associate 2		6081112222	Mail2		123 Mail Address	Ste 2		City	ST	10232
Associate	Mail 3	Mail Associate 3	1234567890	0123456789	Mail3		123 Mail Address	Ste 3	3rd Flr	City	ST	10232

– **Delete:** The Delete button removes the Associate from the transcription.

Authenticators

The Additional Authenticators section is added using the function button in the Transcription Editor. This section consists of a drop-down box with a list of all the available clinicians for the client. If an authenticator is no longer required, the Delete button will remove the authenticator.

Additional Authenticators	🔼 top		✖ delete
Signing Order	**Signer**		**Date signed**
1	Doe, Jane ▼		Not Signed
2	Doctor, Attending ▼		Not Signed

Multiple authenticators can be added to one transcription by pressing the Add Authenticator button for each authenticator. The signing order is displayed but cannot be edited so the authenticators will need to be added in the order in which they need to sign the document, with the first added authenticator signing after the dictator has approved the transcription and the last added authenticator to sign last. Pressing the Delete button will remove the last authenticator.

Transcription Information

The Transcription Info button ![info], found in the transcription viewer, displays information pertinent to the transcription. It also allows users with access rights to move a transcription back to a previous state in the workflow or to invalidate unwanted transcriptions.

Refresh, Export and Close

These buttons are available at the top right corner of the Transcription Information window.

- Refresh will reload the transcription data.

- Export will allow the user to manually export the transcription if it meets the criteria of the selected export rule or exclude the transcription from being exported after it has met the export rule criteria.

- Close will close the Transcription Information window and return the user to the Transcription Viewer window.

Current Status

The Current status of the Transcription is displayed at the top of the Transcription Information; this indicates the stage of the workflow the transcription is currently in. To the right there is a "Change To:" section with a drop-down list that has up to four selections: No Change, Review, Preliminary, and Invalidated. Choose the save option in the upper left to finalize the selection. Note: Not all users will have access to all four options.

– **No Change:** The transcription maintains its current status in the workflow.

– **Review:** When a user chooses this option, the selected transcription is returned to the Marked for Review or Marked for Review 2 folders. Typically, only dictating users have access to this selection and use it to return a document to the review folder for additional staff editing.

– **Preliminary:** The transcription is moved to the Preliminary folder. Depending on the client's settings, any signatures previously applied may be removed so exports can be re-triggered when the transcription is completed from the Preliminary folder again.

– **Invalidated:** The transcription is removed from the standard workflow. Incomplete or unwanted dictations are often invalidated. Invalidating a transcription is similar to moving a file to the Recycle Bin in Windows. The file is "deleted" but could be retrieved. There is no time limit on retrieving invalidated files.

Append and Previous versions

The Append section gives information on which, if any, transcription IDs are appended to the selected transcription and what status in the workflow they are currently in. Pressing the "Info" button next to each of the Transcription IDs on the list redirects the user to the Information screen for that transcription. The current transcription will always appear in the Append Information, even if it is not appended to another transcription.

The Prior Versions section allows users to see the previous versions of the Transcription's body. Demographics are not saved in the prior versions, although a prior version is created anytime changes are made and the save button is pressed in the Transcription Editor. If a prior version is available, clicking on it opens the text in another window. If the user wants to revert to this prior version a restore button is available in the upper right-hand corner of the screen. By default, users do not have access to the prior versions or restore functionality, but it can by granted by enabling the Restore/Administrative Log View setting in Client Maintenance > Users settings.

Activity Log

The activity log tracks what activities have been performed for the transcription and the associated user. There are four columns in the Activity Log table. Activity entries over 90 days old may be hidden but can be revealed using the "View Archived" button. The activity log can be sorted by clicking on the heading.

– **Date:** The Activity Log tracks the date and time that the action was performed. The date and time are displayed in the time zone mentioned above the Activity log table.

– Action: A brief description of the action performed by the user.

– Action By: The user ID or name of the individual who performed the action.

– Type: The type of user that executed the action.

Note: Some types of logins, like "Associate" are used to indicate automated functions that are carried out by the eScription One server.

Activity

All times are in the time zone of "Central Standard Time"   Refresh ↻   View Archived 🗄

	Date	Action	Action By	Type
	3/25/21 9:36 AM	Validation Rule Failure	Transcription Body Has Blanks	Validation Rule
	3/25/21 9:36 AM	Received Copy	52847	Transcriptionist
	3/25/21 9:36 AM	Promoted	52847	Transcriptionist
	3/25/21 9:36 AM	QA Override	52847	Transcriptionist
	3/25/21 9:43 AM	Checked Out	52848	Transcriptionist
	3/25/21 9:43 AM	Validation Rule Failure	Transcription Body Has Blanks	Validation Rule
↺	3/25/21 9:43 AM	Delivered	52848	Transcriptionist
	5/19/21 10:48 AM	Viewed	admin	InQuiry User
	5/19/21 11:39 AM	Viewed	admin	InQuiry User
	5/19/21 11:39 AM	Viewed	admin	InQuiry User
	5/19/21 11:53 AM	Viewed	admin	InQuiry User
	5/19/21 11:53 AM	Viewed	admin	InQuiry User
	5/19/21 11:54 AM	Viewed	admin	InQuiry User
	5/19/21 11:57 AM	Viewed	admin	InQuiry User

Refresh ↻   View Archived 🗄

Revision History

Changes made to the transcription, such as workflow changes and edits to the transcription and/or demographics, will create a Revision History entry. The Revision History tracks the specific changes that were made.

Transcription 55095 History Information   ⊞ expand all   ⊟ collapse all   🚪 close

⊞ **Document Information**

⊞ **Patient Information**

⊞ **Document Body**

Available Revision History items are identified with an icon ↺ in the Activity Log entry that created the revision. Clicking on the icon or line item will open the Revision History.

The Revision History contains at least three sections, with more depending on the number of associates and additional authenticators attached to the transcription. All sections are collapsed by default. The section can be expanded or collapsed by pressing the section title. All sections can be expanded or collapsed by pressing the appropriate link at the top of the window.

The revision changes loaded are based on the Activity Log action that was clicked on to open the Revision History. For example, if the "Delivered" Activity Log entry was clicked, then the details in the Revision History will display the details of the transcription when it was delivered to the client, including document, patient and appointment information, the

transcription text, and associates and authenticators attached to the transcription at the time of delivery. Additional revision history details can easily be viewed for the same transcription by pressing the previous or next buttons.

The three main sections of the Revision History are Document Information, Patient Information and Document Body.

Document Information

The Document Information section contains most patient and appointment details as well as header information, such as document type, location and provider, and comments. All changes made in this particular edit will be highlighted in orange for easy identification. The column heading will provide information regarding who made the edit and when.

Document Information

All times are in the time zone of "Central Standard Time"

Setting	1/14/20 1:41 PM Delivered by Transcriptionist **12839** (Transcription)	1/21/20 1:27 PM Edited by InQuiry User **Demonstration User**
Patient ID	5271153	5271153
Patient Name	ROTNEI CLARKE	ROTNEI CLARKE
Gender	M	M
Birthdate	2/13/73	2/13/73
Appointment Date (Central Standard Time)	11/19/19 8:45 AM	11/19/19 8:45 AM
Provider	Demonstration User	Demonstration User
Document Type	Letter	Letter
Location	West	West
Order Number		15547-A
Billing Code	ANC	ANC
UF2	ANNUAL CHECK UP	ANNUAL CHECK UP
UF3		Self Employed
UF4	W14	W14
UF5		
Date Dictated	1/14/20 11:11 AM	1/14/20 11:11 AM
Date Received	1/14/20 11:12 AM	1/14/20 11:12 AM
Date Transcribed	1/14/20 1:41 PM	1/14/20 1:41 PM
Date Delivered	1/14/20 1:41 PM	1/14/20 1:41 PM
Date Signed		
Dictation Length	0:00:10	0:00:10
Prior Transcription ID	0	0
Next Transcription ID	0	0
Marked For Review	No	No
Invalidated	No	No
Comment		
Comment Tags		
Appointment Identifier	666CC5A6-BC47-4E84-B9A9-17AEE6F1F172	666CC5A6-BC47-4E84-B9A9-17AEE6F1F172

Patient Information

The Patient Information section contains changes made to the patient name, ID, and contact information.

Document Body

The document body section includes changes made to the transcription text. Color coded highlighting identifies text that has been added, removed and reformatted.

Comments and Comment Tags

Comments

Comments are used to provide information about a transcription that is not intended to show up on the printed transcription itself. The comment can be used by Medical Transcriptionists or staff members to convey information to providers, or vice versa. The comments can be viewed or edited by clicking on the comment buttons in the Transcription Viewer and Editor, or by using the Comments Icon in the workflow.

Comment Tags

Comment tags are an optional feature that is used to quickly identify and sort transcriptions in the Review1 and Review2 folders that have common issues. Comment tag names and colors are customizable. Transcriptions with Comment Tags are identified by their assigned color. Transcriptions with multiple Comment Tags appear with a tri-color icon.

Problem List

Problem Lists are templates that pertain to a specific patient. They are inserted into other dictations similarly to Dictation Templates. However, instead of being associated with a Clinician, the Problem List belongs to a patient, and can be inserted into the patient's documents regardless of the dictating provider. They can be updated by dictating an update or via the Problem List tab. Problem Lists can be divided into multiple categories with customizable headings.

Note: There is an additional monthly fee to maintain problem lists. For additional information, please contact your transcription company.

Services

The Services tab provides access to manage and monitor eScription One services, such as faxing, ShadowPrint and ShadowLink. Clicking on the Services tab will open the Summary sub-tab, providing an overview of the services the user has access to.

Faxes

Facsimiles or faxes are generated through Fax on Demand or by utilizing the eScription One AutoFax feature. The Manage Faxes tab is available to track or resend faxes and Pending Faxes is used to monitor AutoFax jobs that have not yet reached the fax trigger.

Manage Faxes

The Manage Faxes tab looks similar to the Search All screen, but the search fields have been optimized for searching through faxes and recipients. By default, users do not have access to the Manage Faxes or Pending Faxes tabs.

Using the Search button or pressing the Enter key initiates the search. Pressing the Clear button clears the criteria to begin a new search. The data fields returned in the search results are customizable.

Search Criteria
– **Recipient Name:** Search by name for the associate that the fax was sent to.
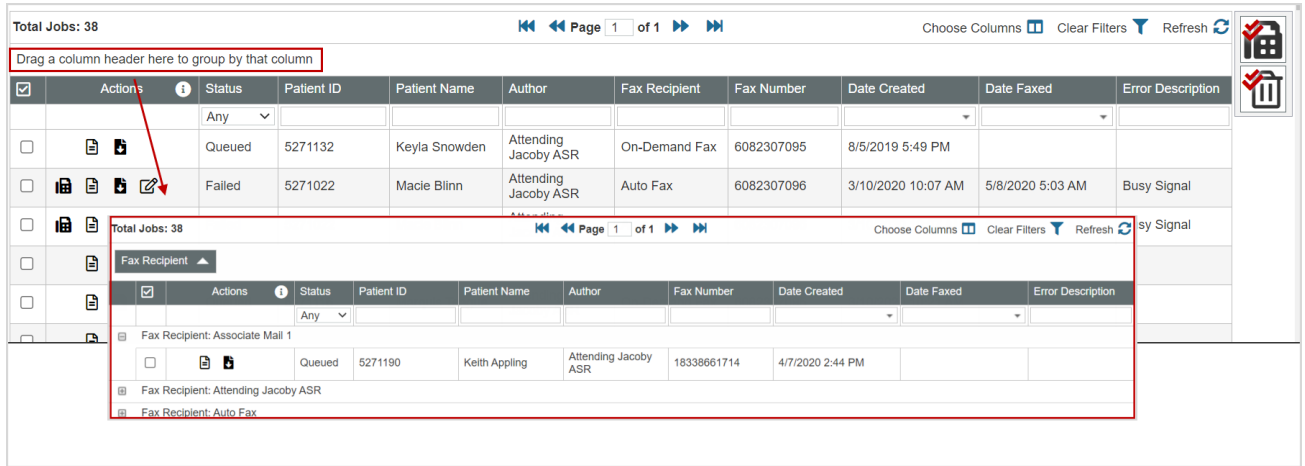
- **Location:** Search for the Location assigned to the transcription that was faxed.

- **Date Faxed:** Search for a date range when the fax was created. This field does not search for when the fax was received, but when the fax was created. Additionally, the Dates Faxed field is only used in conjunction with a Status. However, it is not available with faxes that are pending authorization as they have not yet been created.

- **Error Description:** Search for faxes with a specific error. This field is only used in conjunction with the Failed Status.

  - **Answering Machine:** The fax server called an answering machine when attempting to establish a connection.

  - **Busy**: The fax server received a busy signal when attempting to establish a connection.

  - **Error Detected on Line:** The fax server encountered a large amount of interference attempting to establish a connection.

  - **Fax Number Length Invalid**: The fax number submitted does not have the required number digits to successfully dial out. All fax numbers must have the 10-digit phone number including area code. Hyphens and dashes are not required.

  - **No Answer**: The fax server was unable to connect with any device.

  - **On Client Do Not Call List**: The fax server has been attempting to contact a fax machine at the specified number and has repeatedly failed due to Voice Answered or Answering Machine errors and has been automatically added to the Client Do Not Call List. InQuiry users with access to the Facsimiles tab can remove numbers from the Client Do Not Call list with the "Remove DNC" button.

  - **On Server Do Not Call List**: A fax recipient has called in and requested that eScription One place the fax number on the Do Not Call list. Numbers on the Server do not call list affect every client. Only eScription One may remove a number from the Server Do Not Call List.

  - **Transmission Error:** The fax server was interrupted or lost the connection while transmitting the fax.

  - **Voice Answered**: A human voice answered the fax server's connection attempt.

- **Patient ID:** Search by Patient Medical Record Number.

- **Patient Name**: Search by Patient Name or partial.

- **Fax Number**: Search by the fax number the transcription was sent to.

- **Transcription ID**: Search by the Transcription ID of the sent fax.

- **Status**: Search by faxes in a specific status.

  - **Any:** if this field is blank, the search looks for all faxes regardless of the status.

  - **Queued**: Faxes that are created and waiting in the fax server queue to be faxed.

  - **Failed**: Faxes that were created but failed to successfully send.

  - **Succeeded**: Faxes that were successfully sent to the recipient.

  - **Cleared**: Faxes that were removed from the failed fax list. Failed faxes that have been selected for refax are automatically cleared.

- **Last Signature:** Search for the last authenticator listed on the Transcription.

Grouping, Sorting and Filtering

The listed search results are customizable so that users can easily find faxes based on specific criteria.

– **Grouping:** Click and Drag an available column from the grid or Column Chooser to the area above the grid to group reports by that column's criteria.

– **Sorting:** Click on a column title to sort by that column. Columns can be added or removed using the Choose Columns button. Clicking on the same column title will toggle the sort order between ascending and descending. A white arrow appears in the column header to indicate ascending sort ▲ and descending sort ▼. The search results can also be sorted by columns in the Field Chooser without adding the columns to the table.

– **Filtering Row:** The Filtering row (with a yellow border in the picture below) is used to further refine a search. To search for a specific value, type or use a pull-down menu in the appropriate column. The results automatically refresh when your cursor leaves the field.

– **Grid Actions:** The following actions are available for the search results grid:
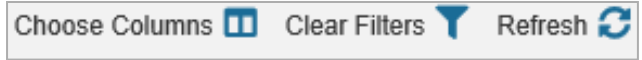
o **Choose Columns:** Add or remove columns from the Report list.

o **Clear Filters:** Available only when filters have been chosen, this button clears out all specified filters.

o **Refresh:** Refresh search results using newly specified filters.

Facsimiles Functions

	Actions		Status	Patient ID	Patient Name	Author	Fax Recipient	Fax Number	Date Created	Date Faxed	Error Description
☑		ⓘ	Any								
☐			Succeeded	4223	Zackary Aaron	eScription One Admin	Auto Fax	8338661714	4/28/2021 6:03 PM	4/28/2021 6:06 PM	
☐			Succeeded	4223	Zackary Aaron	eScription One Admin	Auto Fax	8338661714	4/28/2021 6:04 PM	4/28/2021 6:08 PM	
☐			Failed	5271022	Macie Blinn	Attending Jacoby ASR	Auto Fax	6082307096	3/10/2020 10:07 AM	5/8/2020 5:03 AM	Busy Signal
☐			Failed	5271022	Macie Blinn	Attending Jacoby ASR	Auto Fax	6082307096	3/10/2020 10:07 AM	5/8/2020 5:08 AM	Busy Signal
☐			Cleared	5271049	Kyle Bailey	Super Admin	Emdat Phone	6083160789	9/16/2020 5:49 PM	9/16/2020 10:04 PM	On Client Do Not Call List
☐			Failed	5271049	Kyle Bailey	Super Admin	Emdat Phone	6083160789	9/17/2020 5:20 PM	9/17/2020 9:55 PM	On Client Do Not Call List

Total Jobs: 38 — Page 1 of 1 — Choose Columns — Clear Filters — Refresh

Drag a column header here to group by that column

Several different functions are available to manage facsimiles. Actions can be taken on individual fax jobs or selected fax jobs. To perform an action on an individual fax, click on the proper icon in the fax line item. Press the Info button in the Actions column label to toggle the action label on and off. To perform an action on multiple fax jobs, select the needed jobs by clicking the check box in each line item and press the appropriate action button to the right of the search results grid. Hovering over the action button will provide a button label.

	Refax Selected Faxes: Queues the selected faxes to resend to the same fax numbers.
	Clear Selected Faxes: Removes the failed status from a fax job without attempting to resend the fax. The fax job status changes to "Cleared"
	Print Selected Faxes: Prints the Transcription as it would appear when faxed
	Print Selected Transcriptions: Prints the Transcriptions as they appear in InQuiry.
	Print Selected Cover Letters: Prints the Cover Letters for selected Transcriptions.
	Print Selected Envelopes: Prints the Envelopes for selected Transcriptions.
	Refax: Queues the fax to resend to the same fax number.
	Info: Display the Info screen for the transcription (detailed in the Transcription Info section).
	Download: Download the TIFF image generated that is sent through the fax service.
	Edit: Edit the fax associate demographics.
	Remove DNC: Remove the fax number from the client's Do Not Call list.

Pending Faxes

Use the Pending Faxes page to search for transcriptions that will queue up for AutoFax, but that have not passed the AutoFax trigger point. The Pending Faxes link is in the Services Tab, under the pull-down sub-menu "Faxes."

Home	Search All	Workflow	Problem List	Faxes	Services
Summary	Faxes ▾	ShadowPrint ▾	ShadowLink ▾		
	⊞ Manage Faxes				
	🗄 Pending Faxes	Any		thru	
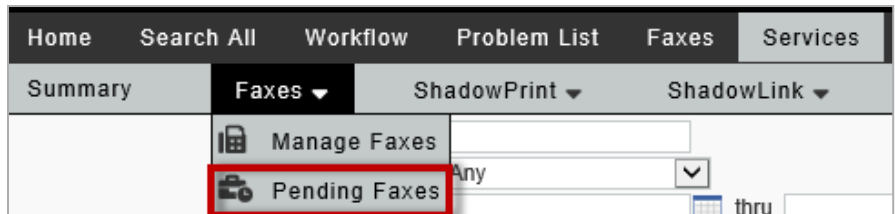
The Search Criteria are like those in the standard Faxes tab.

– **Recipient Name:** Search by name for the associate that the fax was sent to.

– **Location**: Search for the Location that the fax originated from.

– **Patient ID**: Search by Patient Medical Record Number.

– **Patient Name**: Search by Patient Name or partial.

– **Fax Number**: Search by the fax number the transcription was sent to.

– **Transcription ID**: Search by the Transcription ID of the sent fax.

– **Dictator**: Search by the Clinician that dictated the TID.

– **Last Signature**: Search for the last authenticator listed on the Transcription.

– **Results Per Page**: Specify the number of TIDs that will display per page.

Pending Facsimiles Functions

☑	Actions ⓘ	Workflow Folder	Patient ID	Patient Name	Author	Fax Recipient	Fax Number
☐	info download cancel	Preliminary	9703	SABO, EMORY	Demonstration User	EasyLink Fax	18338661714
☐	restore	Dictations	5271007	TRACY ABRAMS	Demonstration User	Auto Fax	8338661714

Total Jobs: 2

📄	**Info:** Display the Info screen for the transcription (detailed in the Transcription Info section).
📄	**Download:** Download the TIFF image generated that is sent through the fax service.
cancel	**Cancel:** Prevent the AutoFax job from being created when the transcription passes the trigger point.
restore	**Restore:** Restore a canceled AutoFax job to be created when the transcription passes the trigger point.

Shadow Print

Found under the Services tab, ShadowPrint is a service that automatically prints transcriptions to a specified printer after the document has passed a trigger point in the workflow. Shadow Print is configured in InCommand and managed through the InQuiry application and has a manual for installation, configuration and maintenance. The Shadow Print manual can be found at the links below:

Australia https://www.escription-one.com.au/Software/ShadowPrint/

Canada https://www.escription-one.ca/Software/ShadowPrint/

United States https://www.escription-one.com/Software/ShadowPrint/

ShadowLink

Found under the Services tab, ShadowLink is a service capable of interfacing with client side HER and patient scheduling software using a variety of formats. ShadowLink is configured in InCommand and can be managed in InCommand InQuiry. The manual for installation, configuration and maintenance can be found at:

Australia https://www.escription-one.com.au/Software/ShadowLink/

Canada https://www.escription-one.ca/Software/ShadowLink/

United States https://www.escription-one.com/Software/ShadowLink/

InVision

The InVision tab contains the administrative reporting tools. By default, InQuiry users do not have access to the InVision tab. Access to the InVision tab does not indicate that the user has access to all reports. Report access can be managed in InCommand. The InVision tab contains three sub-tabs: Reports, Scheduled Reports and Saved Reports.

Reports

The Reports tab lists all reports available to the user. InQuiry InVision contains reports in six different groups: Production Reports, Workflow Reports, User Reports, Miscellaneous Reports, ShadowScribe Reports and Performance Reports. Clicking on a report title takes opens the New Report tab and presents report parameters and scheduling options.

*Not all reports are listed in the above screenshot.

Report Parameters

The options in this section change depending on the report selected. Parameters with a red asterisk beside the name are required. Below are some guidelines for date fields:

– **For Reports to be run immediately for specific dates**: enter a date as 'm/d/yyyy', such as 8/19/2019. Or click the Calendar control button and select the date from the pop–up calendar.

– **For Scheduled Reports:** Click the down–arrow to select relative system dates. All relative dates are dependent on the date when the report runs. After selecting a relative system date, it can be modified by entering plus (+) or minus (–) and the number of days.

The available relative dates are:

   o **Today** – @Today

   o **Yesterday** – @Today - 1

   o **First Day of Current Month** – @FirstOfMonth

   o **First Day of Previous Month** – @FirstOfPreviousMonth

   o **Last Day of Previous Month** – @LastOfPreviousMonth

   o **First Day of Current Quarter** – @FirstOfQuarter

   o **First Day of Previous Quarter** – @FirstOfPreviousQuarter

   o **Last Day of Previous Quarter** – @LastOfPreviousQuarter

Report Schedule

The Report Schedule section contains options for running the report, including the name, report format, notifications.

Report Schedule	
Schedule Name *	Client Billing Detail Report
Format	PDF
Active	☑
Notification	☑ On-Screen ☐ Email ▓▓▓▓▓▓@yahoo.com
Schedule Options	Queue Now

Reports can be run immediately or scheduled to run once or on a reoccurring basis. The following fields are available:

– **Schedule Name** – Use this field to give the report a unique name that will be recognizable in the list of saved reports.

– **Format** – The report can be generated in CSV, Excel, MHTML, PDF, XLSX, or XML. Choose the format that works best for the intended use.

– **Active** – Use this checkbox to determine if the scheduled report will be active. Inactive reports will still be added to the scheduled reports tab but will not run automatically. They can still be run manually.

– **Notification –** Choose if and to be notified when the report is ready to be viewed. One, both, or neither of the options can be selected.

  o **On-Screen** – A pop-up notification with a clickable link will appear within the InQuiry window when the report is ready. If multiple reports are ready at the same time the last report to run will be listed.

There is **1** report completed and ready for review in your Saved Reports folder. (X)

The most recent report is:

Action Monitor

Show All Saved Reports

  o **Email** – An email will be sent to the address in the text box when the report is ready to be viewed. The email address is pre-populated with the address saved in the user profile but can be edited in the provided text box. Multiple email addresses can be entered separated by commas.

DeliverHealth
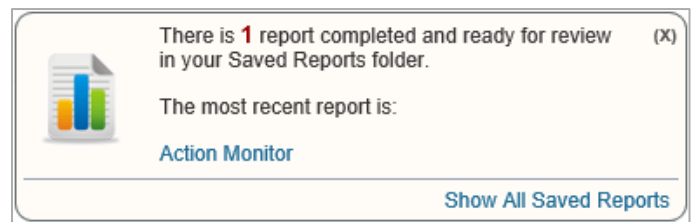
– **Schedule Options** – Choose to have the report run immediately (Queue Now) or at a scheduled time (Schedule).

If Schedule is selected in Schedule Options, this section will be available.

The frequency that the report runs depends on the schedule options selected. The report can run once at a specified time, daily, weekly, monthly and can also be schedule run every x number of days/weeks/months. The schedule options change depending on the frequency selected.

- **Once** – Select the date and time for the report to run.
    o **Example** – This data is only needed once but I want to run it at mid-day.

- **Daily** – Choose to have the report run every x days or every weekday at the specified time.
    o **Example** – I would like to run the report every two days at 2:00pm.

- **Weekly** – Choose to have the report run every x weeks or every week on the selected day(s) at the specified time.
    o **Example** – I would like to run the report every other week on Monday and Friday at 5:00pm.

- **Monthly** – Choose to have the report run every x days of every x months or have the report run on the first, second, third, fourth or last day, weekday, weekend day, or specific day of the week every x months at the specified time.

  o **Example** – I would like to run the report on the first Monday of every month at 7:00am.

Note: The scheduled time does not indicate when the report will be available to view, but when it starts running. If there is a high volume of reports running at the scheduled time or if there is a large amount of data to gather for the report, there may be a delay in the delivery of the report. We recommend scheduling reports to run during off-peak hours, such as midnight.

Submit and Reset

To submit the report parameters and run the report (if Queue Now is selected) or schedule the report for a future run, press Submit after all options are selected. After pressing Submit a confirmation window will appear with the next run date for the report.

To reset the report parameters and scheduling options to their default values press the Reset button.
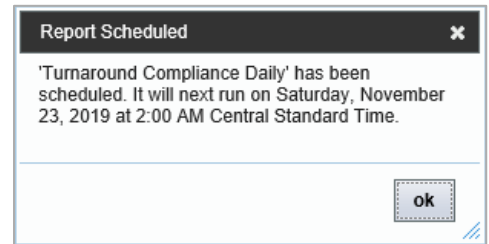
Scheduled Reports

The Scheduled Reports tab lists reports that have been recently run or are scheduled to run. Report schedules and parameters can be edited from this screen.

Grouping and filtering functions are the same as in the Faxes grid. Please see **Grouping, Sorting and Filtering** for more information

Scheduled Report Actions

Several actions can be taken on a scheduled report.

1. **Report Information** – Use the arrow buttons to expand or collapse information about individual reports or groups. Information about the report, schedule, and specified parameters are available when clicking on an individual report's row.

2. **Check Box** – Use this checkbox to mark the report as Selected. All line items can be selected by pressing the Select All button in the column header.

3. **Edit Button** – Clicking this button opens a new window that allows users to edit the report parameters and run schedule.

4. **Copy Button** – Clicking this button opens a new window to copy the selected report and its parameters to a new scheduled report.

5. **Delete Button** – This button deletes the scheduled report. To temporarily stop a scheduled report from running, edit it so that it is inactive rather than deleting it.

6. **Run Button** – This button runs the scheduled report immediately using the saved report parameters.

– **Delete Selected / All buttons** – Use these buttons to delete selected schedules or all schedules in the current filtered list. Use the checkbox located in the report information to select specific reports for use with the Delete Selected button.

Saved Reports

The Saved Reports tab contains the report output for all reports run manually or from a schedule. The list is very customizable to easily find the report based on specific criteria. See **Grouping, Sorting and Filtering** for more information. Clicking a report row prompts the user to download or open the report file.

1. **Report Information** – Use the arrow buttons to expand or collapse information about individual reports or groups. The parameters used when the report data was generated is available to view but cannot be changed.

2. **Check Box** – Use this checkbox to mark the report as Selected. All line items can be selected by pressing the Select All button in the column header.

3. **Delete Button** – This button deletes the saved report.

4. **Download Button** – Download or open the report file.

– **Delete Selected / All buttons** – Use these buttons to delete selected schedules or all schedules in the current filtered list. Use the checkbox located in the report information to select specific reports for use with the Delete Selected button.

My Templates

My Templates navigation tab allows dictating users to create and modify document templates to suit specific needs. Creating document templates assists the Medical Transcriptionists in creating completed documents quickly and accurately. Additionally, it helps ensure that documents are uniform and complete. The My Templates navigation tab consists of four sub tabs and is inactive by default.

Note: My templates currently only supports the creation and editing of unstructured templates.

Welcome

The Welcome tab is intended for new users and provides a brief overview of the My Templates tab. Users can select a specialty on this page or leave it unchanged from the default of 'General.' Choosing a specialty allows the user to select from a library of sample or default document templates in the Document Templates and Dictation Templates sub tabs.

Document Templates

Document Templates establish a framework for the Medical Transcriptionist to work in. When a typist first receives a dictation, it is also downloaded with the associated document template. After selecting a specialty from the Welcome sub-tab, a list of available Document Types is displayed. Each document type can have multiple document templates, one for each location. Alternately, a single document template can be created for all locations or any combination.

To begin editing, select all document types for which a document template will be edited or created. If a document template already exists for a document type selected, the user will have the opportunity to edit the template. If a template does not exist a new one will be created.

The document template editor will load. At the top of the window the Document Type and Location are indicated in red.

On the left, locations that have a document template associated with them are listed. The following functions are available:

- **Add:** Create a new document template for a given location.

- **Copy:** Select to copy the document template of one location to another.

- **Remove:** Deletes the document template associated with a location.

- **Choose Template from Global Library:** Opens the template library associated with the selected specialty. Choosing a template overwrites any existing text. Document templates in the Library can be previewed before updating the existing template.

Selecting a Document Template opens the template in the editor window. The Document Template can be further modified by using the editor window. All the tools available in the Transcription Editor are available to use when modifying a Document Template.

Pressing Save/Next to move to the next document type (if multiple types were selected). After editing the final document type the Dictation Templates editor will be presented.

Dictation Templates

Dictation Templates are similar to Document Templates, except they can be inserted into the transcription text and do not have to be associated with a particular document type or location. Dictation Templates are also sometimes called "Normals".

The Dictation Template name appears at the top of the window in red.

Existing Dictation Templates are listed on the left. Selecting a Dictation Template opens the template in the editor window. The following functions are available:

- **Add:** Select to add a new Dictation Template.

- **Copy:** Copy an existing Dictation Template to a new name.

- **Remove:** Deletes the Dictation Template. Note: Dictation templates that are available to all dictating users cannot be deleted.

Selecting a Dictation Template opens the template in the editor window. The Dictation Template can be further modified by using the editor window. All the tools available in the Transcription Editor are available to use when modifying a Dictation Template.

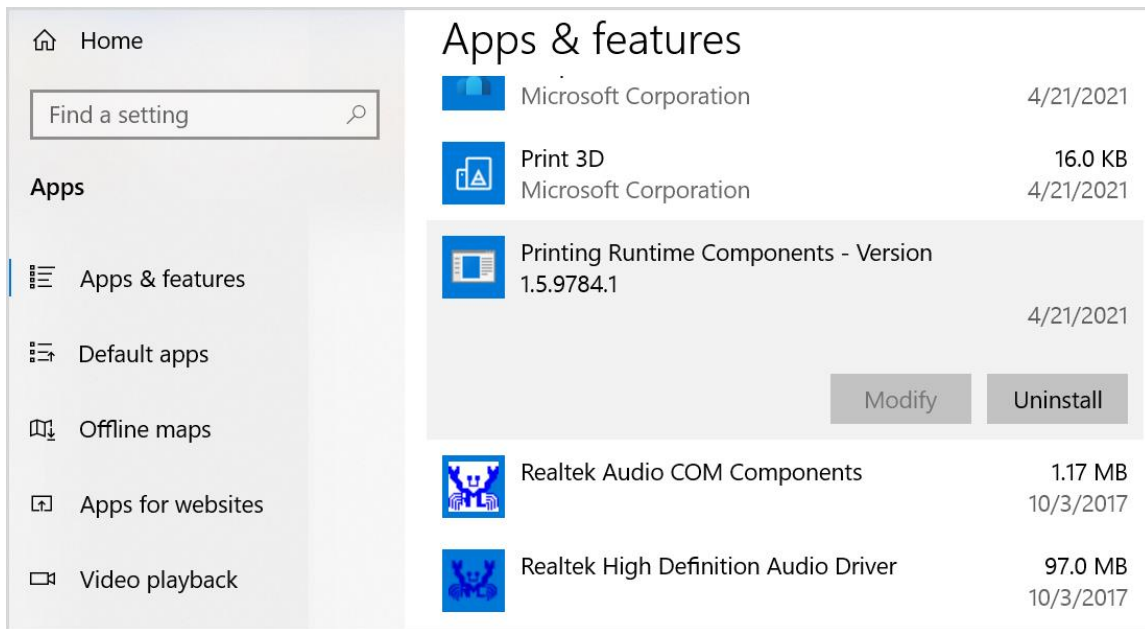Pressing the Save/Next button will save the loaded Dictation Template and open Print Your Templates.

Print Your Templates

Print Your Templates allows users to print out dictation and document templates for review or personal records. Document Templates, Dictation Templates or both can be printed. If a user selects multiple documents to edit in the Document Templates sub tab, the user has the option of printing only those templates.

Home	Search All	Workflow	Problem List	Faxes	Services	InVision	My Templates

Welcome	Document Templates	Dictation Templates	Print Your Templates

These are the customized templates you have created and the savings each time your customized template is used.

For your reference, you may print a copy of your Document and Dictation Templates. Please select which templates you want to print. Templates can be printed one to a page, or we can fit many templates onto a single page.

☑ Document Templates
   ◯ All Document Templates
   ◉ Only Document Templates Selected In The Current Session
☑ Dictation Templates
◉ Print One Template per page
◯ Print Multiple Templates per page

⬅ **back**   🖨 **print**

Thank you for creating the templates that will be used in your dictations.

finish 🚪

Removing InQuiry Components

Remove InQuiry components by accessing Control Panel > Settings > Apps. Locate the application Printing Runtime Components and choose the option to Uninstall.

Support

Get assistance for InQuiry and all other eScription One applications.

– **Phone Support**: 1-800-858-0080

– **Email Support**: esone.support@DeliverHealth.com