

# Nuance® eScripton One Mobile for iOS Devices

User Guide

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# Introduction

eScription One Mobile for iOS offers a convenient, portable, end-to-end documentation process. Clinicians can easily create, review, edit and complete documentation on their mobile device, as well as submit them for transcription.

eScription One Mobile is a safe, secure application that supports HIPAA compliance.

## Requirements

- Any iOS device with iOS 10.0 or greater (the latest iOS version is recommended).
- Internet Access through a wireless Local Area Network (LAN) connection or through a phone service provider. It is strongly recommended to use a Wi-Fi LAN connection when uploading dictations. Minimum bandwidth: LTE/3G data connection; recommended is stable Wi-Fi.
- Communicates over port 443 to <https://mobile.escription-one.com> using TLS 1.2.

## Important: Receiving Calls While Dictating

The iPhone application cannot block incoming phone calls. Apple Inc. makes it impossible for eScription One Mobile, or any application, to block phone calls. If you have concerns about receiving calls while making a dictation, switch your phone to “Do Not Disturb” or “Airplane Mode” while dictating. To continue using the application while in Airplane Mode, please enable Wi-Fi.

If a phone call is received while dictating, eScription One Mobile will pause the recording. Dictation that was made prior to the incoming call will not be lost; to resume dictating after finishing the call, tap the record button again and continue to dictate.

Note: The eScription One Mobile application is being constantly updated and improved. Some of the screen shots in this manual may not match the current version of the application.

# Installing eScription One Mobile on All Apple Devices



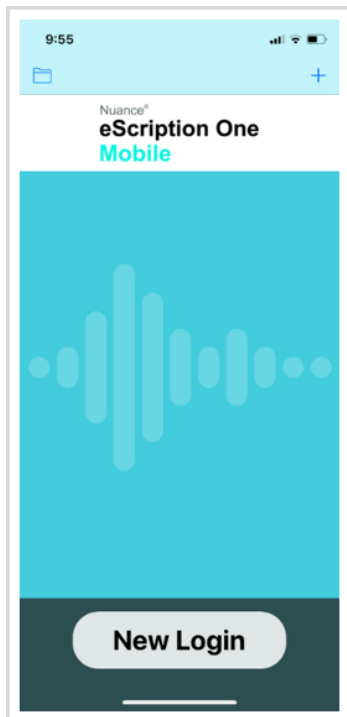
To install eScription One Mobile, go to the Apple App Store, search for “eScription One Mobile,” and download the eScription One Mobile application.

## Starting eScription One Mobile

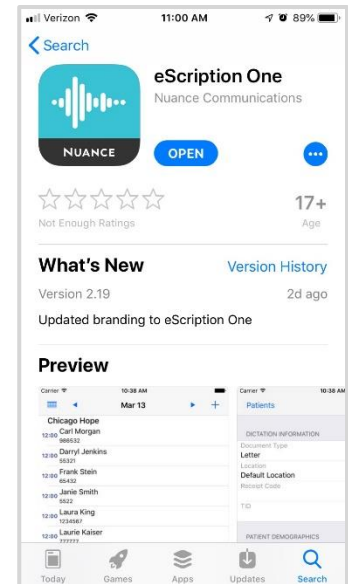


eScription One

After the installation has completed, launch the eScription One Mobile application from the home screen. Enter your login credentials. These are the same credentials used to log into Inquiry. Press the Login button at the top right or bottom of the screen.

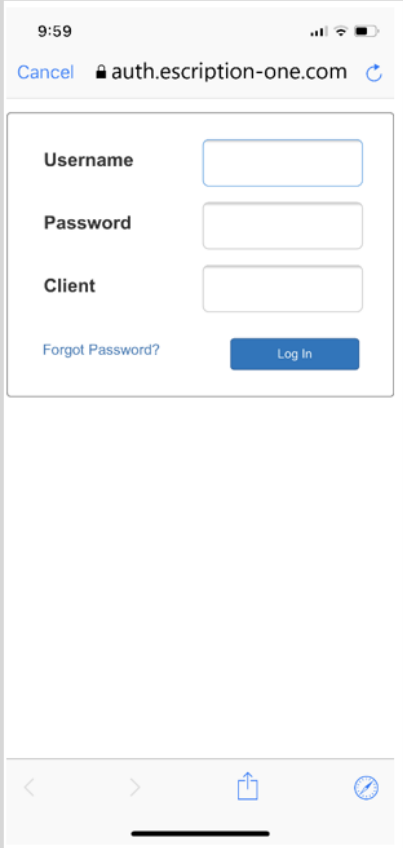


To log in, press the **New Login** button or the **+** button in the upper right corner of the screen.



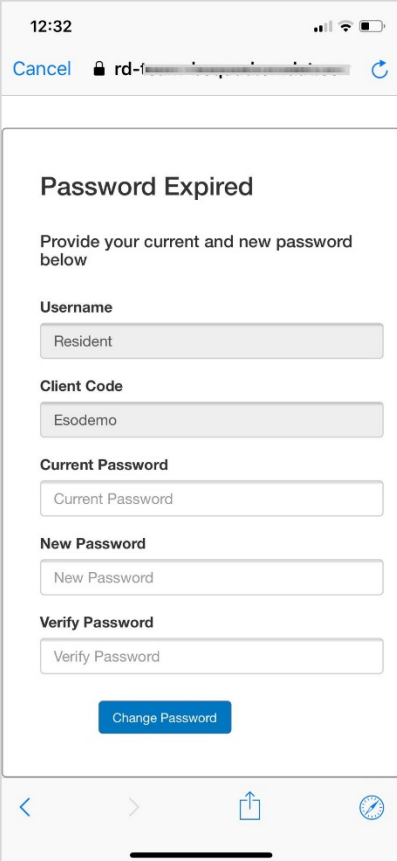
The credentials screen opens.

Enter your username, password, and client information, then press **Log In**.



A mobile app screenshot of the login screen. The status bar at the top shows the time 9:59 and signal/battery icons. The address bar displays 'Cancel', a lock icon, 'auth.escription-one.com', and a refresh icon. The main form contains three input fields labeled 'Username', 'Password', and 'Client'. Below these fields are a 'Forgot Password?' link and a blue 'Log In' button. The bottom of the screen features a navigation bar with back, forward, share, and clock icons.

If your password is expired, you are prompted to change it.



A mobile app screenshot of the 'Password Expired' screen. The status bar shows the time 12:32. The address bar displays 'Cancel', a lock icon, 'rd-i', and a refresh icon. The main content area has the title 'Password Expired' and the instruction 'Provide your current and new password below'. It includes five input fields: 'Username' (pre-filled with 'Resident'), 'Client Code' (pre-filled with 'Esodemo'), 'Current Password', 'New Password', and 'Verify Password'. A blue 'Change Password' button is at the bottom of the form. The bottom navigation bar is identical to the previous screen.

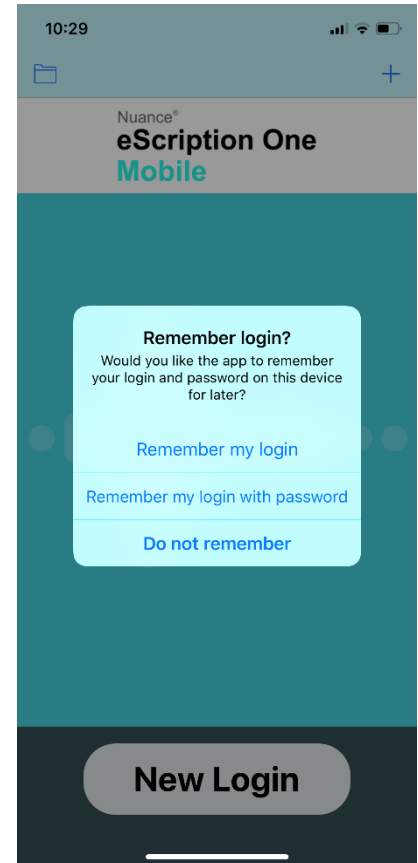
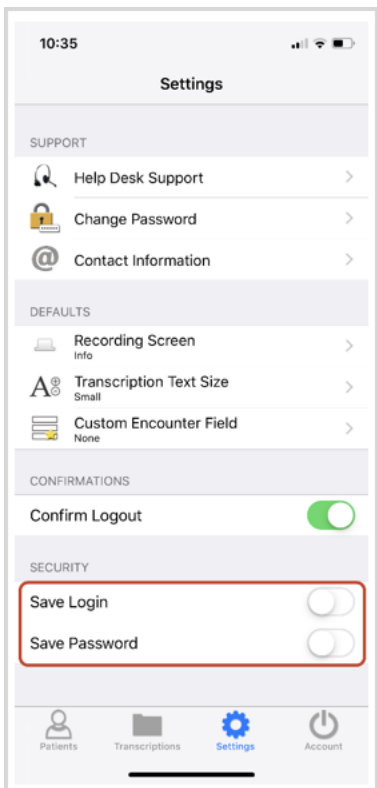
The first time you log in, the **Remember login?** screen will appear next, asking if you want the app to remember the login name or login name and password on the device you are logging into.

(The 'Remember my login with password' option will not appear if the admin has disabled this feature for clients/users.)

You can also choose **Do not remember**.

**Note:** This screen will initially appear for each profile you log into, if you have multiple profiles.

If you later want to change your login options, go to the app's Settings screen.



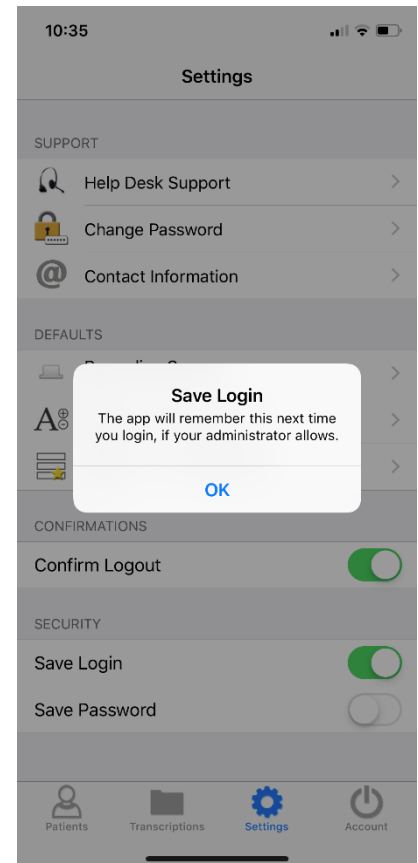
After you make your selection(s), a confirmation box appears.

Select **OK**.

**Note:** Please note that with 'Save Password' enabled, anyone with access to your device can access your eScription One account and the confidential medical records in it.

When the login name is saved, the profile appears on the login screen (with a combination of First name Last name username up to 20 characters long). Tap the profile to log in as that user. You will be prompted for the password if it has not been (or cannot be) saved.

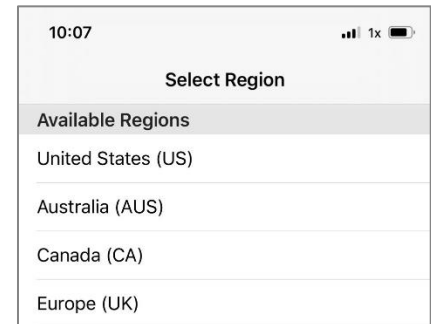
Only the last saved profile to log in will appear on the login screen. You can still link multiple profiles in the Account tab to switch between profiles quickly.



## Select Region

Upon launching the eScription One mobile app for the first time you will be prompted to select a region. This allows the app to connect to the proper servers for your client. Choose the region that applies to your location or client and press Select.

In the unlikely event that you need to change your region you will need to uninstall and reinstall the application. **Note: uninstalling the app will permanently delete any incomplete (on-hold) dictations; please verify all started dictations have been uploaded prior to uninstalling the app.** You will be prompted to choose your region upon the first login after reinstalling the app.



## Email Verification

After logging in, the eScription One Mobile application checks for a valid and verified email address.

**Valid Email Check:** If you have not entered an email address, you will be prompted to add one. You can skip this step, but will be prompted again on your next login.

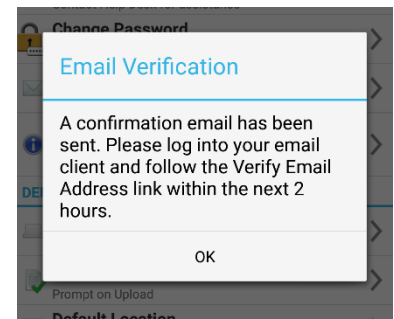
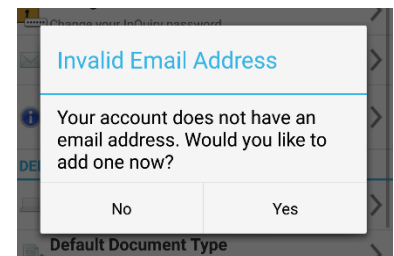
**Email verification:** Once an email address is added, an email is sent to your address to verify it.

Click the link in the email, and your address will be verified.

Welcome to the Emdat platform. Please verify the email address on your account by using the link below. This email address will only be used for forgot password requests.

[Verify Email Address](#)

This link will expire in 2 hours. If you did not request this confirmation, please contact support at 800-858-0080 or <https://www.emdat.com/ticket>.



- When accessing the eScription One Mobile application without a verified email address, you will receive a notice, but will still be able to use the application.

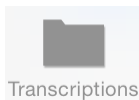
**Editing email address:** To edit the user email address, go to Contact Information in the Settings tab. If the email address has previously been verified and is then edited, you will be prompted to verify the updated email address.

## Using eScripton One Mobile

The Mobile iOS application screens have four tabs at the bottom: Patients, Transcriptions, Settings, and Account. Use these to navigate between the four main screens of the app. The active tab is indicated with blue coloring. After logging in, the Patients screen is the active screen.



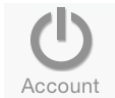
This tab opens the Patients screen, where users can record new dictations and view patient appointments (in an outpatient workflow) and/or inpatient encounters (in an inpatient workflow).



This tab opens the Transcriptions screen, where users can view, approve, and edit transcriptions.



This tab opens the Settings screen, where users can configure default settings for appointments, document types, locations, and other application features.






This tab opens the Account Screen, where users can link accounts for quickly switching between multiple eScripton One Mobile logins.


## The Patients Screen

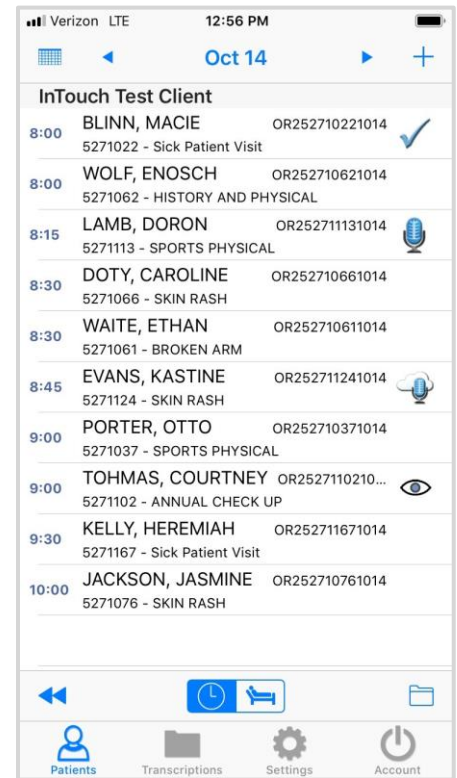
Use the Patients screen to review appointments and create new appointments and dictations.


The calendar opens to the last viewed date in the previous session. If a dictation is over three days old, and has not been uploaded, eScription One Mobile displays a reminder.

To choose a specific date, tap the calendar button  in the upper left corner. The date selector appears. To choose the current day from the date selector, tap the 'Today' button at the upper right of the screen.

To view the prior or next day's schedule, press the left  or right  arrow buttons. Alternatively, you can swipe left or right to change the schedule date by one day.

Tap the add button  at the upper right corner of the screen to create a new appointment. This is covered in detail on page 12.



Tap the folder button  at the lower right corner of the screen to filter which appointments will be visible. Appointments can be filtered based on dictation status. In the appointment list, an icon appears to the right of a dictation to indicate its status:



The appointment has a dictation that has not yet been uploaded.



The appointment has a recorded dictation and has been successfully sent to the transcription company.



The appointment has been recorded and uploaded from another device.




The appointment has been hidden from the appointment list.

**Note:** An appointment without a dictation will have no icon next to it.

Appointments can also be filtered based on Schedule Resources. One or more Resource IDs can be assigned to a provider, and they can be filtered out as necessary.

Press and swipe down anywhere in the appointment listing to refresh it. Note that this works when the view is already scrolled to the top.

## The Dictation Screen


On the Patients tab, select an appointment from the list to view its details and record a dictation. To create a new appointment, tap the Add button  in the upper right corner of the screen. The dictation recording controls appear at the bottom of the screen.

The dictation screen has three tabs: Info, Templates, and History.

By default, the Info tab appears when an appointment is opened. To change the default screen, see the Settings screen on page 22.

## The Info Tab

The Info Tab contains all the information about that specific appointment, including the Document Type and Location. If a Document Type or Location is not selected, those fields are highlighted in red.

Only the Document Type and Location can be edited for dictations created from an appointment in the appointment list. On ad hoc dictations started with the Add button  (from the Patients tab), the Patient ID and Appointment Date and Time can also be edited.

The two screens below show the Info tab.

Verizon LTE 11:07 AM

Patients MCCULLY, LYDIA

DICTIONATION INFORMATION

Document Type  
Chart Note

Location  
Hospital

Receipt Code

TID

PATIENT DEMOGRAPHICS

Patient Name	Patient ID	
MCCULLY, LYDIA	5271020	
Birthdate	Age	Gender
Jun 19, 1990	28	F

ENCOUNTER

Appt Date  
October 17, 2018 at 8:30 AM

STAT < > [Red Stop] >> Append

00:00 00:00

Templates Info History

Verizon LTE 2:44 PM

Patients MCCULLY, LYDIA

PATIENT DEMOGRAPHICS

Patient Name	Patient ID	
MCCULLY, LYDIA	5271020	
Birthdate	Age	Gender
Jun 19, 1990	28	F

ENCOUNTER

Appt Date  
October 17, 2018 at 8:30 AM

Order Number  
OR252710201017

Appt Reason Code  
ANC

Appt Reason  
ANNUAL CHECK UP

Employer  
Public School System

Patient Type  
W14

STAT < > [Red Stop] >> Append

00:00 00:00

Templates Info History

By default, when new dictations are created, eScript One Mobile does not select a Document Type or Location for that dictation. When uploading a dictation with no Document Type or Location selected, the user is prompted to select one from a list. To avoid receiving this prompt, users can choose a default Document Type and Location from the Settings Screen (page 22).

The facility scheduling software or EMR can also set the location for an appointment. This location will appear by default. If necessary, it can still be changed by tapping the location bar and selecting the new location.

## The Templates Tab

The Templates tab shows the Document and Dictation Templates. These templates can be used as a reference while dictating. To select the Document Type, tap the ⓘ icon to the right of the Document Template field, or select it from the Info tab. To display the template, tap anywhere else in the field.

Extended 9:47 AM

Patients MCCULLY, LYDIA

**Document Template**

Chart Note ⓘ

**Dictation Template**

24,48,72-HOUR AMB. EEG

ACL Reconstruct

Attending Attestation

Bilateral Ankle Brachial Index Findings

**Findings:**

Right brachial blood pressure:			
Left brachial blood pressure:			
Right ankle blood pressure:		<b>Right ABI:</b>	
Left ankle blood pressure:		<b>Left ABI:</b>	

Blockquote

STAT < > [Red Stop] > Append

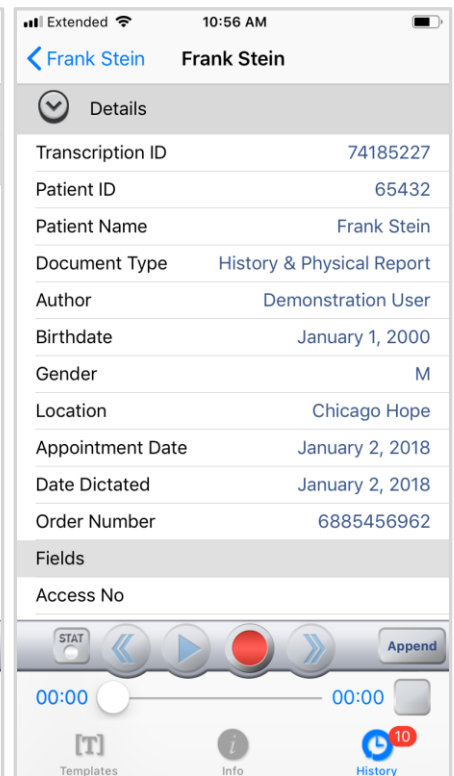
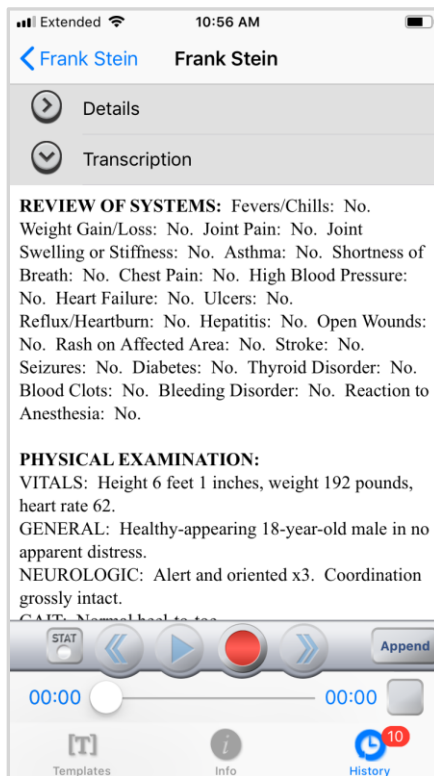
00:00 [Slider] 00:00

Templates Info History




## The History Tab


The History button at the bottom of the screen indicates how many completed transcriptions have the same Patient ID as the current patient.

Tap the History tab to show the list of prior transcriptions, which are each identified by document type, dictating clinician, and appointment date. Select an item to review its transcription and demographic details.



## Recording a Dictation

To begin recording a dictation, press the red Record button  (after choosing a patient appointment). Press the Pause button  to pause/stop the Recording. Press the Play button  to play back the dictation. Use the Rewind and Fast Forward buttons to navigate within the location of the dictation in increments of 5 seconds per button press. Alternatively, you can use the dictation slider to navigate to the desired dictation location.

The STAT button  toggles the STAT mode on (the button is green) and off. Marking a dictation as STAT indicates a higher priority, but it may also incur additional transcription rates.

Underneath the recording buttons, the timer on the left side shows which part of the dictation is currently playing or being recorded into. The timer on the right shows the total length of the dictation. The slider can be dragged to play different parts of the dictation or to insert or overwrite the dictation where desired.

There are three recording modes: Append, Overwrite, and Insert. To switch between modes, tap the button at the far right side of the screen. This button indicates the current recording mode.




The box to the right of the recording timer is a sound level meter. This meter indicates the volume of the dictation or sound received by the microphone.





When the dictation is complete, tap the Upload button in the top right corner of the screen. The eScription One Mobile application will prompt you to select a Document type and/or Location if one has not yet been chosen. Tapping the Upload button sends the dictation for transcription. Once a dictation is uploaded, no more changes can be made to it, including changing the STAT mode.

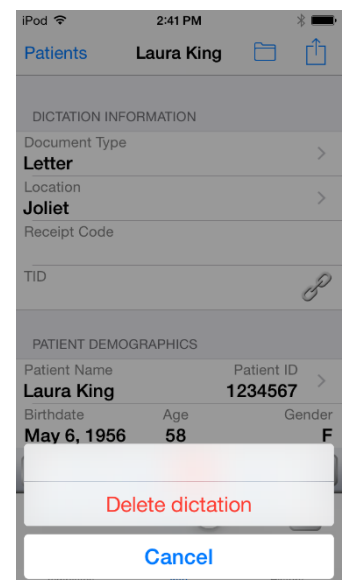
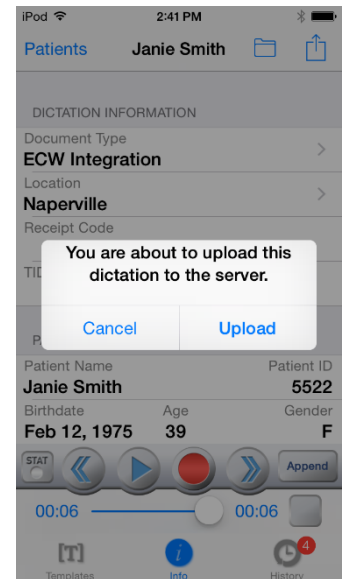


Tapping the menu button provides the option to delete the recorded dictation from the device. If the appointment was created new on the phone, the appointment will be removed. If the appointment was downloaded from the eScription One servers, the appointment will not be removed from the Patients screen.


Please note that the options available from the menu button  change depending on the status of the dictation. If a dictation has not been started, the option to Hide Appointment appears in the menu. This option removes the appointment from the Patients tab. To view the appointment again, add Hidden Appointments to the status filter in the Patients tab (the appointment will be marked with the hidden appointment icon ). Opening the hidden appointment and tapping the menu button  will give you the option to unhide the appointment.

If a dictation has been started, pressing the menu button  displays the option to delete the dictation. If a dictation has been uploaded, pressing the menu button  displays the option to create a new dictation (see page 17 for more details).

Tap the Patients button at the top left corner of the screen to save the dictation, place it on hold, and return to the Patients screen. The Patients button can be tapped while recording or when recording is paused.



## Creating a New Appointment

Use the button  at the top right corner of the Patients screen to create a new appointment, which can then be dictated. The appointment date populates with the current date and time. This can be changed if necessary.

An arrow appears next to the Patient ID field. Tap this button to enter the Patient ID, Account Number, or Order Number for this appointment, depending on your individual configuration. The patient's name and demographic data will be associated with the appointment when the dictation is uploaded to the transcription company.

## Creating Multiple Dictations on One Appointment

If it is necessary to create an additional transcription for an appointment, return to the Patient Screen and select the appointment.



Press the edit button and select the option for "New Dictation." Select Document Type and Location, then record normally.

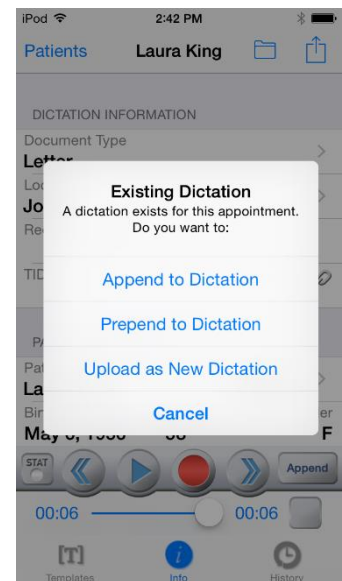


Press the upload button and eScription One Mobile will prompt for the dictation type:

**Append:** Attach this transcription to the end of the prior transcription.

**Prepend:** Attach the new transcription to the beginning of the prior transcription.


**Upload as New Dictation:** Upload this dictation as a standalone transcription. This Transcription will not be attached to any prior transcriptions.

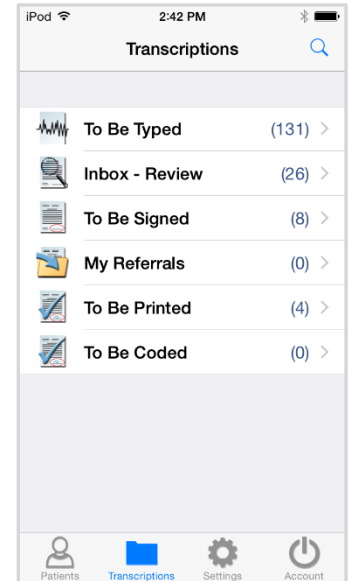


## The Transcriptions Tab

Use the Transcriptions tab to view, edit, and complete (sign) transcriptions. The main transcriptions screen gives an overview of how many transcriptions appear in each workflow folder. The workflow folders display the label name assigned by your medical facility.

Tapping on any of the folders shows a list of the transcriptions that are currently in that stage of the workflow. The first folder, here called "To Be Typed", contains dictations that are at the transcription company, but have not yet been transcribed.

Use the Search button  to search for any transcription in any workflow folder, including transcriptions that have completed the workflow.



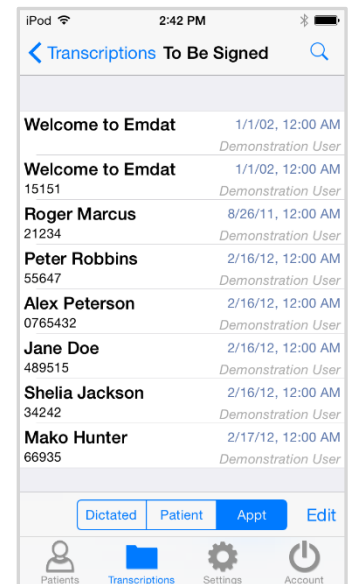
## The Folder View

When a workflow folder is opened, eScription One Mobile lists all transcriptions that would be seen in that folder in InQuery. The patient name, patient ID, appointment date and time, and dictating clinician's name are shown for each transcription in that folder. On the Settings tab, you can configure an additional user field to be displayed.


Use the Edit button at the lower right corner of the screen to complete all or selected transcriptions and move them to the next folder in the workflow. To select or de-select transcriptions, tap on them; a checkmark will appear next to the selected transcriptions. Then tap the complete button to complete them, or the cancel button to cancel without completing the selected transcriptions.

You can sort the order of the folder view by Date Dictated, Patient Name, or Appointment Date. To change the sort order, tap the Dictated, Patient, and Appt buttons at the bottom of the screen.

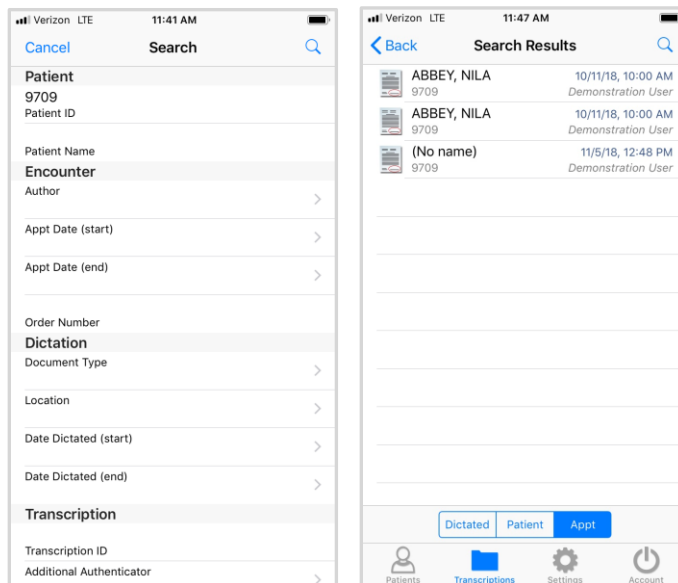
To refresh the workflow folder listing, tap and hold your finger down while swiping down anywhere in the transcription listing. Note that this works when the view is already scrolled to the top.



## Searching for Transcriptions

The Search button  appears in the upper right corner of both the main Transcriptions screen and the screens for each individual folder. When the Search button is used from the main Transcriptions screen, it searches in all folders of the workflow.

When the Search Button is used from within a folder in the workflow, it only searches transcriptions in that folder.





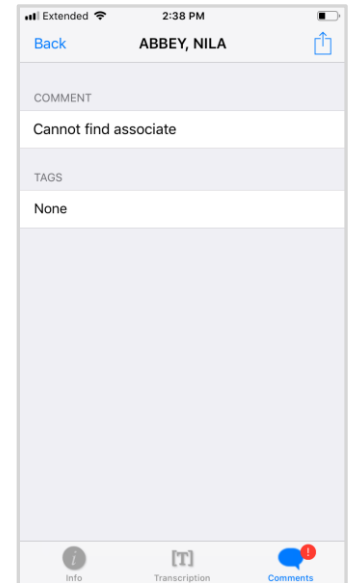
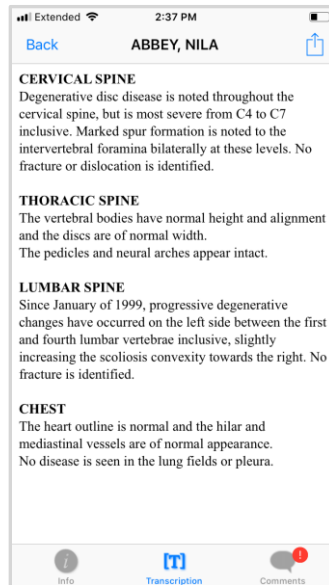
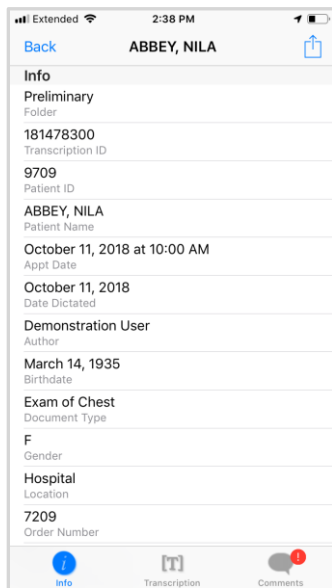
The icons next to the Search Results indicate which workflow folder that dictation is in. The icons are:






- Dictation –the dictation has yet to be transcribed.
- Review –the transcription is in one of the Review folders of the workflow.
- Preliminary – the transcription is in the Preliminary folder of the workflow and can be electronically signed.
- Final – the transcription is in one of the Final folders at the end of the workflow.
- Referral – the transcription is in the Referral folder; a folder to view dictations as associates.
- Archive – the transcription has been moved through the entire workflow and is now archived.


## Transcription Viewer

Tap on one of the entries in any workflow folder (other than the Dictation Status folder) to view the transcription. The Patient Name is displayed at the top, between the back-arrow button to the left and the Action Menu button  to the right. The Transcription viewer opens to the Transcription tab  by default. This tab displays the transcription text.



Press the Info tab  to view patient and appointment details. Press the Comments tab  to read comments and comment tags attached to the transcription.

The Comments tab icon will have a red apostrophe  if at least one comment or comment tag exists. The tab being displayed is identified with a blue icon.


Tap the Action Menu button  in the upper right corner to create a New Dictation, Complete, or Edit a transcription. After completing a transcription, the application loads the next transcription immediately. The Edit screen is covered in the next section of this manual.

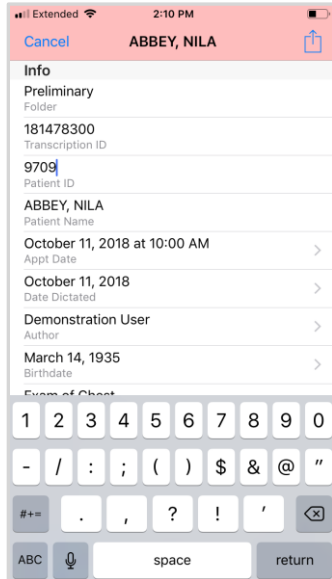
The attestation template editor box appears when a dictation is completed and a signature requires an attestation. eScription One Mobile prompts you to select an attestation with your electronic signature. Choose from available attestation templates or complete without a template.

Recorded dictations are stored on the phone for two weeks after the dictated date, but they cannot be listened to from the transcription viewer. To listen to a recorded dictation that is still saved on the device, go to its entry on the Patients screen.


## Editing a Transcription

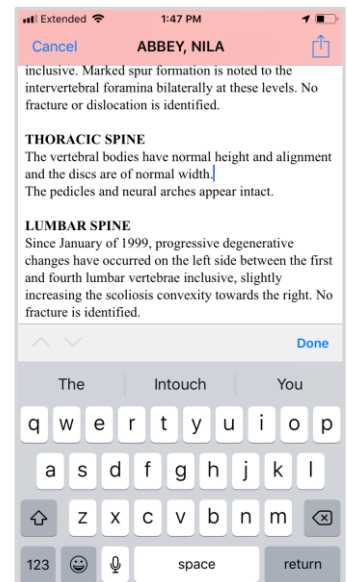
The Edit option is intended for small or minor edits. If more extensive editing and formatting is needed, consider using InQuery on a desktop computer.

To access the Edit Screen, tap the action menu button  at the top right corner of the transcription viewer, then choose Edit.



To edit a transcription's demographic details, go to the Info tab and tap on the field to be changed. Depending on the type of field selected, the keyboard, date selector, or a list of options will appear.

To edit the text of a transcription, go to the Transcription tab and press the action menu button . Then select Edit. (You can also navigate between the Info and Transcription tabs while in edit mode.) Tap the transcription text area where edits are needed. The keyboard will open to make the necessary changes. To close the keyboard for a full-screen view, press Done above the keyboard or press return (next to the space bar). Closing the keyboard does not save changes made.



Transcription Comments and Comment Tags can only be viewed in the mobile app. Please use InQuery if edits are needed on those items.

**Note: Changes are not saved automatically.**

Press the action menu button  to receive a list of available actions:

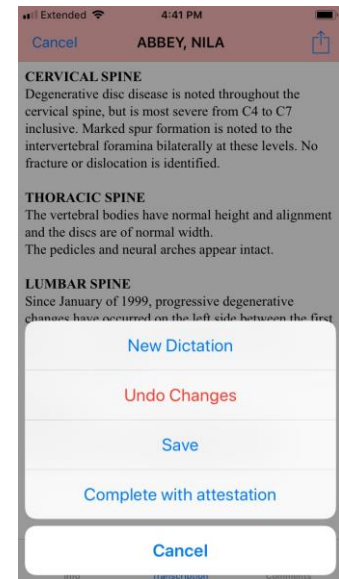
**New Dictation:** Save changes and begin dictation for a new transcription for same patient.

**Undo Changes:** Undo any changes and return to the transcription viewer.

**Save:** Save changes and return to the transcription viewer.

**Complete or Complete with attestation:** Save changes and complete the transcription from the workflow folder (and apply an attestation template if applicable).

**Cancel:** Return to the editing screen.



the

## The Settings Screen

Use the Settings Screen to set default screens and behavior for the eScription One Mobile application.

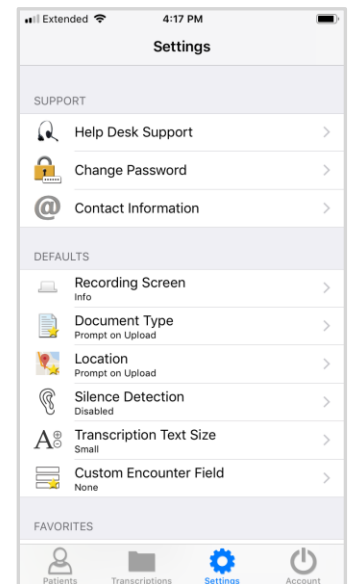
**Help Desk Support:** Contains contact details for support, along with the version number of the mobile app.

**Change Password:** Change the user password. Remember that InQuiry, InSync, and eScription One Mobile all use the same password.

**Recording Screen:** Choose which tab is selected when opening a patient appointment: Templates, Info, or History. Info is selected by default until changed here.

**Document Type:** Select a default document type for all dictations. The document type can be changed on each dictation if needed. If "Prompt on Upload" is selected, eScription One Mobile will prompt you to select a document type when uploading a dictation that does not have one selected. "Prompt on Upload" is the default setting.

**Location:** Select a default Location for all dictations. The Location can be changed on each dictation if needed. If "Prompt on Upload" is selected, eScription One Mobile will prompt you to select a Location when uploading a dictation that does not have one selected. "Prompt on Upload" is the default setting.



**Silence Detection:** Select the length of time silence can be recorded before eScription One Mobile pauses the recording. The default value is “None” and recording will not be automatically paused when silence is detected.

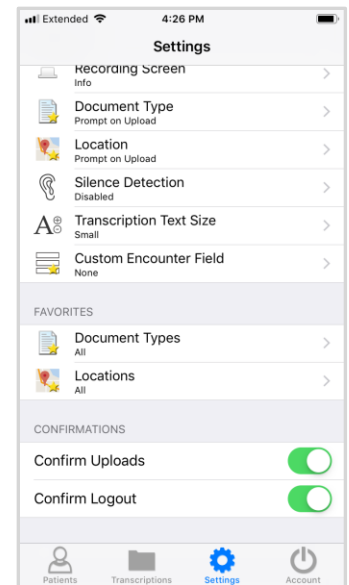
**Transcription Text Size:** Select how large text is when viewing a transcription. Please note that this setting does not change the text size in all screens of the mobile app.

**Custom Encounter Field:** Select an additional data field to be displayed to the right of the patient name on the appointment listing.

**Document Types** (in the Favorites section): Filter the document types that are available when choosing a document type for a dictation. If a facility has thirty document types, but a dictator only needs five of those document types, this setting is used to remove the other twenty-five from the list of document types.


**Locations** (in the Favorites section): Filter the locations that are available when choosing a location for a dictation. If a facility has fifteen locations and a dictator only works at three of them, this setting is used to remove the other twelve from the list of possible locations.

**Confirm Uploads** and **Confirm Logout:** Turn the confirmation pop-up for those actions on or off.

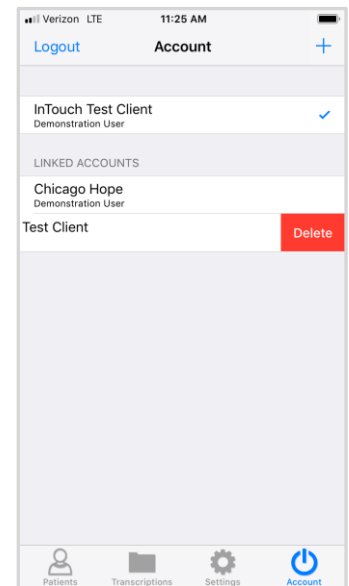
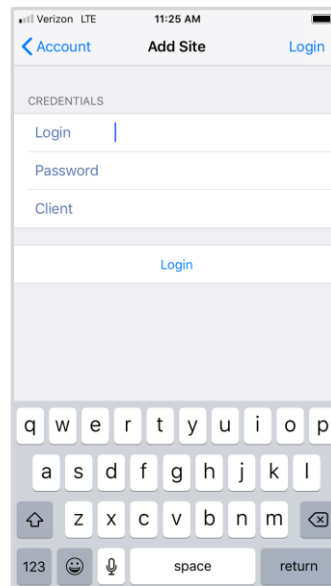
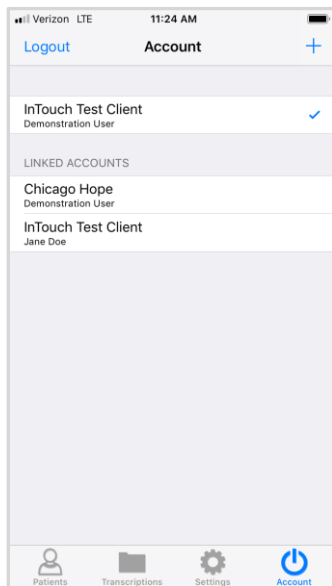


## The Account Screen

To log out of the application, tap the Account button located in the lower right corner of the application screen and then press the logout button in the upper left corner.

Users who want to quickly switch between user profiles can link additional accounts by pressing the  button in the upper right corner of the Accounts screen. Enter the login credentials and select login.

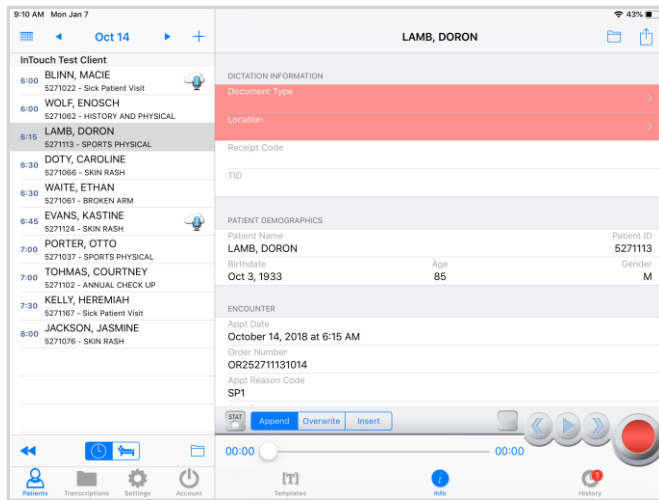
To remove unwanted accounts, swipe the account name from right to left and press the delete button that appears.



# eScript One on the iPad

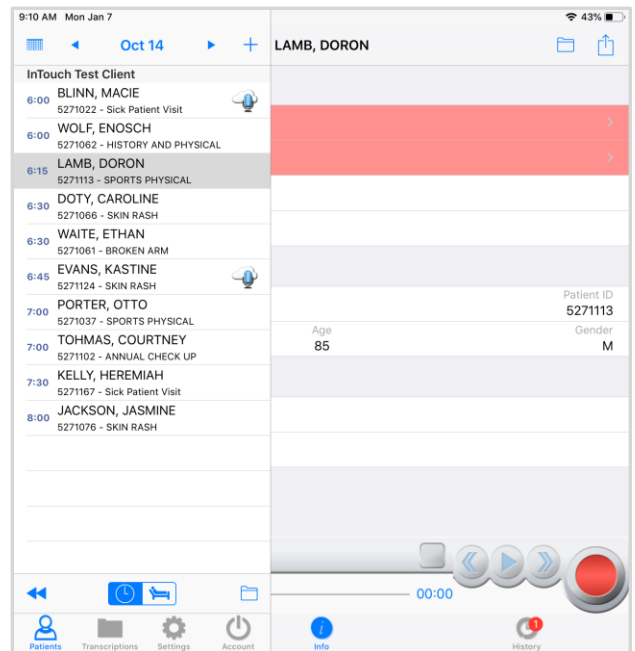
Using eScript One mobile on an iPad is quite similar to using it on an iPhone with only a few visual changes, as identified below.

## Appointments on the iPad



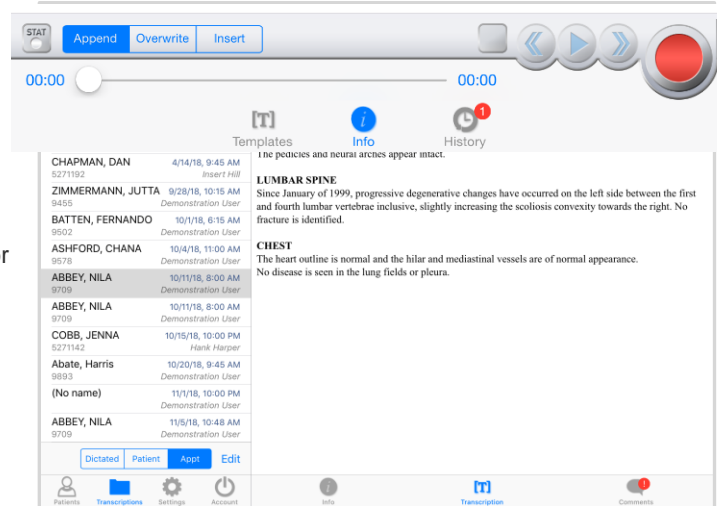
Given the extended screen size on the iPad, the patient appointment list and recording screen can be displayed simultaneously while in landscape mode. This allows the patient appointment list to be displayed on the left side of the screen, while the dictation screen with templates, appointment/patient details, and history information, is displayed on the right side.

When the device is held in portrait mode, the navigation panel will overlay the display panel until a selection is made, then it will minimize to the size. To access the navigation panel again, press the Patients or Transcriptions buttons in the top left corner of the screen.




## Recording Dictations on the iPad

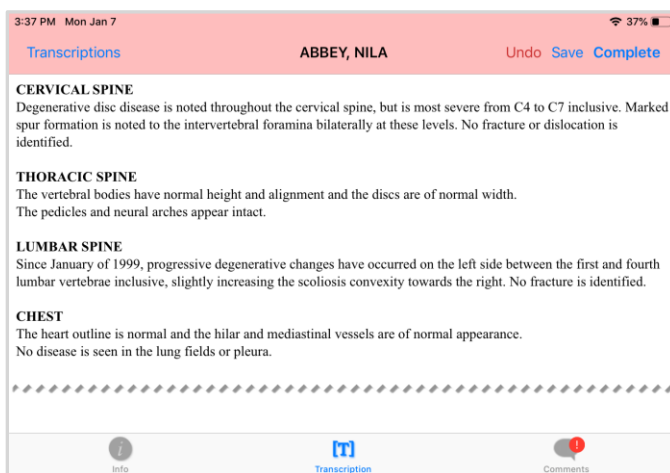
The recording controls remain the same, apart from the recording mode. Instead of tapping the recording mode box to open the list of options, a button for each of the recording modes (Append, Overwrite, Insert) appears above the dictation slider. The activated dictation mode button will be blue. While in landscape mode, the transcription list and transcription text can be viewed concurrently. The list of transcriptions available in the chosen workflow folder or search results is displayed on the left side, while the transcription viewer with the three transcription tabs (Info, Transcription, Comments) is displayed on the right side.



When the iPad is rotated to portrait mode, the transcription list will overlay the transcription viewer panel until a transcription is selected. The transcription list will then close to fill the entire screen with the transcription viewer. To reopen the transcription list, press the Transcriptions button in the top left corner.

Notice that the iPad separates the New Dictation, Edit, and Complete functions into three separate buttons at the top of the transcription viewer screen, rather than consolidating them into one action menu. Tap the Add button  to create a new dictation, tap the Edit button to edit the transcription text or patient and appointment details, and tap Complete to move the transcription to the next stage of the workflow.

## Editing a Transcription on the iPad



When in Edit mode, the edit functions are displayed at the top of the transcription viewer. Tap Undo to remove all changes made, tap Save to retain all edits, and tap Complete to save and move the transcription to the next stage of the workflow.

## The Settings Screen on the iPad

The settings screen functions the same as the appointment list and transcription viewer. It displays both the list panel on the left side and the details panel on the right in landscape mode. In portrait mode, the Settings list panel will overlay the details panel until a selection is made. To reopen the Settings list, tap the Settings button in the top left corner.

## Inpatient

This optional feature is active only if requested by the client, and is not available for all users.

The inpatient workflow is an alternative scheduling method that lists patients based upon inpatient encounters, rather than listing patients by appointment.

For example, a physician is required to make regular rounds to all patients admitted to Critical Care. The inpatient workflow allows the physician to easily track which patients are on his ward, and if he has dictated on them today, or if he still needs to visit them. Inpatient mode also allows the physician to clear his schedule manually when he needs to see patients more frequently.

To switch between the standard appointment screen and the inpatient feature, use the toggle at the bottom of the patient tab.



Highlight the clock for appointment mode.



Highlight the bed for Inpatient mode.



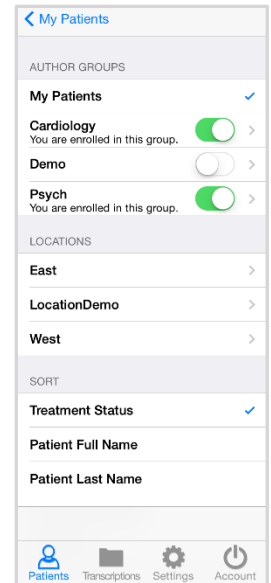
Sort inpatient encounters by Author Groups or by Location. To change views between Author Groups and Location, select the Filter button.

**AUTHOR GROUPS:** Use Author Groups to group patients based on the schedule resource. The account administrators can enroll users in multiple Author Groups. Select an Author group to view all patients for all users enrolled in this group. You do not have to be enrolled in a group to view the patients. To view an Author Group, tap on the group name. Enrolling in a group allows other users to view your patients. Tap the toggle button to enroll and disenroll.

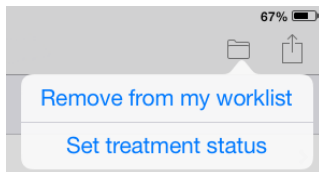
- My Patients: Displays all patient encounters linked to the default schedule resource of the logged-in user. This is the default view in inpatient mode.

**LOCATIONS:** Use Locations to show all inpatient encounters based on the location resource, regardless of the associated schedule resource.

**SORT:** Use the Sort option to order the patient encounters by Treatment Status (marked as Treated or not), Patient Full Name, Patient First Name, Patient Last Name, or Admit Date.



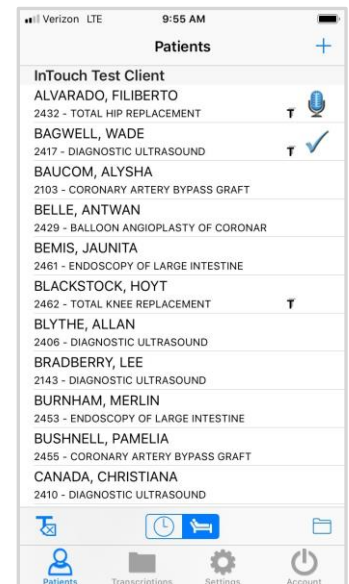
Patients who have received treatment are marked with this icon **T**. This indicates that a dictation has been started for this patient or the patient has been marked as Treated. The Treated status is automatically applied when a dictation is started for the patient. The checkmark still indicates a completed dictation; the microphone indicates a dictation on hold.



To mark patients as Treated without dictating, select the Set Treatment Status option within the Options **⋮** menu in the patient encounter details. Patients can also be removed from a work list by choosing Remove from my work list.

To add patients to a work list, press the Add button **+** in the upper right corner of the Patients screen and search for a patient with an existing inpatient encounter record.

**Note:** The Cloud Icon is not used with inpatient encounters.

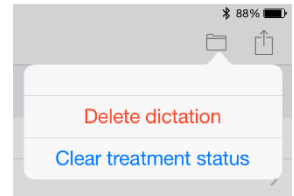




To remove the Treatment Status icon from all patients, press this button from the My Patients screen.



To remove Treatment Status can be removed from a single patient, select the appointment, select the options button in the top right, and then choose Clear Treatment Status.



The process of recording and uploading a dictation for an inpatient encounter is the same as recording for an outpatient appointment. See page 16 for more details.

## Troubleshooting and FAQ

**Q:** My dictations get interrupted when I receive a phone call on my iPhone; how do I stop this from happening?

**A:** By design, Apple does not allow our application to block incoming phone calls while you are dictating. You will not lose any work if a phone call comes in while dictating. When the Accept/Message/Reject screen pops up, recording will pause. You will be returned to the record screen upon ending or rejecting the phone call. You can then resume dictating by pressing the Record button.

If you have concerns about incoming phone calls while dictating, you can switch your phone to “Airplane Mode” or “Do Not Disturb.”

**Q:** My appointments are gone or are not appearing as they should.

**A:** There are two common causes of this problem. The most frequent is that the filter view has been changed. Please see [Appointment Filters](#) for filtering information. There could also be an issue with the way appointments have been uploaded to our system from your facility’s scheduling software or EHR. Please call our Help Desk at 1-800-858-0880 to help resolve this issue.

**Q:** My application has not been updated. How do I update eScription One Mobile?

**A:** Apple devices do not support automatic updates. To update apps on an Apple device, go to the Apple Store. If there are updates available, it will open to the Updates tab, and updates can be manually applied there.

**Q:** How is my data protected in the app?

**A:** All data that is stored on the device is protected by Apple’s AES 256-bit crypto engine. Additionally, all the data that is transferred over the Internet is encrypted by a TLS connection, the same protection that banks use to give you safe and secure access to your accounts. Both mechanisms ensure that data-at-rest and data-in-motion are always secure when you use eScription One Mobile.

The encryption keys are derived from the passcode that you set to lock your device, therefore using an alpha-numeric password is much more secure than a four-digit PIN.

## Removing eScription One Mobile

To uninstall eScription One Mobile, exit the application. Press and hold the eScription One Mobile icon. The icon should display an “X” on the top left corner. Click the “X” icon, and you will be prompted to uninstall the application.



## Additional Support

Get additional assistance for the eScription One mobile application, and all other eScription One applications, here:

- Phone Support: 1-800-858-0880
- Support Email: [eSOne@nuance.com](mailto:eSOne@nuance.com)