

ATTENTION: ALL FACILITIES

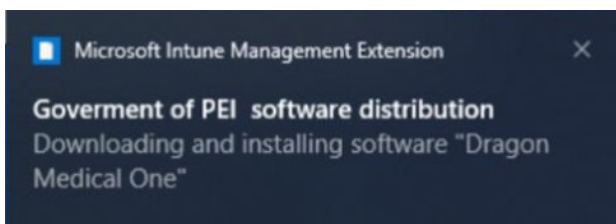
Important Information for all Dragon Medical One (DMO) users in CIS/EMR

Starting **tonight June 8th to June 10th, 2026**: Dragon Medical One (DMO) will be upgraded to version 2025.3 in advance of the OCI migration (CIS/Oracle work). A dependency with Citrix Workspace requires both software be upgraded as a package.

What to expect/ Required actions:

The push out for Citrix Workspace + Dragon Medical One (DMO) software version 2025.3 and its components will be initiated overnight June 8th and 9th for all government issued computers across Health PEI.

- Please leave your government-issued computer powered on and linked to a secure network with a stable connection during the rollout period of June 8th-10th, 2026.
- Installations will occur overnight where possible for the least disruption to most users, with staggered rollout in 24/7 acute care areas to mitigate impacts. In the ED there will be marked computers showing which devices will be affected during each overnight period.
- An Intune pop-up, similar to what is shown below, may appear during installation on each device.
- Citrix Workspace software installation will force an **automatic computer restart** that cannot be delayed by a user. After the restart and subsequent automatic initiation of DMO software installation, allow ~20 minutes before using DMO for best functionality. The dictation box may be required during the DMO installation, or revert to typed CIS/EMR documentation.



- In the morning if you do not see the new Workspace icon or the updated DMO icon (as seen above), restarting the computer may encourage the software upgrade process to initiate.

Timeline:

- June 8th at 2300h: Embedded CIS shortcuts+DMO upgrade begins, followed by the initial Intune rollout of Workspace+DMO to select computers during the first overnight period.
- June 9-10th overnight: Broader rollout initiates after 2400h for all HealthPEI government issued computers already installed with DMO software, including in community and primary care.
- Staggered rollout over 2 nights will aid in mitigating impacts in 24/7 high acuity ED areas.

New Features:

- Formatting will be enabled in templates (Auto-texts), a feature often requested by clinicians.
- New QR codes will help create a profile when first using the PowerMic Mobile app.

Key notes:

- DMO icon remains unchanged; version visible when hovering over icon or on login screen.
- User settings and profiles will carry over. Auto-text templates are saved to profiles, may need slight format adjustments following upgrade: see the video on the Staff Resource Center (SRC): <https://src.healthpei.ca/e-health> (Dragon Medical One tab).
- If the new software is not visible after the full rollout window, contact the Service Centre at (902) 620-3600 (please have your computer ID and number ready).

Support and resources:

- Visit the SRC: <https://src.healthpei.ca/e-health> (use Dragon Medical One tab).
- Email: dragonsupport@ihis.org

Thank you!

