Microsoft + NUANCE

Dragon Medical One
Live Chat

Real-time access to experts through Dragon® Medical One Live Chat

The use of real-time speech recognition can help providers treat more patients by speeding the creation of crucial clinical documentation.

To help Dragon Medical One users and limit user disruptions from questions or problems, Nuance is offering instant support through Dragon Medical One Live Chat.
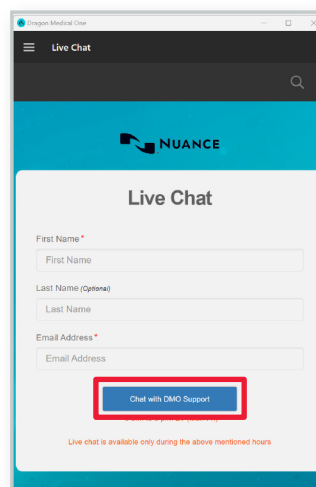
Accessing Dragon Medical One Live Chat

1

With Dragon Medical One open, say **"Open Chat"** to launch the chat window.

Alternatively, click the DragonBar hamburger menu, then navigate to **What You Can Say**. Now, click the hamburger icon in the top left of the What You Can Say menu and select **Live Chat**.
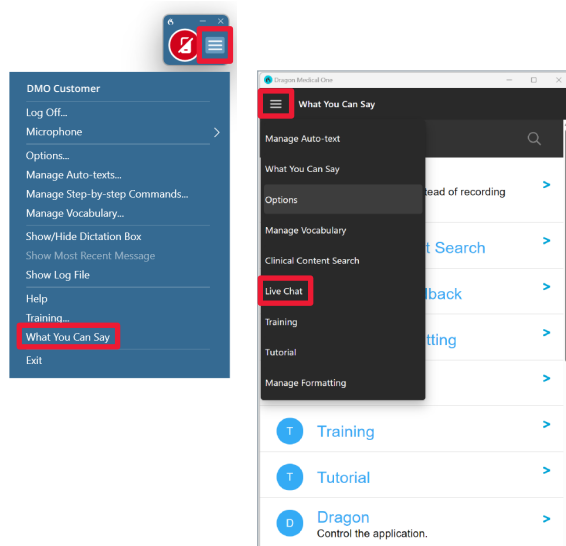
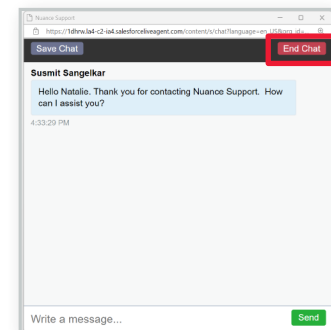**2**

Click the **Chat with DMO Support** button.

3

Your chat will begin in a separate pop-up window.

To end the session, say **"Close Chat"** or click **End Chat** in the upper right corner of the chat window to close the window and resume dictation.

To learn more, contact your IT administrator.

Frequently Asked Questions

What URLs need to be safelisted for access to Dragon Medical One Live Chat?
The following URLs need to be safelisted in outbound firewalls, security appliances, and any server hosting Dragon Medical One. This solution fixes many common issues with Dragon Medical One Live Chat, including restricted outbound access, excessive trust prompting, and more. Please note, there is one static and one dynamic URL:

— *.salesforceliveagent.com
— nuancecommunity.force.com:443
— *.zoom.us:443

For more information, or if you are unable to safelist the URL by wildcard, see these Salesforce articles:

— Salesforce IP Addresses and Domains to Allow
— Allow the Required Domains

What is the Dragon Medical One Live Chat Support channel used for?
The Support channel is best suited for specific problems such as crashing or freezing, or for installation questions.

How much memory does the Live Chat plugin consume?
Like most plugins, the Dragon Medical One Live Chat plugin uses roughly 100MB of RAM.

If the issue cannot be resolved in chat, will a ticket be created?
A support case is automatically created for every chat and a notification is sent to the Dragon Administrator.

How is PHI protected during the chat session?
Our Support team will never ask for PHI data during a chat engagement. If a provider enters PHI into a chat, our agents will take appropriate actions such as reporting the incident and scrubbing the transcript.

Are there audit logs of the chat sessions?
Yes! Chat transcripts can be provided by Microsoft Technical Support upon request.

How does Microsoft handle screen sharing?
Nuance uses a HIPAA-compliant instance of Zoom from which users can share their screens safely.

LEARN MORE
nuance.com/DMOhub