Helpful tips for Clinical Digital Assistant (CDA).

Appointments

- In-Person or Telehealth Visits apart from Annual Wellness
- Adult Primary Care Practices
- 55 minutes or less appointments
- Single Patient encounters, number of speakers two (clinician and patient)
- Patient shows in App once Checked-In/Arrived

Notes

- Primary Care Office Note
- Ability to edit/modify the model-generated note before signing in Cerner EHR.
  - Ability to pull in dot phrases, macros, and tagged items when reviewing/editing the note in Cerner.
- Pronouns pull from administrative sex in chart.
- Initial focus of the model-generated note is on strengthening Assessment & Plan (A&P), followed by the History of Present Illness (HPI).
- Physical Exam (PE) requires verbalization.
- Edits take approximately 3-5 minutes to fix the model-generated clinical note for basic use case.
- Average turnaround time under 5 minutes.
  - Notification not received after 2 hours, check MPages for content, follow normal workflow to generate note.
    - Content doesn't exist in MPage, unfortunately note will need to be created from scratch.
- Will the note pull in the most up to date information for the visit?
  - YES. When the note is opened, refresh individual components to pull in most up-to-date information from the visit.
- Unsigned notes from the past 30 days can be accessed from the Unsigned Notes card on the home screen.

Workflow Expectations

- During the visit: continue normal documentation flow and **DO NOT CREATE A NOTE FOR THE VISIT**.
  - Allow CDA generated note to be created, then use previous documentation if necessary.

➢ Note flows into Forwarded Document to sign in Message Center as unverified, provider needs to review/make edits if needed and sign.

➢ Once note hits Cerner, all standard PowerChart functionality can be used to fill in or edit the note.

RECOMMENDATION: Edit the note in PowerChart to use dictation and update the note name/title.

➢ The more explicit the narration during the visit, the clearer and more comprehensive the note.

➢ Use key words to help the machine know where to put certain information (ex: let's talk about your complaint today).

➢ Avoid using terms "suspicious, suspected or ruled out" when recording.

Known Issues

➢ **Microphone handling**

- CDA requires access to the mic for the entirety of the recording.

- Other apps that get used may grab the microphone.
  - Workaround: recording will be paused and will need to be unpaused.
  - Do not pause recording longer than 15 minutes to prevent disruption

- Answering a call will pause the recording.
  - Workaround: unpause the recording

- Live voicemail will pause the recording.
  - Workaround: turn off live voicemail in settings.

- Ensure the microphone bar is moving prior to recording.
  - If bar isn't moving, check no other apps are using the microphone.
  - Disconnect any bluetooth microphones prior to recording.

- Only checked-in/arrived patients will show on the start screen.
  - If the patient is not visible, ensure they are checked-in and/or arrived.
  - The number of appointments on the start screen refresh to the number in the schedule, and the number shown on the start screen are only the checked-in/arrived. They may not match.

- App may need to be refreshed to show latest state.
  - Press the home icon in the top banner to update with latest information.