iMedX
AUSTRALIA & NEW ZEALAND

eScription One

Clinician QuickStart Guide

My Health Record

v3.0 – 06/02/2024

Powered by iMedX Australia in partnership with

DeliverHealth
SOLUTIONS

Dictation Instructions

Dictation is possible via the eScription One Smartphone app and Dial-In dictation method. Dictating with the eScription One app is the recommended option as while both methods are secure and reliable, the app is also convenient and provides flexibility in time and place of dictation. This QuickStart Guide will provide instructions on the app only.

iOS & Android

1. Install eScription One (DeliverHealth) from the App Store for iOS and Play Store for Android.

2. Select region **(Australia) AUS** when prompted.

3. Enter your **Login**, **Password** and **Client.**

4. (Select **Save Login** and **Save Password** when logging in and the application will remember your login credentials.)

5. Click on the **Patients** icon and then select the relevant patient from the list or click icon in the bottom right-hand corner to create a new dictation.

6. Select a DOCUMENT TYPE and LOCATION under the '**Information**' tab.

7. Confirm the patient DEMOGRAPHIC INFORMATION is correct. If there is a blank dictation, simply dictate the relevant information.

8. Click the **Record** button to begin dictation, and icon in the top right-hand corner to complete the dictation.

9. Wait for the tick to confirm that the dictation has uploaded.

   *Please ensure dictations are uploaded once complete, failure to upload your dictation in a timely manner may result in transcription delays.

10. Click on the **tick** and then the '**Info**' to obtain the *Receipt Code* and *TID (Transcription ID)* for your records. The TID can be used when contacting iMedX support.

Dictation Requirements

Please dictate in the following order:

1. **Patient's name, DOB** and **UR** – please spell names if selecting a blank dictation.
2. **Date of the letter**.
3. **All recipient names and addresses** – eg "Dr John Smith at the City Clinic in Bourke Street Melbourne".
4. **Body of the letter.**

Dictation Tips

To maximise turnaround time and accuracy, please:

- Dictate in a quiet environment.
- Dictate at talking speed, avoid talking fast.
- Dictate only 1 letter per dictation.
- Spell out any unusual words – such as trial names and acronyms.
- Spell out any name references mentioned in the body of the letter.

If the document is of a sensitive nature and it is your opinion it should not be uploaded to My Health Record, then please dictate: 'Do not upload to My Health Record' at any point in your dictation.

NOTE: If the patient has already withdrawn their approval for any documents to be uploaded to MHR, then these instructions will be noted on iPM and restrict any upload of documents.
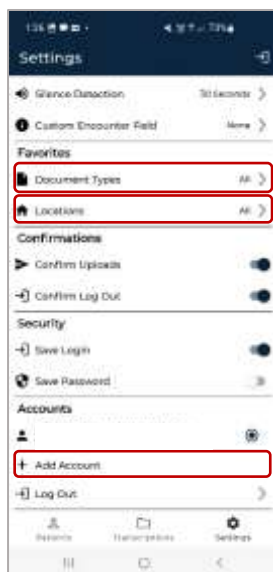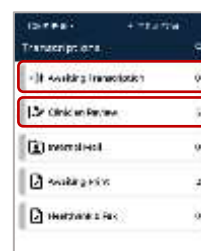
Additional Information

TRANSCRIPTIONS

The *Transcriptions* icon will display folders synced to iMedX with your pending dictations 'Awaiting Transcription' as well as your typed dictations 'Clinician Review' which are awaiting review.

You can check the 'Awaiting Transcription' folder. Dictations will appear here in less than a minute after being uploaded.

SET DEFAULTS

Click on the SETTINGS icon to set a default 'Document Types' and 'Locations'. The default will automatically load with new dictations but can be changed per dictation as required.

LINK ACCOUNTS

To link accounts (for example, if you have accounts with more than one hospital). Go to Settings and under Accounts click on + Add Account. You will then be prompted to enter your login details.

RECORD MODE

The current recording mode is displayed to the right of the recording button. Click on Append (Default mode), to change the recoding mode. The list with the three functions i.e. Append, Overwrite and Insert will pop up for your selection.
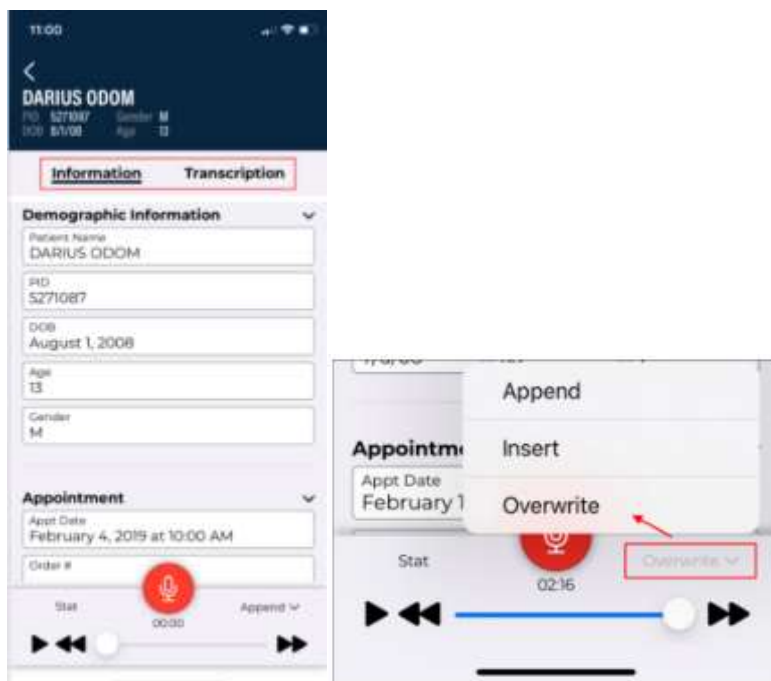
CANCEL A DICTATION

On the **Patients** tab, click on the ⋮ icon and select **Delete Audio**.

PRIORITISE A DICTATION

○ Stat   Whilst dictating, click on the **Stat** icon, located left of the record button.

# Online editing and sign-off instructions

Log In

1. Click on **Go to Login**

2. You will be directed to the DeliverHealth eSOne online portal: **InQuiry**.
   Use the same **Login**, **Password** and **Client** as your smartphone app login.

You will be directed to the **Classic InQuiry**, the original version of the portal. From January 2024, DeliverHealth have released a new version of InQuiry. You have the option to use either version of InQuiry or can switch between both if needed.

Switching to the New InQuiry

1. In the InQuiry portal, under the Information section, click on the **Switch to New InQuiry** button in the top right-hand corner of the box.
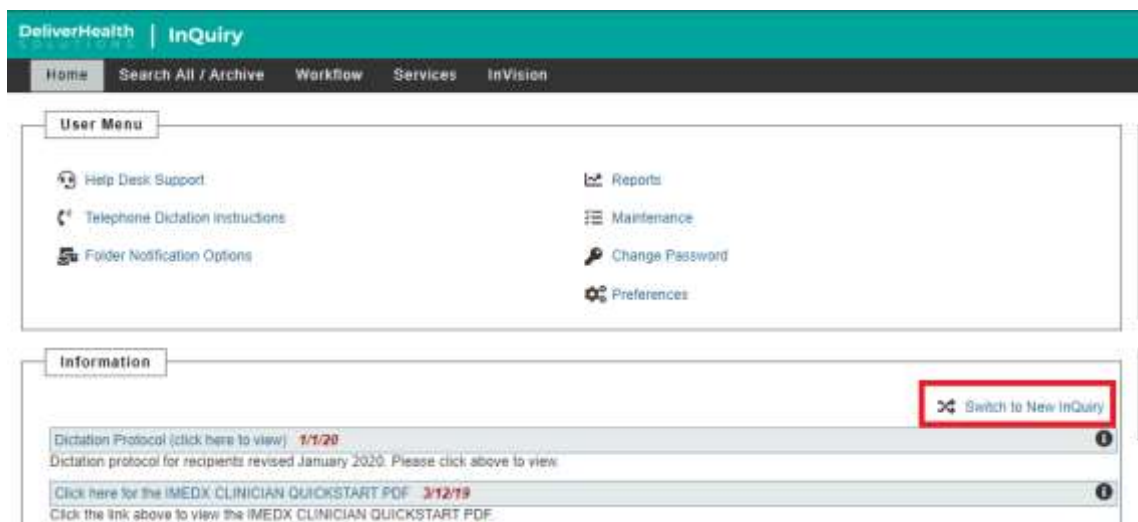
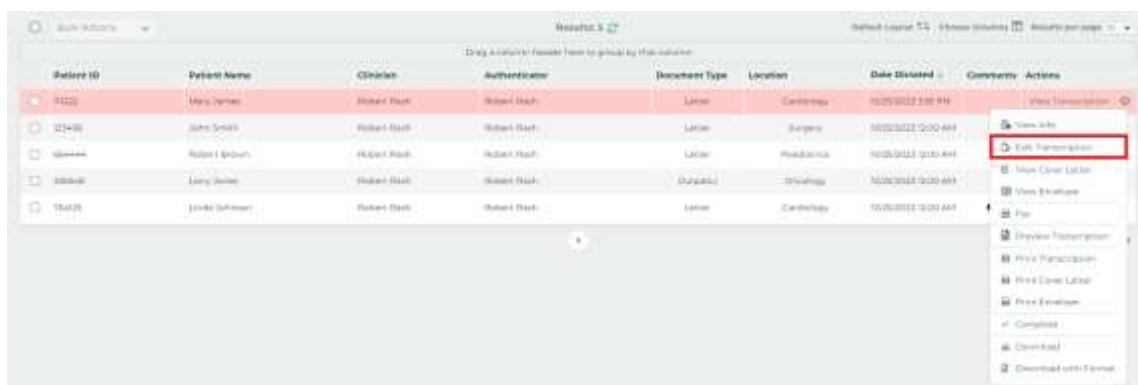2. Your screen will reload and show the new InQuiry.
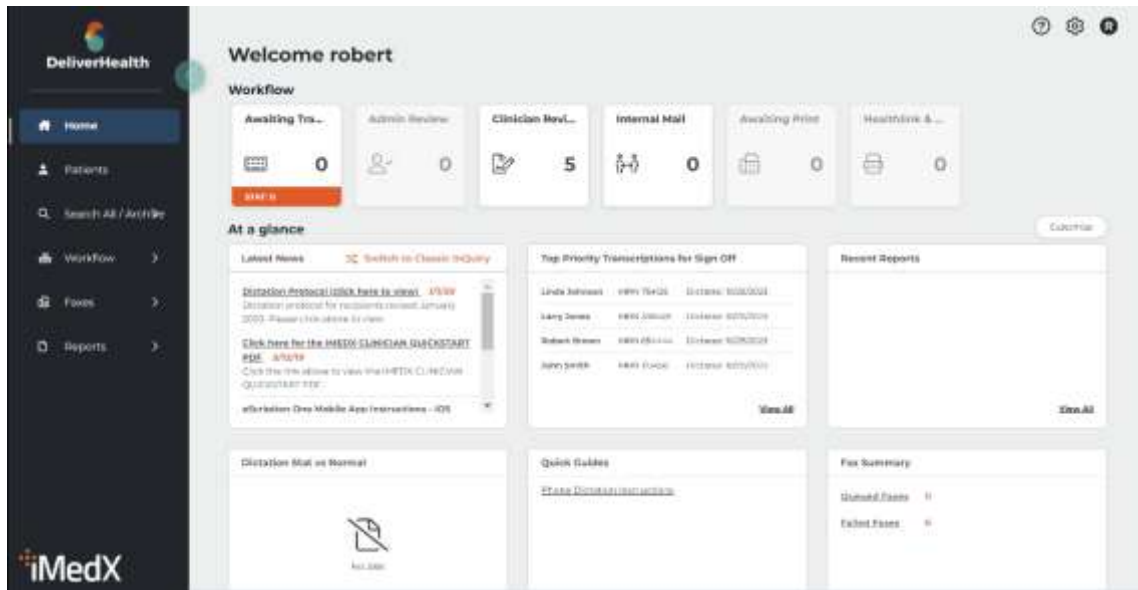
Review

1. Click on the **Clinician Review** folder to display your letters awaiting review.

2. Click on **Actions** to either view or edit the transcription.

3. In the drop-down menu, click on the **Edit Transcription** edit icon if you would like to edit the letter.

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4. When viewing the letter, the green **Comment** **icon** on the top menu bar will be animated if there is a query from the typist. Click on the icon to view the comment. Once the comment has been actioned, clear the text and press **Save**.

    Please note that depending on your account configuration the **Clinician Review folder may have a different name.*

    Please Note: You can change My Health Record upload requirements by using the drop-down box in the edit view.
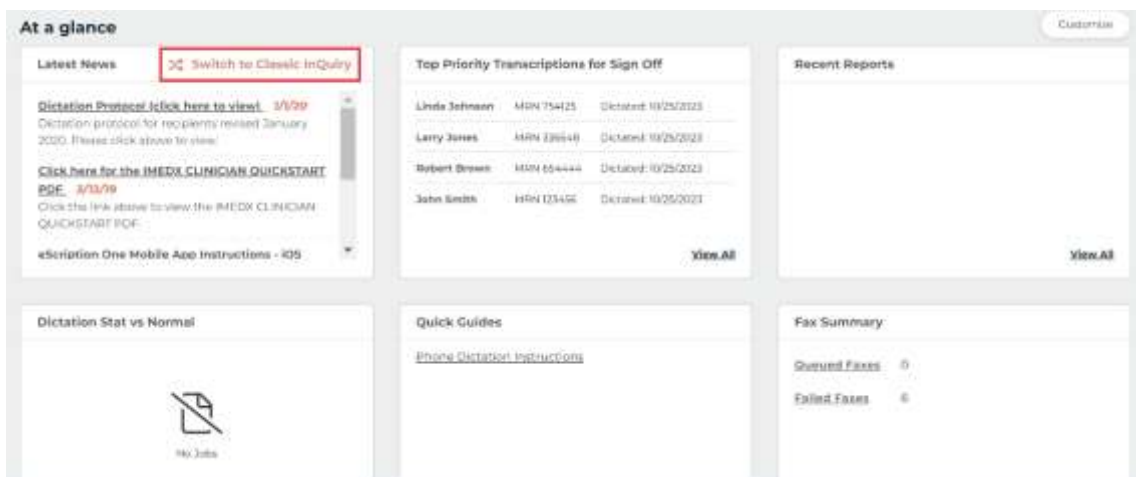

Approve

1. Click on **Complete** to approve the letter or **Complete/Next** to approve the letter and move to the next letter.

2. Completing a letter will insert the words **Electronically Approved by** above your name and move the letter to the queue for delivery.

Switching back to Classic InQuiry

1. In your new InQuiry portal home page, under the section **At a glance**, click on the **Switch to Classic InQuiry** button located to the right of **Latest News**.

2. Your screen will reload and show the Classic InQuiry

3. The steps are the same as with the new InQuiry.

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