

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

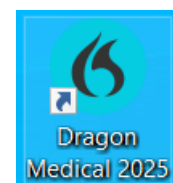
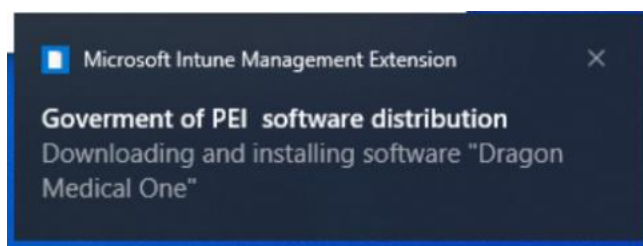
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Starting **tonight June 8<sup>th</sup> to June 10<sup>th</sup>, 2026**: Dragon Medical One (DMO) will be upgraded to version 2025.3 in advance of the OCI migration (CIS/Oracle work). A dependency with Citrix Workspace requires both software be upgraded 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 8<sup>th</sup> and 9<sup>th</sup> for all government issued computers using DMO 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 8<sup>th</sup>-10<sup>th</sup>, 2026.
- Installations will occur overnight where possible for the least disruption to most users, with staggered rollout in 24/7 high acuity 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 need to be used during the DMO installation, or revert to typed EMR/CIS documentation.
- If you do not see the new Workspace icon or the updated DMO icon (as seen below), restarting the computer may encourage the software upgrade process to initiate.



## Timeline:

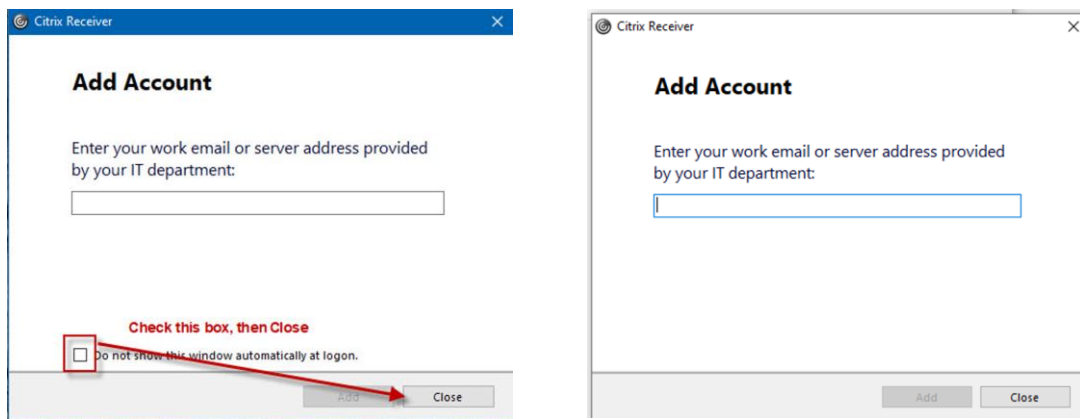
- June 8th at 2300h: Embedded in CIS shortcuts+DMO upgrade begins, followed by the initial Intune rollout of Workspace+DMO to select computers during the first overnight period.
- June 9-10<sup>th</sup> overnight: Broader rollout initiates after 2400h for all HealthPEI government issued computers already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

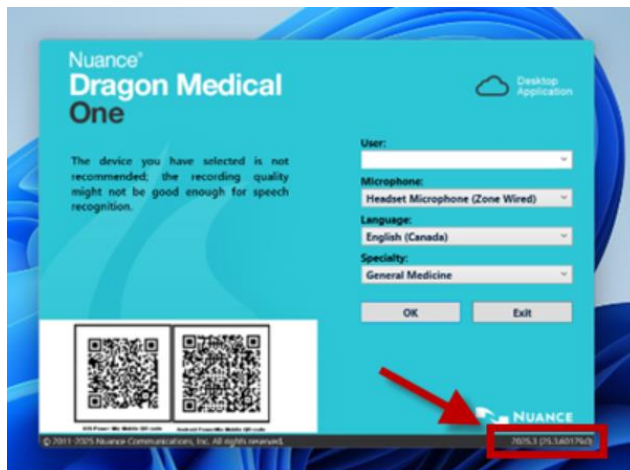
## Key notes:

- 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).
- If you notice the following pop-up, you can clear it by selecting 'Do not show this window automatically at logon' if it is shown, or simply 'Close'.



## Support and resources:

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



Thank you!