

Dictation System - LHSC and St. Joseph's

You must have your own personal and confidential dictating User ID number. To have your personal dictating user ID number arranged, please contact Transcription Services at:

- London Health Sciences Centre - 519-685-8500 extension 35131 or email at Transcription@lhsc.on.ca
- St. Joseph's Health Care London - 519-646-6000 extension 65584 or email at Transcription@sjhc.london.on.ca

These numbers must remain confidential and never shared with others. You can use your dictating number at all sites across the city. The dictation system is provided to you for the clinical documentation of the patient record required for each hospital visit. Follow-up letters i.e. to the Ministry of Transport, to whom it may concern, evaluations, referral requests, etc. are administrative correspondence and consequently are outside of Health Records responsibility for processing.

All of your dictated notes will come back to you for review and authenticating signature via Message Centre in the electronic health record (PowerChart).

Approved Standards for Transcription Turn Around Times

- **<2 hours:** Trauma Resuscitation Notes, Review Board Summary, Urgent Neurology Clinic Note
- **<4 hours:** Admission Note, History & Physical
- **<6 hours:** Pre-Admission Clinic Note
- **<8 hours:** Discharge Summary
- **<24 hours:** All other notes

Dictation Instructions

1. Dial extension 66080 or 1-888-203-8268 from outside the hospital
2. Enter your personal and confidential User ID number followed by # key.
3. Enter the hospital site code followed by # key. (It is important to select the correct site code to ensure that your note posts correctly in PowerChart.)
1 University Hospital 2 Victoria Hospital 3 St. Joseph's Hospital 4 Parkwood Hospital
5 LRCP 6 Parkwood Mental Health 7 Southwest Centre
4. Enter the worktype followed by # key (It is important to select the correct worktype to ensure that your note posts correctly in PowerChart.)
5. Enter the patient PIN (or MRN) followed by # key.
6. Enter 2 to begin dictation: Dictate and spell patient's name, PIN (Medical Record Number), your name and required copies (**spell name and indicate address**)

Keypad Functions

eSOne Key Assignment	
1	Play
2	Record Overwrite
3	Rewind Short
4	Stop/Pause
5	New Dictation
6	STAT

7	FF
8	Rewind to Beginning
9	Help (Plays the keypad functions)
0	Suspend
*	Replay Prompt if Incorrect Info Entered
#2	Record Append

City Wide Worktypes

Admission Note	38
Case Conference Note	99
Consultation	34
Death Summary	40
Delivery Report	36
Discharge Summary	33
Discharge Summary Auto-Authentication	
(* The usage of code 10 must be pre-approved by the Attending Physician)	*10
EEG Report	98
Emergency Room Report	8
Family Meeting Goals of Care	97
History and Physical	1

SJH Clinic Note

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Parkwood – Mental Health & Southwest Centre for Forensic Mental Health Care

Assessment Report	60
Letter (non-clinical)	64
Mental Health Clinic Note	63
Miscellaneous Note	62
Psychology Clinic Note	52
Review Board Summary	61
Social Work Clinic Note	72

Site Specific Worktypes

LHSC (University and Victoria Hospitals)

Adult Psychiatry Note	81
Child / Adolescent Psychiatry	82
Clinic Report	80
EMG Report	94
General Internal Medicine Clinic	89
Geriatric Mental Health	90
In-hospital Transfer Note	93
John H. Kreeft Headache Clinic	88
OB/GYN Clinic Note	45
Palliative Care Clinic Note	78
Palliative Care Consultation Note	77

London Regional Cancer Program

GYN Clinic Note	74
GYN Summary Sheet	73
LRCP Clinic Note	75
Palliative Care Clinic Note	78
Palliative Care Consultation Note	77

St. Joseph's Health Care Centre

GYN Clinic Note	74
HULC Clinic Note	43

Letter	71	Trauma Clinic Note	85
Nephrology Goals of Care	48	Trauma Resuscitation Note	84
Oncology Goals of Care	96	Tumour Board Conference Note	76
Operative Report	32	Urgent Neurology Clinic Note	87
Patient Wishes, Values, Potential SDMs	49	Women's Health Clinic	83
Preadmission Clinic Note	30		
Procedure Report	39		
Progress Note	37		
Respirology Clinic Note	47		
Respirology Consultation Note	46	Radiation Treatment	70
Resuscitation/Goals of Care	95	Social Work Clinic Note	72
Telephone Correspondence	41	Speech Language Pathology Note	86
		Spiritual Care Clinic Note	79
		Tumour Board Conference Note	76
		Parkwood Hospital	
Speech Language Pathology Note	86	Day Hospital Note	51
Thoracic Surgery Clinic Note	92	Parkwood Clinic Note	50
TIA Clinic Note	91	Psychology Clinic Note	52

Other Notes:

- When the users call in for the first time, they will be asked to record their name to be played back in the future for verification.
- There is no "Finish and Disconnect". Users can simply hang up.
- The Confirmation number plays when a user presses 5 to finish the current job and start a next one is referred to as the "Receipt ID"
- Suspend Line
 - To suspend a dictation press "0" - Puts the dictation on hold so that it can be resumed at a later time. Upon the next call the dictator is prompted to start a new dictation "1" or resume the suspended dictation "2."
 - When a physician hits "Suspend" he hears "You have suspended this dictation. You have x dictation(s) on hold. Press 1 to dictate, 2 to load a suspended dictation or 3 to listen to a prior dictation".
 - Press "2" - will allow the physician to use the standard keypad to play back the audio, rewind/fast forward and complete the dictation.
 - The default is 24 hours before the job is released to transcription

Guidelines for Dictating:

1. Speak clearly, concisely and spell difficult or unusual words or medications.
2. State patient's name (spell surname) and date seen.
3. State your name and title (spell surname) and that of the attending physician.
4. State copies to relevant physicians (spell surname, state address if out of town).

Discharge Summary

1. Dates of Admission and Discharge
2. Discharge Diagnoses (Most Responsible, Pre and Post Comorbidities)
3. Operations/Procedures
4. Brief history of Current Illness

5. Course in Hospital (brief summary of the management of the patient while in hospital including any pertinent investigations, treatment and outcomes)
6. Discharge Plan and Condition on Discharge
7. Discharge Medications (name, dosage and frequency)
8. Follow-up Plans (discharge Instructions, further investigations and tests)

Operative Report

1. Date of Operation
2. Preoperative Diagnosis
3. Postoperative Diagnosis
4. Surgeon
5. Assistants
6. Anaesthetist
7. Type of Anaesthetic
8. Clinical Note
9. Operative Procedure

Clinic Notes

1. Date of clinic visit
2. Clinic visit details and findings
3. Diagnosis

Consultation Note

1. Date of consultation
2. Patient ID and reason for referral
3. History of presenting illness
4. Relevant past medical history
5. Current medications & medication allergies
6. Family and social history
7. Physical examination
8. Investigations to date
9. Impression and plan/recommendations
10. Prescriptions & follow