

InTouch Emulation Configuration Guide

Overview

An InTouch Emulation controls the user experience of the InTouch system. The Emulation consists of a mapping of keys to functions as well as a set of options determining for what information a user will be prompted. This document describes the functions and options that are available when configuring and InTouch Emulation.

The Key Pad

Most common telephones consist of 12 keys: 0-9, *, and #. InTouch also supports telephones that have individual A, B, C, and D keys. Through the use of a command key, it is possible to have more functions than there are keys on the telephone. The command key is similar to the Ctrl key on a computer keyboard. For example, in Microsoft Word, you press the 'C' key to display the letter 'C', but you press 'Ctrl C' to copy the selected text. Similarly, in the default eScription One InTouch emulation, you press the 2 key to record, but you press *2 to insert. In this example, * is the command key.

Available Functions

Function	Description
Record	Move to the end of the dictation and begin recording.
Play	Play the dictation from the current position. If at the end of the dictation, move to the start of the dictation and play.
Stop	Stops playback or recording.
Rewind	Moves backward in the dictation in 5 second increments. If playing, playback is resumed; otherwise the dictation is stopped.
Fast Forward	Moves forward in the dictation in 5 second increments. If playing, playback is resumed; otherwise the dictation is stopped.
To Start	Moves to the beginning of the dictation. If playing, playback is resumed; otherwise the dictation is stopped.
To End	Moves to the end of the dictation then stops.
Insert	Begins recording and inserts new audio at the current position in the dictation.
Overwrite	Begins recording and overwrites the dictation from the current position.
Stat	Marks the dictation as STAT.
Cancel	Cancel the current dictation.

Done	Completes the current dictation, plays a receipt code, and prompts for a new dictation.
Pending	Puts the dictation on hold so the user can hang up and finish the dictation the next time they call in.
Hear Information	Plays information about the dictation (patient ID, work type, location ID).
Help	Plays the functionality of each key.
Command	Allows a key to have a secondary function, similar to the Ctrl key on a computer keyboard. This allows InTouch to support more functions than there are keys on a telephone.

Prompts

Option	Description
Document Type	If set, the caller is prompted to enter a document type; otherwise the caller is not prompted and the document type is left blank. There is also an option to require the document type. If this prompt is marked as required, the caller will not be able to get past the prompt without entering a valid document type. If the prompt is not marked as required, the caller will be able to press pound to bypass the prompt. <i>Note: The configured default will be used if this is left blank.</i>
Patient Info	If set, the user is prompted to enter a Patient ID, Account Number, or Order Number. The type of information requested by the Patient Info prompt is controlled by a setting on the document type. If this prompt is not configured, the caller is not prompted any patient identifying information.
Location	If set, the user is prompted to enter a Location ID; otherwise the caller is not prompted and the Location ID is left blank. <i>Note: The configured default will be used if this is left blank.</i>
Extra Prompts	Plays an extra prompt for custom information before beginning the dictation. Whatever is said in response to the extra prompt is prepended to the beginning of the dictation. A common use for this field is to record the name of the attending physician.

Other Emulation Options

Option	Description
Supports Dictation Review	If set, the caller will have the option of listening to previously recorded dictation.
Menu Delay Seconds	This controls the number of seconds of idle time between menu reminders when the caller is not recording.
Menu Beep While Idle	If set, a soft beep is played when during idle time.
Default Recording Method	This controls record key stated during the menu reminders.