



DICTATION AND SIGN-OFF REFERENCE GUIDE

I. DICTATION INSTRUCTIONS

1. To access Island Health dictation system, dial one of the following numbers:

Within Island Health Facilities	Outside of Island Health Facilities
18800	250-370-8800
14444	250-727-4444
57614	250-755-7614
	1-844-279-2117

2. Enter your **User ID Number** and press #

Physicians, Midwives, Nurse Practitioners	Use MSP billing number
Residents	Use 66 + CPSID number (ie. 6612345)
Medical Students – Years 3/4	Dictate your preceptors FIRST and LAST name
Locums	Dictate the FIRST and LAST name of the physician you are covering at the beginning of your dictation.
New Island Health Dictation Users	Contact Transcription Services prior to your first dictation.

3. Enter **Service Type** and press # (Select 1 for Inpatient, 2 for Outpatient)

4. Enter Work (Report) Type and press # corresponding the choices below:

#	Option	Report Usage
1	Invalid Entry	N/A
2	History and Physical	For Admission History and Physical
3	Discharge Summary	For Discharge Documentation
4	Operative Report	For Operative Documentation
5	Consultation	For Consultation
6	Progress Note	Progress Notes should be entered electronically with the support of Dragon voice recognition software. This report is to be used for Inpatient only and is NOT externally distributed
7	Delivery Summary	For Delivery Documentation
8	Clinic Note ~NEW~	New Note type used for Ambulatory Clinic Notes
9	Operative and Discharge Note ~NEW~	New combined note for uncomplicated surgical encounters with LOS <48 hrs
10	Critical Care Transfer Summary **NEW**	Summary of critical care stay of patient transferring out to another unit within same facility

5. Enter the **Medical Record Number (MRN)** and press # (MRN no longer requires zeros)

6. Begin Dictating by PRESSING 2 and using the following Keypad Functions:

- To **SUSPEND** a dictation, press *9 (you will be prompted with your next log in that you have an opened dictation), press 1.
- **Note:** this will only suspend your dictation for 24 hours and then it will be released into the transcription pool.

7. For **URGENT** dictations **ONLY**, press *7 at the end of the report.

Telephone Keypad Functions					
1	Invalid Entry	4	Pause	7	Fast Forward
2	Record	5	Next Report	8	Listen from Beginning
3	Short Rewind	6	Go to End	9	End Dictation



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II. DOCUMENT SIGN-OFF & DISTRIBUTION ~NEW~

After your dictation has been transcribed, your document will be available in **Message Center** for your review, editing and sign off. Once you have signed your document, it will be released for distribution.

To learn how to review, modify and sign your documents in Message Center, please follow this link:

<https://connect.viha.ca/academy/ihealth/Site%20Documents/providers-message-centre-transcription-users-grg.pdf>

TRANSCRIPTION SERVICES & EHR SUPPORT

CONTACT INFORMATION

TO ACCESS THE ISLAND HEALTH DICTATION LINE

WITHIN ISLAND HEALTH FACILITIES

18800
14444
57614

OUTSIDE OF ISLAND HEALTH FACILITIES

250-370-8800
250-727-4444
250-755-7614
1-844-279-2117

FOR TRANSCRIPTION SUPPORT

TRANSCRIPTION SERVICES SOUTH ISLAND

14282
250-727-4282

TRANSCRIPTION SERVICES CENTER & NORTH ISLAND

53054
250-755-7691

FOR MESSAGE CENTER AND CLINICAL APPLICATION SUPPORT

Local: 18777

In Victoria: 250-370-8777

Toll Free: 1-877-563-3152

For Clinical Application Support: Press 3 for Clinical Solutions Desk