

InfraWare Dictation

for iOS

Published February, 2020



InfraWare
TRANSCRIPTION
PLATFORM  **360**

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Introduction

InfraWare Dictation for iOS allows Users to perform dictations, view their dictation schedule, monitor the progress of a job on the InfraWare 360 platform, Review and eSign documents, and view completed documents.

InfraWare Dictation applications are being constantly updated and improved. For that reason, some screenshots included in this document and in referenced videos may not match the current version of the application.

Requirements

InfraWare Dictation is available on Apple's iOS line of devices (iPhone, iPad & iPod Touch) using iOS 9.0 or newer. InfraWare Dictation will work on any modern iOS device that has a microphone and a connection to the Internet (Wi-Fi or Cellular).

Security

InfraWare Dictation for iOS is completely secure and HIPAA compliant. InfraWare Dictation for iOS uses the same level of SSL encryption that all of our other applications use when communicating with our servers. InfraWare Dictation for iOS makes use of both hardware and software security features offered by Apple, such as Secure Enclave and File Data Protection. PHI in InfraWare Dictation for iOS is encrypted and secured using the "Complete Protection" class of Apple's Data Protection technology. For detailed information, see https://www.apple.com/business/docs/iOS_Security_Guide.pdf.

Installation

To obtain InfraWare Dictation for iOS go to the App Store, search for "InfraWare Dictation," and download the InfraWare Dictation application. The InfraWare Dictation app can also be downloaded from the iTunes Store.

The direct link for the application in the App Store is: <https://appsto.re/us/oGO4cb.i>

Installation

- Start the App Store application.



- Search for "InfraWare Dictation." You may need to tap **Search** at the bottom of the window to activate the search.

- Tap the **Get** button for InfraWare Dictation to initiate download and installation. (It might be an **iCloud Download** button if you already have it installed on the device. )



- The application will now install.

Using InfraWare Dictation for iOS

Sign In

To get started with InfraWare Dictation, launch the application from the home screen after the installation process has completed.



Once the application launches, the Sign In screen will appear. Enter your credentials. If you are logging in for the first time you will need to Enter the EMail address associated with your user on the platform and then tap **Continue**. You will then be able to enter your platform user password.

- **eMail** - Enter the eMail address associated with your user on the platform. This will be remembered on subsequent application launches.
- **Password** - Enter your password here.
- Tap **Sign in**.



Navigation

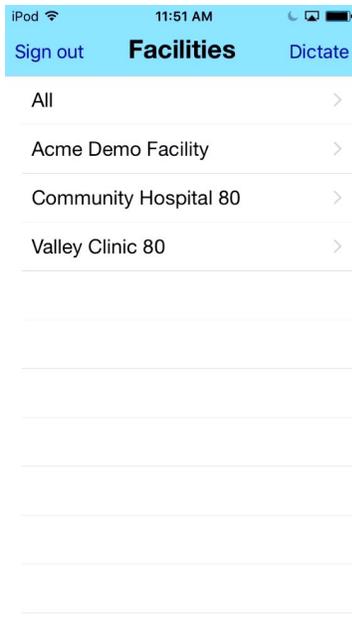
Apple's best practices guidelines for iOS7 applications were followed to allow for similar behavior for all iOS applications. The Navigation bar at the top of the app includes three buttons for navigating to the three main screens of the InfraWare Dictation iOS application.



Once logged in, the Facilities screen will load for users who have access to more than one facility. Users with access to only one Facility will be taken directly to the Workflow screen.

Facilities

Once logged in, the Facilities screen will automatically load for Authors who are configured to dictate for more than one facility. Authors who dictate for a single facility will automatically skip this screen and go to the **Workflow** screen.

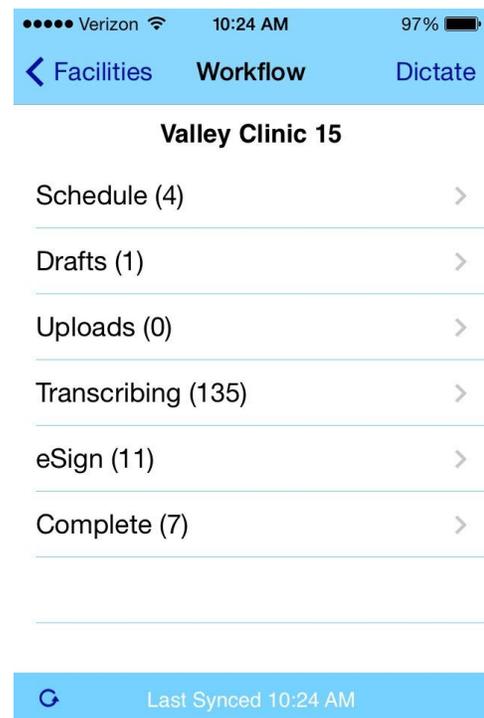


- Tap the facility name for which you would like to dictate.
- Tap **Dictate** to begin a free-form dictation.

Workflow

The Workflow screen is the main menu for the InfraWare Dictation for iOS application, below that you will see links for the various queues that can be viewed. The number next to each link represents the number of items in that queue. Tapping on the link will take you to the corresponding queue.

- **Schedule:** Displays a list of appointments that have been entered for you in the EHR Web Portal by a facility user or via an interface. Tapping an appointment will start a dictation against that appointment and pre-populate job properties with that encounter.
- **Drafts:** Dictations are displayed here if they have not been submitted to the platform.
- **Uploads:** Monitor the progress of dictations that have recently been submitted. This will show dictations which are pending upload as well as those which have just recently been successfully uploaded.
- **Transcribing:** List of jobs that have been submitted to the InfraWare 360 platform and are currently pending transcription.
- **eSign:** Review documents that are ready for eSign-off. Here you can eSign or Reject the document back to the QA Workflow step.
- **Complete:** This will display completed documents dictated on the InfraWare 360 platform within the last 60 days (based on Date Submitted, maximum of 500 documents). Tapping on any of the jobs in this queue will open the contents of the document for viewing.
 - Job information is then downloaded for viewing. It is locally cached while being viewed, but is removed when the user navigates away from the “Complete” workflow screens.



Dictation

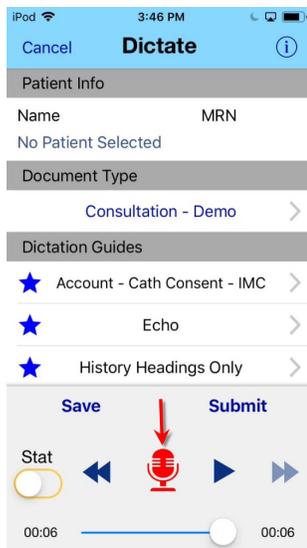
Performing dictations on the InfraWare Dictation for iOS application is quick and easy.

There are two ways of performing dictations:

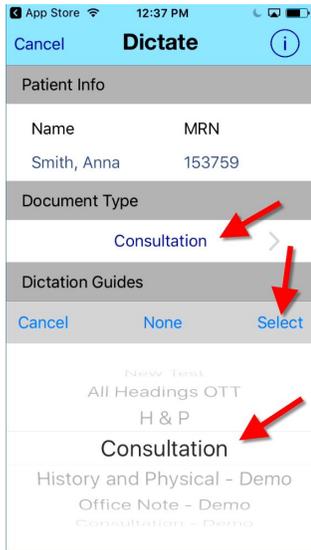
1. Free-form Dictation: Manually enter any of the pertinent details about the dictation before submitting.
2. Dictate against the dictation schedule: Details of the dictation are pre-populated on the InfraWare Dictation platform.

Free-form Dictation

- **Dictate:** Tap the dictate button at the top of the screen to go to the Dictate screen. Depending on your [application settings](#), recording may start as soon as this screen is shown or after you tap the red **Record** button.



- Document Type:** If your administrator has set a Default Document Type this will be chosen by default. Tap to select a Document Type from the pick list. Once you have selected the Document Type tap **Select**. This step is optional.



- As you speak the Waveform at the top will register your voice:
- Tap the red **Stop** button when you are done dictating.



At this point you can play recorded audio, record additional audio or add job details before saving or submitting.

- Play:** Play the audio that has been recorded and use the rewind, play and fast-forward buttons that are shown. The play icon becomes a pause button when playing.



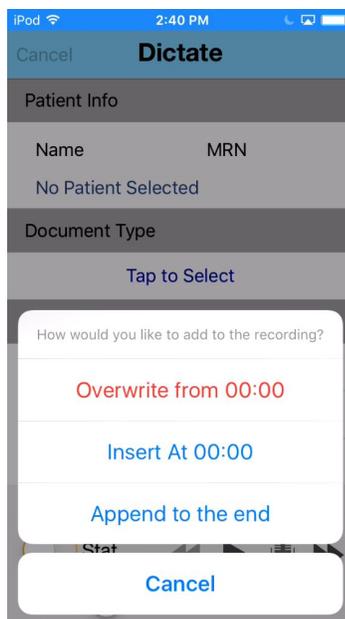
- Change the location within the audio file by dragging the position on the slider.



- Record:** Tap the **Record** button to continue dictating.



- You will be prompted to choose whether you want to insert at the current location, overwrite the recording, or append to your existing recording.
 - **Overwrite:** The **Overwrite** option will first delete everything from the original recording starting at the current position in the recording to the end, then append the new recording to what is remaining of the original recording.
 - **Insert:** Choosing **Insert at...** will insert the new recording into the old recording at the current position in the recording (shown in the timeline).
 - **Append:** The **Append to the end** option will simply add the new recording to the end of the original recording.
 - **Cancel:** Pressing **Cancel** will cancel the record operation and return you to the prior screen.



- If you are done with the recording no additional details are required before the job is submitted to the platform.
- **Job Properties:** To specify job properties for the dictation, tap on the **Job Properties** icon in the upper right hand corner. This step is optional.



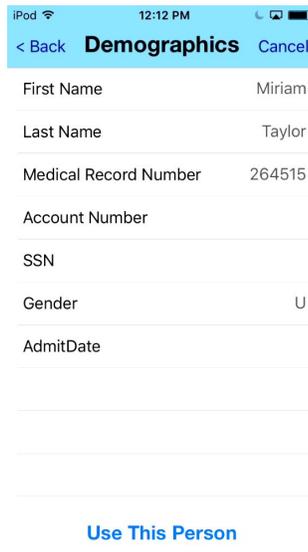
- Options include Subject, Patient Name, MRN, Facility, Document Category and Type, and STAT classification. Tap **Done** to save changes or **Cancel** to go back.

The screenshot shows the 'Job Properties' screen. At the top, there are 'Cancel' and 'Done' buttons. Below them are several rows of information: 'Subject' with an empty text field, 'Name' with the value 'Miriam Taylor', 'MRN' with the value '264515', 'Facility' with a dropdown menu showing 'Acme Demo Facility', 'Type' with a dropdown menu showing 'Progress Note', and 'STAT' with a toggle switch. At the bottom of the screen, there is a blue button labeled 'Select Patient'.

- **Select Patient:** If you have a patient list in the system you can choose a patient for the dictation by tapping on the **Select Patient** button at the bottom of the screen. This step is optional.
- **Demographics:** Search the platform for a patient record. Tapping on the search results will display the details of that encounter.

The screenshot shows the 'Demographics' search screen. At the top, there are 'Cancel' and 'Demographics' buttons. Below them is a 'Search Server' button. A search bar contains the letter 'A'. Below the search bar is a list of patient names with right-pointing chevrons: 'Miriam Taylor', 'Tracy Handle', 'Chester NuGai', and 'Paige Brake'.

- Once you find the patient record you would like, tap **Use This Person** at the bottom of the details screen. This will take you back to the Job Properties screen with the patient name and MRN completed for you.



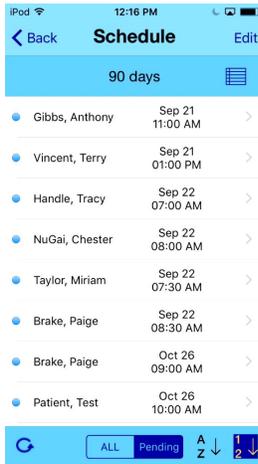
- **Save or Submit:** Once satisfied with the dictation, tap either the **Save** or **Submit** button.
 - Saving the dictation will simply save the dictation locally to the Drafts queue on your device, where it can be reviewed and/or submitted at a later time.
 - Submitting the dictation will send the dictation to the InfraWare 360 platform to be worked. As soon as the upload is complete, the platform assigns a job number and reports it back to the mobile app. The mobile app will display the job number of an uploaded dictation on the "Uploads" screen.



Dictate Against a Schedule

InfraWare Dictation for iOS includes the ability to dictate from a schedule. This feature requires that the schedule be pre-populated from the Secure Web Portal by a facility user or via an interface. See [KB593](#) for details on entering a schedule via the Secure Web Portal.

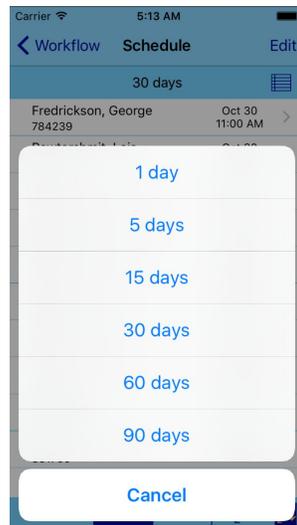
Tap the **Schedule** link on the Workflow screen to view your schedule.



- **Schedule View Options:** The first time a user opens the Schedule, it will default to a 90 day view, sorted by date and time.
 - **Days:** Tap the icon in the upper right corner to change how many days are displayed.

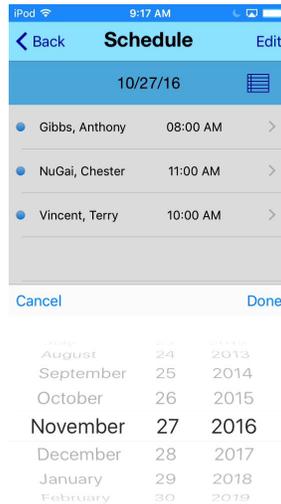


- Tap the selection for the number of days to display or Tap **Cancel** to go back to the prior screen.

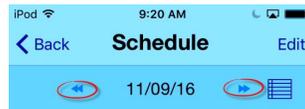


- Tap **1 Day** to show a date picker and select a specific date.
 - Tap **Today** to choose the current date.

- Tap the Month, Day, or Year and drag up/down to change.
- Tap **Done** when finished or Cancel to go back to the prior screen.



- When the schedule is displaying 1 Day you will see options at the top of the screen to move forward or back by one day.



- **All/Pending:** At the bottom of the Schedule screen you will find the option to toggle between All and Pending.
 - **All** - All appointments
 - **Pending** - Displays only appointments which have not yet been dictated against



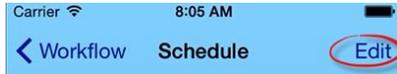
- **Sorting:**
 - **A/Z** - Tap to sort appointments ascending or descending according to Last Name.
 - **1/2** - Tap to sort appointments ascending or descending according to Number.



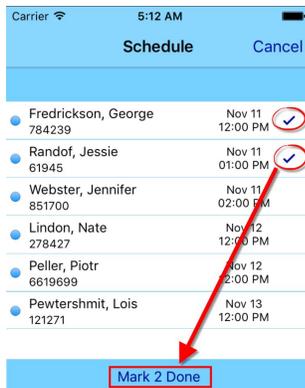
- **Refresh:** Tap the icon in the lower left corner to refresh.



- **Edit:** Tap the **Edit** button in the top right of the screen to put the Schedule into edit mode and mark one or more of your selection(s) as done. This allows you to mark entries as "done" without dictating on them through the app (perhaps they were dictated using another method, et cetera).



- Select one or more pending entries by tapping to the right of the entry and then tap Mark X Done at the bottom of the screen.

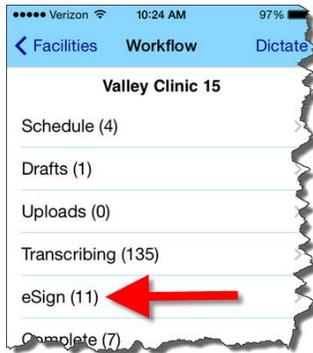


- **Dictate:** Tap one of the appointments to begin dictating for that patient and pre-populate the job properties for that encounter.
 - Appointments can be dictated against as many times as necessary.
 - Follow the dictation operations as outlined above to Record, Play, Save, and Submit the dictation.

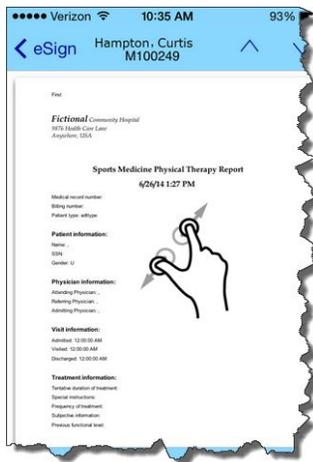
[Review, Edit, & eSign](#)

- Tap the **eSign** link on the Workflow screen to display the list of the documents waiting to be reviewed and signed (this is the "eSign list" screen).

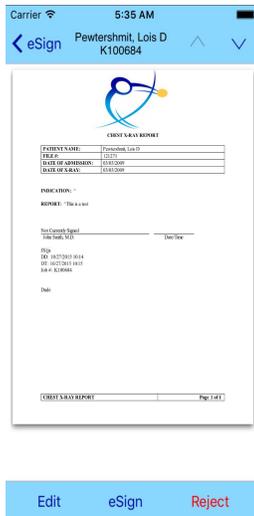
- The number next to the link shows you the number of jobs that are pending eSign-off.



- Tap a job on the list to Review, Edit, and/or eSign the document. This will open in the "eSign Document View." This is a read-only view that displays a PDF of the document.
 - Standard "pinch to zoom" gestures can be used to view portions of the document in more detail.



- At the bottom of the screen, you will see buttons to either **Edit**, **eSign** or **Reject** the document.



- **Edit:** Tap the Edit button in the bottom left corner to load the edit screen. Details on the edit process are described [here](#), in the Edit section of this document.
- **eSign:** Tap the **eSign** button in the middle to eSign and go back to the list of eSign jobs.
 - For jobs that have been approved or rejected during your session, you will see icons to the left of the job that denote their approval status.
 - Refreshing the eSign queue using the refresh icon in the bottom status bar will cause the approved and rejected jobs to disappear from the list, displaying only the pending jobs that might remain.
- **Reject:** Tap Reject to put it back in Pending QA Status. When a document is rejected, you have the opportunity to enter comments as to the reason why. The job will move back to the eSign list once it has been cleared the QA workflow step.

[Edit a Document](#)

During the eSign process you may want to make edits to the document before signing. This section explains the steps for completing this process using InfraWare Dictation for iOS version 7.0.1 or newer. Editing of documents in mobile is only possible during the eSign process.

Requirements

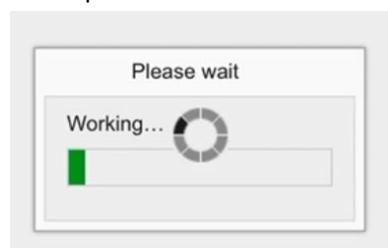
- InfraWare Dictation for iOS version 7.0.1 or newer.
 - The 7.0.1 version of InfraWare Dictation for iOS requires iOS 8.1 or later.
- Document must be pending eSign for the logged in user.

Steps

- Open a document for eSign. See eSign steps for details [here](#).
- Tap the Edit icon in the bottom left corner of the screen to open the "Editor View."



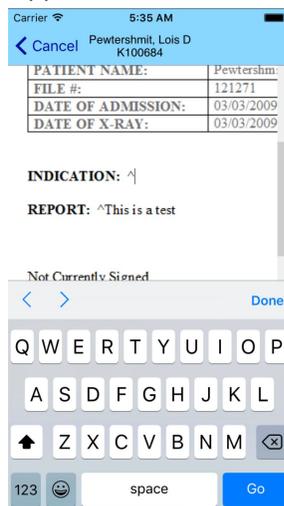
- The edit screen will load with a WYSIWYG (What You See is What You Get) editable view of the document.
 - **Note:** The very first time the edit screen loads it may take a few seconds. Please wait. Subsequent loads of the edit screen will not experience this delay.



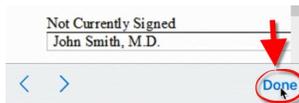
- Tap and drag to scroll up/down and right/left in the document.
- Tap to put the cursor in the position of an edit.



- Tap to load the keyboard and make your edits. When the keyboard is open edits can be made to the document.
 - Of note, the “Go” button (bottom right) will add a Return to the document when tapped.



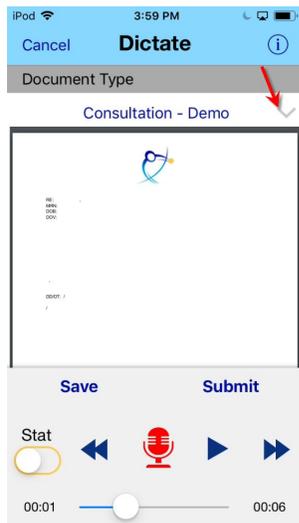
- Tapping the Cancel button (upper left) will return to the eSign list view without saving any changes
- When your edits are complete tap the **Done** icon in the lower right corner. This will take you back to the eSign document PDF view.



- Choose from the options at the bottom of the screen:
 - **eSign:** Save changes and eSign the document. Tapping the eSign button (lower left) will prompt for confirmation. If given, any edits are saved and the document is eSigned. The app will then return to the eSign Document View (which should display a read-only PDF that includes the edits and an "Approved" stamp at the bottom of the screen).
 - **Save/Skip:** Tapping the Save/Skip button (lower right) saves any edits to the documents and returns the user to the eSign Document View.

Document Templates

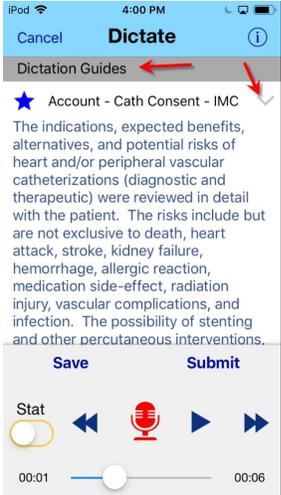
A Document Template is a PDF rendering of a platform template which can be made available for physicians to view in the InfraWare Dictation mobile app for iOS. This could be exactly the same as the original platform template, or it could be a customized version to show document layout. Once a mobile Document Template is set to display in the InfraWare Dictation mobile app for iOS, the Author can tap the arrow and it will display for them.



- Note: If no Document Template has been made available for the selected Document Type a "Document Not Found" message will be displayed when the arrow is tapped.

Dictation Guides

A Mobile Dictation Guide is a plain text document for use with InfraWare Dictation for iOS which may contain any information a physician might find useful to view while dictating. A common example would be a Normal ([KB78](#)), but a Dictation Guide is not limited to that use. It could also list requirements, prompts, ordered headings, et cetera. Dictation Guides will be displayed during the dictation process in InfraWare Dictation for iOS. Once a mobile Dictation Guide is set to display in the InfraWare Dictation mobile app for iOS, the Author can tap to select and it will display for them.

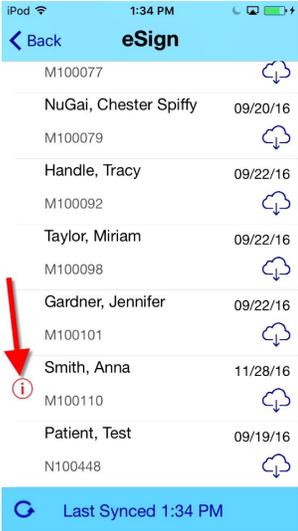


Facility Messages

It is sometimes desired to bring something to the attention of a document's author or records staff. For this purpose, InfraWare 360 supports embedded messages to Authors in addition to the ability for an Author to send feedback to the transcription staff.

Steps:

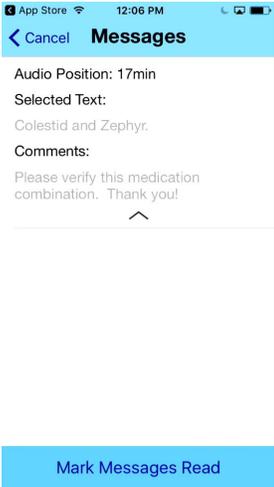
- If there is a Facility Message associated with a job there will be an (i) indicator icon next to the job on the eSign list/Completed list. Tap that entry to display a read-only view of the document.



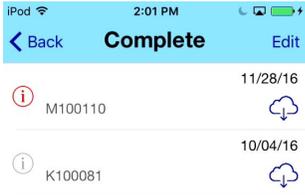
- Tap the (i) indicator in the top right corner to display Facility Message details.



- Once you have viewed the message, Tap **Mark Messages Read** at the bottom of the screen.



- Unread Facility Messages will have a red (i) indicator. Read Facility Messages will have a gray (i) indicator.



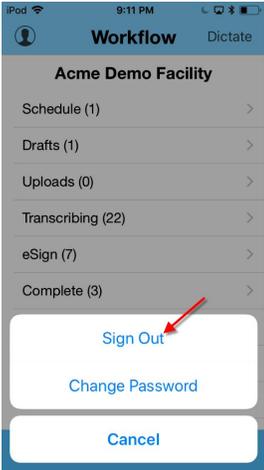
- Note: If the job is in eSign status and you wish to provide feedback or a response to the Facility Message, you may tap [Reject](#) and provide feedback.

Sign Out

- Tap the icon in the top left corner.



- Tap **Sign Out**.

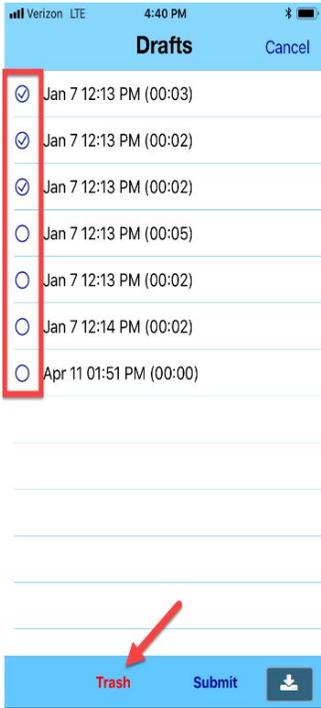


Delete Drafts

- From the Workflow screen > Tap Edit in the upper right hand corner



- Tap on the radio button(s) next to each file that they would like to delete
- Tap on the Trash option at the bottom of the screen.

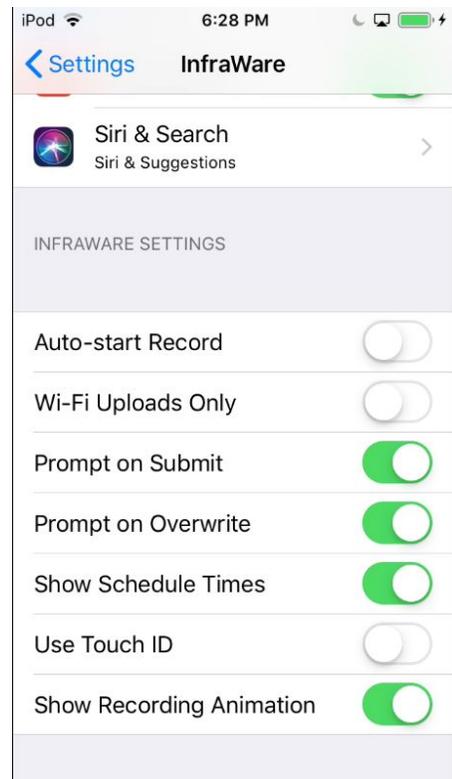


- Note: The files are automatically deleted once you tap Trash without a confirmation.

Settings

InfraWare Dictation for iOS has some configuration options available to customize the user experience. To see your settings, launch the “Settings” app from your iOS home screen. The settings for the different applications you have installed on your iOS device are listed near the bottom. Tap on the icon for “InfraWare.”

- **Allow InfraWare to Access:** Control access to Location and Microphone. Microphone must be allowed in order to dictate.
- **Auto-start Record:** Control whether or not recording begins as soon as the Dictation screen is launched.
- **Wi-Fi uploads Only:** If this setting is “ON” dictations will only be uploaded to the InfraWare 360 platform if a Wi-Fi connection is in place. This option might be used if a user is concerned about going over a data limit imposed by their wireless carrier.
- **Prompt on Submit:** Control whether or not a prompt will be given before submitting an audio file.
- **Prompt on Overwrite:** Control whether or not a prompt will be given when the Overwrite option is used.
- **Show Schedule Times:** Control whether or not appointment times are shown for schedule entries. Some users prefer to just see the date of the entry.
- **Use Touch ID:** Control whether or not Touch ID will be used to sign in. For details on how to setup and use Touch ID [*HERE*](#).
- **Show Recording Animation:** Toggle the wave animation during recording on/off.



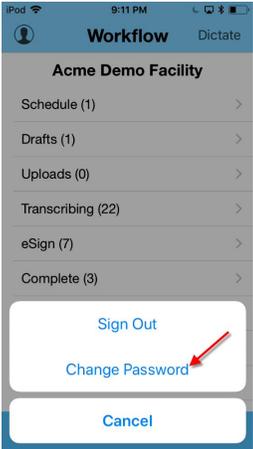
Change Password

Users of the InfraWare Dictation for iOS app may reset their own password by following the steps outlined below.

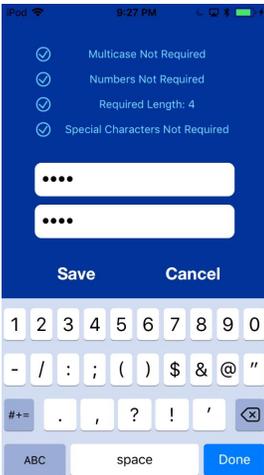
- Tap the icon in the top left corner:



- Tap **Change Password**:



- Enter and then Re-enter your new password:



- Password complexity requirements are set by your Account Admin and are displayed

- Tap **Save** and receive confirmation.



Interruptions

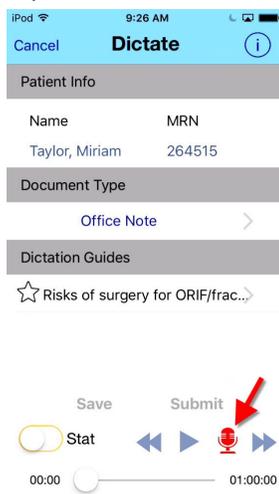
Receiving Calls While Dictating

Apple Inc. makes it impossible for InfraWare Dictation, or any other application, to block phone calls. By design, iOS always gives priority to the phone. Switch your phone to Airplane Mode while dictating if you have concerns about receiving calls while dictating with InfraWare Dictation. Enable the Wi-Fi to continue using the application while in Airplane Mode.

If a phone call is received while dictating, InfraWare Dictation will stop the recording process. Dictation recorded prior to the time of the incoming call will not be lost.

Follow the steps below to continue dictating:

- Tap the **Record** button and choose an Append option to resume dictating after finishing the call.



- You will be prompted to choose whether you want to insert at the current location, overwrite the recording, or append to your existing recording. See instructions below or [KB925](#) for details on the Append options.

Furthermore, the solution recommended by Apple for guaranteeing an uninterrupted recording is to deliberately silence the iOS device by taking the following steps:

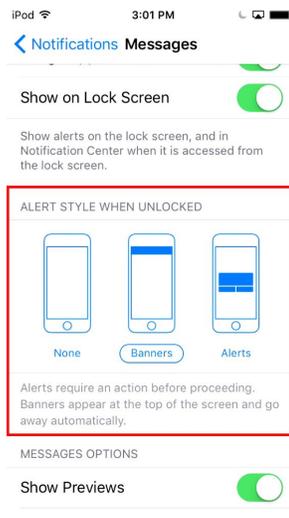
1. In the Settings app, ensure that Airplane Mode turned on, for devices that have an Airplane mode.
2. In the Settings app, ensure that Do Not Disturb is turned on.
3. In the Calendar app, ensure that there are no event alarms enabled during the planned recording period.
4. In the Clock app, ensure that no clock alarms are enabled during the planned recording period.
5. For devices that have a Silent switch (called the Ring/Silent switch on iPhone), do not move the switch during the recording. When you change to Silent mode, an iPhone may vibrate, for example, depending on user settings.

6. Do not plug in or unplug a headset during recording. Likewise, do not dock or undock the device during recording.
7. Do not plug the device into a power source during the recording. When an iOS device gets plugged into power, it may beep or vibrate, according to the device and to user settings.

Receiving Text Messages While Dictating

The behavior of InfraWare Dictation for iOS with text messaging depends on how Notifications are configured in iOS Settings.

- If you go into Settings --> Notifications --> Messages and put the "Alert Style When Unlocked" to "Banners," text messages will not interrupt recording.

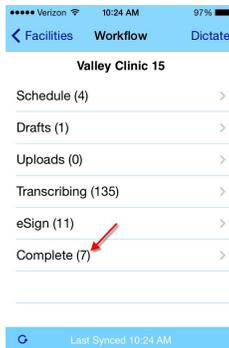


- If the "Alert Style When Unlocked" is set to "Alerts" then text messages will interrupt the recording.

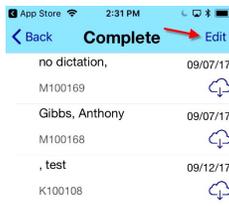
Remove Jobs from the Completed List

The Complete list on the Workflow screen displays the last 60 days (a maximum of 500 documents) worth of completed documents on the InfraWare 360 platform. Tapping on any of the jobs in this queue will open the contents of the document for viewing. Job information is then downloaded for viewing. It is locally cached while being viewed, but is removed when the user navigates away from the “Complete” workflow screens. If you do want to remove a job/jobs from the list you can follow the steps below.

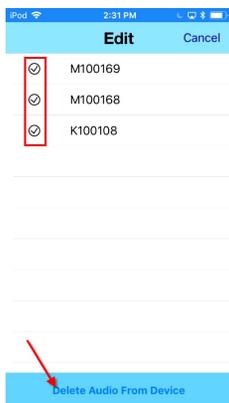
- On the Workflow screen tap **Complete**



- Tap **Edit** in the upper right corner



- Select the jobs you wish to remove from the list and tap Delete Audio from Device at the bottom of the screen.



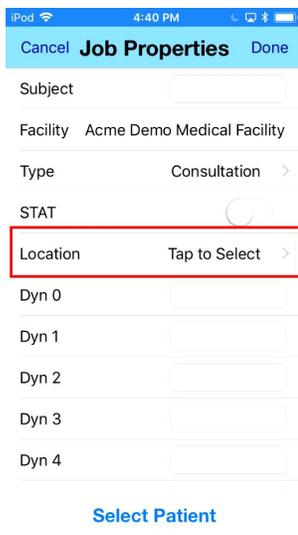
Change Location for a Job

Locations/Departments can be configured within a Facility to control workflow, billing, and user access at that level. See [KB956](#) for details on Locations. The InfraWare Dictation app v7.2.0 or later will allow a user in the InfraWare Dictation app to view/modify Location. The app retrieves Locations for the user's Facilities on sign in. If the user has a default Location for a Facility, new jobs for that Facility will use the default Location. If there is no default Location for a Facility, new jobs default to no location. If Locations have been defined for your Facility you may change the Location from the Job Properties screen by following these steps:

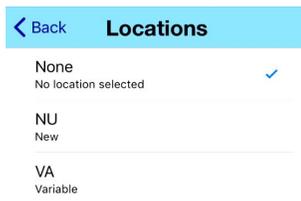
- Tap the (i) in the upper right corner to go to Job Properties.



- Tap to Select Location:



- Tap the Location you wish to select for this job:



- Tap Done in the top-right corner.



Notes:

- Schedule Entry: If the user creates a new job from a schedule entry, the following behavior applies:
 - If the schedule entry lacks a Location, but the facility has a default location, the Facility's default location is used for the new job's location.
 - If the schedule entry has a Location, that is used for the new job's Location.
- Freeform: If the user creates a new freeform job, it is assigned the Facility's default location (which could be undefined)
- For any type of dictation job (i.e. schedule or freeform), when the Dictate screen loads if the job's Location is not valid for the Facility, the job's Location id is set to undefined (no location set).

What is New in the App?

Version 7.11.1 is available in the App Store and contains the following features/enhancement:

- Fix for issue when recording dictation with the auto-record setting enabled.
- Fix for issue when accessing job properties of a job created from the schedule.
- Users may create dictation jobs from Clio Matters. Submitted jobs are transcribed and delivered to the Clio platform.
- Support for scheduling a court reporter (applies to InfraWare Legal and Clio users).
- Improved layout of recording and playback controls.
- Improved display of job information (e.g., name, subject, etc.) on various screens.
- Improved handling of unexpected recording and upload interruptions.

Troubleshooting & FAQ

Q: [Can proxy users use InfraWare Dictation?](#)

A: Currently, dictation by proxy is not available in InfraWare Dictation. Dictations can only be submitted on behalf of the user that is logged into the application. However, authors that are eSign-off proxies for other authors will see all jobs available to them to review and eSign whether it is their own job or one for someone they are a proxy for.

Q: [How is InfraWare Dictation for iOS different than InfraWare Dictation for Android?](#)

A: The InfraWare Mobile application has been available for 9 years, with continuous updates. InfraWare Dictation was written in 2016 as a replacement for InfraWare Mobile for iOS. All new feature development is done for InfraWare Dictation for iOS. InfraWare Dictation is written in Apple's new programming language and includes all features of the mature mobile application, plus some new, additional features. See [KB694](#) for details.

Q: [How do I edit jobs using InfraWare Dictation for iOS?](#)

A: See instructions [*HERE*](#).

Q: [How do I change my password?](#)

A: See instructions [*HERE*](#).

Q: How do I choose a patient if there is no schedule feed?

A: You can choose a patient during the free-form dictate process. See instructions [*HERE*](#) for steps.

Q: [How do I Append to the end of a dictation?](#)

A: See instructions [*HERE*](#) for steps.

Q: [What do I do if dictations are stuck in uploading status?](#)

A: Please follow these steps to troubleshoot uploading issues:

- Does your device have a working network connection (cellular or wifi)? To test this you can try:
 - Open a web browser and navigate to a website and verify that the site loads properly.
 - Open your eMail and refresh to verify you are seeing the most recent messages and the time is correct.
- Go to the Uploads folder (Workflow > Uploads). If the jobs are there you can restart the submission process by tapping on the play/pause icon.
- Restart the phone, verify a strong network connection, and sign in to the InfraWare Dictation again. This should initiate the Upload process.
 - Please be sure that you do not sign out until the upload process has completed.

Q: [How do I remove jobs from the Complete list in the InfraWare Dictation for iOS application?](#)

A: See instructions [*HERE*](#) for steps.

Q: [What do I do if Dictations stop recording in the middle of dictating with InfraWare Dictation for iOS?](#)

A: To correctly diagnose the cause of the behavior we may need some additional information:

- What does the app do when it stops, or what is the state of the application when you notice it has stopped?
 - For example, is it at a login screen, or on the dictate screen with the job stopped or paused, or is an error message displayed?
 - If it is on the login screen, when you log back in does the app present an alert message saying anything about the previous logout being due to low memory?
- Did any phone calls come in during the dictation (perhaps with ringer on silent)?
- Were any alert-style iOS notifications received (N.B.: notifications set to display as alerts can interrupt recording, but notifications set to display as banners should not interrupt recording.)
 - Examples of possible notifications include things like text messages and calendar or timer events.
- Also, it might be helpful to know what position the device is in during dictation.

- For example, is it being held up to the ear like a phone call, or held in front/placed on a table like a speaker-phone.
- Any info the doctor can think of that might help identify the root cause would be appreciated.