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GETTING STARTED

Why do I not see the Dragon Copilot activity button in Haiku?

- There are many reasons why you might not see the Dragon Copilot in Haiku. Please make sure the following is true:
1. You have completed the Sharp AI training and notified the **CI team** if you still don’t see it.

2. You are logged into the correct department in Haiku that is currently configured for Dragon Copilot.
3. You have selected your patient encounter from the ED Track Board or Schedule and are in their chart.

If you have completed the above and still do not see the activity tab, please call TAC.

How do I create the note?

For the recorded information to populate your note, you need to have the following smartsections in the note (either pre-built in your template or entered in AdHoc):

SmartSection name	Display Name	Comments
.HPISEC	History of Present Illness	
.PESEC	Physican Exam	
.RESULTSEC	Results	
.APSEC	Assessment & Plan	
.MDMSEC	Medical Decision Making	*only in Abridge/test for Copilot
.AMBIENTCONSENT	N/A	<i>Consent documentation approved by Sharp HealthCare to be included in every note.</i>

If you don't have the smartsections in the note, you will see the following warning:

Generated note text is available from Abridge.
To include it in your note, switch to a template with ambient listening-enabled sections.

Why is my note not populating the recording information?

If your smartsections are not showing Dragon Copilot recording information, there are a few things to consider:

1. Make sure your Bluetooth is off (this can impact the conversation not properly being captured due to the microphone being connected to something else).
2. Make sure your wifi connection is strong OR you can try toggling-off the wifi if we are having network interruptions.
3. Ensure you are using the most up-to-date version of Haiku on the phone.

What can I do from the Dragon Copilot Activity tab in Epic?

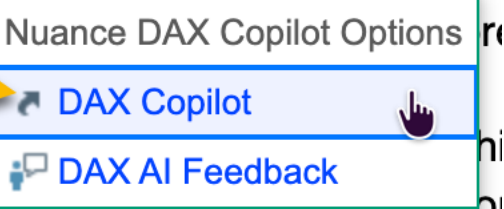
The Dragon Copilot tab is available when select the ... icon next to the smartsections in your note.



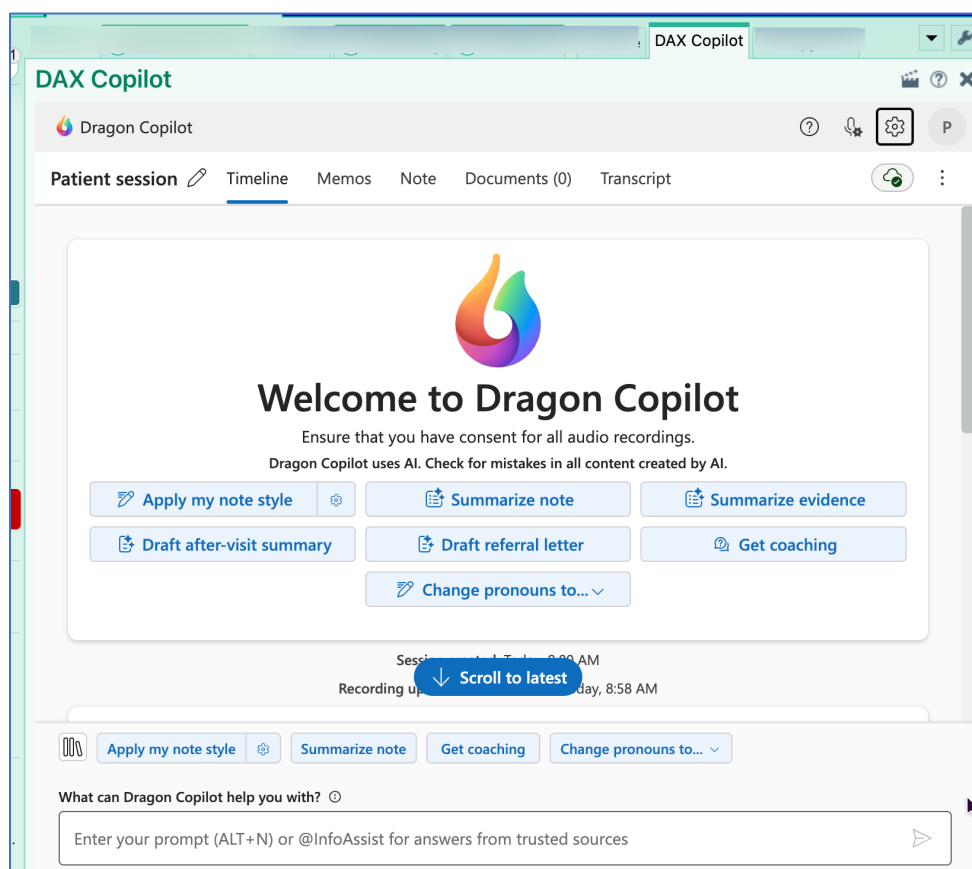
History of Present Illness

The patient presents for evaluation. Nuance DAX Copilot Options

He has been managing his blood pressure with readings typically ranging from 145/95 to 150/95. He is col-



This activity is where you can adjust your profile settings, review your generated note, review the transcript, and more. This is a space Microsoft will leverage when new functionality comes available for Dragon Copilot.



ONGOING USE OF DRAGON COPILOT

Why am I experiencing a lag in the note processing?

There are many reasons why the note isn't processing immediately. Please check the following:

1. Your phone is connected to the wifi. Conversely, if we are having network interruptions, you can toggle the wifi off and that might help until the event is resolved.
2. Your phone is updated on the latest version of Haiku.
3. You selected "create note" on Haiku to send the data over to Epic.

If your note lag is over 10 mins before processing, please call TAC to report.

What does an 'Unable to Launch' error mean in Dragon Copilot?

Any error where Dragon Copilot isn't loading its normal recording page in Haiku is a clear indication there is a technical error. This needs to be immediately reported to TAC to engage the appropriate technical teams to investigate.

****Dragon Copilot error message screenshot****

Why didn't a note generate?

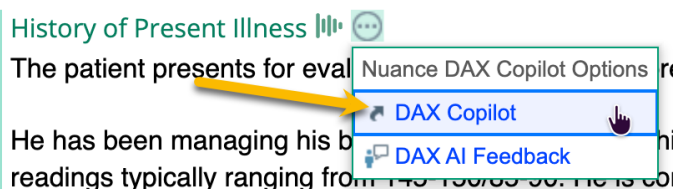
There are many reasons why the note isn't generating. Please check the following:

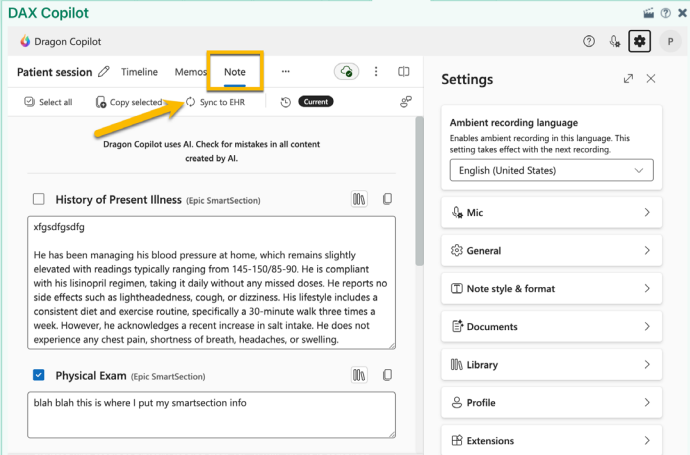
1. Your phone is connected to the wifi. Conversely, if we are having network interruptions, you can toggle the wifi off and that might help until the event is resolved.
2. Your phone is updated on the latest version of Haiku.
3. You have the appropriate smartsections within the note template or are including them manually.

Why didn't my note update with more recording data?

Dragon Copilot allows you to continuously add more information to the recording. If you have started your note and you want to include more recorded information into your smartsections, you need to resync the Dragon Copilot information with Epic. Follow the below steps:

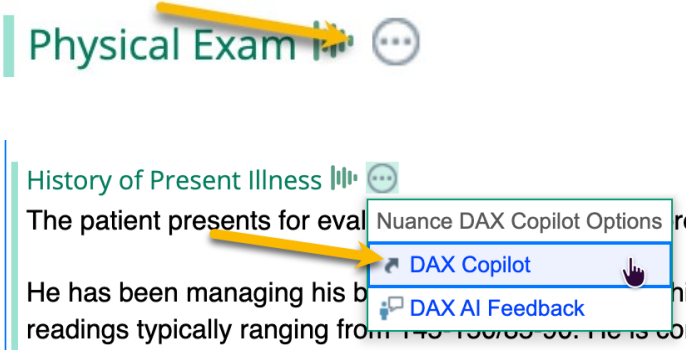
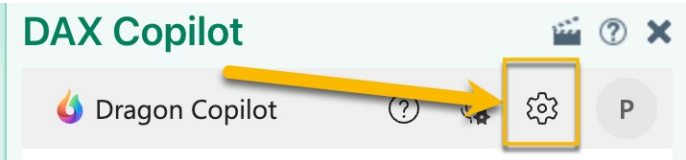
Open the Dragon Copilot activity tab.



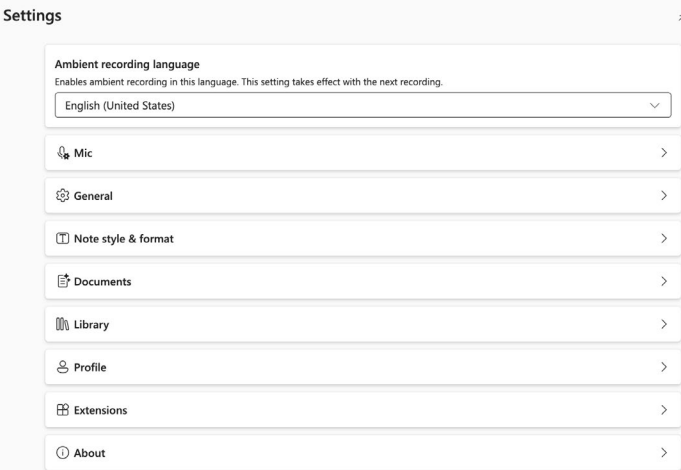
Click on Note, and then select “sync with EHR”	
The updated smartsections will appear with a green highlight to let you know they have been updated.	

How do I edit my settings?

You can edit your Dragon Copilot settings from the DAX Copilot Activity tab within Epic. Follow the below steps to edit you profile settings:

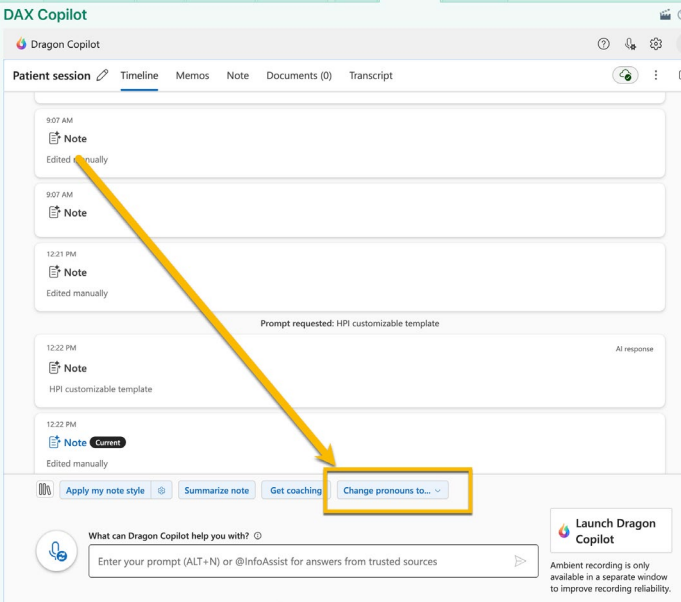
Within your note, click on the ... by the smartsection and select DAX Copilot	
On the top toolbar, select the cogwheel to open the settings sidebar.	

You can work your way through the sections to make any necessary changes to your profile.



How do I edit the patient’s pronouns?

From Dragon Copilot Activity page in Epic, the pronouns are present in a link at the bottom of the page.

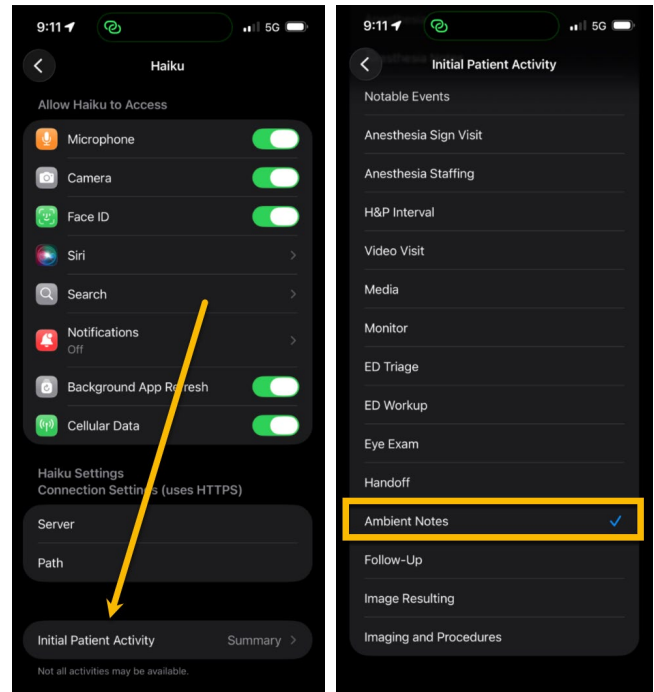


On you make a change, go to the Note section and select “Sync to EHR”.



How do I default the Dragon Copilot button to default when I select my patient from the ED Track Board/Schedule in Haiku?

On your phone, go to Settings > Apps > Haiku. Scroll to “initial Patient Activity” set it to Ambient Notes.



ALL THINGS CONSENT

What does consent look like for Ambient AI scribe?

California requires all-party consent for recording confidential communications. That means that each person in the room should give consent prior to the recording.

Is verbal consent enough?

If all people in the room have been properly consented, then yes verbal consent is appropriate. Obtain consent each time, by each person you might record. Give clear notice and indication that you are recording. Allow people to opt-out.

Should I be moving to a written consent?

Currently California and Federal Law do not require written consent for our use of ambient AI scribe.

What statement do I need for using Dragon Copilot as a dictation only tool?

No statement necessary for any tools used by providers. Think of it like using Dragon.

Do patients need to be consented separately for the use of AI?

AB3030, explains that physicians may use AI to assist them in their work without consent with proper oversight and with proper safe-guards in place. If a communication is generated by generative artificial intelligence and read and reviewed by a human licensed or certified health care provider then consent is not required for that communication.

Can we get the patients to consent once a year?

No. We should continue to obtain encounter specific consent. Each and Every visit.

Can patients opt out of Ambient AI scribe?

Yes. Patients are allowed to decline recording without compromising their care.

How should we document consent?

Notes should accurately reflect that consent was obtained – we have a system SmartPhrase available to use called .AMBIENTCONSENT which includes Corporate Compliance-approved verbiage.