

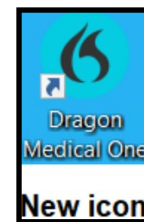
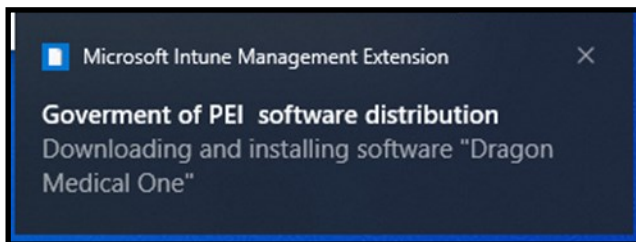
ATTENTION: ALL FACILITIES

Important Information for all Dragon Medical One (DMO) users

May 26th - Final stage of Dragon Medical One (DMO) software upgrade is occurring in advance of the CIS Code upgrade.

What you need to know: The push out for the new version of Dragon Medical One (DMO) 2023.4.0.3 software and its components will be initiated tonight May 26th for all government issued computers across Health PEI.

Recommendation: Please leave any government issued computers turned on with a stable connection on a secure network during the period of **May 26th-28th**, or until you see the new black flame icon appear. If the end user is impacted, the service disruption procedure is to revert to typing instead of voice-to-text documentation for ~30-60mins during the automatic software installation. The software pushout will start overnight May 26th to mitigate disruption for most users. Users may notice the pop-up and new icons as shown below when the software pushout occurs anytime over the 2 day period.



- **Note: All CIS and Provincial EMR users will continue using DMO as per their usual processes before and after software upgrade**, whether they are using a personal or government issued computer for documentation. Use of the dictation box may be required at times between May 26th-28th. Dragon DMO within the Provincial EMR functions better with Google Chrome. Any personal DMO dictation settings and templates (Auto-texts) will not be affected by the software upgrade.
- By May 28th all users of government issued computers should see the NEW DMO icon (the black flame). Please look for the new software icon on your desktop or search in the Windows menu. If not found, contact the Service Centre at (902) 620-3600. Please have the computer ID number ready.
- If you use a personal/non-government issued computer and would like to update your DMO software please contact Dragon DMO Support at dragonsupport@ihis.org
- For any further details or information for ALL users please refer to **CIS and Provincial EMR Bulletins distributed May 26th** or check the **Staff Resource Center (SRC)**: <https://src.healthpei.ca/e-health> under 'Dragon Medical One'

