

Fluency Direct for dictation from Home (personal device)

Requirements:

1. *Access to EMHS – Citrix Access Gateway*
2. *Licensed User and active account for M*Modal Fluency Direct*
3. *Personal Computer with High Speed Internet*
4. *Cellular Device with M*Modal Mobile Microphone app installed*

Fluency Direct access from home/personal device leverages technology provided by yourself, EMHS, and M*Modal. EMHS can provide limited support and only during normal business hours (M-F 8a-5p).

Guidelines of who to contact is you experience issues:

1. *Problems connecting to the internet from home: Your internet service provider.*
2. *Problems logging into the Citrix Access Gateway and 2nd-factor authentication: EMHS help desk during normal business hours (M-F 8a-5p)*
3. *Problems with Fluency Direct software and/or Mobile Microphone such as recognition problems: you can either report it through the Fluency Direct software or by calling the EMHS help desk during normal business hours.*

Steps to Access Fluency Direct for dictation from Home (personal device)

1. Access the Citrix Access Gateway from a Home Computer (PC or Mac)

URL : <https://citrix.northernlight.org> ; and enter your NLH UserID and password

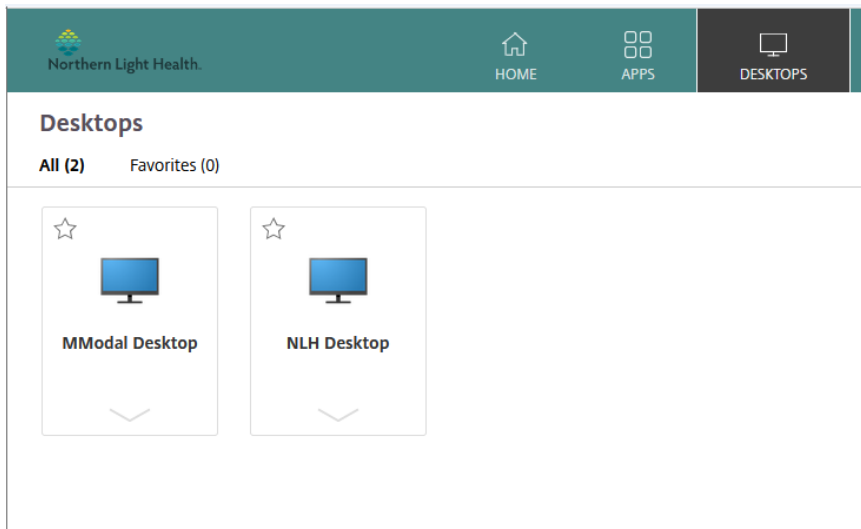


2. Enter the one-time password receive as a text message on your mobile device



*Note: As this access is built for convenience to connect from a personal device, Issues will only have EMHS IS support during normal business hours (M-F 8:00am – 4:30pm)

3. Choose “Desktops” then select the **MModal Desktop** (You will need to launch the citrix desktop, rather than going directly to the apps)



4. Launch **M Modal – Fluency Direct** from the desktop and sign in.

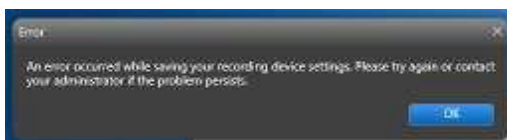


5. Setup the Microphone to link with the cellular Mobile Mic



**** Notice: You will get an error message --- this is because these setting cannot be saved as a default. (They will need to be reset each time you launch the remote session) ****

Click **OK**



***Note: As this access is built for convenience to connect from a personal device, Issues will only have EMHS IS support during normal business hours (M-F 8:00am – 4:30pm)**

6. Launch the EMR needed for dictation work

Cerner Millennium ; Meditech (Magic Workstation 4) ; Centricity or Allscripts EHR (launched from the Clinical Applications homepage)



- Allscripts EHR
- Centricity - BHMH
- Centricity - CA Dean
- Centricity - EMMC
- Centricity - NECA
- Centricity - SVH
- Centricity - TAMC

7. When complete don't forget to **logout** of your EMR and use the windows start menu to **LogOff** the remote desktop. (This will prevent resources from being continuously consumed and will allow others to have a smooth experience.)

*Note: As this access is built for convenience to connect from a personal device, Issues will only have EMHS IS support during normal business hours (M-F 8:00am – 4:30pm)