

eScripture and NetScript

FREQUENTLY ASKED QUESTIONS (FAQ's)

1. **Question:** When I cut and paste within a document using the edit feature in NetScript, the font changes. Has this been resolved?
Answer: Within the document, standard formatting is applied. If cutting and pasting from another system, the font will adjust to a standard font when the document is rendered. Any underline and bold will remain.
2. **Question:** Can I dictate from my iPhone?
Answer: Although not the preferred method, yes, dictation can be done from an iPhone.
3. **Question:** Can I log into NetScript and sign from my iPhone?
Answer: You cannot sign from an iPhone or any MAC PC.
4. **Question:** I use Cerner Power Notes for certain documentation like Inpatient Consults. Do I need to begin to dictate the reports?
Answer: Continue to document using the same approach you utilized prior to this transition to eScripture.
5. **Question:** Will I still have access to my “Normals” for dictation purposes?
Answer: Yes, about 6 months ago your normals were sent for updates. All revisions were made to your “Normals”. The names have not changed.
6. **Question:** Can I listen to my dictation from NetScript?
Answer: Yes, there is an icon to the left of the list of “Documents to Sign”. If the document is open, there is a Listen button on the bottom of the screen.
7. **Question:** Can I listen to a dictation from home?
Answer: The only way to listen to a document from home is via access through MY APPS connecting through “Remote Desktop” icon.
8. **Question:** Can I sign without completing the blanks?
Answer: Blanks on documents will be indicated in red and must be completed prior to authentication. The document cannot be saved and signed without completion.
9. **Question:** What do the red marks in the document mean?
Answer: The red areas indicate that a word is missing from the report and must be filled in (or deleted) before the document can be signed.
10. **Question:** The area for editing in NetScript is a minimized area. Can this be expanded?
Answer: This is currently being worked on by the Nuance Development team and will be addressed in the next update, version 10.10.
11. **Question:** Can you spell check in NetScript?
Answer: No. The editing features are very basic and there is no spell check in NetScript. The document is spell checked when transcribed.
12. **Question:** If I get a “SAVE ERROR”, what do I do?
Answer: Re-try at least 3 times and if no resolution, save as plain text.

13. Question: I used to sign the inpatient coding attestation in eSig. I no longer see that in NetScript.
Answer: This document is no longer required to be signed, therefore, it is not coming in NetScript. It can be found in Clinical Notes for review.

14. Question: If I dictate at any other UPMC facility, is my dictation ID the same?
Answer: Yes, it should be.

15. Question: I am using the default password for NetScript but it is not working.
Answer: Upmc123 is the default password. Please note that it is case sensitive with a capital U.

16. Question: Are my documents being distributed to the PCP and Referring Physician?
Answer: Yes, the distribution rules were not changed.

17. Question: Are word edit features available in NetScript and can I undo text that I have typed during the edit/sign process?
Answer: The editor is basic and most word features are not available. You cannot undo text but here is cut, copy and paste.

18. Question: I am confused about how to enter my location and work type for a multidisciplinary clinic.

Answer:

Examples:

Spina Bifida – Neurosurgeon enters Location = 51, Work Type = 21

Urologist enters Location = 46, Work Type = 21

Physical Therapist enters Location = 70, Work Type = 21

- This logic is followed for: Spina Bifida, Plastic Surgery Vascular, Aerodigestive Center, Brachial Plexus and Cleft Palate.
- Exception is Cerebral Palsy and Linkage Clinic.

Examples for Cerebral Palsy and Linkage Clinic:

Orthopaedic Surgeon enters Location = 29, Work Type = 3

Physical Therapist enters Location = 29, Work Type = 3

- All services enter Location = 29, Work Type = 3

19. Question: When do documents upload to Cerner, dbMotion, EPIC and MARS?

Answer:

- When the document is transcribed, the Prelim uploads to Cerner, dbMotion, EPIC and MARS.
- When the document is electronically signed by the attending physician, the Final uploads to Cerner, dbMotion, EPIC and MARS.
- Addended documents will also upload to Cerner, dbMotion, EPIC and MARS.

20. Question: When is the document faxed to the patient's PCP/Ref?

Answer: When the document is electronically signed by the attending physician, the Final will fax to the patient's PCP/Ref. If a document is addended, once electronically signed, will also fax to the patient's PCP/Ref.

21. Question: When is an addendum utilized?

Answer: If a document has been electronically signed by the attending and is Final, and information is needed to be added to the document, an addendum should be dictated using work type 888. Once that addendum is transcribed, it will sit on the esig list waiting for signature. It will upload to Cerner, dbMotion, EPIC and MARS. The addended text can be edited, saved, and signed. Once signed, it will upload again to Cerner, dbMotion, EPIC and MARS and fax to the patient's PCP/Ref.

22. Question: Can I create my own addendum?

Answer: No. An addendum must be dictated if the original document is already electronically signed and Final. If the original document has not been signed, any editing can be done by the clinician.

23. Question: Can I change my password in NetScript?

Answer: Yes. When you login into Netscript (not using the shortcut), one option is “Change Password”.

24. Question: Can I access this application remotely to sign documents?

Answer: This is a web based application and can be accessed using the correct URL,
<http://www.escription.com/>

25. Question: If I am going on vacation, can I proxy another physician to sign my documents?

Answer: Since compliance regulations require authentication of documents only by physician who was present during the visit/procedure, etc. the proxy would have limited use. There are no plans to utilize this function.

26. Question: What if the wrong document is assigned to me?

Answer: Use the “Pend With Note” feature to indicate what the problem is. This will ‘pend’ the document preventing it from being signed. It returns the document to Transcription to correct. Be specific in the comments.

27. Question: Can I add a cc to the document that I forgot to dictate?

Answer: Yes. You can add CCs in Netscript.

28. Question: If I forget my password, who do I call to have it reset?

Answer: Call Transcription at 412-692-6192 or the Help Desk 412-692-9000

29. Question: If the patient information in the header is incorrect (ie MRN, DOB, DOS, etc.), can I edit the data?

Answer: No. Use the “Pend With Note” feature to indicate what is incorrect. That will cause the document to “pend” preventing it from being signed. It returns the document to Transcription to correct. Be specific in the comments.

30. Question: What if I sign a document but it should have gone to someone else.

Answer: Call Transcription at 412-692-6192 and explain the situation.

31. Question: Will I be notified when I have documents to sign?

Answer: No. When you log in the NetScript, you will see the list of documents waiting for your signature.

32. Question: Will unsigned documents be tracked by the deficiency system?

Answer: Yes, in Cerner Profile (authenticated).

33. Question: If document is left open, can another physician open the document at the same time?

Answer: Open documents cannot be opened by another clinician. It is important not to leave documents open on the desk top which blocks other clinicians from opening, editing and signing a document.

34. Question: Can a signed document be opened and edited?

Answer: No. A signed document cannot be edited. If information needs to be added to the document, the Addendum process should be used.