

## Quick Reference Guide

### Download and Install Instructions for Fluency Direct On a Personal PC

3M M\*Modal Fluency Direct is speech to text software that can be used to dictate into various applications and web based Electronic Medical Records (EMRs). It may not work with all available EMRs. Fluency Direct is available, free of charge, to providers who are using Front End Speech Recognition, rather than telephone dictation, for hospital patient reports. A 3M M\*Modal ID is required to use the software and your voice profile will continue to be stored in the 3M M\*Modal environment. Providers must follow usage conditions outlined in the Terms of Agreement (signed during training). Access to Fluency Direct may be revoked if these conditions are not followed.

#### User Support

Lower Mainland Health Information Management (LM HIM) and hospital IT staff are not responsible for supporting providers in installing or using the Fluency Direct software on their personal/office computers for non-hospital work. As a courtesy, LM HIM will provide limited telephone support to users. Providers are required to access their own support resources for questions/issues that cannot be easily and quickly addressed through this support.

#### Hospital Dictation

The Fluency Direct application installed on your personal computer will not work for dictation into hospital systems. Hospital dictation requires using the Fluency Direct application that is installed on the hospital desktops or for Cerner users, the Fluency Direct application available through the Cerner Citrix storefront.

#### Personal Computer Minimum Requirements

- Microsoft® Windows® OS 7, 8, 8.1 and 10
- Intel Core 2 CPU, 2.0 GHz, 2GB Processor
- 4 GB for Disk Space
- Internet Explorer 11.0, Firefox 61.0, or Chrome 69.0
- Microsoft .NET 4.5 or higher must be installed on the computer before installing Fluency Direct
- .Net 4.5 framework can be downloaded from the Microsoft website here: <<https://www.microsoft.com/en-us/download/details.aspx?id=30653>

#### Fluency Direct Download Instructions

Enter the link <https://tinyurl.com/yapkdebu> into your internet browser

- Chrome will automatically start to download the package into the default “Downloads” folder
- Internet Explorer will prompt the user for a location to save the application

#### Installation Instructions

1. Navigate to the saved file
2. Right click on the application file called Fluency.Direct.Client.Install.exe and choose '**Run As Administrator**' Note: It is **imperative** that '**Run As Administrator**' is used during the install as this step is mandatory to ensure specific configuration settings are applied
3. An installation window will open while the program downloads and installs
4. Once complete, the installation window will automatically close. Windows 10 users may see a '**Program Compatibility Assistant**' pop-up window, click '**This program installed correctly**'

5. The new Fluency Direct icon will be available on the desktop, as well as through the Start menu under all programs
6. Please note, to limit file size, not all recognizers were included in this package. When changing your medical speciality, upon selection and clicking '**Okay**', you may experience a moment or two of delay as it downloads and installs the appropriate recognizer for that speciality. Once downloaded, the speciality selection window will close and normal dictation can continue.

## **Questions?**

### **Transcription Services**

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