



Frequently Asked Questions

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

	Dragon Medical One	Dragon Medical embedded in MEDITECH Expense
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
Dragon Medical Advisor	Full functionality	No functionality
Other items	<ul style="list-style-type: none"> • Correction window • Dictation box • PowerMic customization • Anchor-mode • Step-by-step commands 	<ul style="list-style-type: none"> • Expanded access with no added management
Dragon bar aesthetics		

Can I use Dragon Medical embedded in MEDITECH Expense everywhere within MEDITECH Expense?

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

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

MEDITECH and Nuance are collaborating to provide this option in the future.

Can I use Dragon Medical embedded in MEDITECH Expense in other applications?

Dragon Medical embedded in MEDITECH Expense 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 Expense, 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.

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

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.

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.

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

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

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

Yes.

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

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

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

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

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 Expand work well within browser-based applications in virtual environments (Citrix, VMware, etc.). Clients wishing to use Dragon Medical embedded in MEDITECH Expand 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.

Does Dragon Medical embedded in MEDITECH Expand work on a Mac?

Yes, Dragon Medical embedded in MEDITECH will work on a Mac in the Google Chrome browser. The PowerMic buttons are not functional.

Once I purchase Dragon Medical embedded in MEDITECH Expand, 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 Expand after a quick activation process. The Nuance project manager and field service engineer will instruct you to perform a few short steps within MEDITECH Expand, 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 Expand. No user action is required.

Typically, Nuance releases eight 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.

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

Users can say "Show tutorial" to view a 6-minute Dragon Medical tutorial. Users can say "What can I say?" to review help documentation and available voice commands. Clients can also request one-on-one provider training or workflow optimization services.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).