WinScribe Support

Preface:
WinScribe is a digital dictation system that is used by our AP faculty, Physician Assistants, and Histo Techs. It is a computer based system and therefore subject to the typical dependencies of any workstation application such as network connectivity, how long the workstation has been up without rebooting, are other applications interfering with WinScribe, and how well does the user know the application.

Dictation is an important step in the quick delivery of critical patient results to our customers. If the dictation process does not go smoothly, it can affect the outcome of the delivery of patient care.

Taking a Call
When a WinScribe call comes into the Helpdesk, it will be important to acquire accurate information about the episode that the customer is having. The following is useful information to have in triaging any WinScribe episode:

Identity
As always knowing the customers name is always important, but in this case knowing where the problem is located is just as important. The author may not be in their office, but in a reading room or grossing station. Be sure to get the following information.

- Authors Name
- Authors Location (sometimes they are in reading rooms)
- Pager Number (This is normally their WinScribe ID and a handy way of getting a hold of them)

Categorizing the Problem
1. Are you able to launch the application?
2. Is this a sound playback or recording problem?
3. Does the mic buttons work?
4. Does the scanner work?
5. Are you missing a job?

1. Can not launch the WinScribe application?
Check to see if the H: drive is present. The user should have H:\WinScribe\Users\0#####. The ##### is typically the doctor number for our faculty and the pager number for our staff. If they do not have an H drive the program will not launch or launch correctly.

2. Can not record within WinScribe?
This can be double checked by asking the customer does the mic level indicate anything is being recorded (sound level indicator is displayed next to the minute/second counter). It is displayed as a color bar indicated the level by different colors (red being the highest). If there is no voice level indicator present while dictating, then you need to adjust the sound properties. Sound property changes happen if there was new software installed.
that enhances the customer’s playback of their music via i-tunes or other playback applications.

Check the sound properties by right clicking on the speaker icon in the system tray. Choose “Adjust Audio Properties” and then click on the “Audio” tab. Make sure the “Recording Default Device” is properly set to “DigiSonic” device for offices and “Buddie Mic” for grossing stations.

2. Can not playback dictation or playback is not coming out of the right speaker?
Most customers prefer to have their dictation played back through the monitor sound bar or their external speaker system. Faculty don’t like their music being played back through their mics.

Check the sound properties by right clicking on the speaker icon in the system tray. Choose “Adjust Audio Properties” and then click on the “Audio” tab. Make sure the “Playback Default Device” is properly set to “SoundMax HD Audio” device for offices and “Buddie Mic” for grossing stations. SondMac HD Audio indicates the user is using the analog jack of the workstation to playback the sound. For grossing stations the Buddie Mic has an external speaker jack which is being used for the playback of dictation.

3. Does the Mic controls work?
If a customer is complaining that the mic controls do not work, have they checked the hardware properties of the application? They might have to select the “Grundig Pro Mic 840” as the connected device. The selection is made under the “Options” menu and choose “Hardware”. After the device is checked it is required to exit the application.

If the hardware was selected ask the customer to reboot the computer to re-initialize the environment.

If the Mic problem is not resolved, then swap out the mic with a new one. After the new mic has been connected, reboot the computer system.

4. The attached scanner does not work
The customer uses the F1 key to scan the bar code. If this is not working ask the customer to check to see if the scanner devices is firmly seated in the microphone. Sometimes it pops out a little bit and it needs to be reseated. Once this is done, it should begin to work. Again, if this does not solve the problem, have the mic swapped out and reboot the computer system.

5. Are you missing a job?
Missing a job by an author always means the author is frustrated. Try to assure the author that the problem is most likely a mis-directed job to the wrong queue. Ask the details of the missing job. Accession number and name of the patient will be useful in tracking the job. Was this a consult or surgical case?
The author can search for the jobs by using the accession number. Ask the author to do a search by clicking on the “Find” icon. Then enter the accession number of the case into the “Look For” box. Once the case has been displayed, have the author scroll over and see which “Secretary” has the case. The case probably went to the wrong work group and was assigned to the wrong secretary.

If the case can not be found have the case forwarded to Paulette Dozier for final resolution. Make sure she has the case details, accession number, author, location of the missing case, etc..

Application Support Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paulette Dozier - UM</td>
<td>734.936.6801</td>
<td>M-F</td>
<td>8 am -5 PM (no pager)</td>
</tr>
<tr>
<td>Tom Peterson - UM</td>
<td>734.764.9153</td>
<td>M-F</td>
<td>7:30 am – 4:30 PM (pager 9375)</td>
</tr>
<tr>
<td>Imo Udo-Inyang</td>
<td>734.764.5413</td>
<td>M-F</td>
<td>9:00 am – 5:00 PM (no pager)</td>
</tr>
</tbody>
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