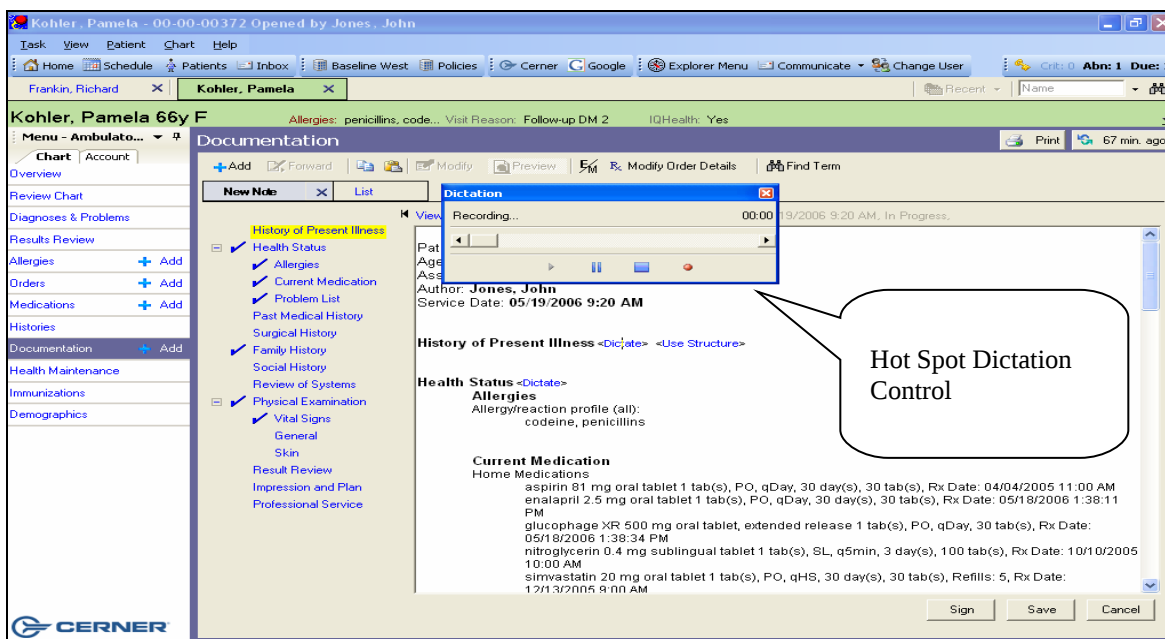


Hot Spot Dictation Detailed FAQs

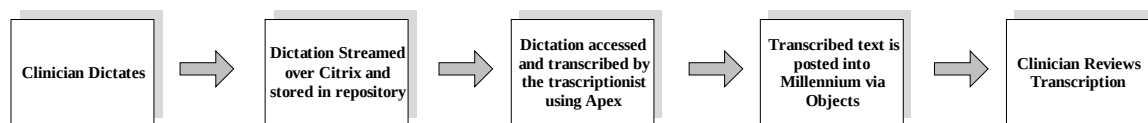
Q: What is Hot Spot Dictation (HSD)?

A: HSD is a new voice transcription feature within the Millennium 2007 release of *PowerNote* that provides faster, more flexible, improved documentation at lower overall costs. The product of a partnership between Cerner and Transolutions, Inc, HSD allows the clinician to dictate selected free text sections that may be played back immediately after entry by the user or other authorized clinicians. Those sections are transcribed by either Transolutions' staff or a site's transcription pool, and then combined back with the rest of the note for editing/signature by the dictating clinician.



Q: How does HSD work?

A: The dictated .wav files are captured and then sent over Citrix to Apex. From there, transcriptionists transcribe the text, which is then transferred back into Millennium *PowerNote* (2G or 2007) through the use of *MillenniumObjects*. The user will see notification of a note to complete in their inbox, at which point they can edit or correct the document by typing or re-dictating. The note is then ready to sign.



Q: What are the benefits of HSD?

A: HSD saves on costs. Overall transcription costs are reduced by allowing voice dictation on the more variable portions of a note (i.e. History of Present Illness), while the rest of the note is immediately completed through the structured and automated parts of *PowerNote*. Clinician adoption will be improved and notes more complete, resulting in better coding and reimbursement.

Q: What is Apex?

A: Apex is a commercial grade transcription package built on Java and Oracle that supports the entire transcription process including:

- Scheduling of transcription resources
- Routing voice files to the transcriptionists
- Full featured editor including: audio player, word expander, simplified text input, and “incomplete” markers with audio pointers
- Quality assurance flow
- Entire workflow management
- Document / section formatting
- Full reporting package to monitor productivity
- Direct access to Cerner Millennium through Cerner *MillenniumObjects*.

Apex can be used as an ASP based tool by your transcriptionists or transcription services can be contracted through Transolutions, Inc., a Cerner Certified Solutions Partner. WAV files may be stored on the site’s servers or Multi Media Foundation (MMF) servers indefinitely. Information about Apex and Transolutions can be obtained by contacting sales1@transolutions.net.

Q: In addition to the costs for *PowerNote*, are there any costs associated with HSD?

A: HSD functionality is included with *PowerNote*, or Clinical Office with *PowerNote*. There are incremental charges for transcription services rendered for the use of the Apex transcription application. Transolutions transcription rates are competitive with industry standards which are based upon viewable black characters. Pricing can be structured to meet the client’s specific needs that consider factors such as volume, turnaround time, STAT documents, various document types, etc. The *MillenniumObjects* software license required for the HSD workflow is included in the Transolutions agreement with the client for transcription services at no additional cost to the client. There are no additional Transolutions software license fees to consider. Additional Millennium licensing

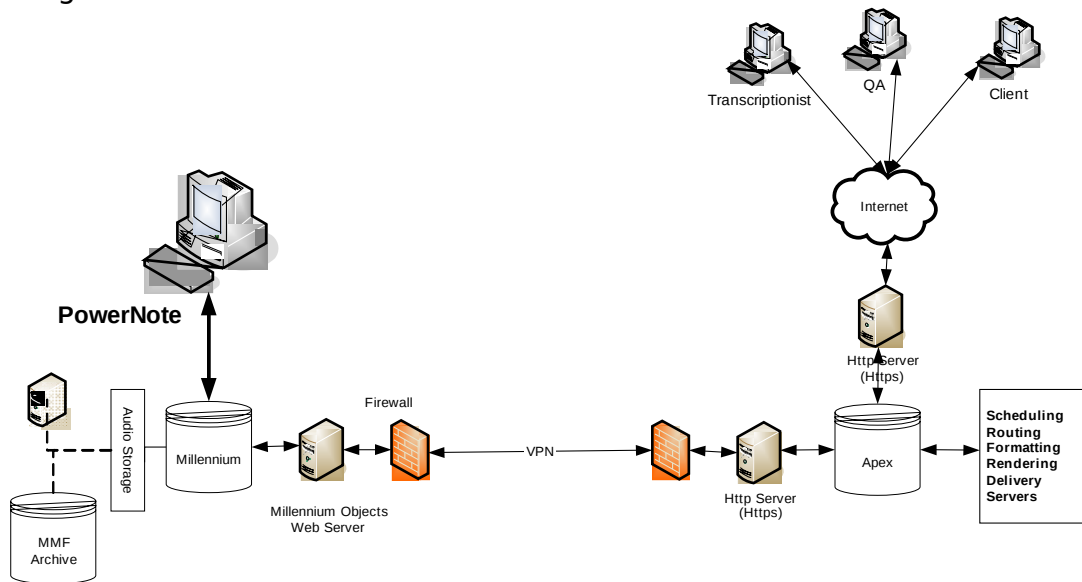
charges may be applicable for Multi Media Foundations (MMF) depending upon the client's implementation strategy for dictation audio file storage.

Q: What are the technical specifications for HSD?

A: HSD requires:

- PowerNote Millennium 2007.14 CSP
- Local devices that support dictation and playback
- Any moderate quality microphone and 16 bit sound card that supports: (128 kbps bit rate, 16 bit sample size, Mono, PCM format, 8 khz sample rate)
- Licensed *MillenniumObjects* 2007.14 CSP
- IBM WebSphere 6.0.x or 6.1.x or Oracle Application Server 10.1.3.x
- Web Infrastructure to provide necessary failover & redundancy
- Secure connection between *MillenniumObjects* and Transolutions, Inc.
- Storage capability - disk array or Multi Media Foundations Archive (MMF).
- Citrix Version SP 4.0 with the Citrix virtual audio channel

Diagram:



Q: At what level can HSD be turned on or off?

A: HSD functionality is controlled at the user, application, or position level. If HSD is turned on for a user, it is available in any section of a *PowerNote* where information can be entered as free text.

Q: What is the turnaround time for a document transcribed by Transolutions?

A: The turnaround time for documents transcribed by Transolutions is between two and 72 hours, depending on the Client's requirements and negotiated agreement.

Q: What is the process for a Cerner client to contract Transolutions for transcription services?

A: It is the responsibility of the Cerner Engagement Leader to contact Transolutions.

Q: What if a Cerner client has an existing transcriptionist resource pool?

A: The Apex platform can be leveraged in the version three (v.3) application which has an estimated release date of third quarter 2008.

Q: Can a user listen to dictations recorded through HSD?

A: Yes, a user can listen to dictations recorded through HSD until the document has been transcribed and authenticated.

Q: Can a user allow others to listen to their recordings?

A: Through the 'Publish Flag', the user controls the level of access other Millennium users have to their recordings.

Q: Can a user make edits to transcribed sections after the text is inserted back into *PowerNote*?

A: Edits can be made to the transcribed *PowerNote* sections through keyboarding by the author and/or choosing to delete recorded sections and then re-dictating the sections.

Q: How long is the voice file available for modification after initial dictation?

A: A user can make changes to the dictated sections until the voice file is pulled by the transcriptionist for processing.

Q: How can a user distinguish the transcribed text of a document once it is returned from the transcriptionists and ready for authentication?

A: The transcribed text will appear in a different color font.

Q: Can HSD be used in the same way as traditional encounter-based dictation and transcription workflows?

A: HSD is intended to provide clinicians with the ability to leverage the most efficient method of data input to support the documentation process. It is not recommended that HSD support the traditional dictation and transcription model in which the author dictates the entire document in one recording.

Q: Are there default templates clients can use for the deployment of HSD?

A: Cerner has content that can be used as is, or customized to meet a particular need.

Q: Can existing *PowerNote* templates be used with HSD?

A: If *PowerNotes* are currently being used, the HSD component of *PowerNote* can be configured to leverage these templates.

Q: Does HSD work with the traditional 2007 Millennium look and feel and/or is the 2G Look and feel required?

A: HSD works in both the traditional 2007 Millennium look and feel as well as the 2G look and feel.

Q: Is the HSD wav file recorded on the local PC hard drive?

A: No, the voice is streamed across a Citrix channel and recorded on the Citrix Server.

Q: Is HSD supported over Citrix?

A: HSD can be supported over Citrix SP 4.0 (with the Citrix virtual channel set to 'High').

Q: When is Multi Media Foundations (MMF) required for Hot Spot Dictation?

A: It is dependent on the client's dictation file retention policy. The retention period set for voice files as part of the HSD should be determined based on storage capacity allocated to this process. Sites that wish to retain voice files for longer

than 60 days should consider implementation of the MMF Archive for audio file storage as it is designed for long-term retention. Sites that do not require lengthy retention may opt to purge voice files in a timelier manner to reduce storage space needs and to reduce system maintenance times.