



Cognizant Neuro®

Transcription Enrichment

For

Nuance

User Manual

Version 1.0.0

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Signature			
Date	31/3/2023	3/4/2023	

The wet-ink signatures could not be affixed as associates do not have access to a Cognizant printer and scanner due to the COVID-19 WFH scenario. Hence, approval through email has been considered as an interim approach.

Table of Contents

1.0 Preface	3
1.1 About the Manual	3
1.1.1 Audience	3
1.1.2 Conventions	3
2.0 Introduction	3
3.0 Getting Started	3
3.1 Logging On	3
3.2 Exit System	3
4.0 Standard Operating Procedure	4
4.1 Step 1: Login to App	4
4.2 Step 2: Load Narrative	4
4.3 Step 3: Processing	5
4.4 Step 4: Error Highlighting and Correction	5
4.5 Step 5: Edit Suggestions	6
4.6 Step 6: Customized Corrected Narrative	7
4.7 Step 7: Final Narrative	7
4.8 Adhoc step: Update Dictionary	8
4.9 Dictionaries & Rule	8
4.10 User Manual	8
5.0 Instructions for Error Correction	9
6.0 Process Workflow	9
7.0 Frequently Asked Questions	10
8.0 Change Log	11

1.0 Preface

1.1 About the Manual

Welcome to the 'Cognizant Neuro Transcription Enrichment' User's Manual. This manual provides a complete reference for the functions and features available in the Transcription Enrichment tool.

1.1.1 Audience

This tool is designed for the Cognizant associates. The users must have a clear understanding of Scribe process/ Domain expertise in healthcare areas. And it is expected that they will have subject matter expertise on Quality Check process.

1.1.2 Conventions

All the users need to be in Nuance environment while accessing this tool. It is suggested to open the app from Google Chrome browser to get a better user experience. User's browser should allow pop-up and JavaScript should be enabled in the browser settings.

2.0 Introduction

'Cognizant Neuro Transcription Enrichment' tool will assist the users to perform the scribe quality check in an efficient manner. This tool identifies and highlight different oversight, typo/ cleaning, abbreviation, chronology, etc. errors in the scribe text and provides suggestion for those errors wherever applicable.

3.0 Getting Started

3.1 Logging On

User can login to a '**Cognizant Neuro Transcription Enrichment**' Tool using Nuance credentials inside Nuance VDI using a Chrome browser.

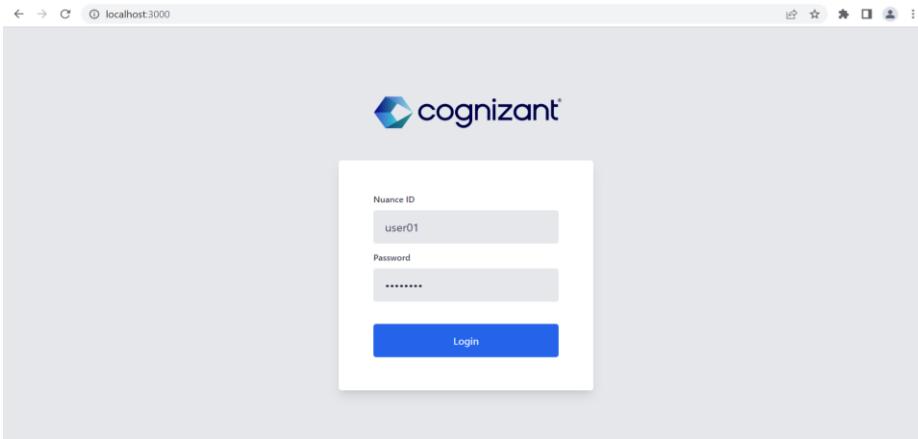
3.2 Exit System

User can logout from the tool using the logout button in the top-right corner.

4.0 Standard Operating Procedure

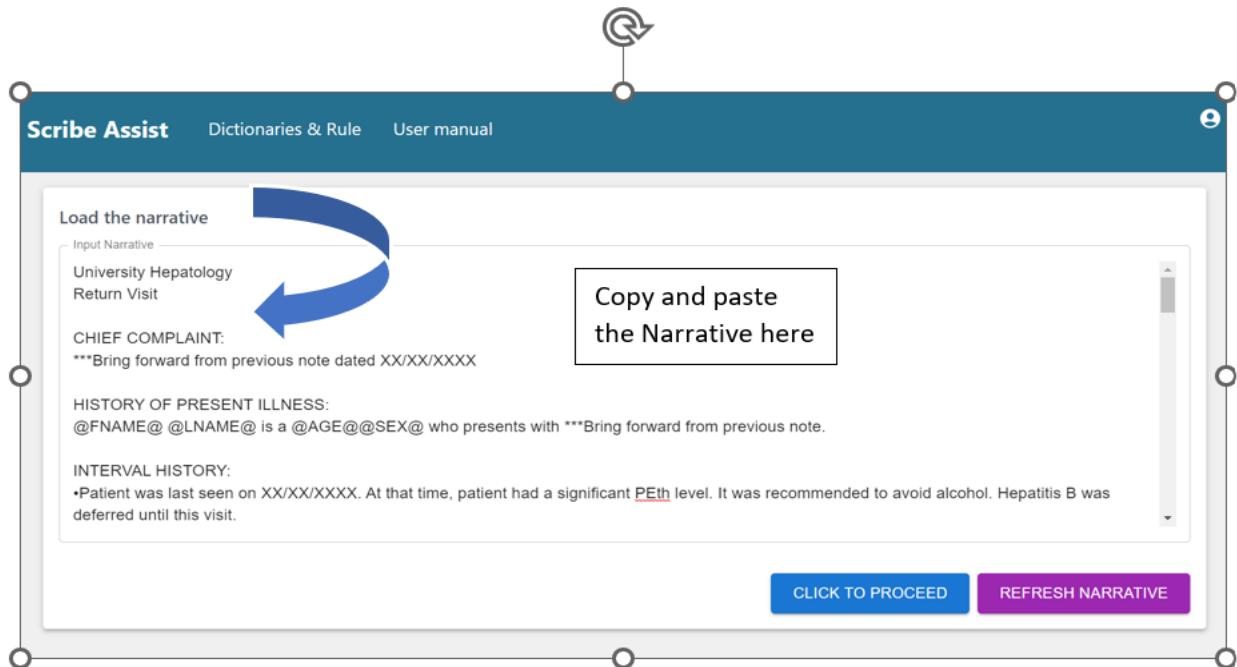
4.1 Step 1: Login to App

Open the specified app link from browser. It will display the landing page (Input tab) of the 'Cognizant Neuro Transcription Enrichment' tool. User may zoom in/out to adjust the tool's screen. User will have to enter the Login Credentials, Nuance ID and password.



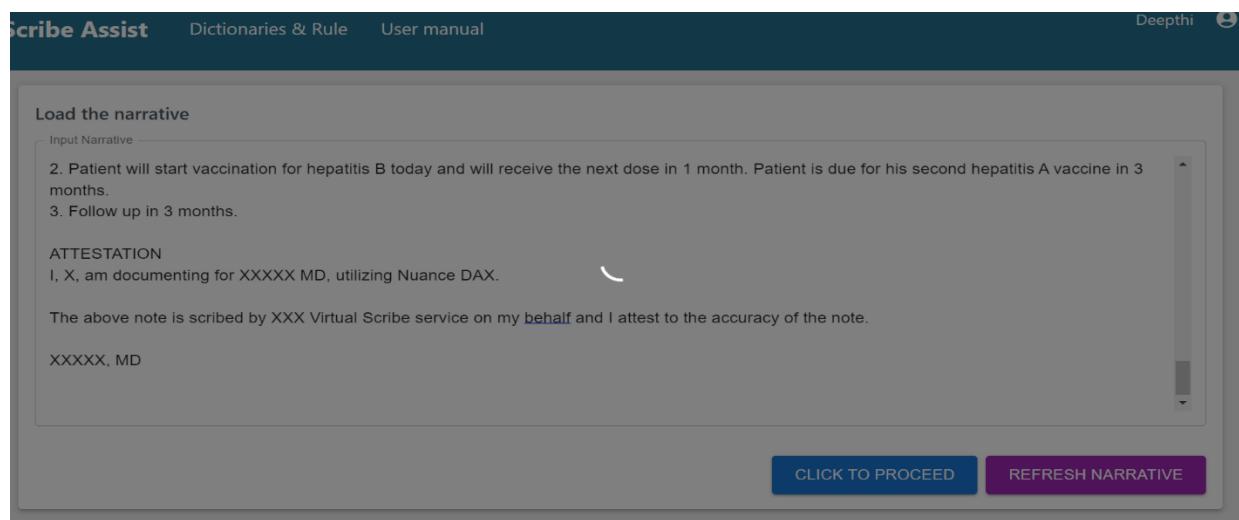
4.2 Step 2: Load Narrative

Below is the App landing page, user can paste the scribe text in the 'Load the narrative' section and click to proceed for testing the text data. Once the scribe text is pasted, it can NOT be edited here. New data can be entered on clicking 'Refresh Narrative' button.



4.3 Step 3: Processing

Now click on “Click to Proceed” button and wait till the buffering progress.



4.4 Step 4: Error Highlighting and Correction

Once the processing is completed, tool will redirect to Error Highlighting and Correction page. This page contains Error Highlighting and Correction panel and Errors Highlighted in the Input Scribe Text. Columns of this table refers to error no., error word/ phrase, error suggestion (if any) and error type.

“Error Highlighting and Correction” is the most important screen of the tool. It’s the 2nd panel of Output tab. There are four key components in this panel:

1. Summary Table 2 (minimized view): replica of error summary shown in “Summary” panel.
2. Error Highlighting: All the errors will be highlighted here.
3. Customized Correction: Errors selected for correction via the summary table will be corrected here. Corrected scribe text can be further edited here manually.
4. Final Narrative: The final narrative will be generated here.

Serial Num	Error	Suggestion	Error Type
<input checked="" type="checkbox"/> 1	Truitt	Truist/Triusim	Spelling mistake (Proper Noun)
<input type="checkbox"/> 2	reports	reported	Incorrect Tense used
<input type="checkbox"/> 3	notes	noted	Incorrect Tense used
<input type="checkbox"/> 4	rides	rode	Incorrect Tense used
<input type="checkbox"/> 5	is	was	Incorrect Tense used

Note: Update dictionary will work only for those error whose Error Type is Spelling mistake (Proper Noun)

CHIEF COMPLAINT
Routine follow up of chronic medical conditions.
HISTORY OF PRESENT ILLNESS
Mr. Quinn Truitt¹ is a 61-year-old male who presents today for a routine follow-up of his chronic medical conditions. Today, the patient reports² feeling more fatigued as of late. He notes³ that he usually rides⁴ his bike for about 20 to 30 miles and by the end of his ride he is⁵ tired enough that he will⁶ immediately fall asleep. The patient adds⁷ that he can't fall asleep easily and gets⁸ about 6 or 7 hours of sleep per night. He believes¹⁰ he snores¹¹, a bit but denies¹² any signs of apnea. Of note, the patient underwent an aortic valve replacement and ascending aortic aneurysm repair on 01/22/2013. As he is¹³ now 8 years post-op, he has¹⁴ requested an echocardiogram from Dr. Nicholson to review how he is¹⁵ doing currently. His last stress test was performed on 09/09/2019. Mr. Truitt¹⁶ reports¹⁷ that his wife and friends have¹⁸ told him that he has¹⁹ pursed lips when he walks²⁰. This has²¹ also been noticed by his other providers. He denies²² any wheezing. Furthermore, the patient has²³ noticed a 2 to 3 mm nodule in his right testicle, possibly with the epididymis but he is²⁴ unsure. He has²⁵ not had a vasectomy.

4.5 Step 5: Edit Suggestions

Now on “Error Highlighting and Correction” panel select zero or more rows from the Error Summary Table and click on “Click to Correct Output” button to correct the errors by its suggestions, for these selected error rows. User may click on “Select All” button (located at top of the table), to select all rows at once.

User can check the boxes wherein corrections need to do and then click on the Correct output tab for updating. In the right side, under section Error Highlighted, Errors will be highlighted. The Errors can be exported as csv for reference by clicking on Export tab.

User can cross-reference the errors of summary table with “Error Highlighted” section and identify which errors are correctly identified by tool. In “Error Highlighted” section, all the errors are highlighted with some index numbers (subscript) associated with it, which refers to the Error serial number in the Error Summary Table.

Note: Update dictionary will work only for those error whose Error Type is Spelling mistake (Proper)

Serial Num	Error	Suggestion	Error Type
1	Truitt	Truist/Truisim	Spelling mistake (Proper)
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3	notes	noted	Incorrect Tense used
4	rides	rode	Incorrect Tense used
5	is	was	Incorrect Tense used

1 row selected

1–5 of 69

GO TO INPUT CORRECT OUTPUT UPDATE DICT

CHIEF COMPLAINT
Routine follow up of chronic medical conditions.
HISTORY OF PRESENT ILLNESS
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4.6 Step 6: Customized Corrected Narrative

On scrolling down, in the Customized Corrected Narrative, the User will get the output based on the corrections that are done in the previous panel of Edit suggestions. When user clicks on the 'Click to Correct Output' / 'Correct Output' button, the tool corrects the narrative for selected errors, and transfers corrected output to 'Customized Correction' section. User can further edit the narrative or make additional corrections. User can once re-validate the Narrative and then click on Finalize tab for the output.

Customized Correction

University Hepatology Return Visit CHIEF COMPLAINT: *Bring forward from previous note dated XX/XX/XXXX HISTORY OF PRESENT ILLNESS: @FNAME@LNAME@ is a @AGE@SEX@ who presents with *Bring forward from previous note. INTERVAL HISTORY: Patient was last seen on XX/XX/XXXX. At that time, patient had a significant eth level. It was recommended to avoid alcohol. Hepatitis B was deferred until this visit. Patient received the patient first hepatitis A vaccination in XX/XXXX and was due for the patient second vaccination in XX/XXXX. Patient received the patient COVID-19 booster on XX/XX/XXXX. The patient recently saw Dr. X on XX/XX/XXXX and had blood work completed. The patient also saw Dr. X on XX/XX/XXXX. The patient was currently taking vitamin E 800 mg daily. Dr. X wanted the patient to start vitamin D 25,000 mg once a week. The patient took B12 once a day. Patient worked in a body shop detailing cars. REVIEW OF SYSTEMS: Constitutional: Behavior Cardiovascular Endocrine ENT Eye GI General GU Heart Hem/Lymph All/Immun Musculoskeletal Neurologic Psychiatric Respiratory Skin CURRENT MEDICATIONS: @COPMEDS@ SOCIAL HISTORY: @TOBAMB@RUSHCUSTHX(3040000135)@RUSHCUSTHX(3040000125)@RUSHCUSTHX(3040000137)@RUSHCUSTHX(3040000138)@RUSHCUSTHX(3046000128)@RUSHCUSTHX(3040000131)@RUSHCUSTHX(3046000130)@RUSHCUSTHX(3046000111)@RUSHCUSTHX(3046000132)@ @RUSHCUSTHX(3046000400)@ @RUSHCUSTHX(3046000500)@ PHYSICAL EXAM: Bring forward from previous note @VSAMB@ Constitutional: Not in acute distress, well groomed, well nourished. Skin: warm, dry, normal skin turgor; no skin rashes, no skin stigmata of chronic liver disease Eyes: white sclera ENT: no mouth ulcers Lungs: bilateral air entry, no wheezing, no crackles Gastrointestinal: soft, non-tender, BS active; no splenomegaly; no clinical detectable discitis; liver span 11 cm on the mct, soft, non-tender, round inferior margin Extremities: no leg edema; no joint effusions Neurologic: non-focal, no asterixis LABS: There is improvement in the patient liver enzymes but ALT is still more than 100. Normal total bilirubin at this time. (XXXX AMBULATORY LABS:2100501961) ASSESSMENT: *Bring forward from previous note PLAN: 1. We discussed the importance to continue to avoid alcohol but also at the same time to avoid weight gain. We discussed lifestyle modification in order to avoid chronic liver disease progression. 2. Patient will start vaccination for hepatitis B today and will receive the next dose in 1 month. Patient is due for the patient second hepatitis A vaccine in 3 months. 3. Follow up in 3 months. ATTESTATION I, X, am documenting for XXXXX MD, utilizing Nuance DAX. The above note is scribed by XXX Virtual Scribe service on my behalf and I attest to the accuracy of the note. XXXXX, MD

FINALIZE.

4.7 Step 7: Final Narrative

The Final Narrative is the finalized Narrative that the User have proceeded. Once all the corrections are done, user needs to click on "Finalize" button to generate the final narrative.

If there are more changes user will have to select the errors for changing from Error Summary Table and correct the errors and repeat the process.

Once scribe text is finalized, User will then click on "Copy" button to copy the final narrative into clipboard. Or user can also click on "Download (DOCX)" button to download the final narrative.

Note: All the corrections made to original input will be highlighted in green color.

Final Narrative

University Hepatology Return Visit CHIEF COMPLAINT: Bring forward from previous note dated XX/XX/XXXX HISTORY OF PRESENT ILLNESS: @FNAME@LNAME@ is a @AGE@SEX@ who presents with [REDACTED]. Bring forward from previous note. INTERVAL HISTORY: Patient was last seen on XX/XX/XXXX. At that time, patient had a significant [REDACTED] level. It was recommended to avoid alcohol. Hepatitis B was deferred until this visit. Patient received the [REDACTED] first hepatitis B vaccination in XX/XXXX and is due for the [REDACTED] second vaccination in XX/XXXX. Patient received the [REDACTED] COVID-19 booster on XX/XX/XXXX. The patient recently saw Dr. X on XX/XX/XXXX and had blood work completed. The patient also saw Dr. X on XX/XX/XXXX. The patient was currently taking vitamin E 800 mg daily. Dr. X [REDACTED] the patient to start vitamin D 25,000 mg once a week. The patient took B12 once a day. Patient worked in a body shop detailing cars. REVIEW OF SYSTEMS: Constitutional: Behavior Cardiovascular Endocrine ENT Eye GI General GU Heart Hem/Lymph All/Immun Musculoskeletal Neurologic Psychiatric Respiratory Skin CURRENT MEDICATIONS: @COPMEDS@ SOCIAL HISTORY: @TOBAMB@RUSHCUSTHX(3040000135)@RUSHCUSTHX(3040000136)@RUSHCUSTHX(3040000125)@RUSHCUSTHX(3040000137)@RUSHCUSTHX(3040000138)@RUSHCUSTHX(3046000128)@RU @RUSHCUSTHX(3046000400)@RUSHCUSTHX(3046000500)@ PHYSICAL EXAM: Bring forward from previous note @VSAMB@ Constitutional: Not in acute distress, well groomed, well nourished. Skin: warm, dry, normal skin turgor; no skin rashes, no skin stigmata of chronic liver disease. Eyes: white sclera. ENT: no mouth ulcers. Lungs: bilateral air entry, no wheezing, no crackles. Gastrointestinal: soft, non-tender, BS active; no splenomegaly; no clinical detectable [REDACTED]; liver span 11 cm on the [REDACTED], soft, non-tender, round inferior margin. Extremities: no leg edema; no joint effusions. Neurologic: non-focal, no asterixis. LABS: There is improvement in the [REDACTED] liver enzymes but ALT is still more than 100. Normal total bilirubin at this time. XXXX AMBULATORY LABS210501961) ASSESSMENT: Bring forward from previous note PLAN: 1. We discussed the importance to continue to avoid alcohol but also at the same time to avoid weight gain. We discussed lifestyle modification in order to avoid chronic liver disease progression. 2. Patient will start vaccination for hepatitis B today and will receive the next dose in 1 month. Patient is due for the [REDACTED] second hepatitis A vaccine in 3 months. 3. Follow up in 3 months. ATTESTATION: I, am documenting for XXXXX MD, utilizing Nuance DAX. The above note is scribed by XXX Virtual

4.8 Adhoc step: Update Dictionary

User can select one or many rows from the table and click on the 'Update Dictionary' button to update dictionary with correct words. Once these words are validated by admin, they are added into tool's dictionary, they will not be highlighted as 'spelling mistake' error in future. **Note:** Update dictionary is enabled only for '**Spelling mistake**' error type. By this functionality, only the error word will be added into dictionary, not the suggestion.

4.9 Dictionaries & Rule

"Dictionaries & Rule" tab contains two panels:

1. **Rule:** It contains a file describing all the scenarios which are considered by this tool.
2. **Dictionaries:** This panel contains an Updated/additional dictionary, accepted abbreviation, Product list and R3-Unit code.

4.10 User Manual

"User Manual" tab contains a User Manual guide reference (PDF) for this tool. User should follow all the mentioned instructions / guidelines properly.

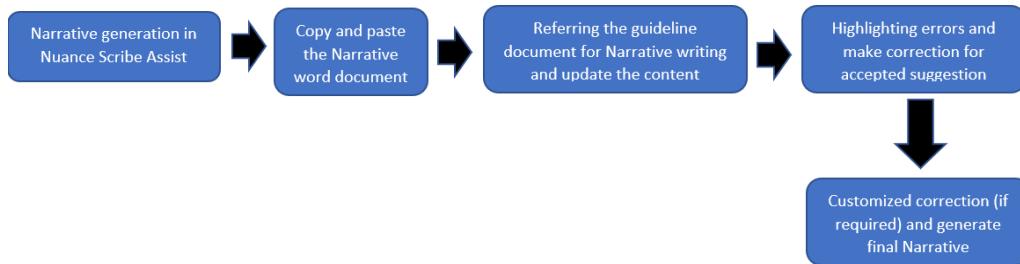
5.0 Instructions for Error Correction

Due to weak connectivity, sometimes, user may face an error with a message “Disconnected from the Server” and his/ her screen will gray-out. In such cases, user should reload/ reopen the tool & use it. If the issue persists, user may contact project POC or reach out to development team for help.

Run-time error exceptions are handled by this tool. If some error happens during tool's processing phase, a pop-up with short error description will be displayed in the browser window. If any such issue occurs, user should take screenshot & report that issue to project POC with reference to the narrative sample & screenshot. Project POC will then inform the development team for investigating that issue.

If user is unable to access the link, reach out to Project POC/ development team to enable the access. Project POC/ development team will raise GSD/ firewall request as per requirement. But before raising this request, user should verify that the VPN connectivity & proxy settings have been set up properly.

6.0 Process Workflow



7.0 Frequently Asked Questions

FAQ1: Does this tool store any data in the server?

NO, this tool doesn't store any information. It simply highlights the error in the loaded narrative and provides suggestions to those errors, wherever applicable. When user refreshes the tool, it creates a new session. No data from narrative are being stored.

FAQ2: Does this tool automatically correct the narrative?

Tool only highlights the errors and suggests but doesn't correct them automatically. User will have to apply their subjective knowledge and then accept/ reject the errors detected by tool. Based on user's selection, the auto correction will happen. If no errors are accepted, then tool will NOT correct the narrative. There is also one option to perform additional changes in the "Customized Correction" section of Output tab.

FAQ3: What will happen if user doesn't accept any error suggested by the tool?

Tool will not make any changes in the narrative. The narrative will remain as it is.

FAQ4: Is the tool accessible via Internet?

This tool can be accessed via chrome browser but ONLY within Nuance VDI.

8.0 Change Log

Version Number	Changes Made			
V1.0.0	Initial baseline created on 30-Mar-2023			
VX.Y.Z	<Please refer the configuration control tool / change item status form if the details of changes are maintained separately if not the template given below needs to be followed>			
	Section No.	Changed By	Effective Date	Changes Effected