Dragon Medical One FAQ

Q - Can I use or have my DMO Cerner – Production running with another version of Dragon v12 or DMO Standalone?

A – It is not recommended to run multiple sessions of DMO Cerner – Production with any other version of Dragon v12 or the DMO Standalone version at the same time. The reason is DMO will not be able to focus or know which DMO program to use if multiple DMO programs are running simultaneously.

Q: Does DMO start automatically with Cerner?

A: No. There are two separate icons on the desktop of the PC that you will log into separately. This is similar to how you log into Dragon V12 that we have been using.

Q: How Do I Accessing DMO

A: Your DMO profile is created with your **BHS Window LANID only**. You must use this to log on.
The DMO Icon is called "DMO Cerner - Production" this can be found on your desktop or your - **Start Menu\Programs\Banner Citrix Applications\Cerner Millennium** folder. Right click on the "**DMO Cerner - Production Icon**" and send it or pin it to your desktop or taskbar if it is not already there. You cannot move the shortcuts from the start menu to the desktop. **If you want to create a shortcut on your desktop make sure you select copy shortcut and not move.**

Q: How does a non-Banner provider place a DMO request, when they do not have access to the Service Hub?

A: They will need to reach out to the Banner Health Clinical Informatics support team (602-747-4444 Opt 3) or their Practice Manager to request access to DMO Cerner – Production. Once you have obtained access to DMO Cerner – Production, then you can login through portal.bannerhealth.com website. When logged into portal.bannerhealth.com, DMO will only function with the PowerMic Mobile (PMM) phone app.

Q: What is a standalone version of DMO?
A: The standalone version is installed to your Banner issued computer. It will allow providers to use DMO Standalone version with Microsoft Office Products (Word, Outlook etc…). It is outside of your Citrix Receiver environment.

Q: Will DMO Cerner – Production and DMO Standalone work during Cerner downtime?

A: DMO Cerner – Production and DMO standalone versions will work **ONLY** if there is an internet connection to the vendor servers.

Q: How can we use the current audio device (PowerMic, USB Headset etc...) with DMO?

A: You will need to set your audio device as the default recording device. (See eGuide/tip sheet)

Q: What if my recording device does not work?

A: You will need to place a call to the Support Desk (602-747-4444 Option 3).

Q: Can providers upload DMO to their personal computers, can they use it while working for Banner, doing shift work?

A: No. Banner does not support any personal computers, workstations or laptops. The access to DMO on a personal device is only available via the portal.bannerhealth.com website. In this case DMO only functions with the PowerMic Mobile (PMM) phone application.

Q: Can DMO work when you are not on the Banner Network or VPN?

A: Yes. DMO only needs to be connected to the Internet, so you can access via portal.bannerhealth.com

Q: Will DMO work on a MAC computer?

A: MAC is not currently supported at this time. This is out of scope for this project.

Q: When will Dragon v12 (DMNE) be decommissioned and no longer available?

A: Until further notice DMNE will remain available.

Q: Does this rollout include the Ambulatory providers?

A: Yes. All providers will be included in this rollout with the exception of Tucson, because they already were transitioned to DMO in Oct 2017.

Q: Can Non-providers use DMO?

A: If a non-provider currently has a Dragon v12 account, they will be migrated to DMO. Otherwise, only Providers are in scope for this rollout project. (Providers include MD's, DO's, PA's and NP's.)   If there is a need for a non-provider to have DMO, submit a request through Service Hub. The Dragon team does not arrange for any training or support for non-provider users.

Q: Will this rollout affect Tucson providers?

A: No. Tucson providers were transitioned to DMO on October 01, 2017 in conjunction with EPIC to Cerner conversion.

Q: Does this rollout include any smartphone mobile solution?

A: Yes. DMO offers PowerMic Mobile (PMM) as an optional mobile microphone solution.

Q: Can DMO be used with PowerChart Touch?

A: DMO is already configured and available within PowerChart Touch. Banner is in a PowerChart Touch pilot. Further communication will be sent when the pilot is completed.

Q: Can I continue to use the desktop version of Dragon and not transition to DMO?

A: No. The desktop version (DMNE v12) will be decommissioned in the near future. DMO requires only an internet connection, so accessibility is enhanced for mobile users.

Q: Can we use it remotely with Cerner, e.g. at home if we get a microphone?

A: On a Banner issued laptop you can access Cerner and DMO remotely via portal.bannerhealth.com