



# Nuance Dragon Medical and MEDITECH Expance Frequently Asked Questions

**What is the difference between Dragon Medical embedded in MEDITECH Expance and Dragon Medical One?** Both Nuance® Dragon® Medical embedded in MEDITECH® Expance and Dragon Medical One can be used to insert and edit text within MEDITECH Expance. The chart below outlines product differences:

|                               | Dragon Medical One  | Dragon Medical embedded in MEDITECH Expance  |
|-------------------------------|---|--|
| Document within MEDITECH      | Yes   | Yes  |
| Document outside of MEDITECH  | Yes   | No   |
| Compatible with Mac OS        | No  | Yes  |
| Installation                  | Installation required   | Zero installation, unless using PowerMic™  |
| PowerMic                      | Full functionality  | After installation of Chrome extension, record, next and previous buttons work within Google Chrome browser on Windows® OS |
| Virtual Environment bandwidth | 80 kbit/active user between Virtual Environment client and server end points  | 1 Mbit/user between Virtual Environment client and server end points   |
| PowerMic Mobile               | Full functionality  | No functionality   |
| Other items                   | <ul style="list-style-type: none"> <li>• Correction window</li> <li>• Dictation box</li> <li>• PowerMic customization</li> <li>• Step-by-step commands</li> </ul> | <ul style="list-style-type: none"> <li>• Expanded access with no added management</li> </ul>                               |
| Dragon bar aesthetics         |    |                                       |

Q:

**Can I use Dragon Medical embedded in MEDITECH Expanse everywhere within MEDITECH Expanse?**

A:

With Dragon Medical embedded in MEDITECH Expanse, you can use voice to enter and edit text within MEDITECH's documentation tool and edit control fields within MEDITECH's Expanse platform.

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**Does Dragon Medical embedded in MEDITECH Expanse work on iOS or Android mobile devices?**

Dragon Medical embedded does work with MEDITECH Expanse for iPads via MEDITECH MConnect.

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**Can I use Dragon Medical embedded in MEDITECH Expanse in other applications?**

Dragon Medical embedded in MEDITECH Expanse allows speech-to-text only within MEDITECH's Ambulatory, Acute, and Emergency Department physician solutions. Dragon Medical One gives speech-to-text capabilities outside MEDITECH Expanse, such as in Microsoft® Office and health information system software. Please reach out to a Dragon Medical representative to discuss bundling the two solutions for maximum productivity across applications.

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**What hardware do I need to use Dragon Medical embedded in MEDITECH Expanse?**

For the best experience, Nuance recommends using a high-quality, noise-canceling Nuance-approved microphone. The keyboard and/or mouse can be used to activate recording.

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**Can I use my tablet microphone?**

The quality of your voice recognition is dependent on the quality of your microphone. Only through testing can this truly be validated.

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**Can I use my PowerMic with Dragon Medical One in MEDITECH Expanse?**

All six PowerMic buttons work with Dragon Medical One and MEDITECH Expanse.

**Can I use PowerMic Mobile with Dragon Medical One in MEDITECH Expanse?**

Yes

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**Can I use my PowerMic with Dragon Medical embedded in MEDITECH Expanse?**

PowerMic record, next, and previous buttons will work in Dragon Medical embedded in MEDITECH Expanse in the Google Chrome browser after installation of Chrome Extension software.

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**Can I use PowerMic Mobile with Dragon Medical embedded in MEDITECH Expanse?**

Currently, PowerMic Mobile does not work within Dragon Medical embedded in MEDITECH Expanse. Nuance is working on providing this option in the future.

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**Are there any limitations in accessing Dragon Medical through a virtual environment?**

As cloud-based solutions, Dragon Medical One and Dragon Medical embedded in MEDITECH Expanse work well within browser-based applications in virtual environments (Citrix, VMware, etc.). Clients wishing to use Dragon Medical embedded in MEDITECH Expanse through a browser in a virtual environment must hold a technical discovery meeting with Nuance, facility IT staff, and the virtual environment vendor to assess any technical limitations and ensure effective microphone and application performance.

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**Does Dragon Medical embedded in MEDITECH Expanse work on a Mac?**

Yes, Dragon Medical embedded in MEDITECH will work on a Mac in the Google Chrome browser.

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**Once I purchase Dragon Medical embedded in MEDITECH Expanse, how long should I expect to wait before I can begin using it?**

If you have a high-quality, noise-canceling Nuance-approved microphone, you can begin using Dragon Medical embedded in MEDITECH Expanse after a quick activation process. The Nuance project manager and field service engineer will instruct you to perform a few short steps within MEDITECH Expanse, and the product will be ready to use. You must install PowerMic software to use the PowerMic.

## How do I get software updates?

Typically, Nuance automatically delivers four software updates throughout the year for Dragon Medical embedded in MEDITECH Expanse. No user action is required.

Typically, Nuance releases four Dragon Medical One updates throughout the year. Depending on your organization's deployment model, this will either be automatically delivered or managed for delivery via your IT department.

Nuance sends notifications on release content and timing to email addresses on file at Nuance. Please contact Nuance support if you are not receiving product release email notifications.

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## What training is available for Dragon Medical One and Dragon Medical embedded in MEDITECH Expanse?

For Dragon Medical One, users can now access a resource hub containing training guides, integrated learning videos and tips/tricks to help any organization with their training and utilization. Clients can also request one-on-one provider training or workflow optimization services.

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### About Nuance Communications, Inc.

[Nuance Communications](#) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.