WinVoice AIVA Admin Guide v1.0

Employee owned

Registered Office:
Voice Technologies Ltd,
10 Shuttle Street, Paisley PA1 1YD

Registered in Scotland: SC066712

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1. User Scenarios

Please note that Secretary accounts will no longer have access to verify letters generated using AI functionality. As the content of these documents must be reviewed and approved by a medically qualified professional, only authorised medically qualified users can complete the verification process.

There are three types of licences available for clinicians in the system, the type of licence a clinician has will define what the secretary sees: -

- Author has a Standard User Licence – The secretary will not be able to access any AI or Speech Recognition features.
- Author has a Speech Recognition Only (SRO) Licence – The secretary will be able to open dictation files for automatic transcription.
- Author has an AIVA Licence (AI) – The secretary will have full access to the AIVA document assistant and will have background Speech Recognition available.

1.1 Open a dictation and use AIVA assistant to generate the document

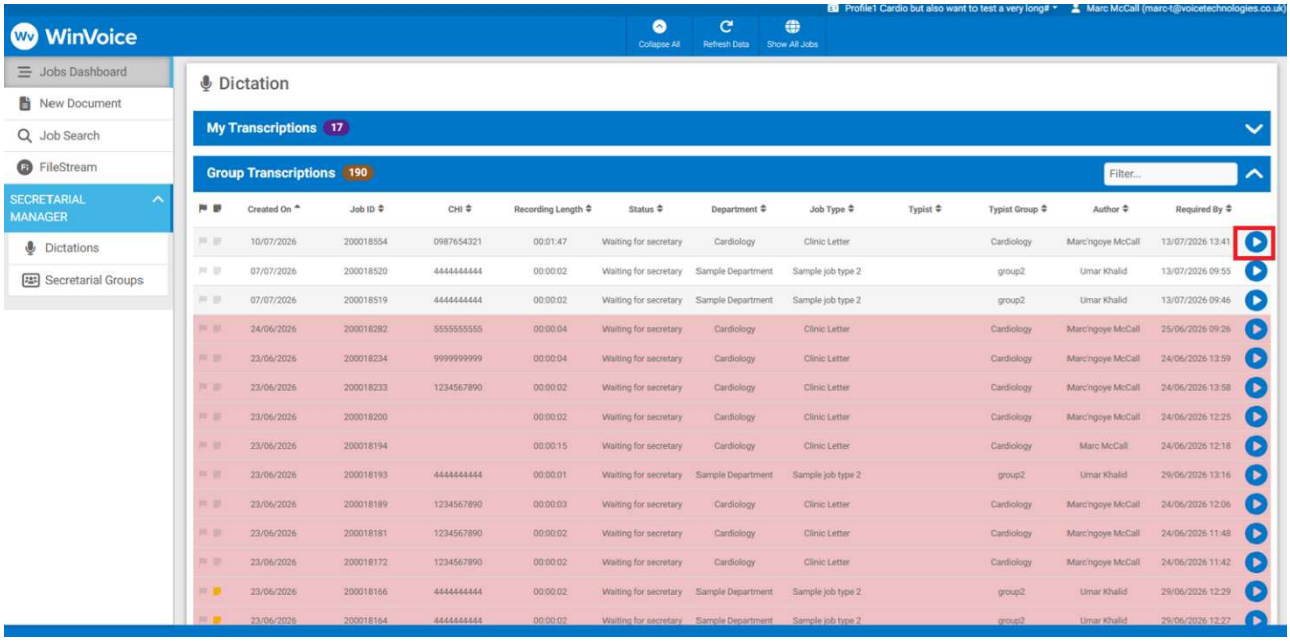
Browse to your WinVoice URL and enter your logon details if required.



Click **SIGN IN**.

Expand the **My Transcriptions** or **Group Transcriptions** section.

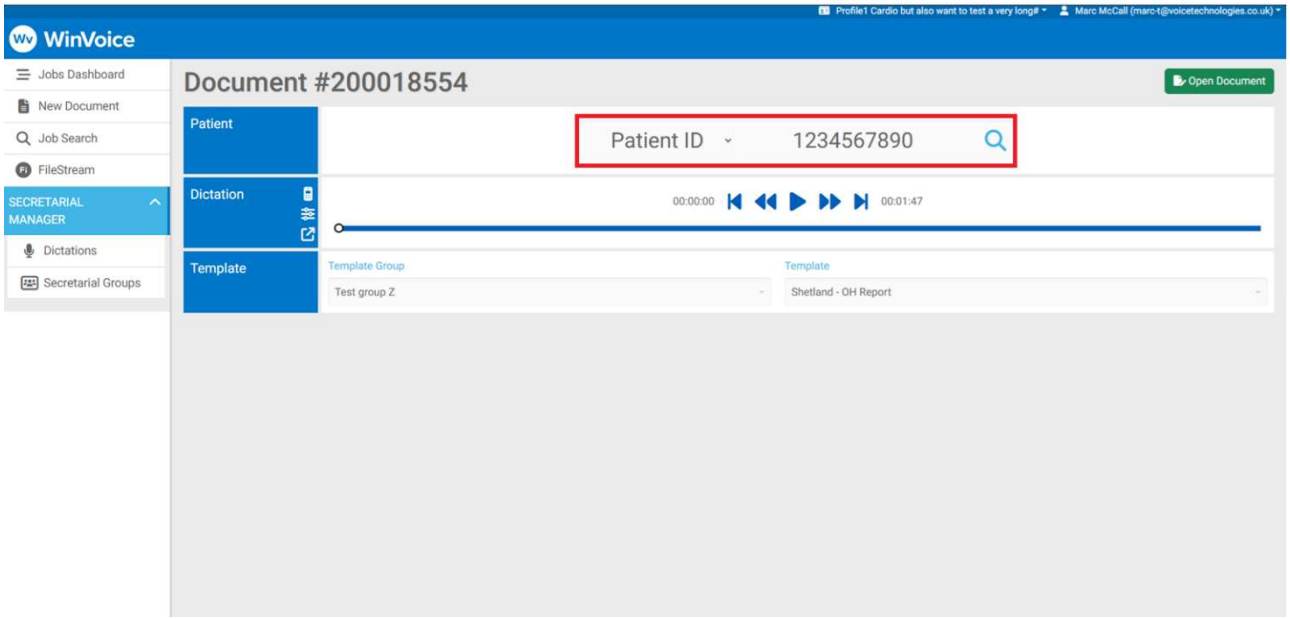
Press the **Play** icon on the desired dictation.



Search for a patient by using their **Patient Identifier** or **Forename** & **Surname**.

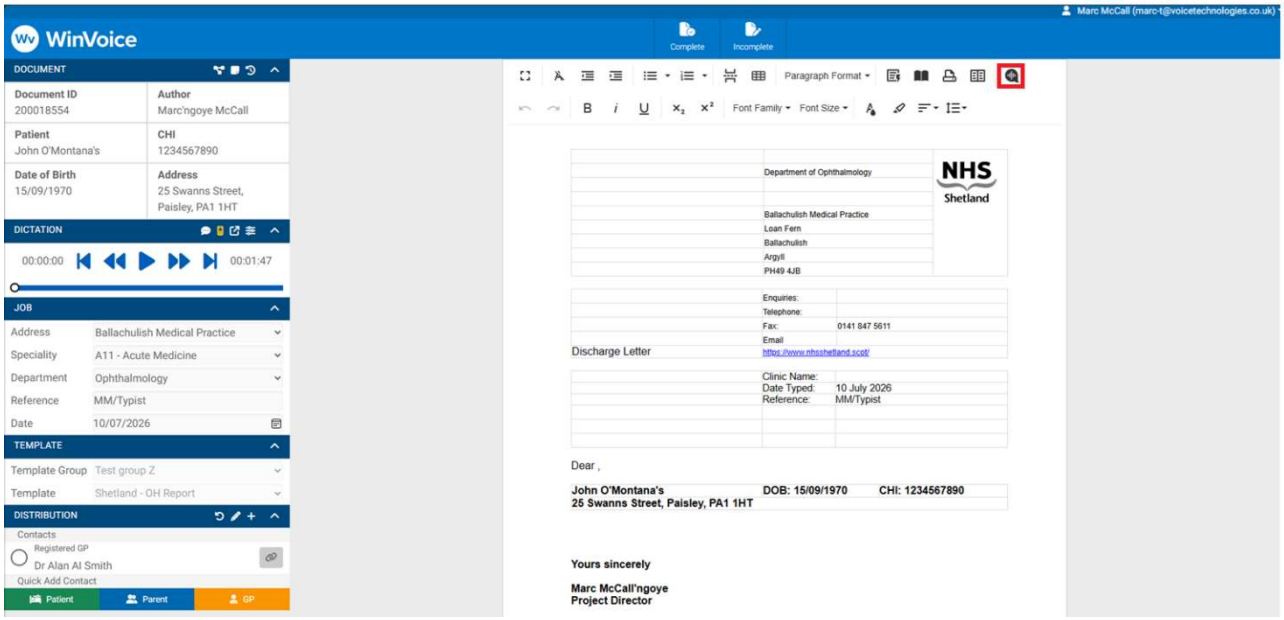
Press **Enter** on your keyboard or click the **Magnifying Glass** icon to perform a search. The patient demographics will then be displayed on the screen.

Please note, if the dictation already has a Patient Identifier, then the patient search will occur automatically.



Press the **Open Document** button.

Press the **AIVA** button to open the AI Assistant. Please note that the author/clinician who dictated must have an AIVA licence. If not, the AVIA assistant cannot be used to generate the document.

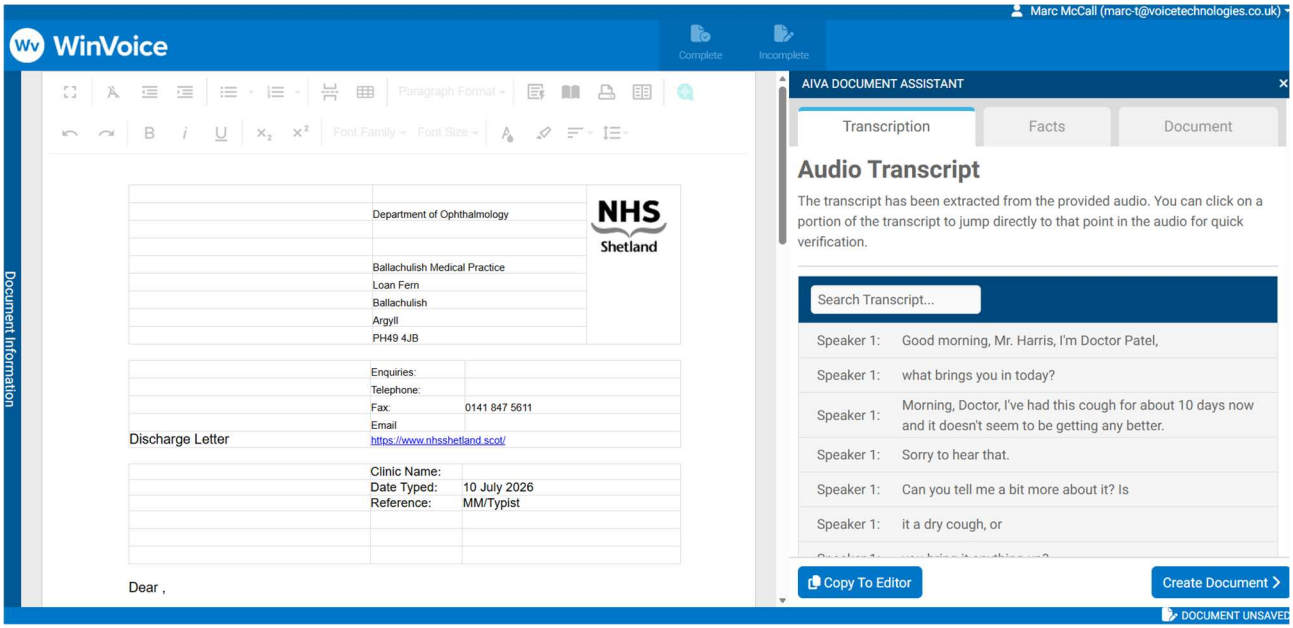


The AIVA Document Assistant will now display, with the below tabs available: -

- **Transcription** – The original audio recording transcription which cannot be changed.
- **Facts** – A list of facts pulled from the transcription which can be edited, added to and removed from the final document.
- **Document** – The original document output by the AI assistant (only appliable if the letter is being re-opened).

Transcription Tab

The transcription tab will allow you to see the audio that was recorded and allows you to click any section which will play the audio from the selected point. If there are multiple speakers then this will be highlighted.

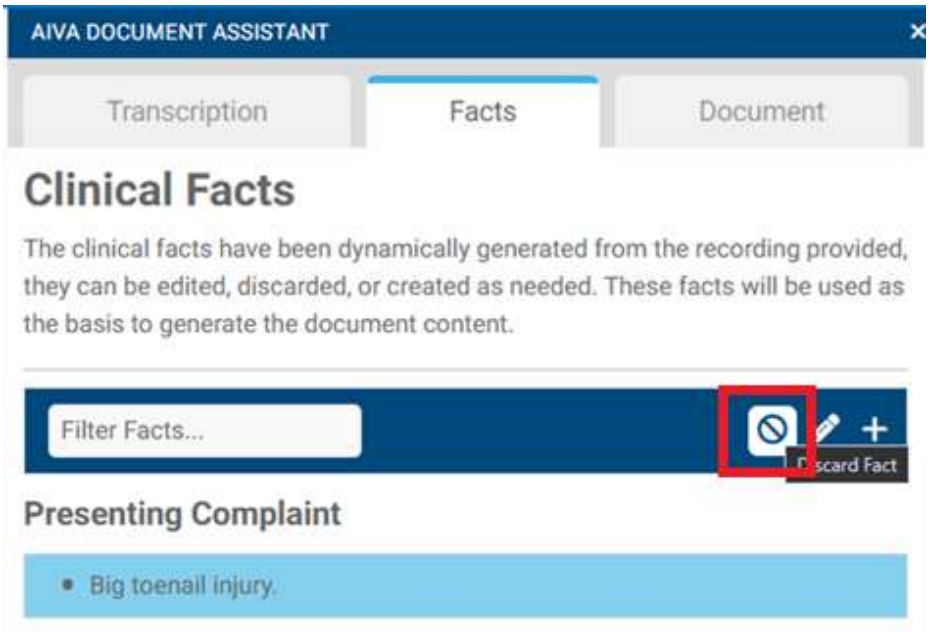


If desired, you can use the **Copy to Editor** button which will copy the raw text into the document.

Facts Tab

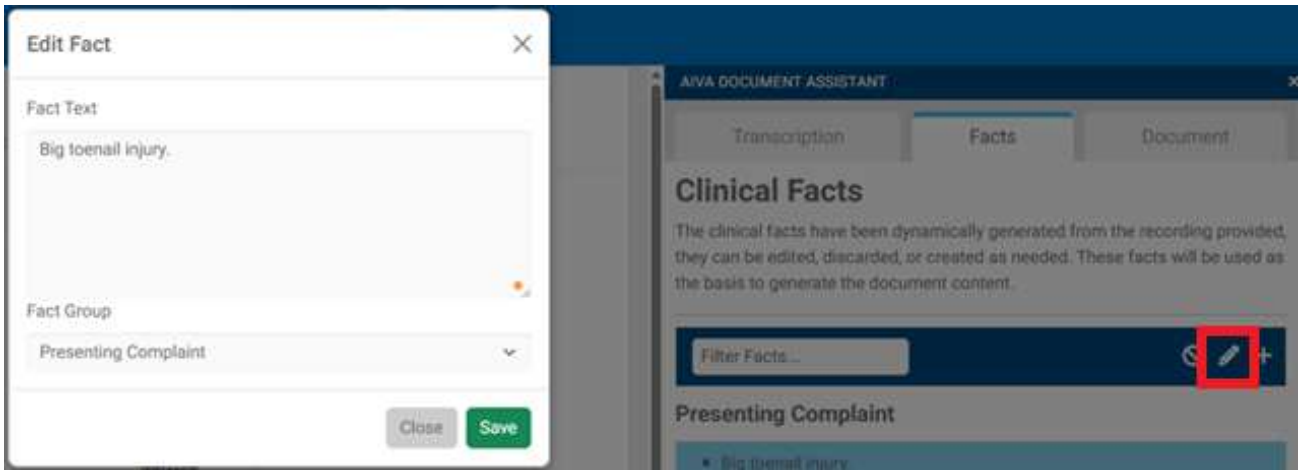
Remove a fact:

Highlight the fact and click the **Discard Fact** icon, which will strikethrough the fact from the list. When the document is generated, any facts removed will not be used to generate the document content.



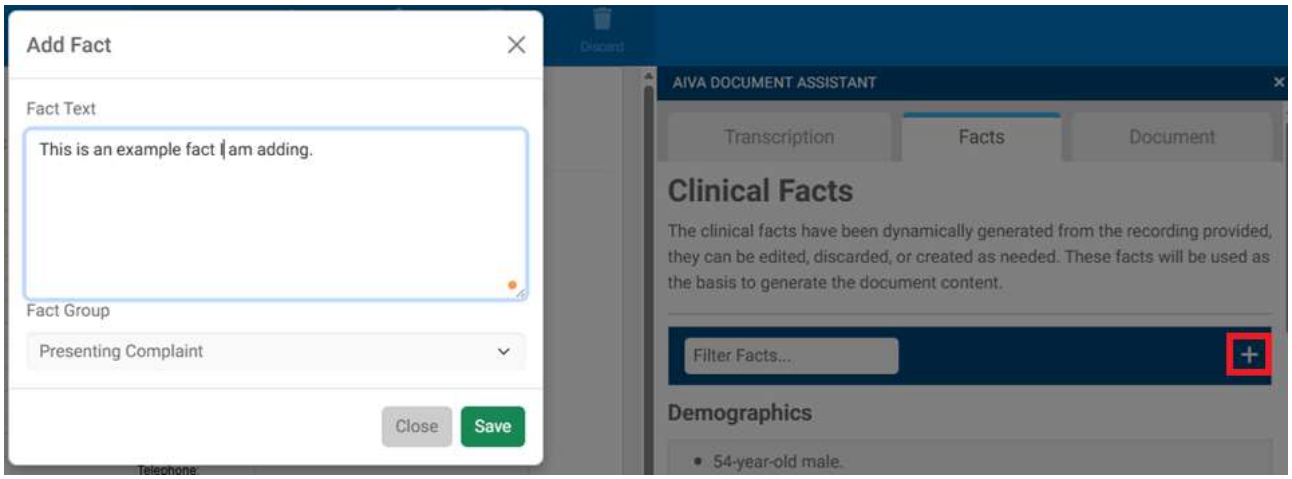
Edit a fact:

Highlight the fact and click the **Edit Fact** icon. You can then amend the details of the facts and any edits are auditable in the system. You can amend the fact and also change the group the fact is in.



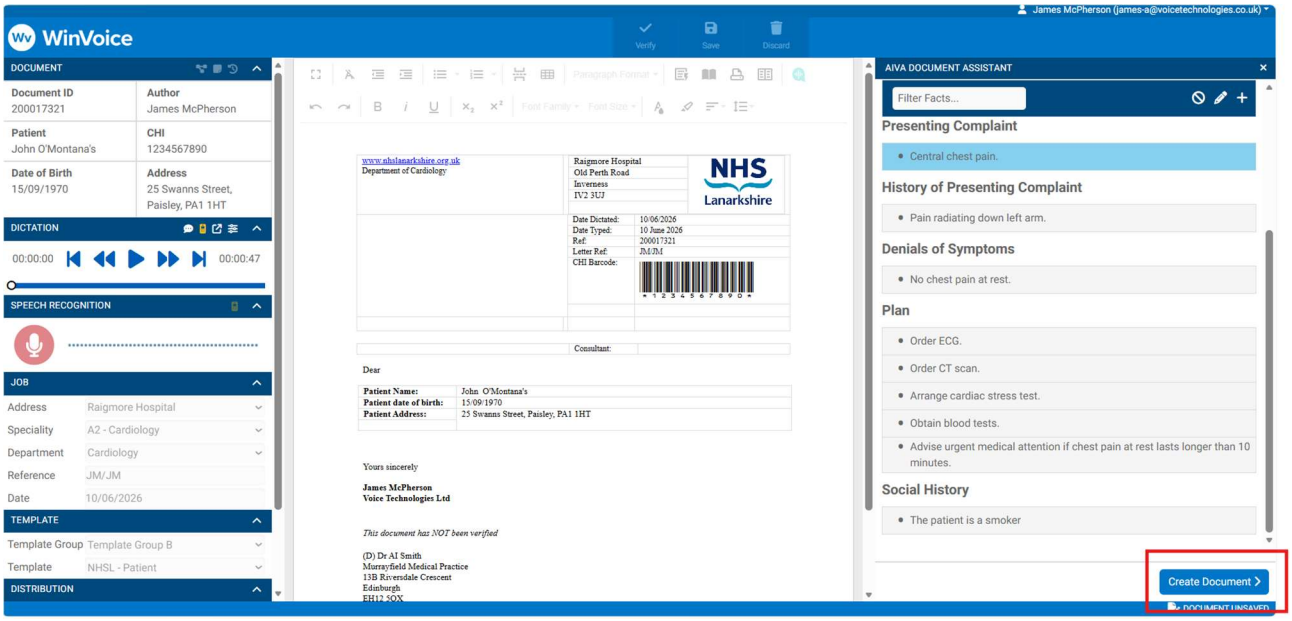
Add a new fact:

On the Facts tab select the **+** button which will allow additional facts to be added. Once pressed, you can enter the Fact Text you would like and then select a Fact Group for the fact to appear in.

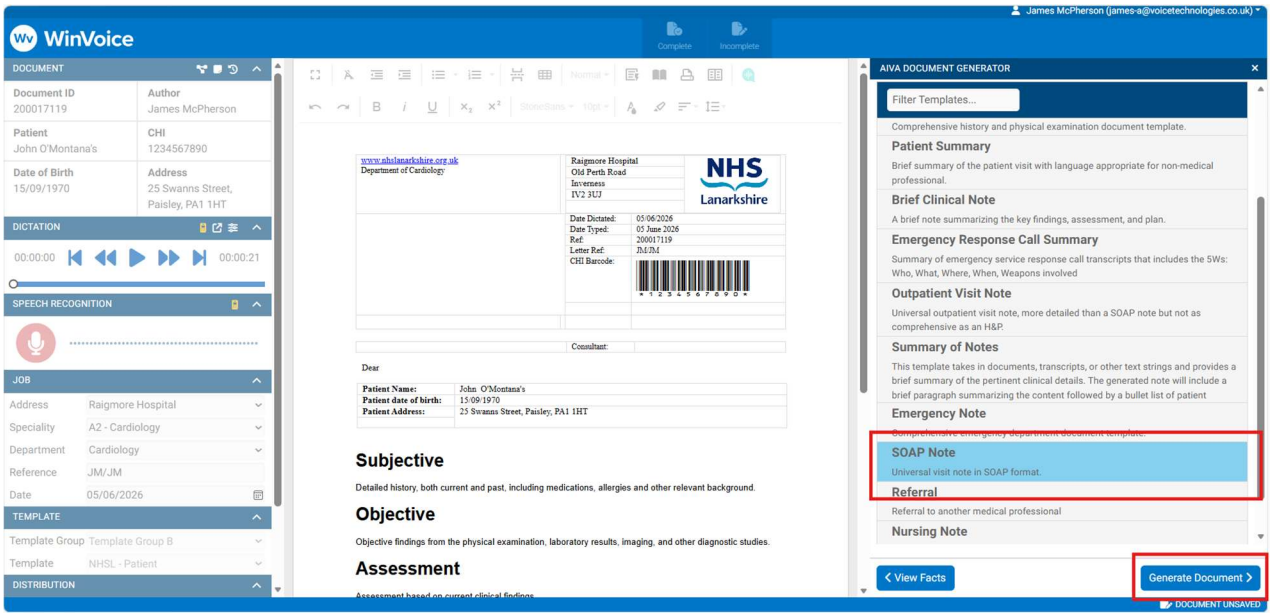


There is a button within the AIVA Document Assistant **Copy to Editor**. This allows you to copy the transcription or the document (if you are re-opening the letter) content directly into the letter for editing. This allows you to either use the transcription of the audio to form the content of the document, rather than AI generated content or reset the document.

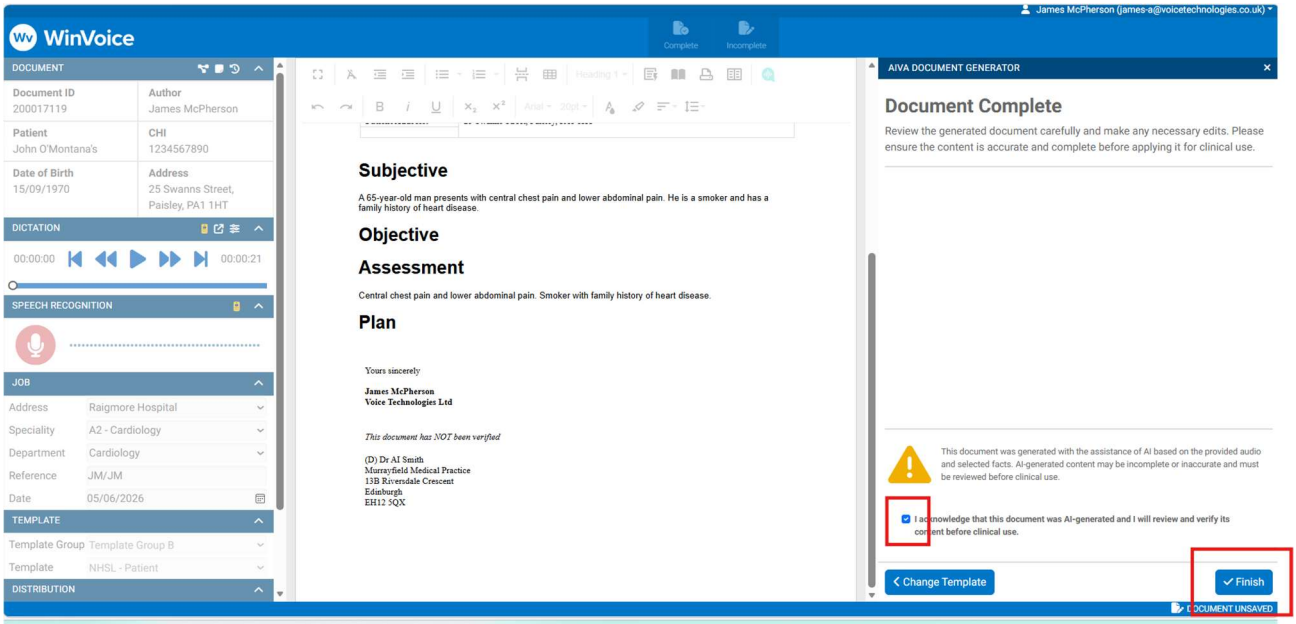
Once you are happy with the facts, you can click **Create Document**.



You can select from a range of structured templates. When you select a template the text will be updated in the document to preview the final result. Once you are happy with the template and document structure, click **Generate Document**.



You will then need to select the checkbox to acknowledge that the document was generated by AI and that the content will be reviewed before clinical use. Click **Finish** to confirm.



1.2 Open a dictation and use background SR to automatically generate the text of the letter

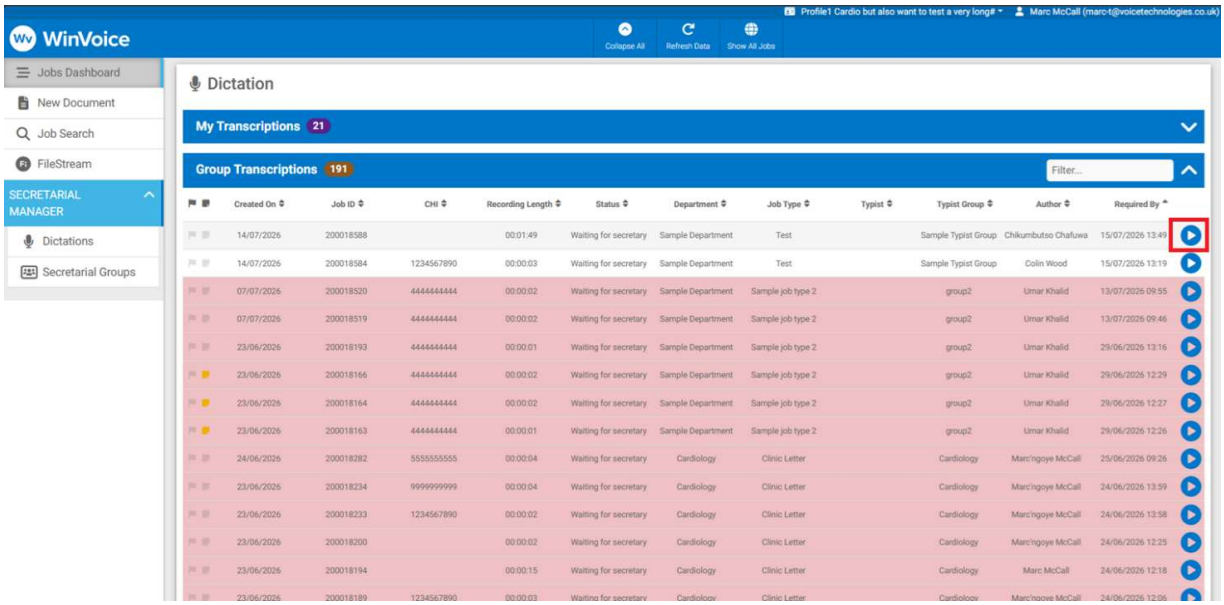
Browse to your WinVoice URL and enter your logon details if required.



Click **SIGN IN**.

Expand the **My Transcriptions** or **Group Transcriptions** section.

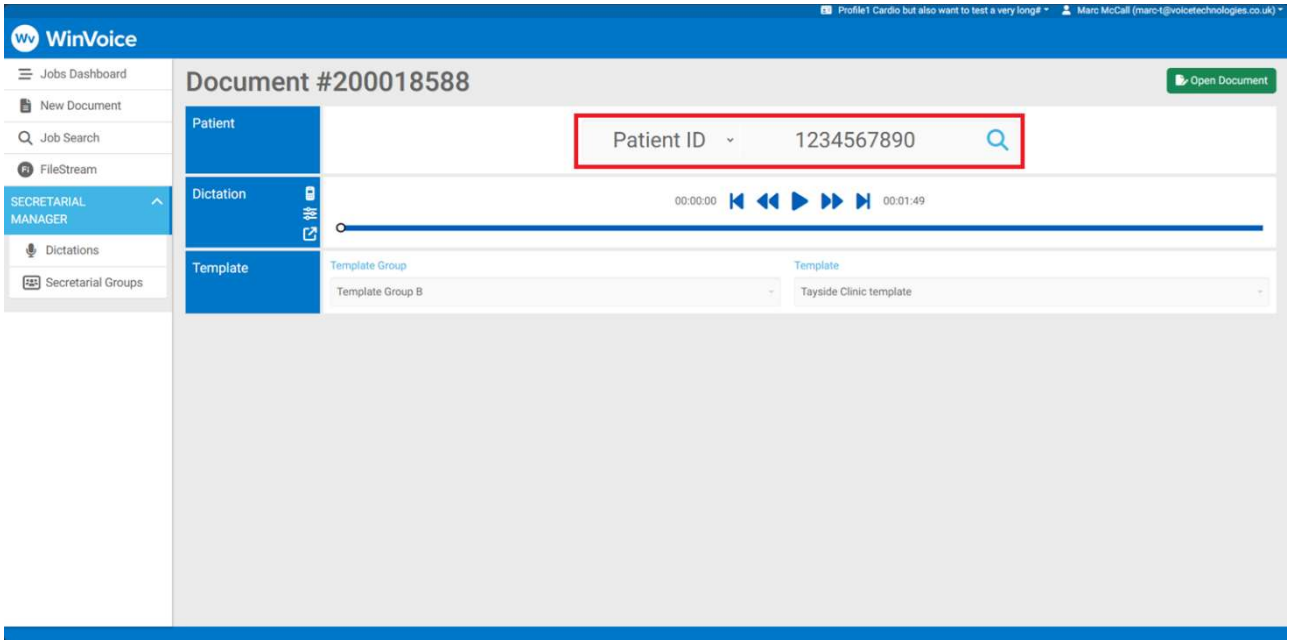
Press the **Play** icon on the desired dictation.



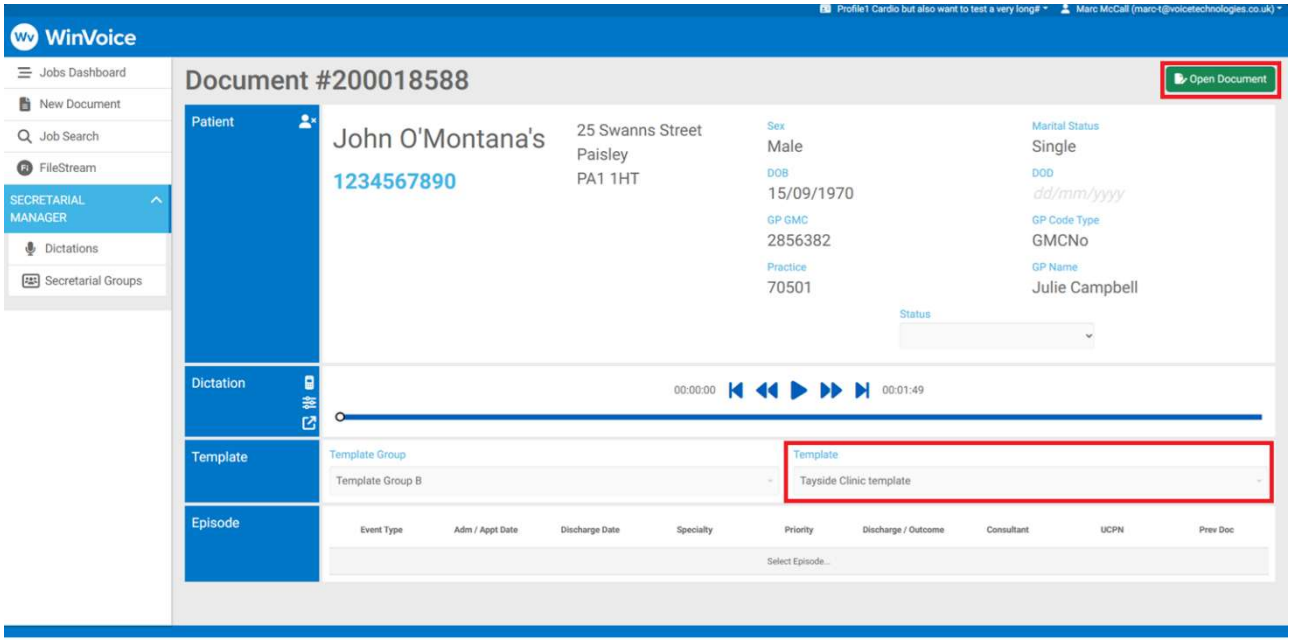
Search for a patient by using their **Patient Identifier** or **Forename** & **Surname**.

Press **Enter** on your keyboard or click the **Magnifying Glass** icon to perform a search. The patient demographics will then be displayed on the screen.

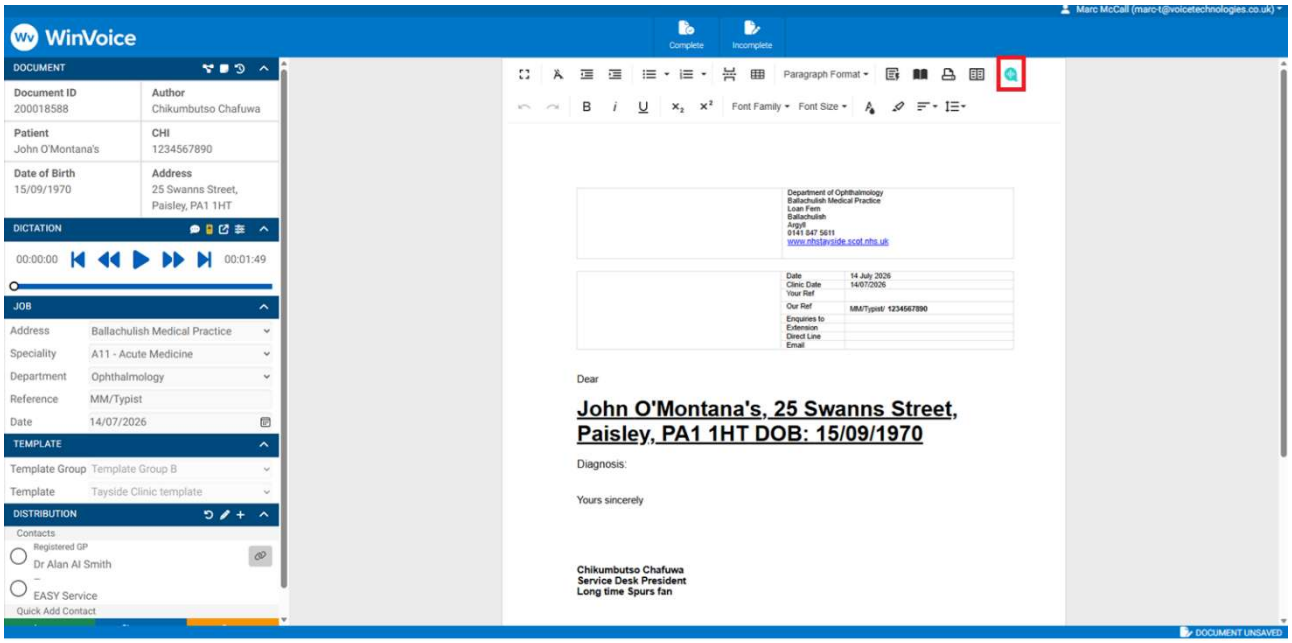
Please note, if the dictation already has a Patient Identifier, then the patient search will occur automatically.



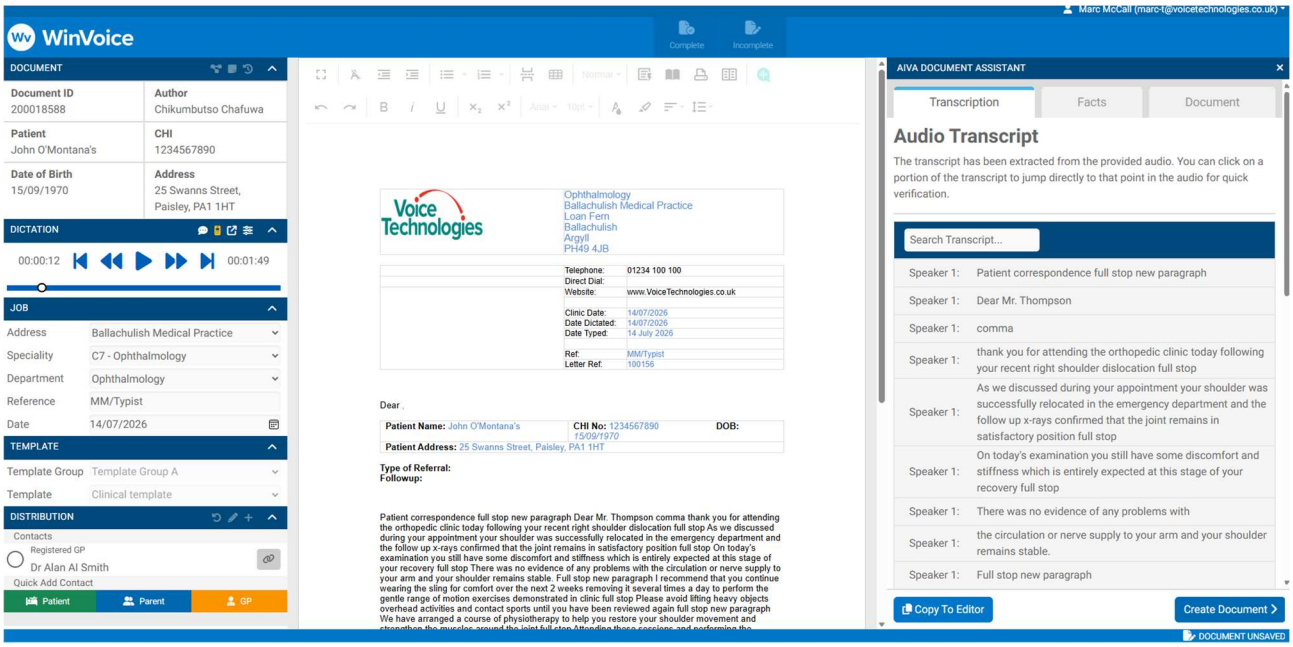
Select the relevant template you would like to use and an episode (if applicable) then press the **Open Document** button.



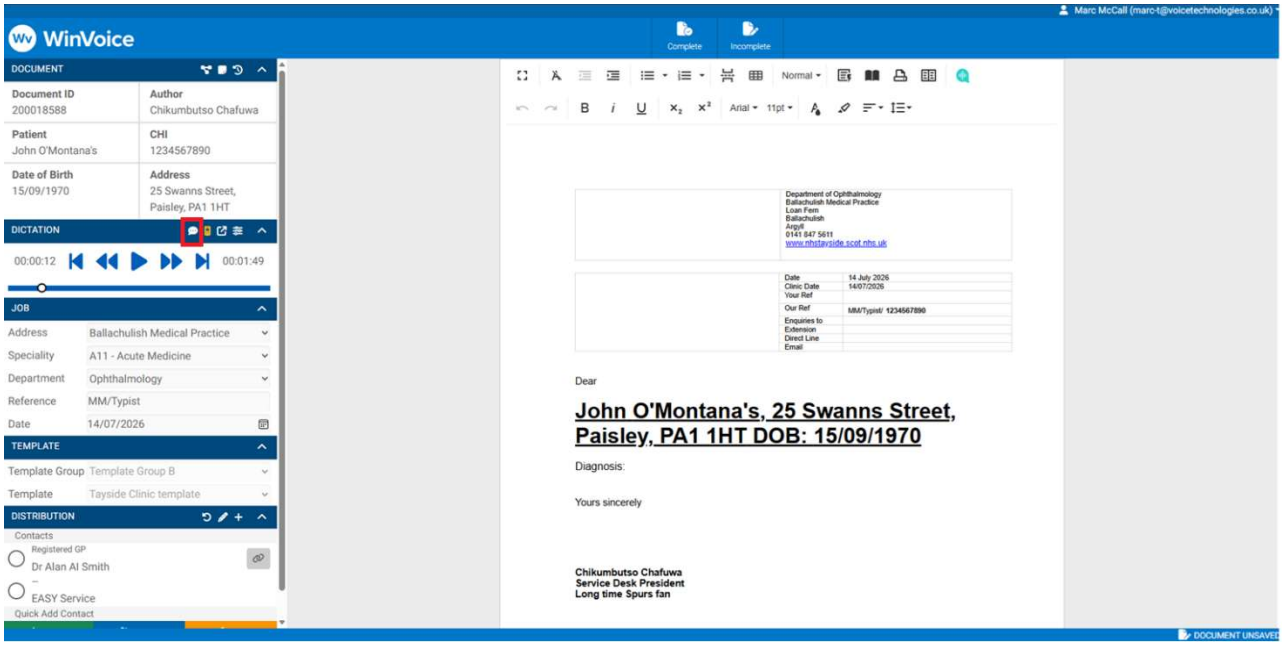
Press the **AIVA Document Assistant** button to launch the AI Assistant.



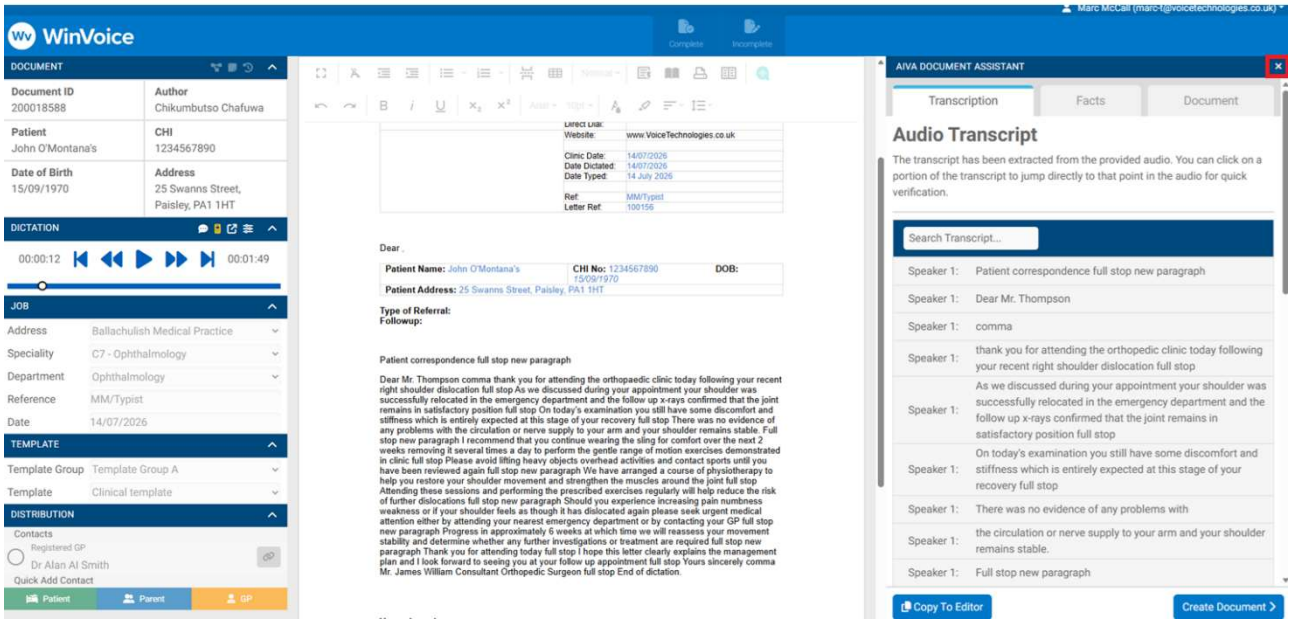
Press the **Copy To Editor** button which will copy the transcribed text into the body of the current letter.



*Please note if the AIVA Document Assistant button is not available then the clinician you are typing for does not have an AIVA licence. In some cases, the clinician may still have access to Speech Recognition in which case the transcription button on the dictation playbar can be used to copy the transcribed text. If none of the 2 icons are available, then the selected clinician does not have a Speech Recognition or AIVA Licence.

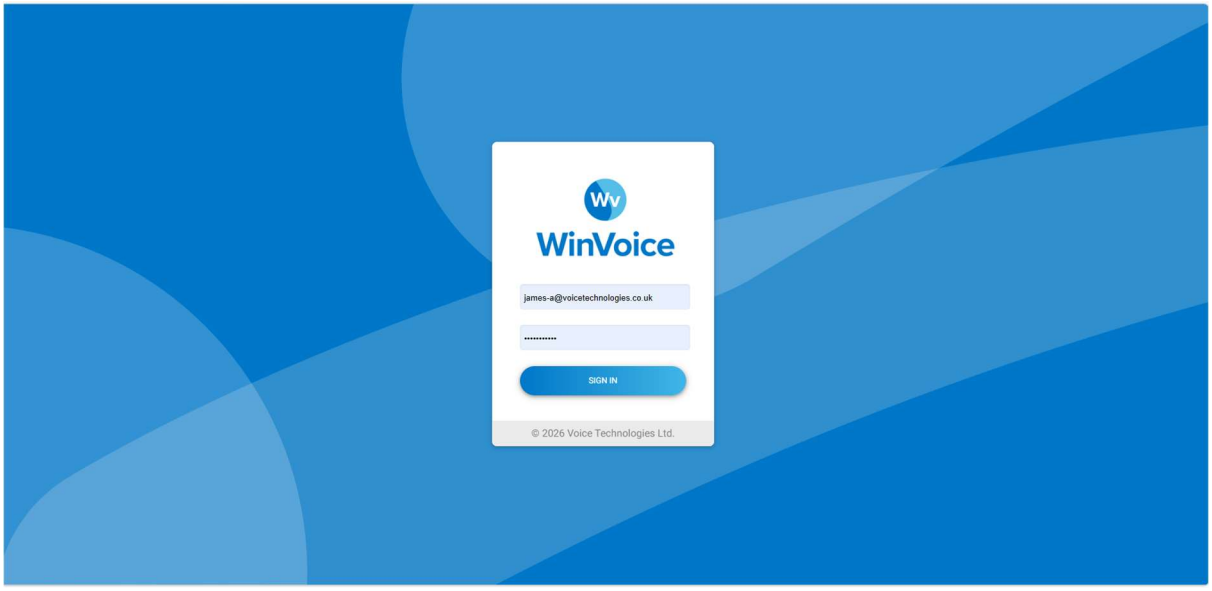


Once the transcribed text has been copied to the document press the **X** to close the AIVA Document Assistant where you will then be able to edit/format the text before completing.



1.3 Create a new letter and use AIVA assistant to generate the document

Browse to your WinVoice URL and enter your logon details if required.



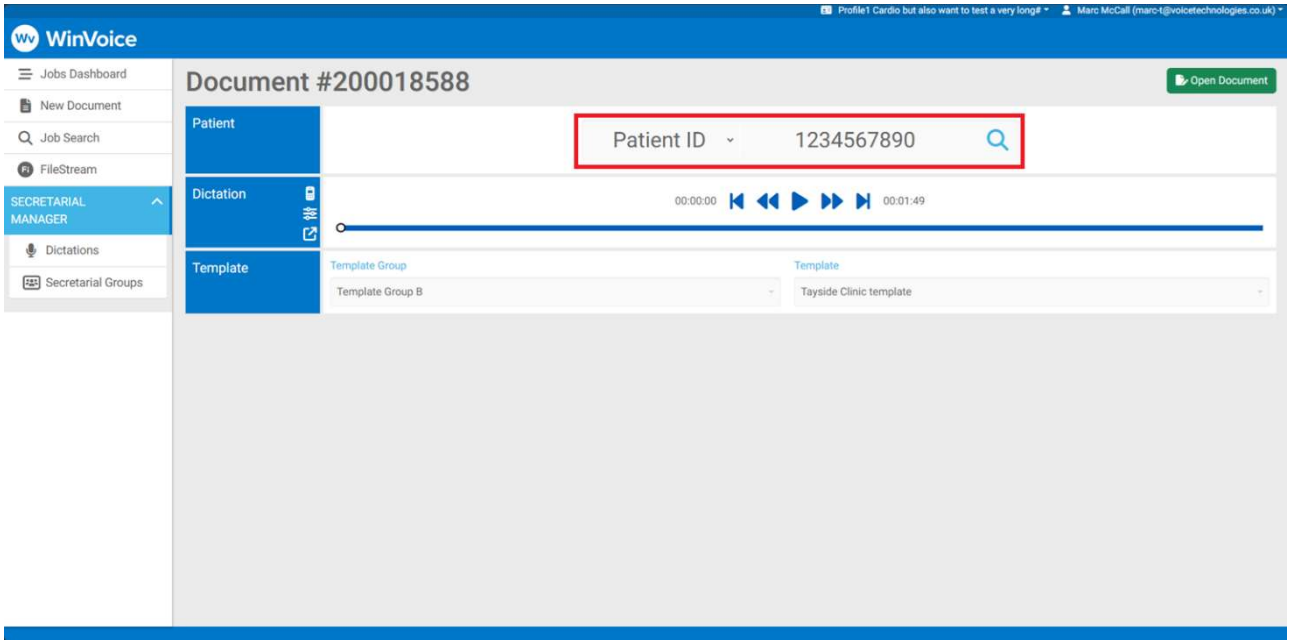
Click **SIGN IN**.

Press **New Document** on the left-hand side of the screen.

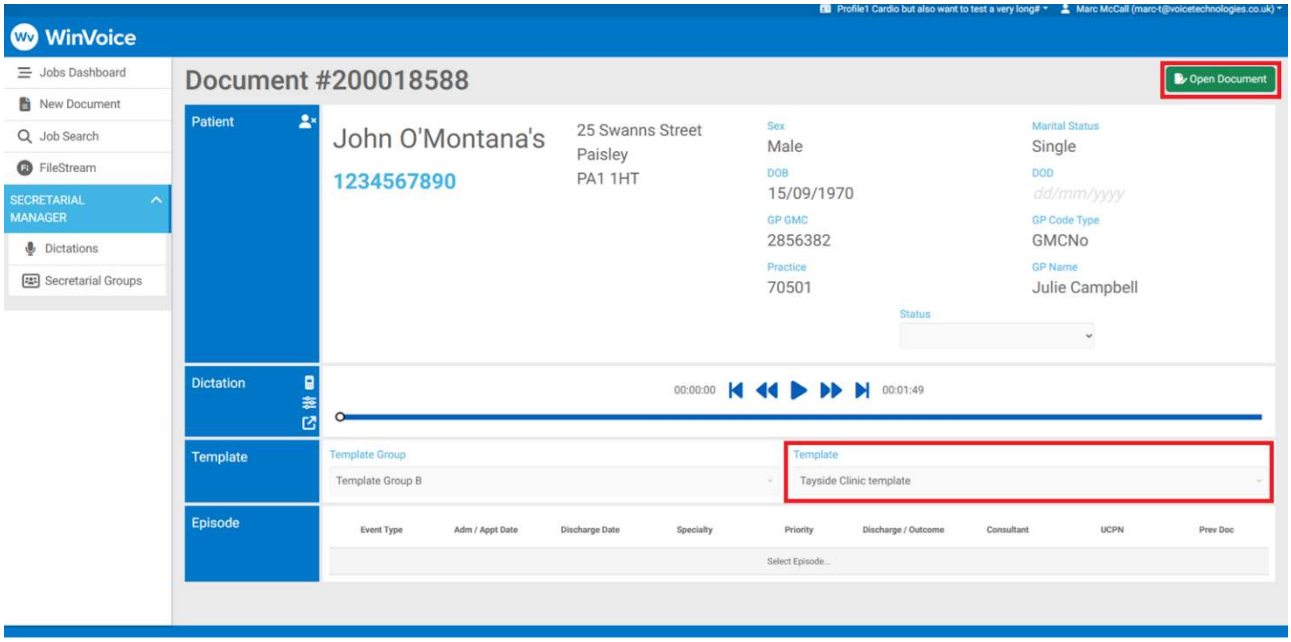
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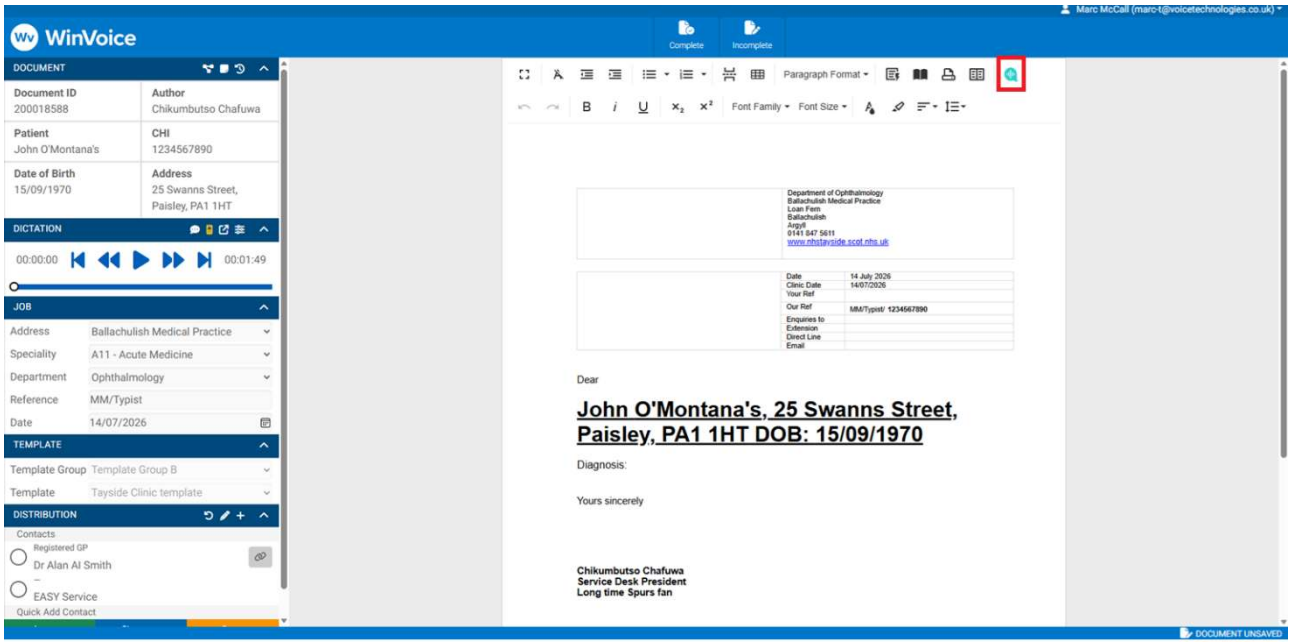
Please note, if the dictation already has a Patient Identifier, then the patient search will occur automatically.



Select the relevant template you would like to use and an episode (if applicable) then press the **Open Document** button.

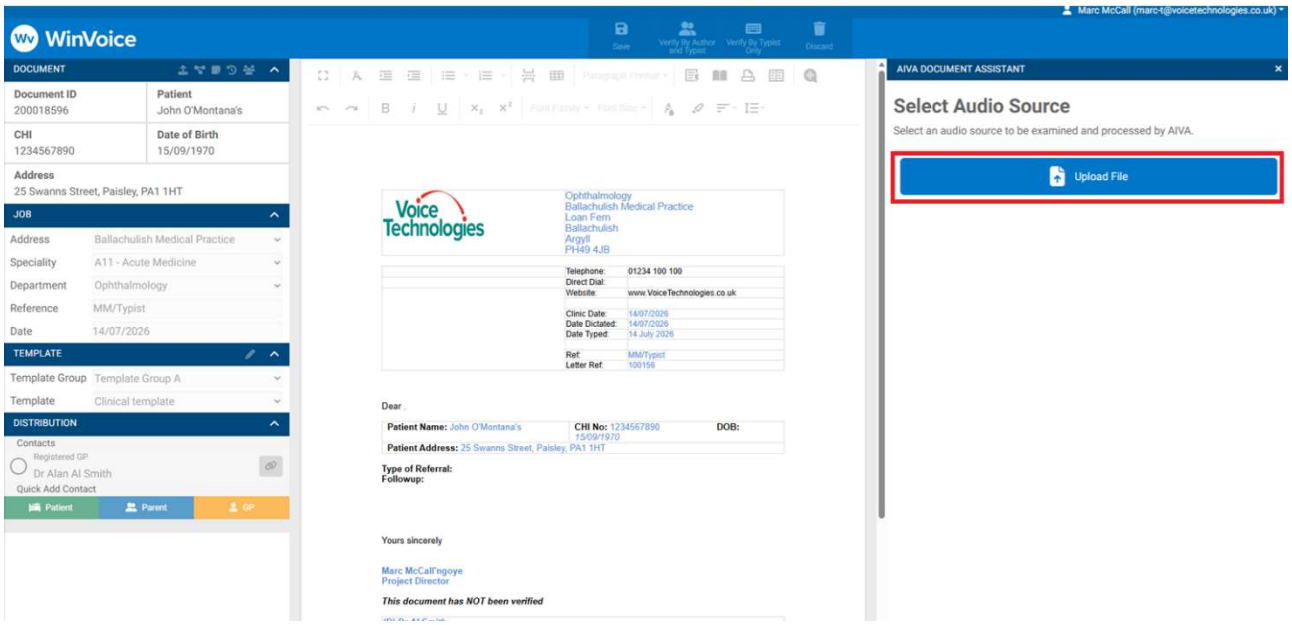


Press the **AIVA Document Assistant** button to launch the **AI Assistant**.



As there is no audio associated with a New Document you will need to upload an audio file, use AI or background Speech Recognition.

Press the **Upload File** button then browse to the desired audio file on your PC or from a network drive.



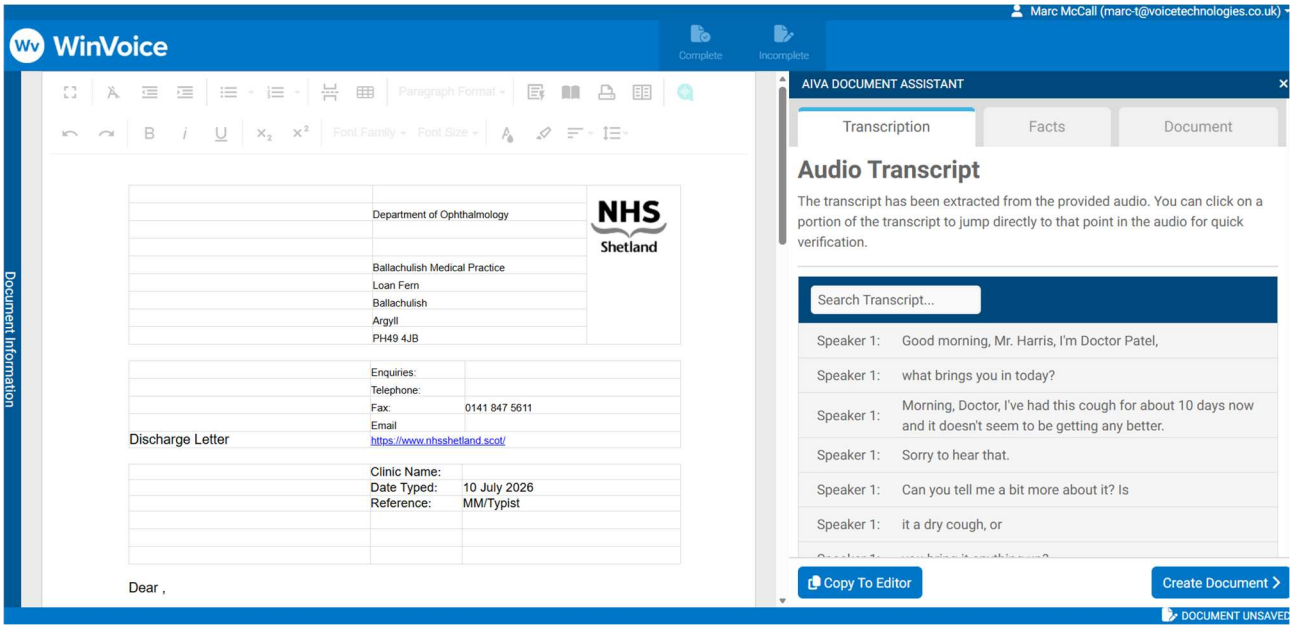
Once uploaded, the audio file will be transcribed, and the medical facts will be generated where you can then use the below functions.

The AIVA Document Assistant will be available from here and a few tabs will be presented: -

- **Transcription** – The original audio recording transcription which cannot be changed.
- **Facts** – A list of facts pulled from the transcription which can be edited, added to and removed from the final document.
- **Document** – The original document output by the AI assistant (only appliable if the letter is being re-opened).

Transcription Tab

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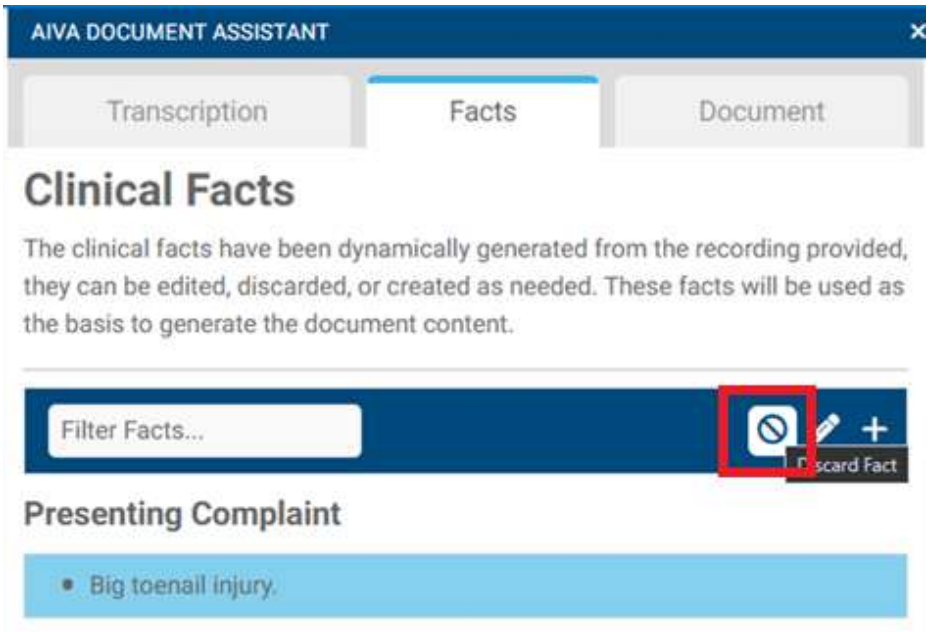


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Facts Tab

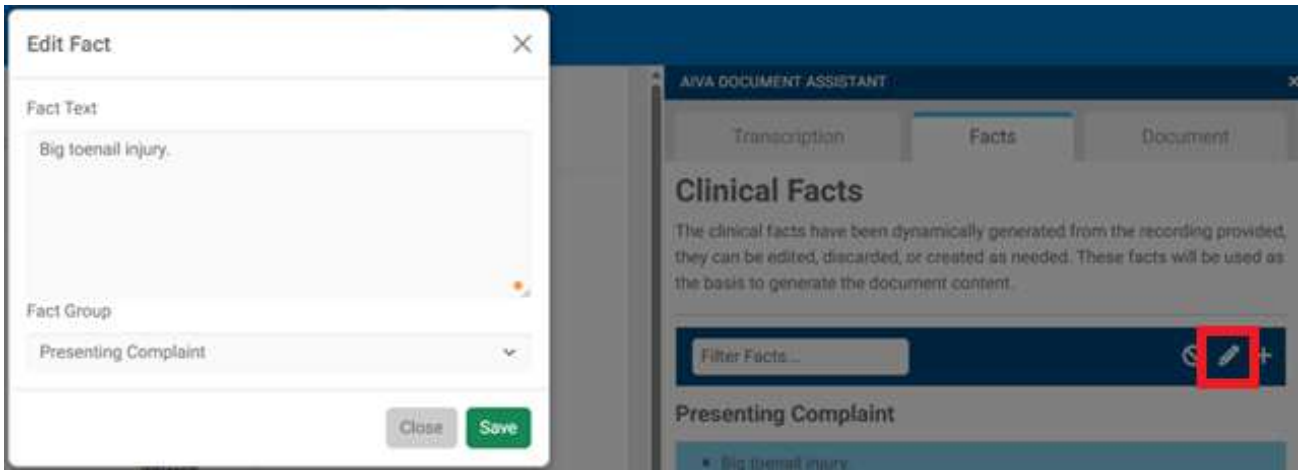
Remove a fact:

Highlight the fact and click the **Discard Fact** icon, which will strikethrough the fact from the list. When the document is generated, any facts removed will not be used to generate the document content.



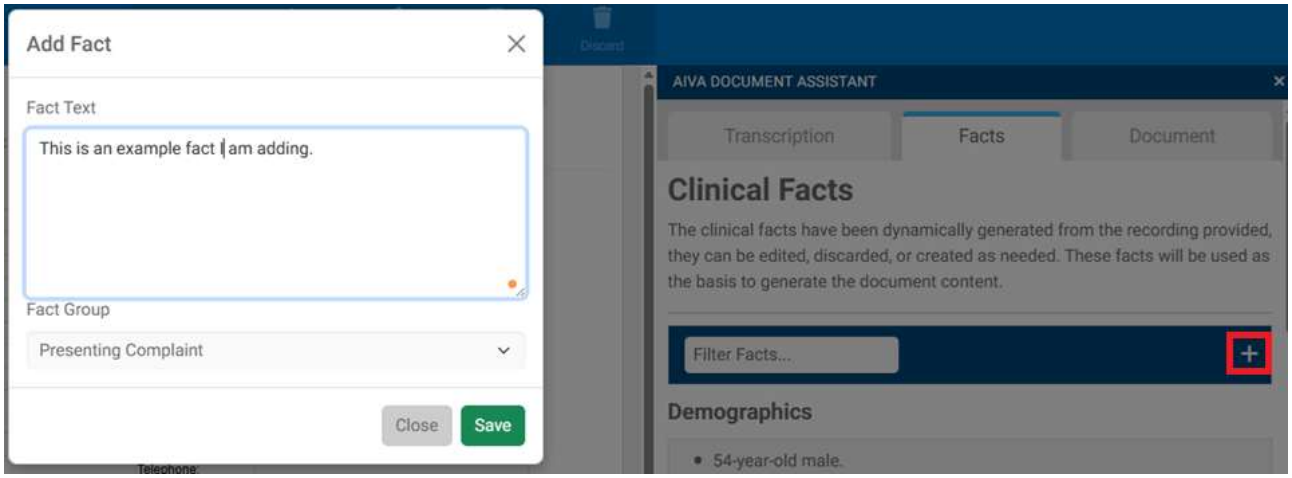
Edit a fact:

Highlight the fact and click the **Edit Fact** icon. You can then amend the details of the facts and any edits are auditable in the system. You can amend the fact and also change the group the fact is in.



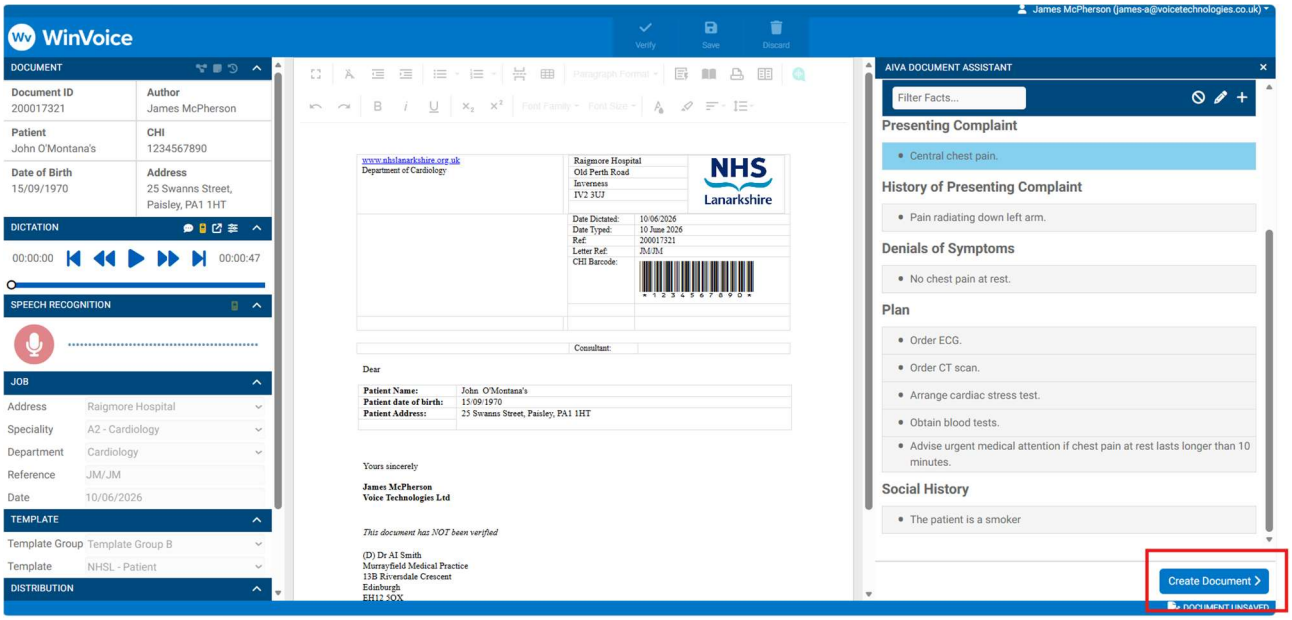
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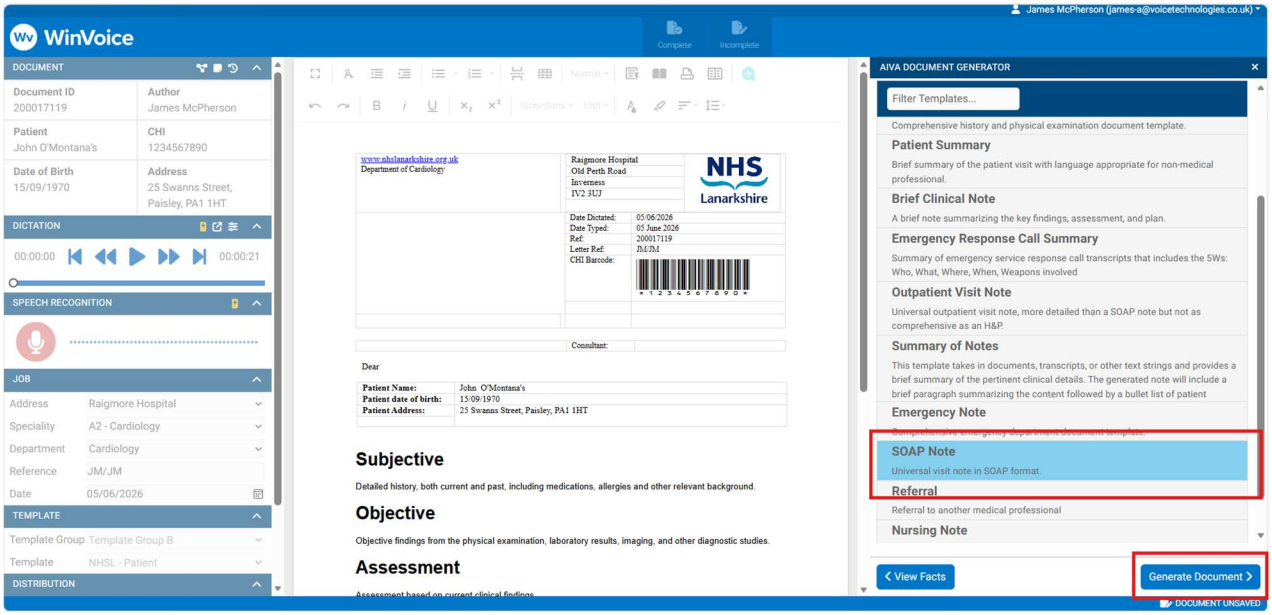


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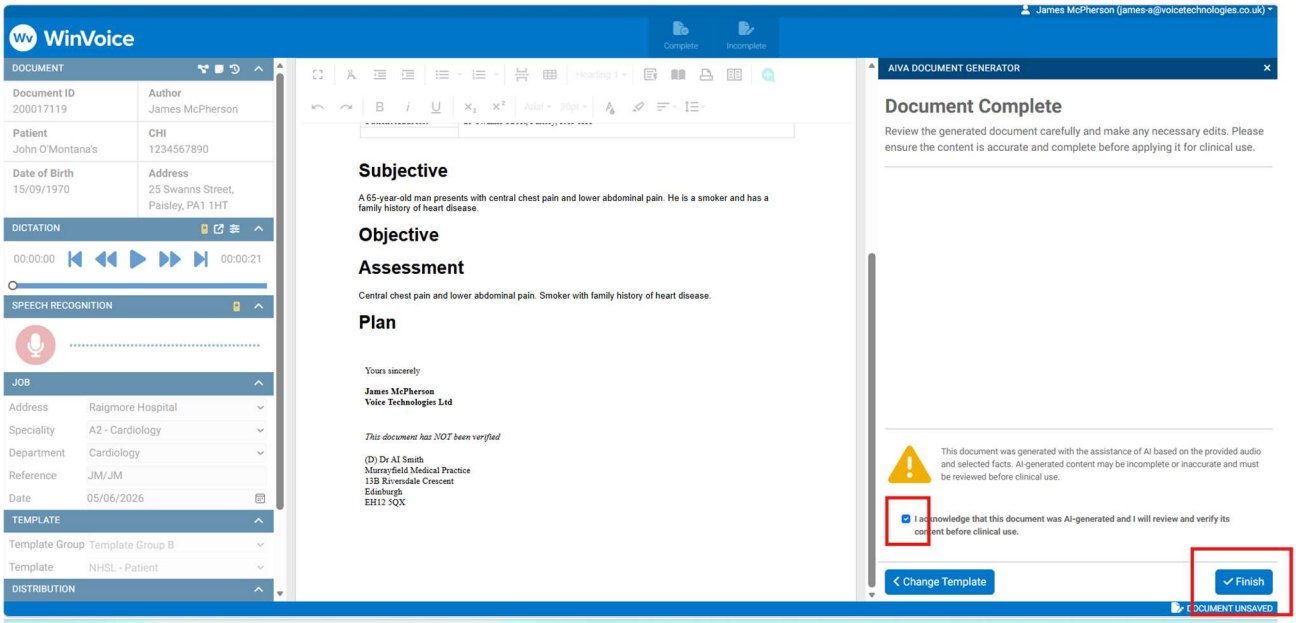
Once you are happy with the facts, you can click **Create Document**.



You can select from a range of structured templates. When you select a template the text will be updated in the document to preview the final result. Once you are happy with the template and document structure, click **Generate Document**.



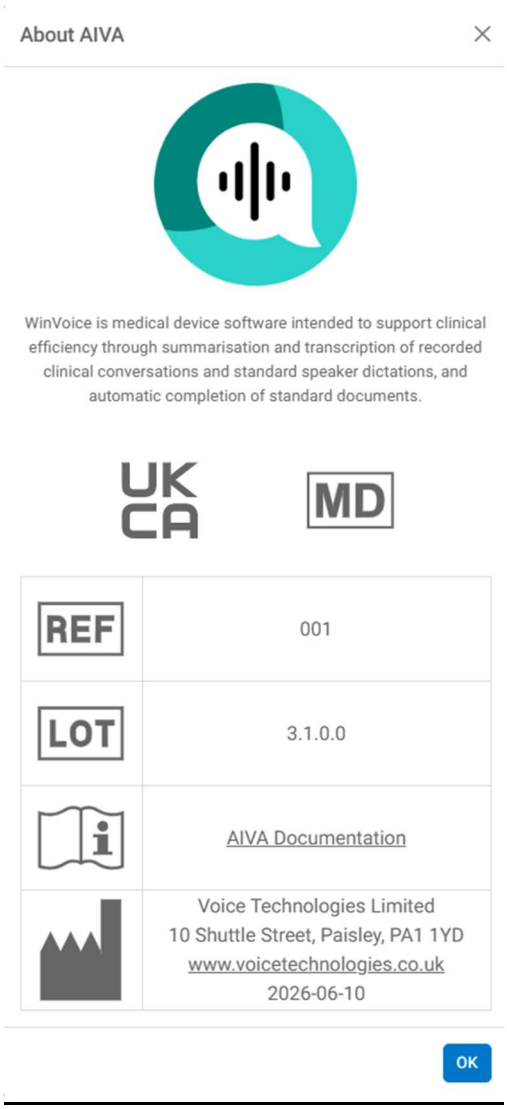
You will then need to select the checkbox to acknowledge that the document was generated by AI and that the content will be reviewed before clinical use. Click **Finish** to confirm.



2. Minimum System Requirements

Criteria	Minimum Requirement
Operating System	Windows 10, Windows 11
Screen Size	1024x768
Browsers	browsers are Chrome, Chromium, or Edge
Download Speed	10 Mbps download / 1 Mbps upload
Memory (RAM)	4 GB
Storage	1 GB

3. Product Label



4. Intended Purpose

WinVoice is Medical Device Software intended to support clinical efficiency through summarisation and transcription of recorded clinical conversations and standard speaker dictations, and automatic completion of standard documents.

Structure and Function of WinVoice AIVA

WinVoice is an on-premise software platform. WinVoice records spoken interactions between patients and clinicians, and recordings taken by solo clinicians. It transcribes, summarises and structures these notes through interactions by using an AI Large Language Model (LLM) and generates completed pre-defined standard documents which can be edited and reviewed by the clinician before storing.

Intended Population and Indication of WinVoice AIVA

The device does not diagnose or treat specific conditions. It supports clinical management by assisting with clinical note taking.

The intended population is patients in the UK who are presenting with non-emergency health complaints.

Intended Use Environment of WinVoice

WinVoice is intended to be used on a desktop, laptop, or mobile device through a web browser in a range of environments (e.g. medical office, patient home setting, outpatients room etc). A working microphone is required to use audio transcription features and a stable internet connection for summarisation features.

5. Adverse Incident Reporting

Reporting of Serious Incidents (UK Users)

If you experience a serious issue or unexpected behaviour while using WinVoice AIVA that leads to - or could have led to - patient harm, an incorrect diagnostic decision, or a significant delay in treatment, please report it immediately.

Voice Technologies Contact Information

Please contact our dedicated UK support team to report the issue so we can investigate and isolate the fault.

- **Email:** support@voicetechnologies.co.uk
- **Phone:** +44 (0) 141 847 5610
- **Information to provide:** Board/Trust, software version/build number, operating system version (e.g., iOS/Windows), and a description of the error or event.

When reporting an issue, if available, please include:

- NHS Board or Trust
- Software version/build number
- Operating system version (e.g. iOS or Windows)
- A description of the issue or event

MHRA contact info (Yellow Card Scheme)

- **Website:** Visit yellowcard.mhra.gov.uk
- **Mobile App:** Search for "Yellow Card MHRA" on the Apple App Store or Google Play Store.