Speech Recognition - Correction Methodology

This article describes how to properly correct miss-recognized text.

VR Correction vs. Editing

There are two ways to modify the recognized text in a document; you can 'Edit' like you would normally in Word by either highlighting and typing over a word or just pressing backspace and re-typing the correct text.

You can use the VR correction mode which takes into account your changes and will remember your changes for the next time - So the system 'learns' based on your corrections.

It's important to remember when to 'Edit' and when to use 'VR Correction'.

Editing:

You can edit the recognized text if SpeechWrite 360 heard you correctly, but you want to make changes to the content, just as you would edit something you typed yourself. You can also edit minor miss recognized words.

For example:

- You said, “I'm going out to lunch”, but meant to say, “I'm going out to brunch”.
- In this case, SpeechWrite 360 correctly interpreted what you said, but you made a mistake. Using Correction would teach SpeechWrite 360 that when you said lunch, it should have recognised it as "brunch." This may make your recognition less accurate.

VR Correction

Use VR Correction when SpeechWrite 360 did not hear you correctly and typed something other than what you said. It is important to use correction particularly for site specific terminology e.g. Medical / Legal terminology or names/places referred to frequently.

For example:

- You said, “This patient should be sent to Cardiology”, but SpeechWrite 360 typed "This patient should be sent to Radiology".
In this case, SpeechWrite 360 made a mistake and it is important that it learns how 'Cardiology' is pronounced. Using correction will teach it not to misrecognise the word "Cardiology" in the future.

How to make a VR Correction

When SpeechWrite 360 has incorrectly typed what you said, you can use VR Correction to correct SpeechWrite 360’s interpretation of what you said so that it will learn and remember the correction.

Select the text you want to correct, then press the VR Correction hot key (Esc key) to view Correction mode - Here you will see the text highlighted in 'Blue'.

When you correct a word or phrase, SpeechWrite 360 Speech may present alternative interpretations of the word or phrase you selected to correct. If one of the Correction alternatives is correct, you can select this option.
How to type 'Pending' tasks

How to transcribe 'Pending' documents.

**Note:** Any task that is in a status of 'Pending' means that it has been dictated by an Author and is now waiting for Transcription.

1. Browse to: www.speechwrite360.com

2. Login with Username & Password

3. Any task that is currently awaiting Transcription will be under 'Pending' on the task list.

4. We can see various columns of information relating to each task.
5. When we click on a task it will open the task information as seen below.

   a. If there is NO integration you will see a screen similar to the below.

   ![Edit task information](image)

   - Client Name: John Smith
   - Client Matter ID: 123865
   - Group: Authors
   - Document Type: Basic Template
   - Author: Luke Dictate

   ![SEARCH CLIENT UPDATE](image)

6. From here we can edit the following information:
   a. Client Name - The Client’s Name
   b. Client Matter ID - Client ID
   c. The Group - The Author Group
   d. Document Type (The Template)

7. Once complete click 'Update'.

8. If there is an integration you will see a screen similar to the below.

   ![Edit task information](image)

   - Client Name: John Smith
   - Client Matter ID: 123865
   - Date of Birth: -
   - Dictated at: 08/11/2018 09:53:03

   ![ADD MANUALLY UPDATE](image)
9. From here you can search the Client list for a client.

10. You can also edit the same information as shown in point 6.

11. If at any stage you return a task to the pending list or to WIP (explained further on) the task information screen will be displayed again upon opening the task.

12. When the task is open we can see the **Task View** has several key areas:

   **a. Task Details:** At the top of the page you can see all the information about this task, edit the client and report type template.

   ![Task View interface](image)

   **b. Navigator tab:** Under the Task Details, you can access additional information about the task.

   - Client demographics, here you can fill the client details to automatically insert on the letter.
   - Instructions to transcribers, here you can read instructions about this template.
   - Notes, you can create notes here so the authors or managers can see it.
   - Client history, history of all letters typed on this client.
c. **Editor ribbon:** Here you can change the format, colour, fonts, and other text formats on the letter.

- One function to note on the Editor Ribbon is the 'QC' flag - If you are typing a letter and are unsure of a section of audio, you can flag it by pressing 'QC' or pressing F6.
  
  - This will generate something like '<#####00:00#####>' - From here you can enter the time stamp of the audio section you are unable to hear / understand.
  
  - If the QC flag is used by either pressing the button or by pressing F6, the document will automatically get passed to Quality Control when it reaches that stage of the workflow, and the QC Team will complete the specified section.

**Note:** Make sure to enter the time-stamp e.g. <#####01:32#####>.

d. **Text editor:** Here is where you will type the main body of the transcription.
**e. Player:** Here you can play the dictation using the foot pedal.

![Player interface](image)

**Note:** If your footpedal is not working make sure the footpedal driver is installed.

13. At any time you can press 'Return to list' and the task will be put back onto the 'Pending list' with all changes saved.

14. At any time you can press 'Keep as WIP' which will create a Work In Progress tab in the task bar beside 'Pending'. Anything kept in WIP mean only YOU can see and access this work. No one else has access to it - Be sure not to forget about this work in the event you are going to be away from the office.

15. When you finish typing, you just need to hit Save at the right bottom of the screen, this will move the task to the next step in your workflow.
Editing Speech Recognition

This article describes how to properly correct a task that has been put through speech recognition.

System Overview

Tasks that are processed by the Speech Recognition system, will be have prefilled recognised text in the document once opened. When you hover over the text with your mouse or if you playback the audio, you will see that it will be part of 'chunks' of text of usually just a few words. Going forward we will call these chunks “utterances”.

When playing the dictation, the current utterance can easily be spotted by it’s grey background. This makes it easier to read along while playing the dictation. You can also move the audio to any point in the text by clicking on an utterance or by using CTRL + the right/left arrow keys to cycle through them.

Corrections:

As a typist it will be 'your' job to correct any miss-recognised text that the speech recognition system has gotten wrong. By the corrections that are made here, the system 'learns' and applies the corrections to the authors' profile so the recognition gets more accurate over time.

There are 2 types of fixes to note:

1. **Speech Corrections**: This is everything that the speech recognition system should have gotten right in the first place. For example if ‘one two three’ was dictated, but the system recognised ‘1 to 3’, this is a error of the system.

2. **General editing**: These are general formatting / punctuation corrections to the task i.e. not mistakes that the speech recognition system got wrong. For example if no full stop was dictated but the full stop needs to be there in the final document, the system didn’t make any mistakes per se, but it needs to be fixed anyway. The same goes for formatting, restructuring of the text and similar.
Speech Corrections:

If the Speech Recognition system has miss-recognised text, you can make corrections in “correction mode”. The Speech Recognition system will learn over time from these corrections and the recognition rates will improve.

To switch to 'correction mode', press the 'Esc' key. This isolates the current utterance and allows you to replay it whilst editing the text in isolation.

Important: While in 'correction mode' the corrected text MUST match the dictated audio verbatim This means that voice commands, interjections, repetitions, contractions, slang and grammar mistakes must be included in the transcript. Additionally, numbers and dates must be spelled out. (‘Twenty fifth of October’ instead of ‘25/10’)

In the above example, you can see the current utterance is highlighted and the cursor cannot leave this area. The text is no longer it’s formatted version, but the verbatim transcription of what the system recognised. For example ‘23’ in normal mode becomes ‘twenty three’ in correction mode. The same applies for voice commands like [full-stop], hesitations and others.

If you right click on a word it will show any alternative options that the speech recognition server may have presented.

General Corrections

To make general corrections such as punctuation, formatting or adding additional information to the letter, make sure you are NOT in 'correction mode' i.e. The text will have a grey background similar to the below example.
How to use text replacement functionality

This article describes how to use text replacement functionality.

Note: Currently a lot of secretaries might use macros / building blocks in MS Word for text replacement - The below describes how to make use of this functionality through the SpeechWrite 360 editor.

1. Browse to: www.speechwrite360.com
2. Login with Email & Password
3. Open a task in the SpeechWrite 360 editor.
4. Click the button with the '3 dots' to the left of the 'character count'; on the right hand side.
5. Click 'Text Replacement'.
6. From here we can now add a new Text Replacement - Click 'Add New'.

7. Under the 'Replace' column, type the text that you want to have replaced.

8. Under the 'With' column, type the text that you wish to replace the text from the previous step.

9. Click 'Save' once complete.
10. Now in the editor if we type the word we wish to replace ('Address' from the example above).

11. Now press 'Space bar' twice - and we will see the word get replaced by the text specified in Step 8.
How to type multiple letters from a single dictation

This article describes what do to if an author dictates multiple cases on 1 recording.

Note: Sometimes Authors will dictate multiple letters on the same recording and you need to create two different documents for the same recording. To handle this you can do the following:

1. Open the task in the SpeechWrite 360 Editor.
2. Click the 3 dots on the right hand side of the editor.
3. Click 'Duplicate Task'.

4. This will open the same recording in a new tab in your browser but it will be a separate task that you can begin typing - The audio position should remain from its previously paused position.
How to change a Document Type / Template

This article describes how to change a Document Type / Template on a task.

1. Open the task in question.

2. Click on 'Task Information' at the top of the letter.

3. Select the 'Document Type' drop down and select the required Document Type.

4. Click 'Update'.

5. We can now see that the Template of the letter has changed.
6. If the letter was already typed before you changed the template, the previously typed text may seem to have 'disappeared'.

7. To recover this you can see 'Access previous content' below the ribbon bar. Beside this (in this example) we can see 'Body'.

![Image showing access previous content and Body]

8. If we hover over this we can see the contents of the body field before changing the template.

![Image showing body field with content]

9. If we click on the 'Body' button, we get a message.

![Message saying 'Text has been copied to clipboard' and 'Close']

10. From here you can now paste directly into the 'empty' body, and restoring all previous text.
11. Repeat steps as necessary for other fields.
Adding Attachments

This article will describe how to add an attachment to a task.

Note: Users can now add attachments through their web browser. The following file types are supported:

- PDF, DOC, DOCX, PNG, JPG, TXT, CSV, TIFF, XLS, XLSX.
- NB: only PDF attachments can be included in the printed letter.

1. Open a task from the task list.
2. Click on the 'Attachments' tab.
3. From here you can either:
   a. Drag and drop your files in.
   b. Click the section to browse your computer for the required files.
4. Once you have selected your file(s), press 'Send'.
5. If your attachment is a PDF you can include it as an additional page on the final document.

6. We can now see the attachment below.

7. If you want to download the attachment, click the '3 dots' beside the attachment under 'Action' and click 'download'.

8. If you want to delete the attachment, select delete from the above menu.
How to change client details on a task

1. To change the client details, click the edit icon at the top of the screen.

2. If there is an integration, you will see the following:
   1. Search for a client using the Client ID or the Subject Name (client name).
   2. You can change group.
   3. Change the Document Type (template).
   4. Select a second approver.
   5. Add the Client Details manually.
3. Once you find a client, you need to select a visit or disable it.

4. If there is no integration or you click 'Add Manually' you will see the following.
5. After you finish, you can click on "UPDATE" and the client details will be placed in the template.
How to suspend a task to complete at a later time

This articles describes how to suspend a task you are typing to come back to it at a later date.

Note: If you start typing a 'Pending' task and you want to continue typing at a later time, you can at any stage save current progress.

At the bottom right of the 'Player Bar' you have x2 options:

1. 'Keep as WIP' - This will save what you have typed so far to your WIP (Work in Progress) tab. This means that no other typist can access / see this task for the duration that it is in WIP.
2. Return to list - This will save all current progress and return the task to the main 'Pending' pool where all users part of the relevant group can access the task.
How to transcribe into an EMR, Word or a 3rd party application

This article describes how you can use SpeechWrite 360’s floating player to transcribe into an EMR, Word or any other 3rd party application.

Note: If you want to use SpeechWrite 360 to transcribe audio into another application please be aware that only audio will be stored in SpeechWrite 360 - there will be no text for future reference.

1. Log into www.speechwrite360.com as a secretary.

2. From here we can see tasks in Pending (tasks for typing), Storing (tasks for printing and saving) and Work in Progress (tasks specifically assigned to you).
3. Open any task and click update on the task information screen.

4. On the bottom of the screen you will be able to see the player bar.

5. To the left of the 'Delete' button there is a small grey box with an arrow going through it - Click this button.

6. This will display the floating player.
7. Open up your editor of choice that you wish to transcribe into (e.g. Word, EMR etc) and you can now use the footpedal as normal to playback your task.

**Important**
Once you are finished typing close the floating player and click 'Save' in SpeechWrite 360 so the document is completed in the SpeechWrite 360 system and archived accordingly.
Searching for Documents

How to search for a specific letter on the SpeechWrite 360 system as well as outlining the difference between Live Tasks and All Tasks.

When you log in you will see three headings at the far top left hand side of the screen:

1. Dashboard
2. Live Tasks
3. All Tasks

1. Dashboard:

This is a record of all the letters and characters you have typed for the current calendar month.

2. Live Tasks:

This is where you will find letters that are in progress, whether waiting to be typed, or in the case of Author and Storer accounts, waiting to be approved, stored etc. Note: If a letter is in another user’s work in progress (WIP) you will not be able to view it until it is sent on to the next stage or returned to the main queue.

If a letter has been finalised it will be status ‘Completed’ is no longer considered to be live. You will not find completed letters in Live Tasks.
3. All Tasks:

This is the letter archive. From here you will be able to search all letters regardless of their status (Pending, Work in Progress, Storing etc) but you will only be able to open letters that have been finalised and are status Completed.

Searching for a Letter:

In All Tasks you will be able to use any information you have about the letter and enter it into the search table.

The quickest and most reliable type of information you can have to locate a letter is a Task ID. This the unique 6 digit code generated by the system when the dictation is originally created and uploaded by the Author. This can be entered into the search bar at the top right hand corner of the screen. Then click ‘ok’.

If you do not have the task ID there are a number of other ways to locate a letter in All Tasks.

The Search Table:
The search criteria is divided into:

- Time Period
- Task Status
- Priority Level
- Department
- Author Group
- Author
- Transcriber

Filling in as much of this information as you have will lead to a more accurate search result.

For example, if all you know is the Author who dictated the letter and the date on which they dictated, you can go to time period select “Custom” and enter the specific date or date range. (Please note, the time period will always default to the current month and so will not display results from a previous period unless this is updated by the user). You can then select Department and Author Group for that user and select their name from the drop down list of Authors. This will give you a definitive list of all the dictations uploaded by that Author on a particular date, which is likely to aid your search.

**Note:** A client’s name can also be searched in the search bar on the top right hand corner of the page, however this is not a reliable way to search for a letter as this information may have been inaccurately entered, incorrectly spelled or omitted during the dictation stage.

**Search Results:**

Once you have located the letter you were searching for it will be displayed below the search table. It is important to note the status of the letter as this will indicate at which stage of the process a letter is at and also who you may need to contact in order to gain access to that letter.

**Letter Status:**

- **New** - A letter which is currently being uploaded.
- **Pending** - A letter waiting to be typed.
- **Work in Progress (WIP)** - A letter currently being typed.
- **Review/Pending** (or Review / Progress) - A letter in the Quality Control queue or in a Reviewer’s WIP.
- **Processing/Pending** (or Processing / Progress) - A letter in the pre-approval editing queue. Or in an Editor’s WIP.
• **Waiting for Approval** (or Waiting for second Approval) - Awaiting the Author (or Authors’) approval.

• **Storing/Pending** (or Storing / Progress) - A letter in the Storing queue or in a Storer’s WIP.

• **Completed** - A letter which has been finalised and is no longer considered live.

If you still cannot locate a letter despite trying all the above steps, you can email us at [support@speechwrite.com](mailto:support@speechwrite.com) or call us on 0121 2362626 and we will be happy to provide assistance.
How to find rejected / deleted tasks

This article will describe how to find tasks that have been rejected, deleted, unapproved or sent back.

**Note:** If approval is part of the transcription route the approver (First or Second) will have 2 options as part of the 'Reject' process - Send back and Delete.

**Send Back**

1. If the approver selects 'Send Back' - They will be prompted for a reason for the rejection (not required but recommended).

2. Once the user clicks 'Send Back', the task will be returned to the previous stage of the transcription route. E.g. If the previous stage was 'Pending' the task will be returned to 'Work in Progress' for the original typist.

3. Once the task is re-opened, if the approver has added a reason for rejection in the above step, it will be available under the section 'Notes'.

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Delete:

1. To find a task that has been rejected or deleted, click 'All Tasks' at the top of the page.

2. From the search options, drop down 'Task Status' and select 'Rejected'.

3. Click update table.

4. We can now see all the rejected tasks in the search results.

**Note:** Only a manager can restore a deleted task.
How can I view / download completed tasks?

This article describes how to view / download completed documents.

**Note:** You can only download the end document if you have used a template, otherwise you can copy and paste the text from the opened task as described below.

1. Log into [www.speechwrite360.com](http://www.speechwrite360.com)

2. From the top Left menu select 'ALL TASKS'.

**Note:** In the 'All Tasks' section you will be able to view any task that has ever been put through the system OR is currently going through the system.

3. From here add your search criteria:
   a. Period
   b. Task Status
   c. Priority
   d. Departments

**Note:** The more information you provide the more accurate your search results will be.
4. Click 'Update Table' when all search criteria is entered.

5. From the generated list below, search for and select the document you wish to view - Click once and it will open.

**Note:** You will only be able to open / view completed tasks - Any task currently 'Live' in the system will not be accessible here.
6. From here you will be able to view any typing carried out on this document and any available information about the Subject / Client.

**Note:** You will NOT be able to modify completed tasks.

7. Only if templates are configured will you be able to download a MS Word document. You will have an 'Export DOCX' button down at the bottom right if a template is configured.

8. If you cannot export your document you can copy and paste it into another application.

**Note:** If there is no template then this button will not be available.
How do I access documents as an Editor

This article describes the role of an Editor.

Note: After a document has been transcribed it is possible to send it to an 'Editor' as part of the workflow. If a document is typed in 'Pending' e.g. by someone who has limited knowledge of a certain speciality, you may want the document checked after transcription, by an editor who could be viewed as having more experience with the speciality - This is the function of the 'Editor' role.

1. Log into www.speechwrite360.com

2. From here we can see the 'Edit' list in the task bar.

3. We can also see various columns of information relating to each task.
4. When we click on a task it will open the document.

5. The **Task View** has 5 different areas:
   
   a. **Task Details**: Here you can see all the information about this task and edit the patient and report type template.
   
   b. **Navigator tab**: Here you can access other information about the task.
      
      - Patient demographics, here you can fill the patient details to automatically insert on the letter.
      - Instructions to transcribers, here you can read instructions about this template.
      - Notes, you can create notes here so the author or the managers can see it.
      - Patient history, history of all letters typed on this patient.
   
   c. **Editor ribbon**: Here you can change the format, colour, fonts, and other text formats on the letter.
      
      - One function to note on the Editor Ribbon is the 'QC' flag - If you are typing a letter and are unsure of a section of audio, you can flag it by pressing 'QC' or pressing F6.
      
      - This will generate something like '<#####00:00#####>' - From here you can enter the time stamp of the audio section you are unable to hear / understand.
      - If the QC flag is used by either pressing the button or by pressing F6, the document will automatically get passed to Quality Control when it reaches that stage of the workflow, and the QC Team will complete the specified section.

**Note:** Make sure to enter the time-stamp e.g. <#####01:32#####>
d. **Text editor:** Here is where you will type the main body of the transcription.

![Text editor example]

**Note:** If your footpedal is not working make sure the footpedal driver is installed.

6. At any time you can press 'Return to list' and the task will be put back onto the 'Pending list' with all changes saved.

7. At any time you can press 'Keep as WIP' which will create a Work In Progress tab in the task bar beside 'Pending'. Anything kept in WIP mean only YOU can see and access this work. No one else has access to it - Be sure not to forget about this work in the event you are going to be away from the office.

8. When you finish typing, you just need to hit Save at the right bottom of the screen, this will move the task to the next step in your workflow.

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9. When you finish typing, you just need to hit Save at the right bottom of the screen, this will move the task to the next step in your workflow.
How to access documents waiting for 'Storing'

Instructions for storing a document or a 'Storing' role.

Note: A secretary can have a typist role AND storing role, or they can be separate roles.

1. Log into: [www.speechwrite360.com](http://www.speechwrite360.com)

2. Select 'Storing'.
   
   Note: This also shows us how many documents are awaiting storing.

3. Select a document from the list.
4. Because this is the last stage of a document, we do NOT allow any modification to the document at this point.

5. You can change the Client Name / ID or you can playback the audio.

6. If the document has been created from a template you will be able to export the document as a Word document.

7. If the document does NOT have a template attached you will not be able to export the document - You can copy and paste if required.

8. If you select 'Return to list' the document will be put back into the 'Storing' list available to anyone part of the same storing group.

9. If you select 'Keep as WIP' the document will be put into your 'Work in Progress' list where only YOU can see this document i.e. No one else can see / access the document here.

10. If you select 'Finalise' the document will be completed an removed from you work lists.
Note: The document will be removed from your worklists but can still be accessed but searching for it in 'All Tasks' i.e. Once the document is on the system it will always be on the system.
Tips on how to use Google to find Legal terms

You can utilize Google in many different ways to find the terms you are searching for.

1. Use Google Suggest
   If you don’t have to know the exact spelling of a word. You can start entering the word and Google will ‘suggest’ similar words. You don’t need to hit ‘search’ every time because the term you are looking for could be a suggestion generated by Google.

2. Evaluate your ‘common words’
   Google ignores common words and characters such as where, the, how, etc., but if you think that a common word is essential to get the results you want, you can make it essential by putting a plus (+) sign in front of it. If you want Google to ignore a certain word or phrase that has been generated in search results, you can put a minus (-) sign before that word or phrase and those results will be excluded.

3. Use quotations
   To do a precise search, surround the phrase in quotation marks. Example “laparoscopic appendectomy”.

4. Wildcard search
   In most search engines, you can use a character to stand in for any word or letter in a search phrase. Google’s most common wildcard character is an asterisk (*). Google uses stemming technology to find variations of each word in your search. You can do a wildcard search by inserting an asterisk (or up to 10 asterisks) to replace words before your search phrase. Example: coca cola was invented by *

5. Look up definitions
   Knowing the definition of a word is crucial when typing up a report. Google can provide word definitions if you enter define: and your word.
6. **Look for synonyms**  
A synonym is a word or phrase that has the same meaning as another word or phrase. Look for synonyms by entering a (~) in front of the term.

7. **Capitalisation**  
Capitalisation is not necessary for Google searches. Example: canada will generate the same results as Canada.

8. **Plural vs singular searches**  
Plural forms of words are not necessary. Example: lung will generate the same results as lungs.
Unable to download documents

This article describes what to do if your browser will not download exported documents.

Note: If you are trying to download a document for the first time, sometimes your browser will block it.

1. To solve this, you need to allow pop-ups clicking in the icon at the URL bar.

2. Click, authorise pop-ups and try again.

3. If this doesn’t work for you, you need to check below the player, where all the downloaded documents will be stored.
4. To make the document open automatically, you just need to click on the arrow close to the document and after in **Always open Files of This Type**.
How do I change my password?

1. Log into: www.speechwrite360.com

2. From the top right, select your account and select 'Edit Account'.
3. Select the 'Password' tab.

4. Enter your new password and verify it.

5. Press 'Save' when complete.
How to increase audio volume

How to increase audio volume for your playback devices.

**Note:** You can boost the sound by 200% on Windows settings:

1. Right click on "speak icon" on the right corner of the display.
2. Click "Playback devices".

3. Under "Playback" tab, select your playback device e.g. "Speaker - HD Audio Device" (the device name can vary) and then click "Properties".
4. Under "Enhancements" tab, check on "Loudness Equalization", then click Apply.

5. You can also click the 'Level' tab and make sure the levels are turned up to 100.
How to set Google Chrome default language and spell check

This article describes how to set language and spell check to 'English UK' in Google Chrome.

1. Open Google Chrome.
2. Click the menu button up at the top right.
3. Select 'Settings'.
4. Scroll to the bottom and open 'Advanced Settings'.
5. Scroll down to 'Languages'.

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6. Make sure English (United Kingdom) is at the top of the list - You can add the language if not available for selection (Click Add Language).

7. Enable Spell Check for English (United Kingdom).

8. You can now close the open tab.