



Using the ShadowScribe II Editor: A Guide for the Transcriptionist

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Introduction

The ShadowScribe II editor is used for transcribing or editing clinicians using the Emdat ShadowScribe system. This is a new editor built into InScribe which can support both structured and unstructured transcription. Structured transcription is used with voice recognition or with clients who require a section level interface with an external electronic medical record, unstructured is what is used for straight typing without voice recognition. This guide focuses on using the ShadowScribe II editor for voice recognition with structured transcription.

From the MT perspective, the ShadowScribe II editor has features designed to improve typing efficiency, which can be achieved through the use of shortcuts and automated formatting. For example, it is unnecessary to apply style formatting to the section headings such as bolding, or have to format client ABC's text so it's placed two spaces after the section heading while client XYZ wants their text to start under the section heading. The ShadowScribe system performs these tasks automatically when the job is delivered. For those clients that use standardized sections, MTs pull up a drop down list of predefined sections, type only a few characters to select one of the titles and use the enter key to insert the title into the transcription. It is features like these that will help the MT work more efficiently in the transcription process while working on a structured client or preparing for the editing process.

NOTE: This guide assumes your shortcut profile is setup to use the VR-Enhanced Shortcuts and will refer to these shortcuts throughout. To make sure you are using these shortcuts go to the Options Menu, select InScribe shortcut keys, and make sure the VR: Use VR-Enhanced shortcuts is checked.

Brief Overview of How ShadowScribe Works

When a clinician begins dictating on ShadowScribe, the system starts in training mode building a speech model. This profile contains information on the audio file such as sound quality (of the audio and speaking environment), and the unique speaking patterns of the clinician. Each time the clinician dictates, this information is processed and added to the model. After a period of time the model is completed and the system is ready to convert dictations into transcribed “draft documents” for an Editor (MTE) to correct. The amount of time this process takes depends on clinician dictation volume and number of jobs processed. On average, a clinician can be trained after processing at least 50 jobs and 90 minutes of audio.

NOTE: Not all dictations will necessarily qualify to become draft documents. Some clinicians’ jobs, even if they are fully trained, can still go to transcription. This can happen if the ShadowScribe system determines it cannot transcribe the dictation. For example, someone different could accidentally be using the clinician’s ID for their dictation, or the clinician could have a cold, or, or speaking in a noisy environment, etc. Dictations can also go to transcription if they do not meet the speech engine threshold.

Transcribing in the ShadowScribe II Editor

The ShadowScribe II editor, is the tool used to create transcriptions for the ShadowScribe system and the client. It is a new editor within InScribe that can support both structured and unstructured transcription. Structured transcription consists of section titles or headings with associated transcription text. For example, History of Present Illness is a structured section title with specific text about the patient’s medical history. These headings are paired with numeric codes that can be used to automatically populate an external electronic medical record (EMR) at the section and discrete data levels. Unstructured transcription is what many of you do today, straight typing what you hear into the editor. While unstructured can also be used to populate EMR’s, it can’t be used to populate specific sections and discrete data.

Figure 1 shows the structured editor and **Figure 2** shows the unstructured editor. Since ShadowScribe works with the structured editor we will be referring to that editor from this point forward.

Figure 1:

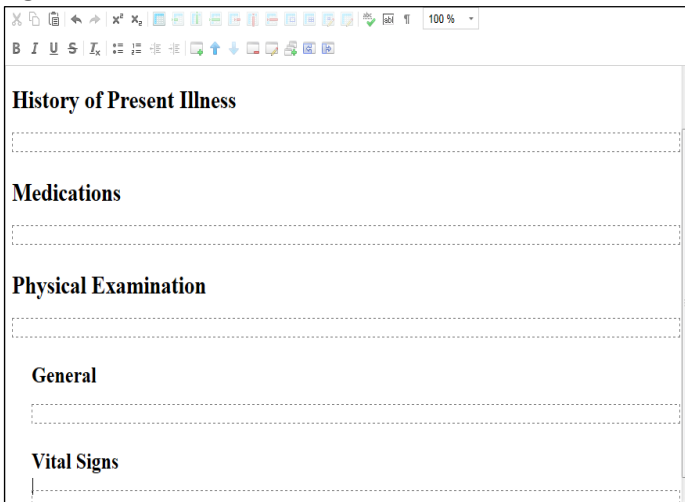
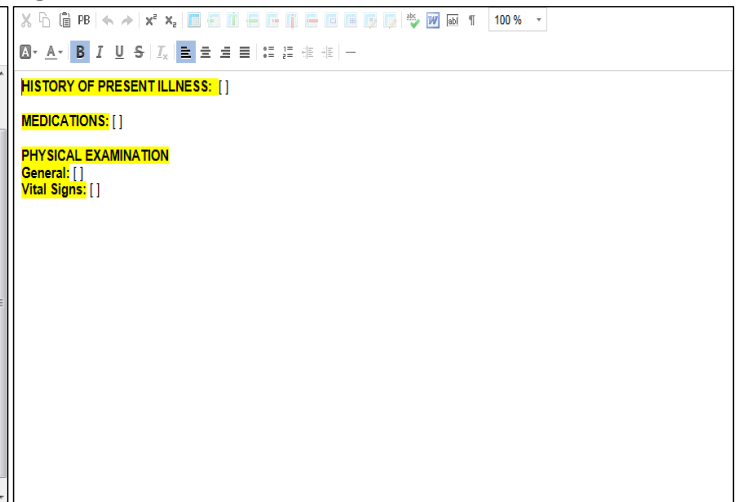
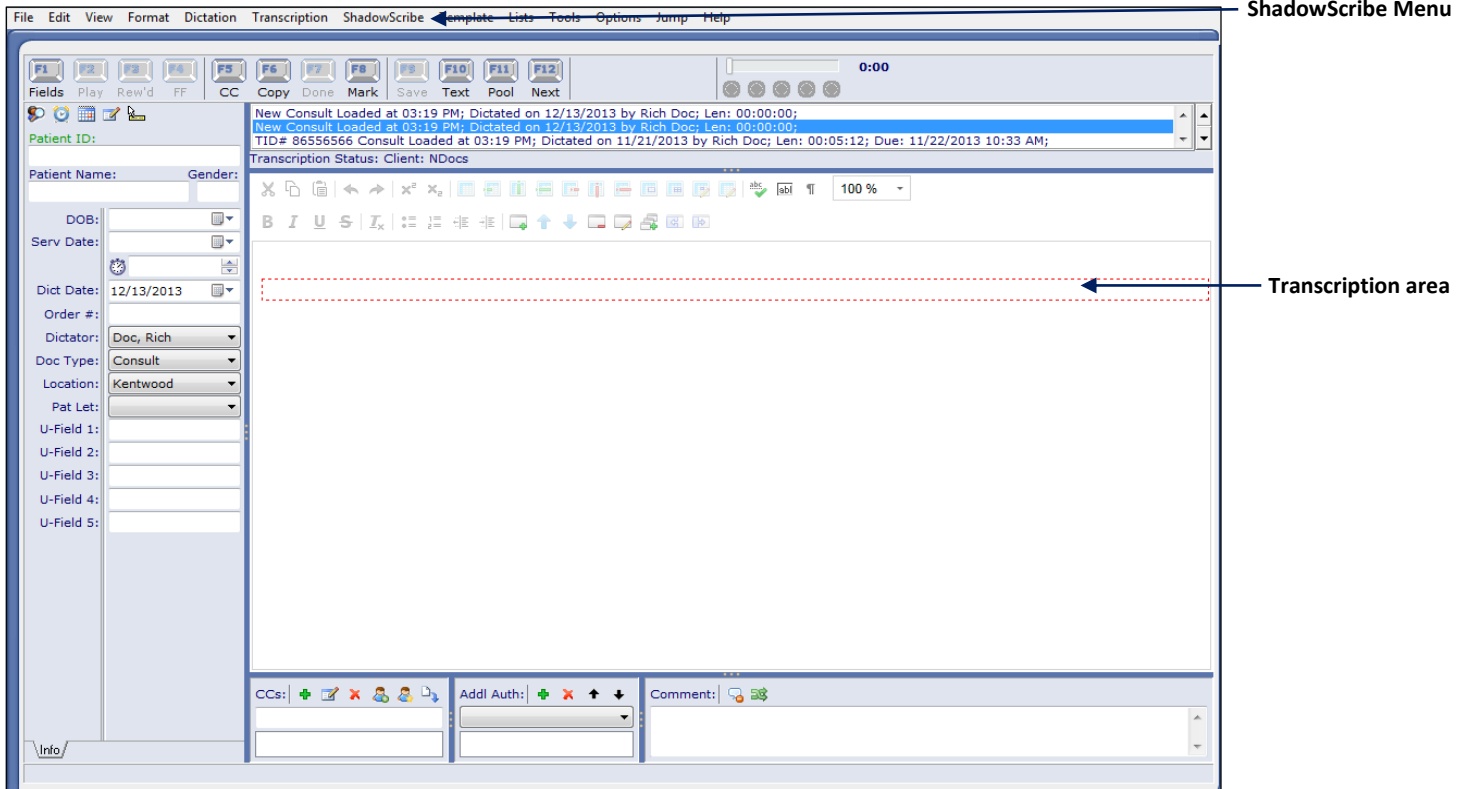


Figure 2:





When a ShadowScribe job is loaded, all major InScribe functionality will remain the same with a few changes. First, you will notice the editor itself. Text is typed into the transcription area illustrated above. As you type, the white space of the transcription area will expand to make room for the text. Another noticeable change is that most jobs will not have document templates. Your account manager will determine whether or not a document template will be used. As you transcribe, you will add sections using **Ctrl+N** and either type out the section title manually or use a section drop down list to pick the appropriate section as it is spoken. Manually typing it or selecting it from a list will depend on the client’s requirement. For specific questions related to your section behavior with **Ctrl+N**, contact your account manager. Finally, the ShadowScribe menu has additional features for the editor and will only appear when a ShadowScribe job is selected in your dictation queue.

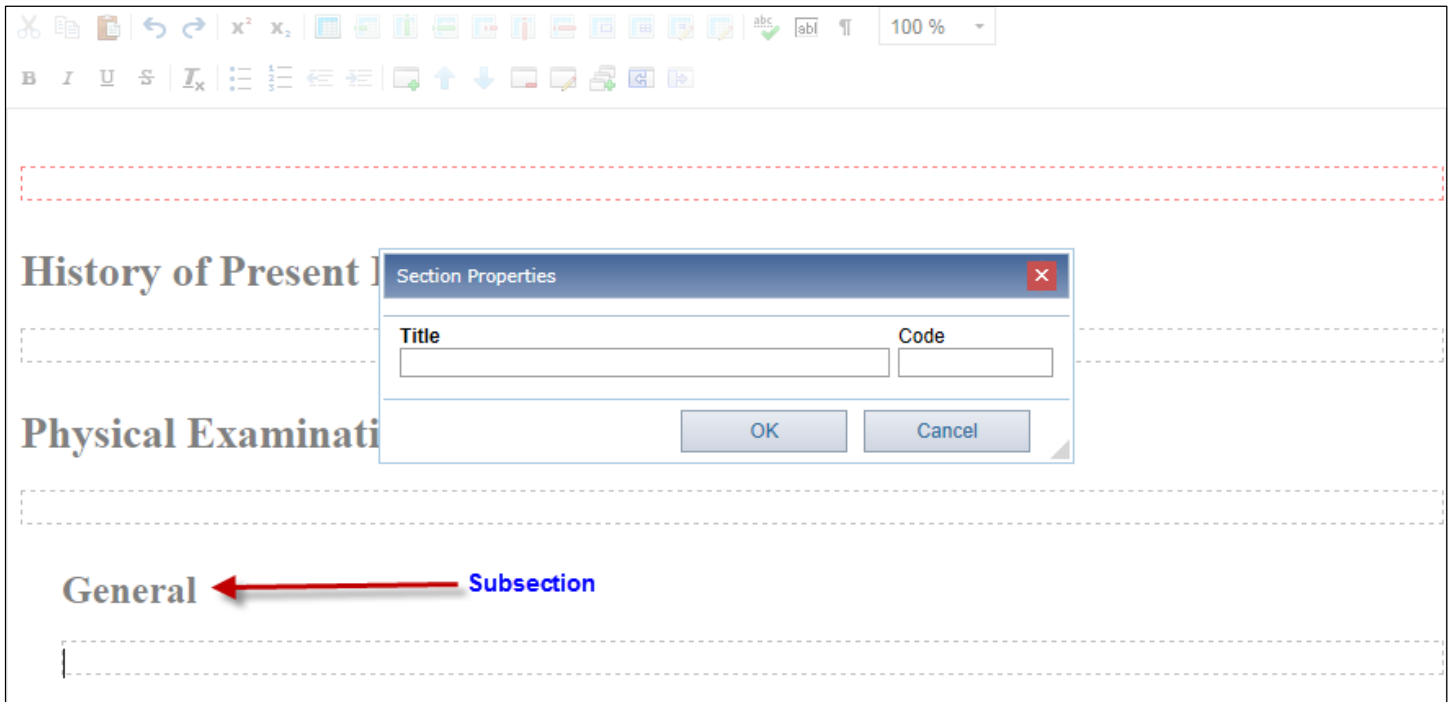
The Transcription Process Standard vs. Verbatim Sections

As with regular transcription, you will playback the dictation, fill in patient demographics, and begin typing as the clinician speaks. When a section such as “History of Present Illness” is spoken, this is your cue to insert a section by using the **Ctrl+N** key combination to bring up the Section Properties dialog. After typing a few letters a drop down may or may not appear. Whether or not a drop down list appears depends on the client requirement to either have a standardized setup or an as dictated verbatim setup.

In a standardized setup, the client requires specific standard section titles to appear in the final document regardless of how they were dictated. For example, if the client standard is to always display the “History of Present Illness” section and Dr. Albert dictates “History” and Dr. Brown dictates “HPI”, because of the standard both doctors will always see “History of Present Illness” in their final document. So your account manager would setup a list of standard titles that would appear in a drop down list when you did **Ctrl+N**. In contrast, an as dictated verbatim setup, the client has strict verbatim requirements. If Dr. Albert dictates “History” and Dr. Brown dictates “HPI”, this is exactly what should be returned in the final report. In this case you still need to do **Ctrl+N** but you would not see a drop down list, you would just see the section placement marker (see next section for more info) and would manually type out “History” for Dr. Albert and “HPI” for Dr. Brown. Whether you have a standard or as dictated verbatim setup, after you insert a section you will always type the content below the section title.

The same setup is true for subsections as well. If standardized, the clinician speaks a section followed by a subsection, such as “Physical Exam” followed by “Vital Signs”, this is your cue to insert a section using the **Ctrl+N** key combination and then a subsection using the **Shift+Ctrl+N** key combination. Just like with sections, a pop-up list may appear with all the possible section names to insert. In contrast if setup is as dictated verbatim, with subsections you’ll do the same thing but will not get any drop down list and will have to manually type out the subsection title.

One note with subsections you will use **Shift+Ctrl+N** to insert and move to the subsection level and to insert another subsection, you’ll use **Ctrl+N** instead of **Shift+Ctrl+N**. Will cover this in more detail in the next section.

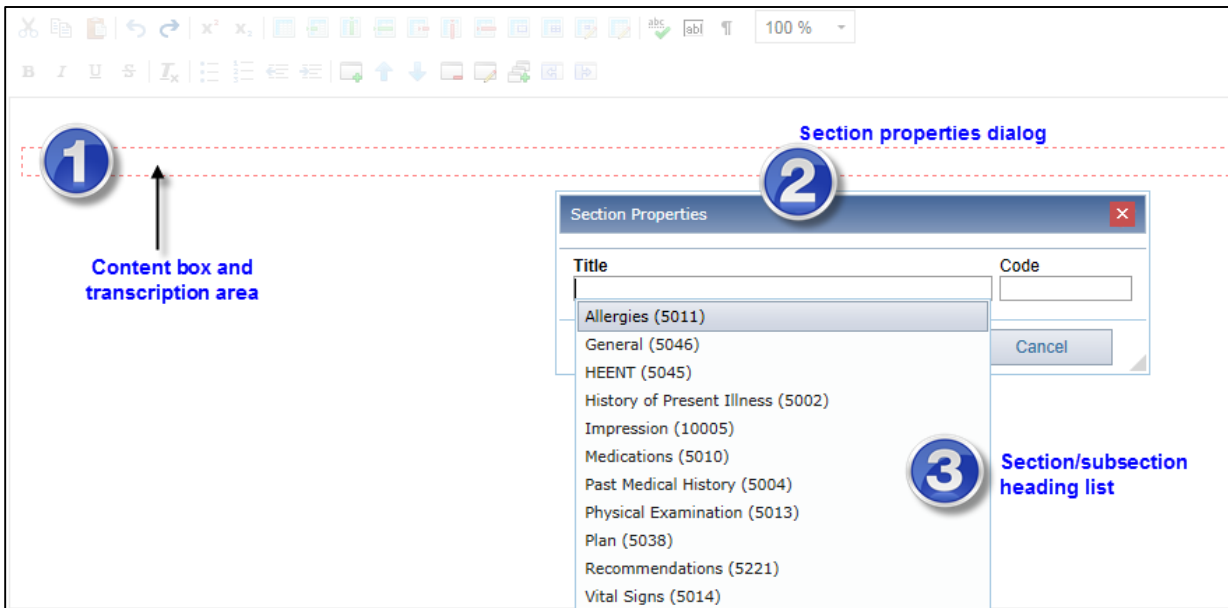


Your account manager will decide the setup either standardized or as dictated verbatim from the client requirements. In some verbatim cases, it may be possible to setup a partial list of the most common section titles that all dictators speak. So you would get a drop down list of some titles. Your account manager will decide if this is appropriate.

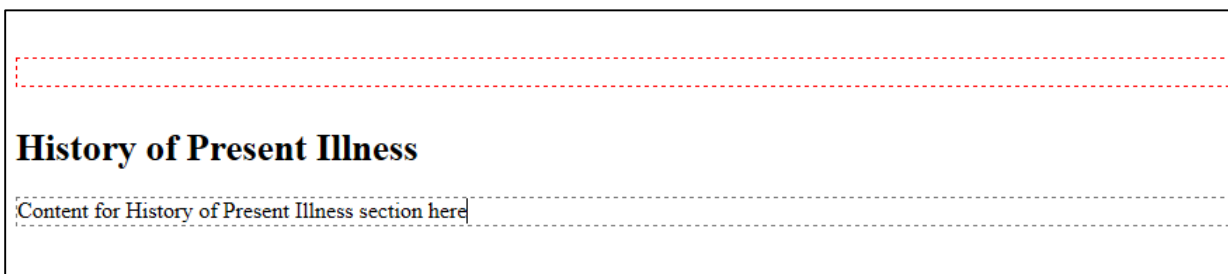
Using Section and Subsection headings lists

Section and Subsection headings are a quick way to insert a dictated section title into the transcription. When used with a standardized workflow, they save you time and improve efficiency because you do not need to type out the whole heading. In addition, they do not have to be formatted a certain way. For example, if the client requires all section titles to appear in bold and upper case this formatting will be automatically applied at time of delivery. For more information see The Transcription Formatting Rules section of this document.

The illustration below details three main items of the section and subsection heading tool.



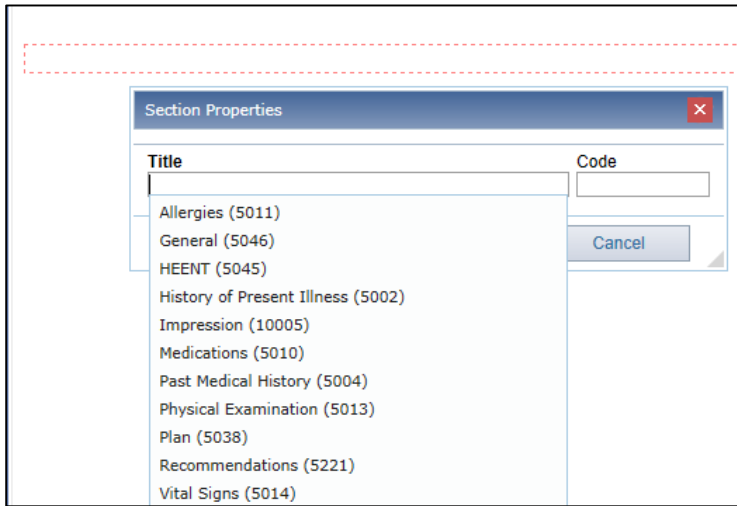
1. **Content box.** This is where you type the text of the transcription. The text can appear alone within the box as when typing a letter format. In most cases, the text will be associated with corresponding section.



2. **Section properties.** This is the dialog you see after using **Ctrl+N** or **Shift+Ctrl+N**. This is what will display the list of predefined sections for the current document type, if one is used.
3. **Section/Subsection heading list.** This is list of predefined sections for the current document type and is setup by your account manager. The numbers to the right of the name are an internal code used for interfacing at the section and discrete data levels and can be ignored. If you do not see a list, then your client likely has an as dictated verbatim setup.

Inserting a Section Heading

1. Place your cursor within the content box of the transcription where you want to insert the heading.
2. Use the **Ctrl+N** key combination to make the section heading list appear.

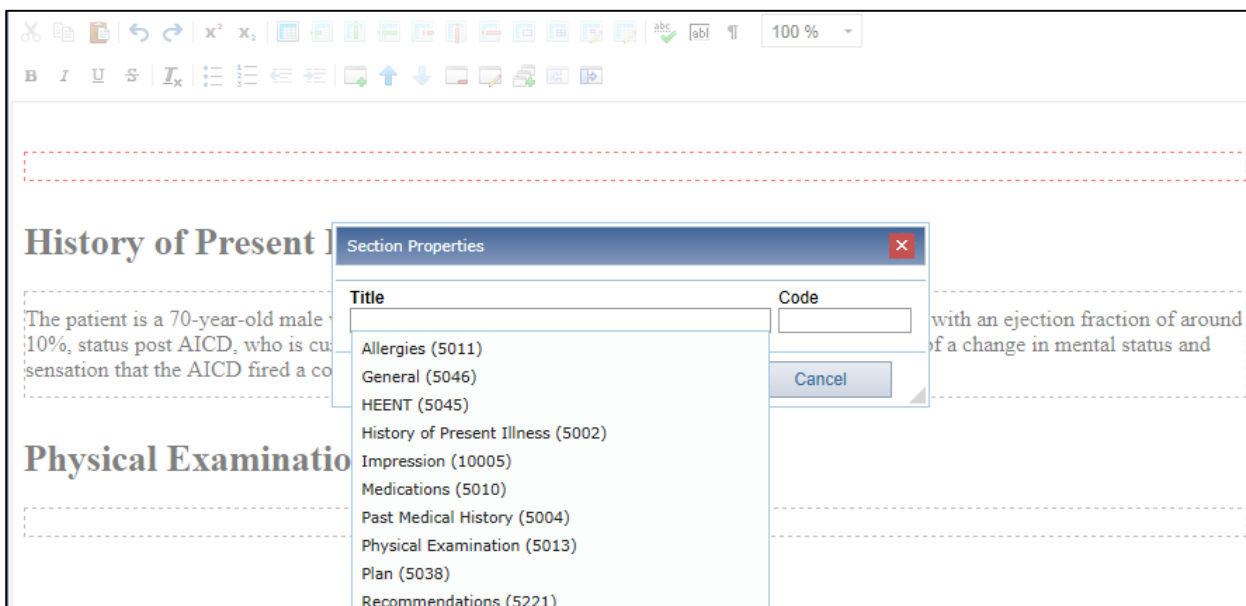


3. Select an item by typing the first few letters of the heading. As you type, the word that most closely matches will highlight.
4. To insert the heading, hit the **Enter** key. Your cursor will be immediately placed below the section heading where you can begin typing.

Note: if you do not have a list to choose from, you will need to type out the title manually, this is true of subsections also. Tip: if you have a client that doesn't use the drop down list, you can add some of the most common sections as Autotext.

Inserting a Subsection Heading

1. Place your cursor in the content box of the transcription where you want to insert the subsection heading.
2. Use the **Shift+Ctrl+N** key combination to make the subsection heading list appear.



3. Select an item by starting to type the first few letters of the subheading you want. As you type, the word that most closely matches will highlight.
4. To insert the subheading, hit the **Enter** key. Your cursor will be immediately placed below the subsection heading where you can begin typing. Also notice that subsections will appear indented.

History of Present Illness

The patient is a 70-year-old male with past medical history of hypertension, dilated cardiomyopathy around 10%, status post AICD, who is currently living in a nursing home, from where he has a status and sensation that the AICD fired a couple of times.

Physical Examination

Vital Signs ← Subsections always appear indented

Vital Signs content

5. To insert additional subheadings use **Ctrl+N**, not **Shift+Ctrl+N**. This will insert other subheadings under the main section.

Each time **Shift+Ctrl+N** is used it will move down a level in the structured hierarchy and will indent the subsection. To get back to the main section level, first insert the section you want then you use the “Promote Subsection to section” **Ctrl+**, this will take the current subsection and bring it up to the next level. Now anytime you do **Ctrl+N** your titles will remain on the same level.

Promote Subsection

1. Place your cursor in the subsection content box you want to promote.
2. Use **Ctrl+**, (comma) to shift the subsection to the main section level.

Demote Section

1. Place your cursor in the section content box you want to demote.
2. Use **Ctrl+.** (period) to shift the main section to the subsection level.

Inserting a Red Section

In some cases the clinician will speak a section or subsection that is not in the predefined section list. When this happens, you will need to manually add the section. When you manually add a section or subsection, the content box will always appear in red indicating the section added is not part of the predefined list. Be sure to always add the red section or subsection in initial caps E.g. “History” instead of “HISTORY”. This ensures the ShadowScribe system will apply the correct formatting when the job is delivered to the client.

New Section

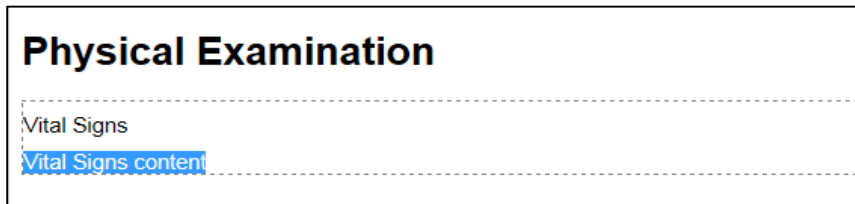
Here is my new section

Removing a Section

1. Place your cursor in the section or subsection you wish to remove.



2. Use the **Shift+Ctrl+** key combination to convert the section into text, which will appear within the prior section content box, select the text and hit delete.

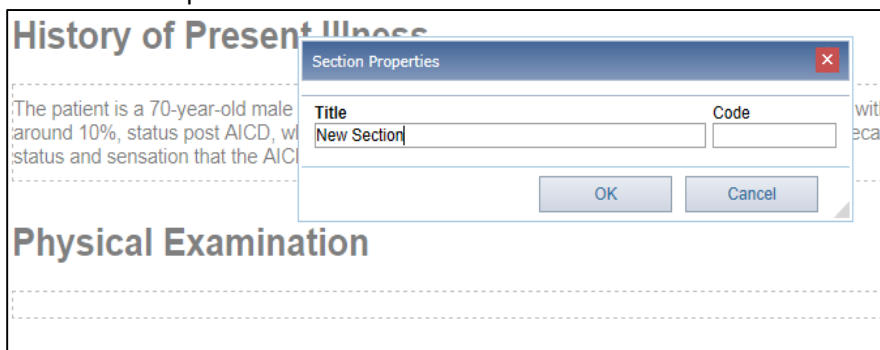


Renaming a Section or Subsection

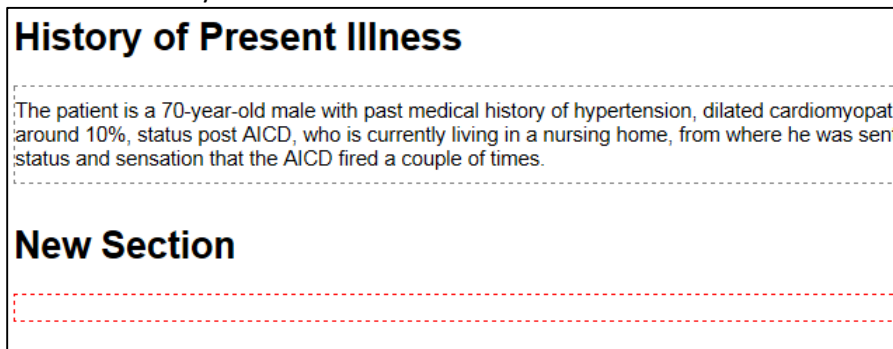
1. Place your cursor within the content box of the section or subsection you wish to rename.



2. Use **Ctrl+F6** to bring up the section properties dialog and type the name of the new section, or use the type to find to select a predefined section if available.



3. Hit Enter to add your new section into the editor.



Moving Between Content Boxes

After adding a section title the content text is added below within the content box. While typing or editing you need an efficient way to move between content boxes. This is accomplished by the **Tab** and **Shift+Tab** features. Tab will move you to the next content box while Shift+Tab will move you to the prior content box.

Reordering Sections

Sometimes clinicians may not follow the order of the template but it's still the MT's responsibility to ensure the content follows the proper order. There are two ways to achieve this, one, through a system feature called Enforce Section Ordering and, two, having MTs manually re-arrange the sections in the editor. If the first option is chosen then MTs do not have to manually re-arrange the sections. This will be taken care of automatically by the system. If this option is being used, your account manager will have notified you about it. For those accounts that do not use this, we will talk about option two Reordering sections using Move section up and Move section down.

Moving Sections Up

1. Place your edit cursor in the content box section you want to move.
2. Use Ctrl+Alt+, to move the section up above the prior section.

As you keep using this shortcut the entire section will keep moving above the next prior section.

Moving Sections down

1. Place your edit cursor in the content box section you want to move.
2. Use Ctrl+Alt+. to move the section down below the next section.

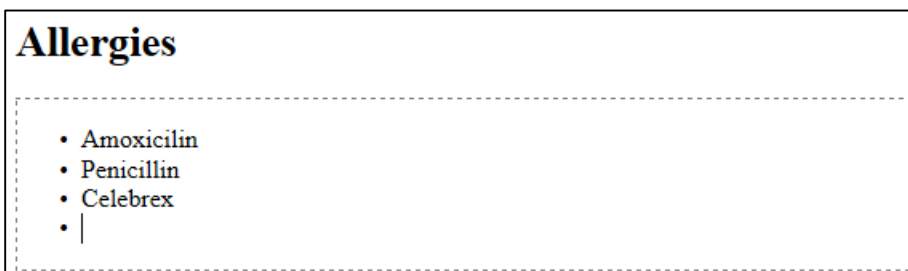
As you keep using this shortcut the entire section will keep moving above the next subsequent section.

Using lists

Under certain section headings the dictator may require a list. When lists are added, they will always appear as bullet points. You should not remove the bullets and manually type numbers unless explicitly instructed by your account manager. The bullets will be converted into numbers at time of delivery or if you do a preview with template. For more information see The Transcription Formatting Rules section of this document.

Inserting a List

1. Place your cursor under the appropriate section or subsection.
2. Use the **Ctrl+L** shortcut key to add a list item.



As with any bulleted list, you can hit enter after adding the item to automatically start a new list item. You can also indent or unindent a list item by using the **Tab** or **Shift+Tab** key combination. Alternatively, you can use **Ctrl+M** to indent and **Shift+Ctrl+M** to unindent.

Removing a List

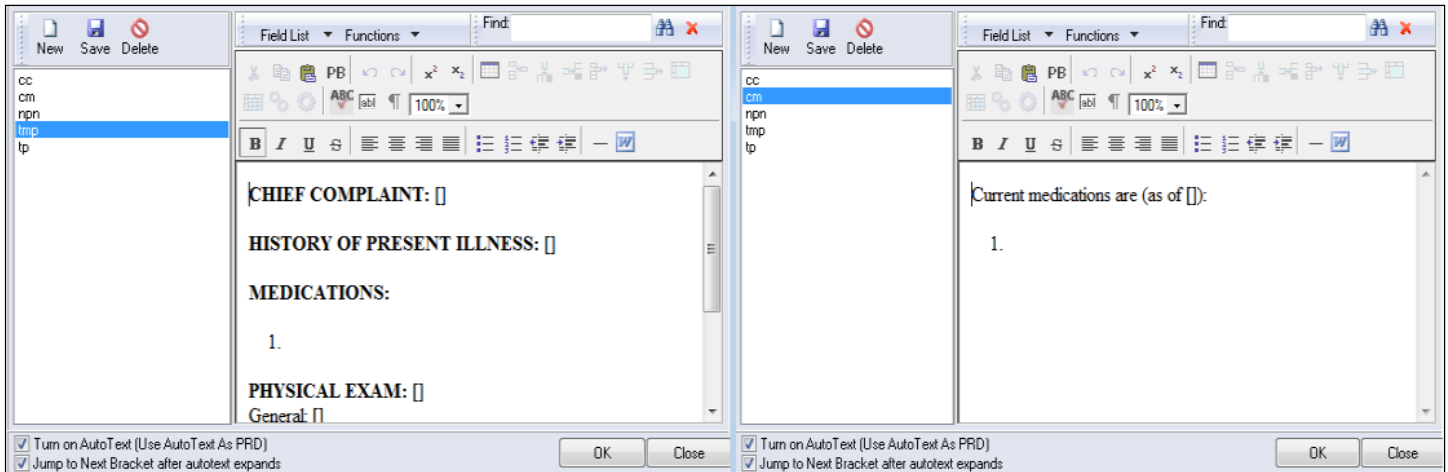
1. Place your cursor on the line that has the bullet.
2. Use the **Ctrl+L** shortcut key to remove the list item. This will remove the bullet point from the sentence.

Using Autotext

Autotext should be used as an efficiency tool and should consist of words, phrases, sentences or paragraphs.

Autotext that contains template formatting or numbered lists should not be used. This is not supported by the ShadowScribe II editor and causes issues with the speech engine learning. If you have autotext that has either formatting or numbered lists, you should have your account manager make this into a ShadowScribe document or dictation template.

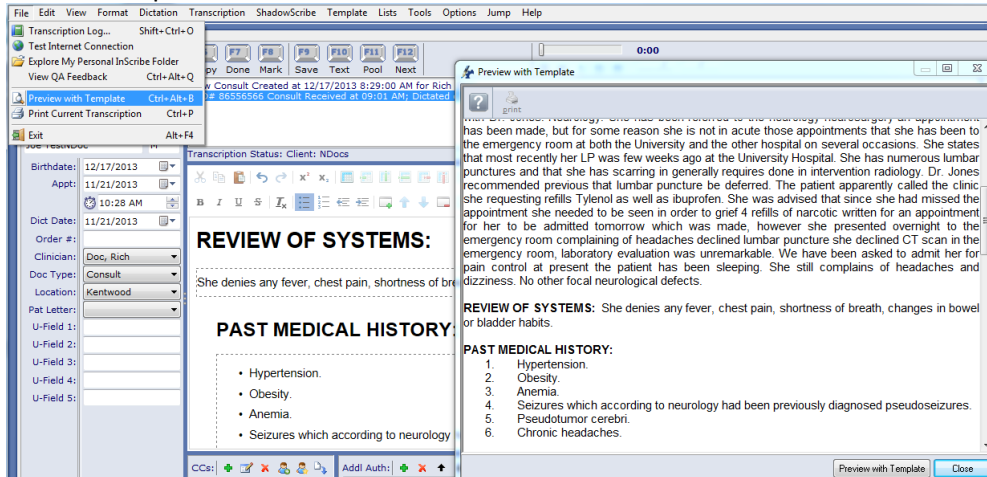
Examples of autotext that SHOULD NOT be used



Transcription Formatting Rules

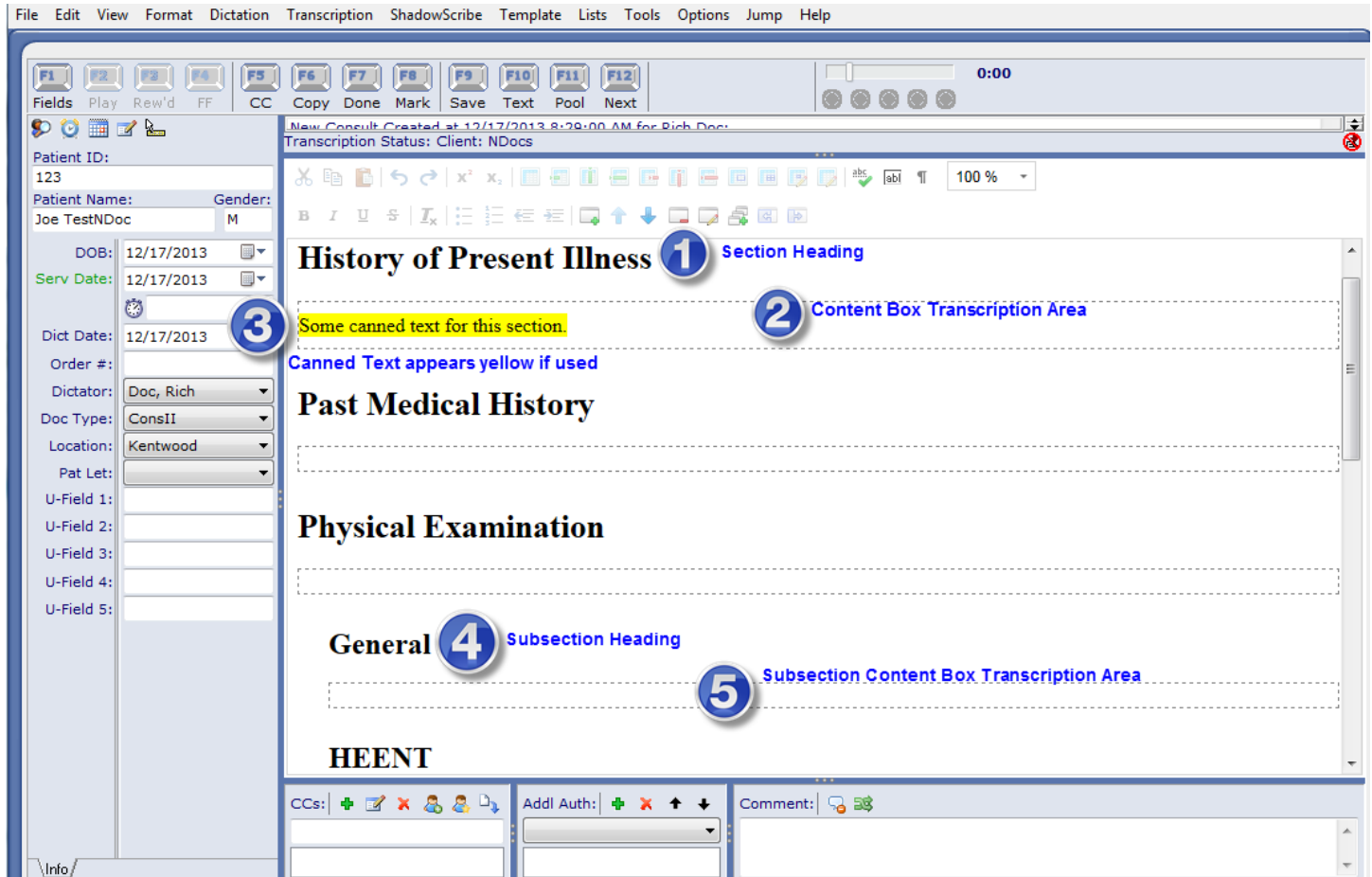
Transcription formatting rules control the style formatting of the document, giving the document the client’s desired look. These rules apply to the structure items in the transcription which include sections, subsections, and numbered lists. When the rules are applied they control things such as bolding, casing, and section content placing to name a few. Therefore, it is unnecessary to format any text, numbered lists, sections, or subsections. This frees you to focus on the quality and medical accuracy of the document without spending time on the formatting details for a client. For example, if the client requires all section titles to appear in bold and upper case this formatting will be automatically applied at time of delivery. This means if you add a section and it appears in sentence case, you do not have to retype it in upper case and bold it. When the job is delivered a predefined formatting template is applied to do this formatting for you.

If you need to see what the transcription looks like with all formatting applied, you can use the Preview with Template **Ctrl+Alt+B** option under the InScribe file menu.



Using ShadowScribe Document Templates

Whether a document template is used or not is determined by your account manager. If document templates are used, they are typically used when the client always requires certain sections to be part of a dictator’s transcription whether they are dictated or not. In some cases, you may only see a partial document template. For example, the client might require only the “History of Present Illness” and “Medications” sections always be part of the transcription but the rest of the sections could vary. ShadowScribe Document templates can also have canned text if necessary. This text will appear in yellow.



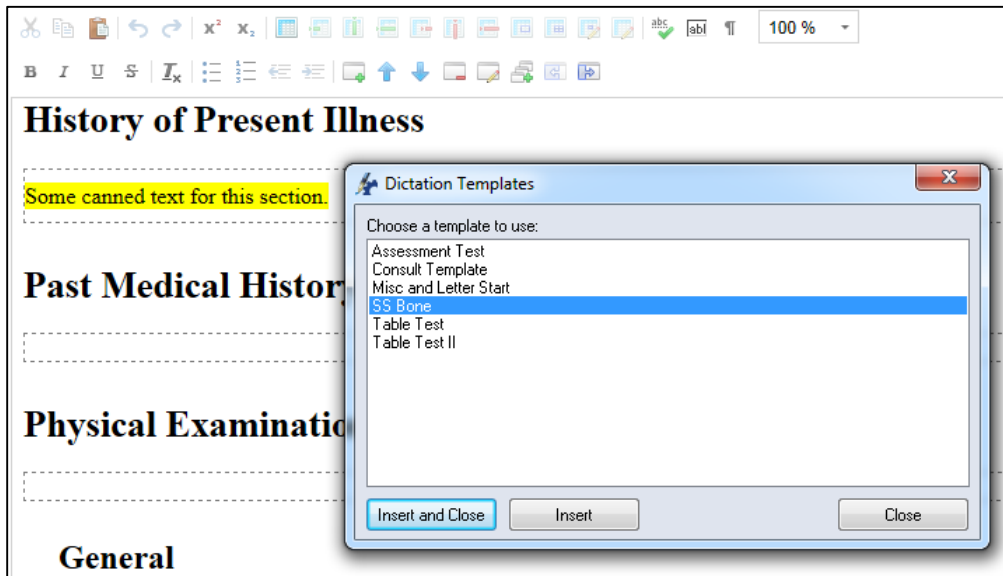
Similar to regular transcription, when a ShadowScribe job loads with a template it will automatically appear in the editor. As with any section or subsection, whether added by the MT or as part of a document template, you will always type text in the content box below the section.

Using ShadowScribe Dictation Templates (or Normals)

ShadowScribe dictation templates are used the same way regular dictation templates are used and have the same purpose. Unlike regular dictation templates, ShadowScribe dictation templates can have two formats structured and unstructured. A structured format will consist of sections and/or subsections with possible canned text. An unstructured format will have just plain canned text such as a few sentences or paragraphs.

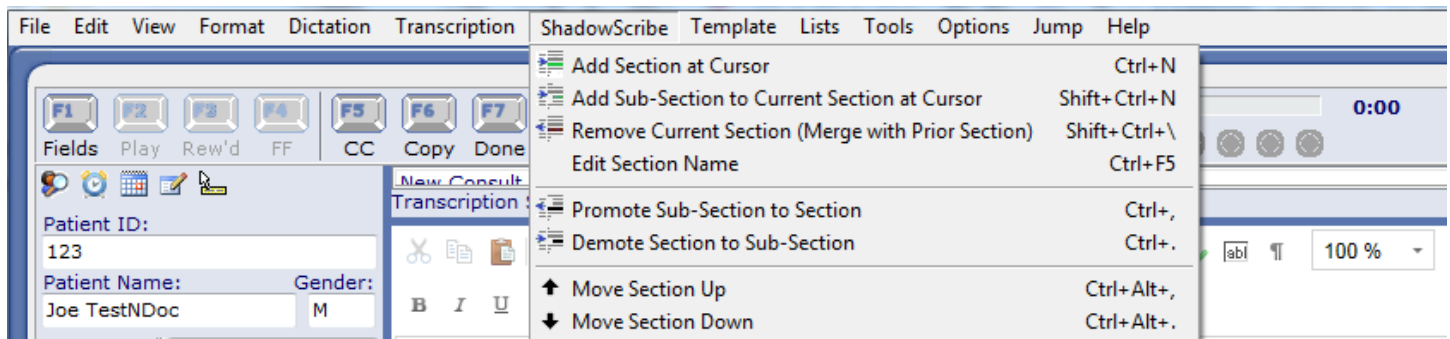
Inserting a ShadowScribe Dictation Template

1. Place your cursor in the appropriate section or subsection.
2. Use the **Ctrl+Alt+G** key combination to make the Dictation Templates dialog appear.

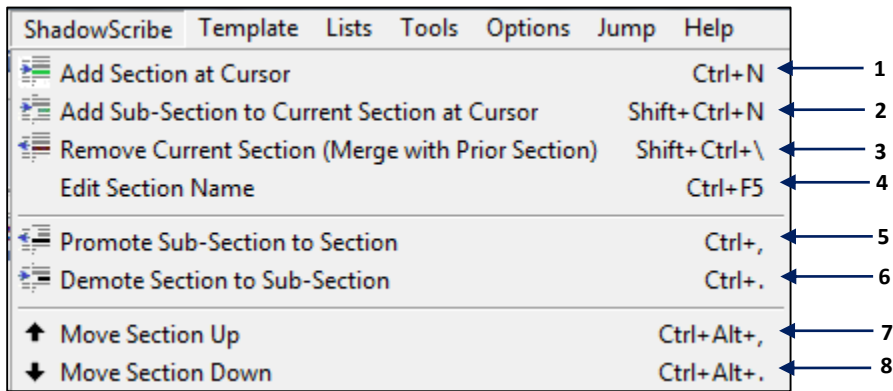


3. Select a ShadowScribe template from the drop down and click OK.

The ShadowScribe Menu



This menu will appear each time a ShadowScribe user’s dictation is loaded and contains functions specific to the ShadowScribe II editor. This menu list all of the shortcuts and functions for controlling the structure of the document. Where applicable you are strongly encouraged to learn and use the shortcut keys as this will help you increase efficiency and productivity. Each item is explained in detail below.



1. **Add Section at Cursor.** Inserts a section title with content box below the current cursor position. If the cursor is in the middle of a sentence, all the words from the right side of the cursor will be moved to the new content box.
2. **Add Sub-Section to Current Section at Cursor.** Inserts a subsection title with content box below the current cursor position. If the cursor is in the middle of a sentence, all the words from the right side of the cursor will be moved to the new content box.
Note: To add another subsection you will use the Ctrl+N option instead of the Shift+Ctrl+N. Each time the Shift+Ctrl+N is used a new subsection will be added but at a lower structured level than the prior. To get the section you add back to the main level use Promote Subsection to Section.
3. **Remove Current Section (Merge with Prior Section).** Changes the current section title into content and moves that title to the prior section content box. If the section had text before it was removed, that text is also move to the prior content box.
4. **Edit Section Name.** Changes the name of a section or subsection title. When this is used you can change the name by selecting a new title from the drop down list or by manually typing in a title.
5. **Promote Sub-Section to Section.** Shifts the subsection up a level to the next main level. This is used when adding a new main section using Ctrl+N. The main section is added but appears as a subsection. Using promote Sub-Section to section will move the section up to the next main level.
6. **Demote Section to Sub-Section.** Shifts a main section down to a subsection level. This is used if a main section was added but needed to be a subsection.
7. **Move Section Up.** Moves an entire section and content box above the previous section. This will only move the section up or down on the current level you're working on. For example, you cannot move a subsection above a main section level. To do that, you must first promote the subsection to a main level.
8. **Move Section Down.** Moves an entire section and content box below the next section. This will only move the section up or down on the current level you're working on. For example, you cannot move a subsection below a main section level. To do that, you must first promote the subsection to a main level.

APPENDIX A - Shortcut Keys for ShadowScribe II Editor

Structure Keys	
Ctrl + N	Add Section at Cursor <ul style="list-style-type: none"> • Insert section • Change section into text
Shift + Ctrl + N	Add Subsection at Cursor <ul style="list-style-type: none"> • Insert subsection • Change text into subsection
Shfit + Ctrl + \	Remove Current Section (Merge with Prior Section) <ul style="list-style-type: none"> • Convert a section title into text
Ctrl + F6	Edit Section Name <ul style="list-style-type: none"> • Change the name of a section or subsection title
Ctrl + .	Promote Subsection to Section <ul style="list-style-type: none"> • Shift current subsection into main section
Ctrl + ,	Demote Section to Subsection <ul style="list-style-type: none"> • Shift main section into subsection
Ctrl + Alt + ,	Move Section Up <ul style="list-style-type: none"> • Moves a section above previous section within current level
Ctrl + Alt + .	Move Section Down <ul style="list-style-type: none"> • Moves a section below next section within current level
Ctrl + L	Toggle List <ul style="list-style-type: none"> • Insert bulleted list • Change text into bulleted list • Change bulleted list into text
Navigation Keys	
Ctrl + ↑	Move edit cursor up one paragraph
Ctrl + ↓	Move edit cursor down one paragraph
Ctrl + →	Move edit cursor one whole word right
Ctrl + ←	Move edit cursor one whole word left
Tab	Move to the next content box
Shift + Tab	Move to the prior content box
Ctrl + Alt + Home	Move to the top of the report
Ctrl + Alt + End	Move to the bottom of the report
Ctrl + Home	Move edit cursor to top of current content box
Ctrl + End	Move edit cursor to bottom of current content box
Home	Move edit cursor to beginning of line
End	Move edit cursor to end of line
Selection Keys	
Ctrl + Shift + →	Select one whole word right of edit cursor
Ctrl + Shift + ←	Select one whole word left of edit cursor
Shift + ↑	Select whole lines above edit cursor
Shift + ↓	Select whole lines below edit cursor
Shift + Home	Select words left of edit cursor to beginning of line
Shift + End	Select words right of edit cursor to beginning of line
Commonly used Editing Keys	
Ctrl + Delete	Delete one whole word right of edit cursor
Ctrl + Backspace	Delete one whole word left of edit cursor
Ctrl + X, C, V, Z	Cut, Copy, Past, Undo
Ctrl + U	Change case of a word or phrase

Shift+ Ctrl + F	Find word or phrase
Ctrl + Alt + M	Move to Comment
Alt + ;	Move edit cursor between demographics and transcription
Ctrl + Alt + B	Preview transcription with template

APPENDIX B - FAQ

Sections

What is a section?

A section refers to both a section title and a corresponding content box. The content box appears below the title and is where transcription text is typed or edited.

How do you make a new section?

You can create a new section by placing your cursor within a content box and typing **Ctrl+N**.

My section title should be bold. How do you do that?

Formatting of section titles is done automatically when you submit the report via the predefined formatting template. There is no need to bold, or make any other formatting changes, to section titles or subsection titles.

After inserting a title, the section title content box appears red. Why?

If your section title content box is red, this means that it is not one of the predefined sections for the document type. Predefined sections are displayed in your drop down when you use **Ctrl+N** for sections.

Usually you only need to add a red section if the dictator spoke a different section that was not in the predefined list. This can happen from time to time. If this happens frequently you should notify your account manager and have them add the section to your pop up list.

How do you know which section title to add?

When you create a new section title, press **Ctrl+N** for a list of predefined section titles. Choose the title from the list that is dictated. If the dictated title is on in the list, then add it manually.

When you do CTRL+N or SHIFT+CTRL+N there are many titles, how do you select the best one?

The best way is to type the first few letters of a section title and then press **Enter** to insert the title from the list. This is more efficient than scrolling through the list with your arrow keys.

The section title is not in the list when the Ctrl+N is used. What should I do?

First check to make sure the clinician selected the correct document type, if not change to the correct document type then check your list. If the title is not in the list, then add it manually. If the clinician did select the correct document type and you still can't find the title in the list, then add it manually.

Creating a List

How do you turn section content into a list?

Place your cursor in content box, on the line you wish to turn into a list and press **Ctrl+L**.

How do you separate a paragraph into a list?

If you need to convert a paragraph into a list, place your cursor on the line where the list should be and press **Ctrl+L**. This changes the paragraph into a one bullet list, then you can go back and hit **Enter** where you want to create new list items. For example, if your paragraph is a list of allergies, press **Enter** after each allergy.

Why is the list bulleted when it should be numbered?

The ShadowScribe II Editor only displays bulleted lists when typing from scratch. The appropriate formatting will be applied after you deliver the report via the predefined formatting template, or you can see the formatting applied beforehand by using **Ctrl+Alt+B** to see this in preview with template.

How do you create an indented list?

First type **Ctrl+L** on the line or paragraph to start the list. Hit **Enter** to insert your next list item, and then use **Tab** to indent if you need to unindent use **Shift+Tab**, alternatively you can use **Ctrl+M** and **Shift+Ctrl+M** to indent and unindent.

A list was add accidentally. It needs to be changed back into text. How do you do that?

Just place your cursor in your listed item and press **Ctrl+L**.

Speeding Up and Slowing Down Dictation

How do you speed up or slow down the dictation?

To speed up dictation, press **Ctrl+T**.

To slow down dictation, press **Ctrl+E**.

How do you return the playback rate to normal?

Press **Ctrl+R** to return playback to normal.

Formatting: bold, italics, underline

How do you bold, underline, or italicize text?

The most efficient way is using these shortcuts to bold: **Shift+Ctrl+B**, underline: **Shift+Ctrl+U**, or italicize: **Shift+Ctrl+I**.

Playback Settings

How do you control playback when in the ShadowScribe II Editor?

You can control playback using a foot pedal when in the editor. Alternatively, you can also use the shortcuts F2, F3, and F4, which rewind, play/stop, and fast forward the audio.

What is the auto-rewind feature?

When you stop playback, the ShadowScribe II Editor will automatically rewind. This setting allows the user to re-listen to the last word or phrase that was spoken prior to stopping playback. The default setting is 5 seconds.

How do you increase the auto-rewind time further when you stop playback?

To increase or decrease the time go to the Options menu and select the Set Date/Time Values option. Increase or decrease the number of seconds in the Rewind after Pause field.

How do you disable the auto-rewind feature?

To disable the auto-rewind feature, set the Rewind after Pause option to zero.

How far does the ShadowScribe II Editor rewind every time after tapping the rewind pedal (or press F3)

Each time you press the rewind pedal or the shortcut F3, the ShadowScribe II Editor will rewind playback 5 seconds by default.

How do you change the amount of time the ShadowScribe II editor rewinds each time the rewind pedal (or press F3) is pressed?

You can increase or decrease the time by opening the Options menu and select the Set Date/Time Values option. Increase or decrease the number of seconds in the Rewind field.

How far does the ShadowScribe II Editor fast forward every time after tapping the rewind pedal (or press F4)

Each time you press the fast forward pedal or the shortcut F4, the ShadowScribe II Editor will fast forward playback 5 seconds.

How do you change the amount of time the ShadowScribe II editor fast forwards each time the fast forward pedal (or press F4) is pressed?

You can increase or decrease the time by opening the options menu and select the set date/time values option. Increase or decrease the number of seconds in the rewind field.

View Settings

The font size is too small, can it be made bigger?

Yes, to make the font size bigger, go to the editor tool bar and click the zoom percentage drop down. This will magnify the text of the transcription without affecting the actual text that is delivered to the client.

The font in the ShadowScribe II editor is not the right font for my account. How do I change the font?

There is no need to change the font style to match client font size requirements. The ShadowScribe II editor uses a predefined formatting template which controls the style formatting of the structure items within the document, things like sections, subsections, numbered lists, and where content is placed. This template is setup ahead of time by your account manager and is applied when the document is delivered. You can also see the style applied by using **Ctrl+Alt+B**, preview with template.