Voice Technologies

WinVoice AIVA Clinician Guide v1.0



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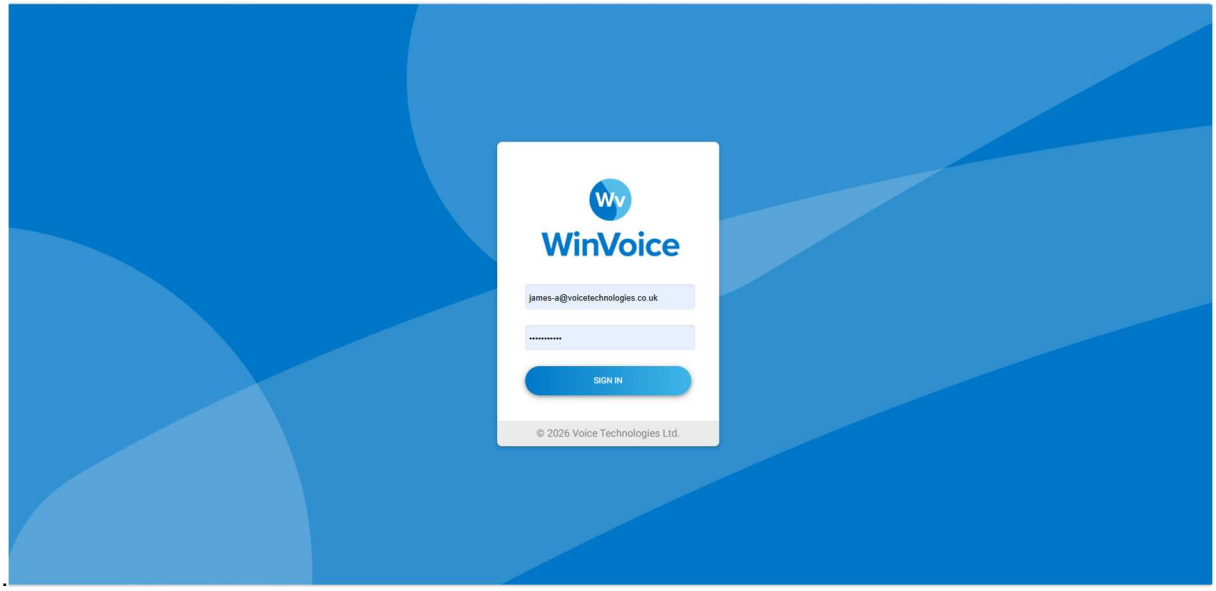
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1. User Scenarios

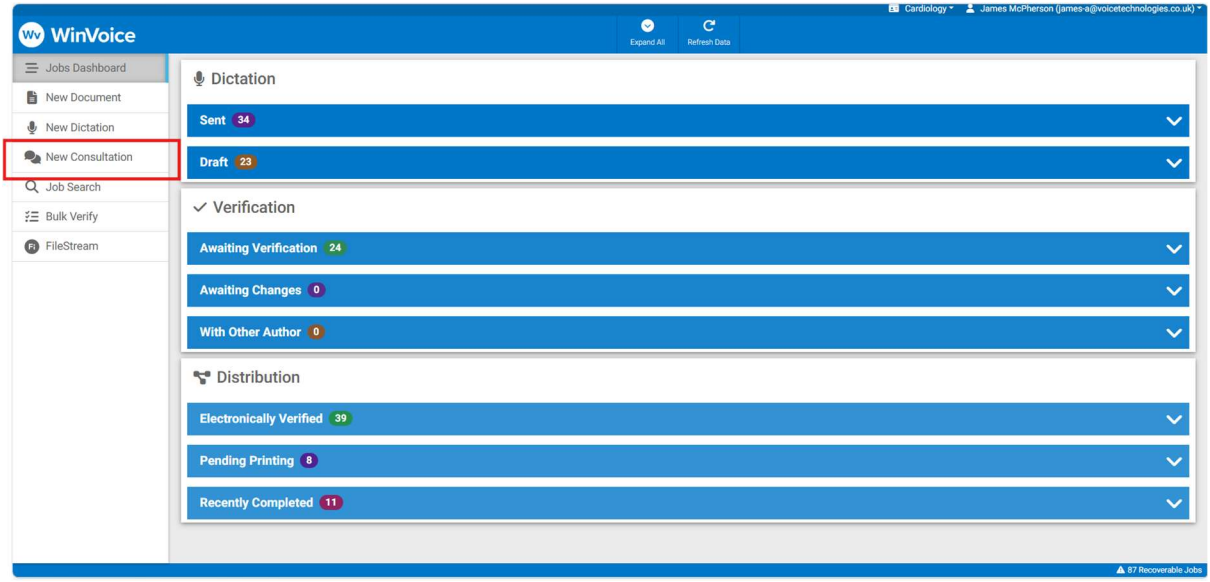
- I want to capture a consultation while with a patient and either create my own document or have my administrative support create a document for me to review afterwards - Using AIVA via New Consultation
- I want to record a dictation and either create my own document or have my administrative support create a document for me to review afterwards - Using AIVA via New Dictation
- I want to create my own documents in real time while with the patient in a consultation, via a dictation recorded in real time or from an audio file I recorded earlier – Using AIVA via New Document.

1.1 Using AIVA via New Consultation

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

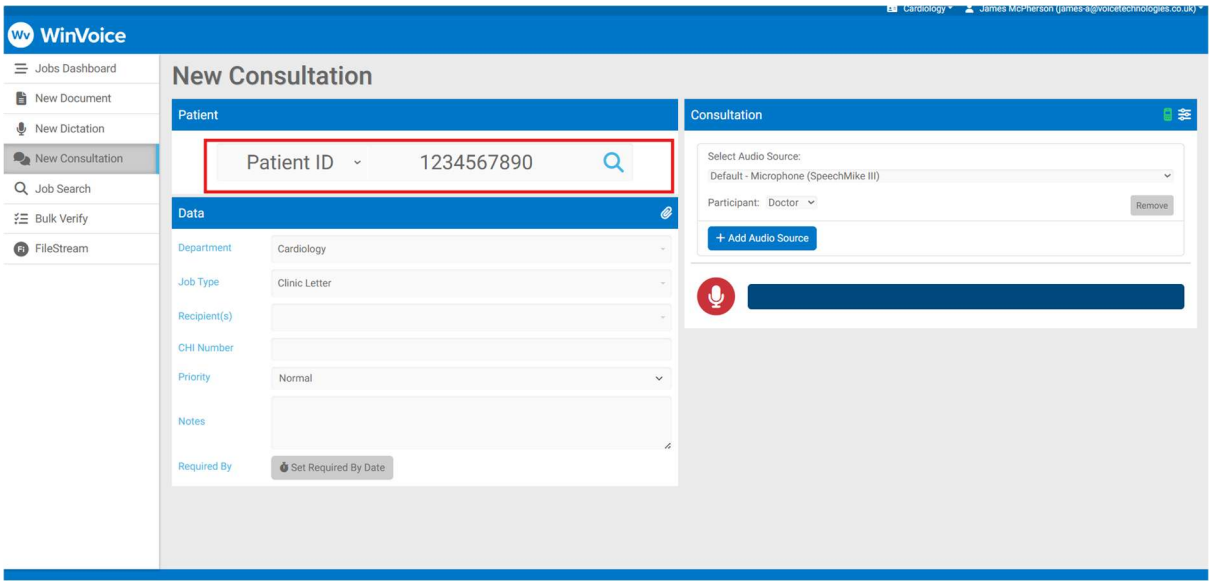


Click **SIGN IN**.

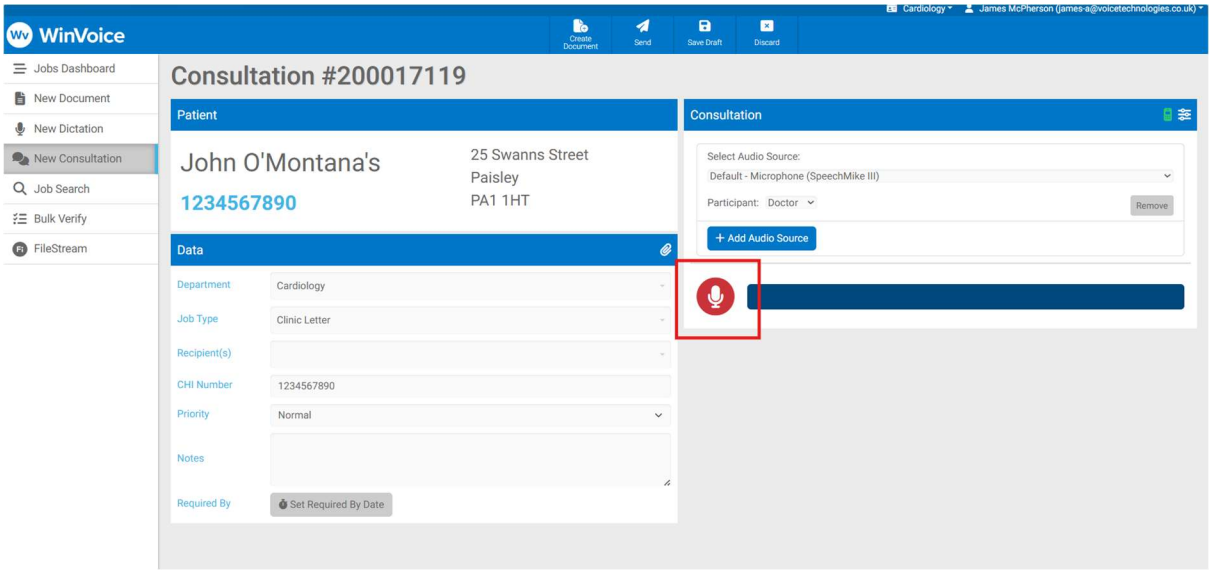


Click **New Consultation** on the left-hand pane.

Type a Patient Identifier into the relevant box and 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.

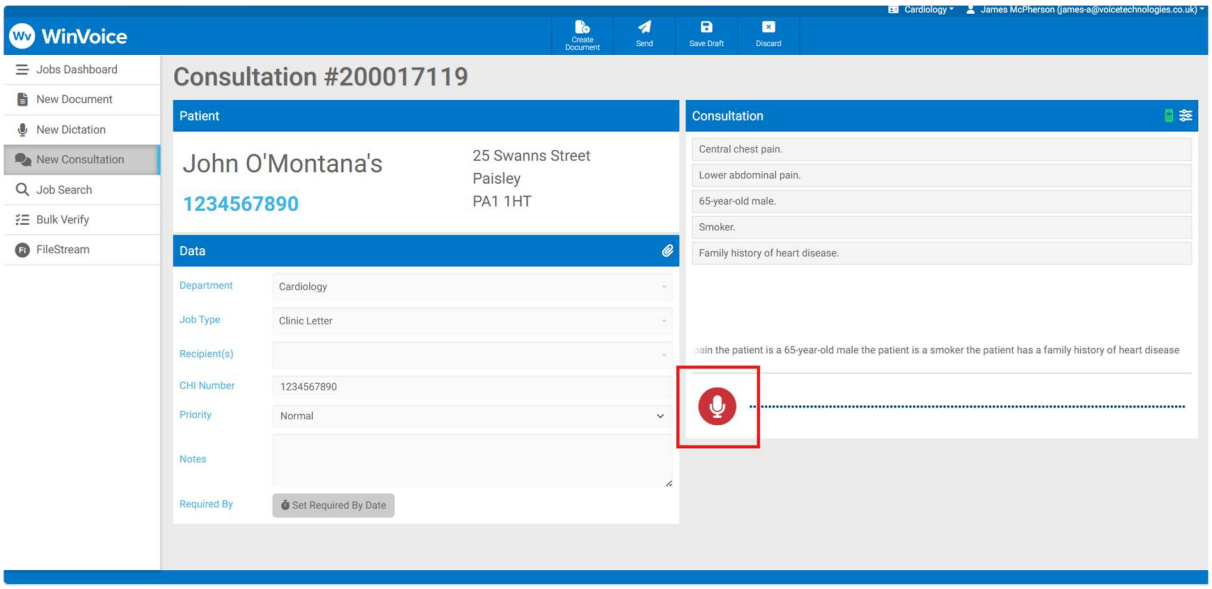


Click the **Record** button – this will start the audio recording via the selected audio source. Different Audio Sources can be added and selected dependant on if the patient is in the room or attending via a remote session.



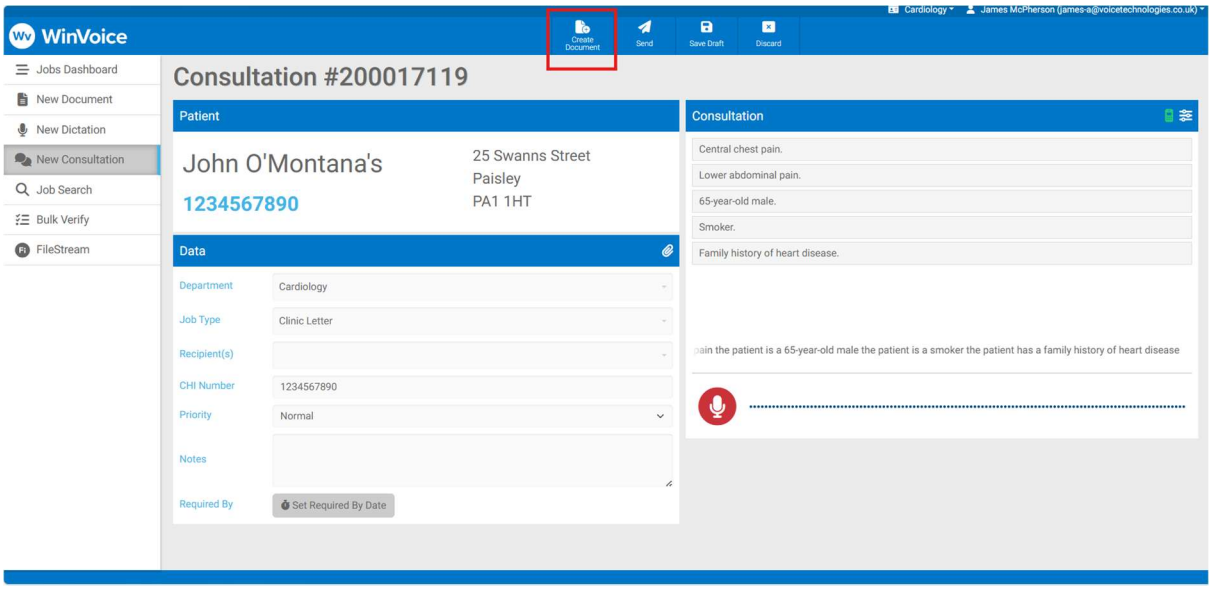
When recording, the user will see the transcribed text displayed in real time on the screen.

Once finished click the **Record** button to stop recording.

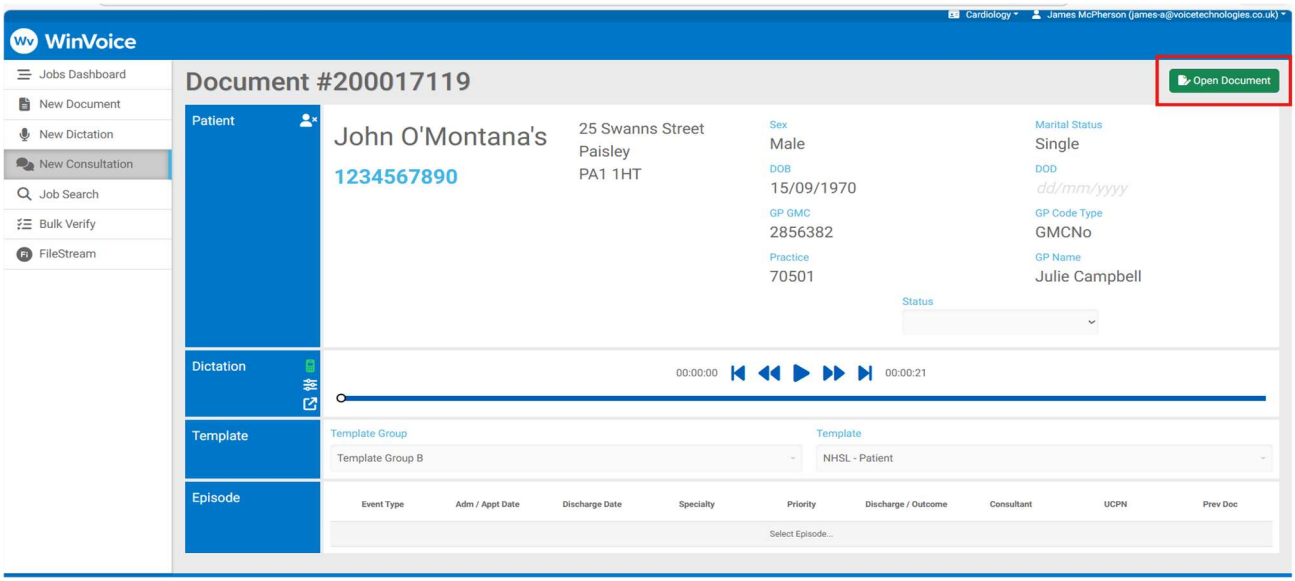


When recording is complete, you can choose from the options below which are displayed at the top of the screen: -

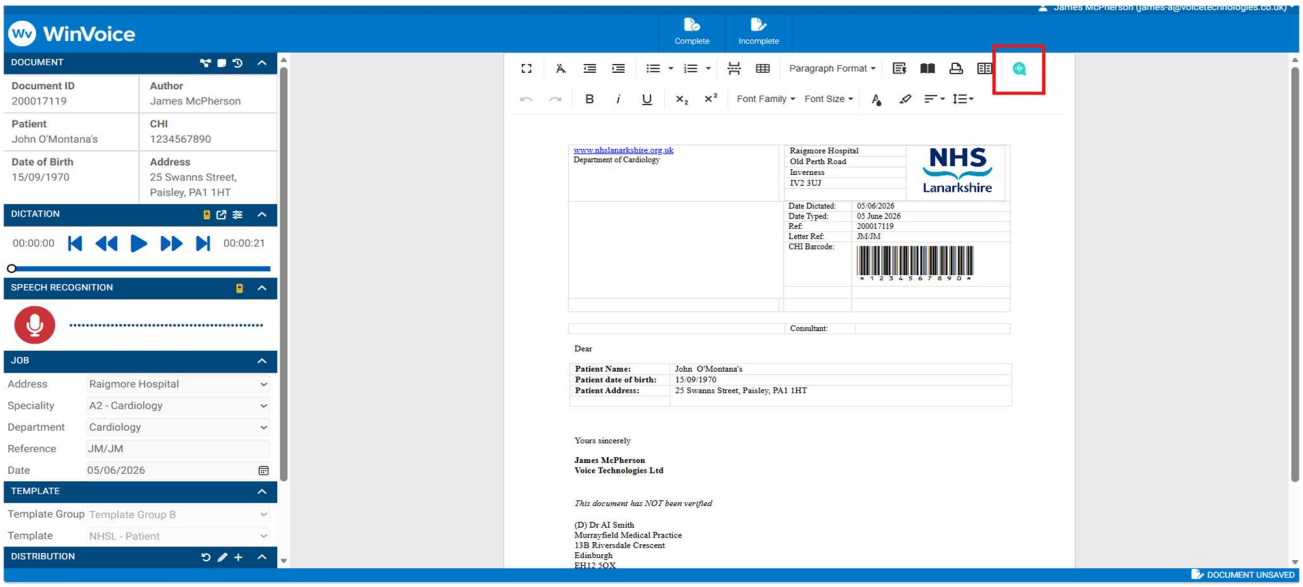
- **Create Document** – Allows you to build your own document from the Consultation recording.
- **Send** – Sends the Consultation to admin staff to build the document.
- **Save Draft** – Saves a draft of the Consultation recording in your Dictation Draft queue.
- **Discard** – Deletes the consultation.



When the **Create Document** button is selected, you can then select a template and episode (if applicable) and then click the **Open Document** button.



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

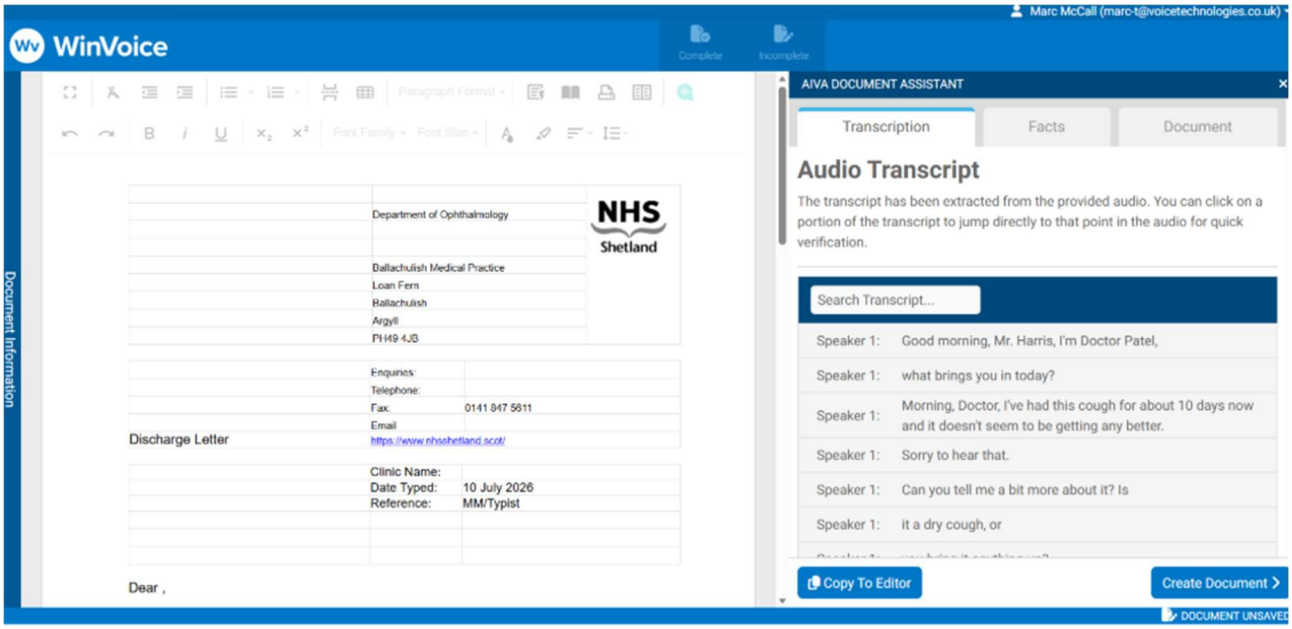


The AIVA Document Assistant will now display, with the below tabs available: -

- **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.

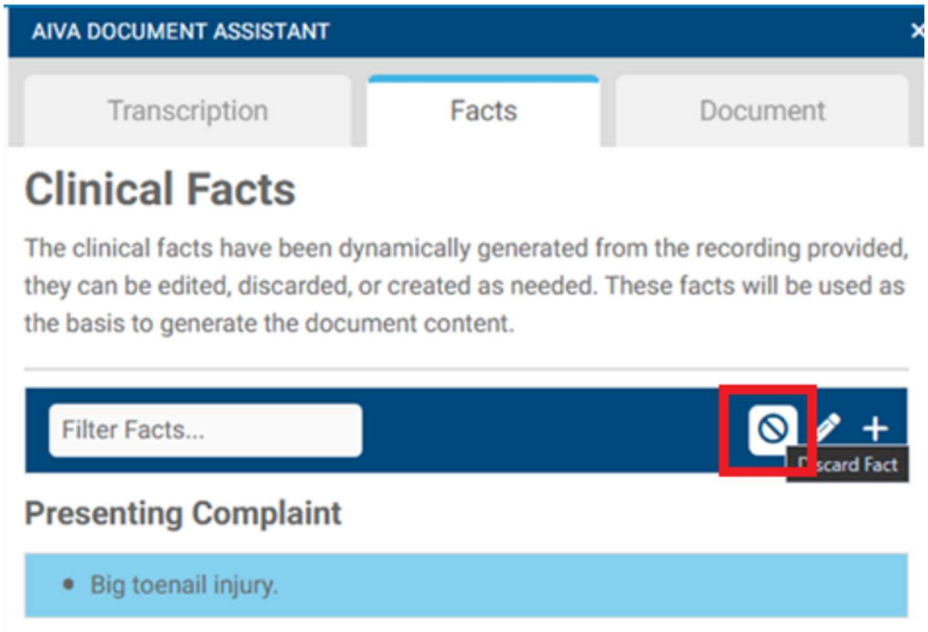


If desired, you can use the **Copy to Editor** button which will copy the raw text into the document.

Facts Tab

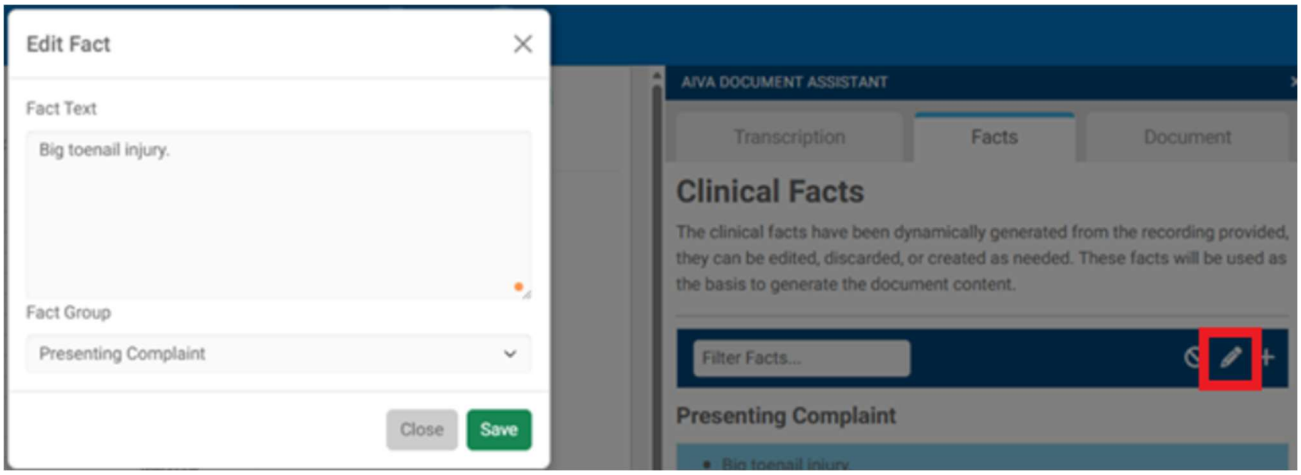
Remove a fact:

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.



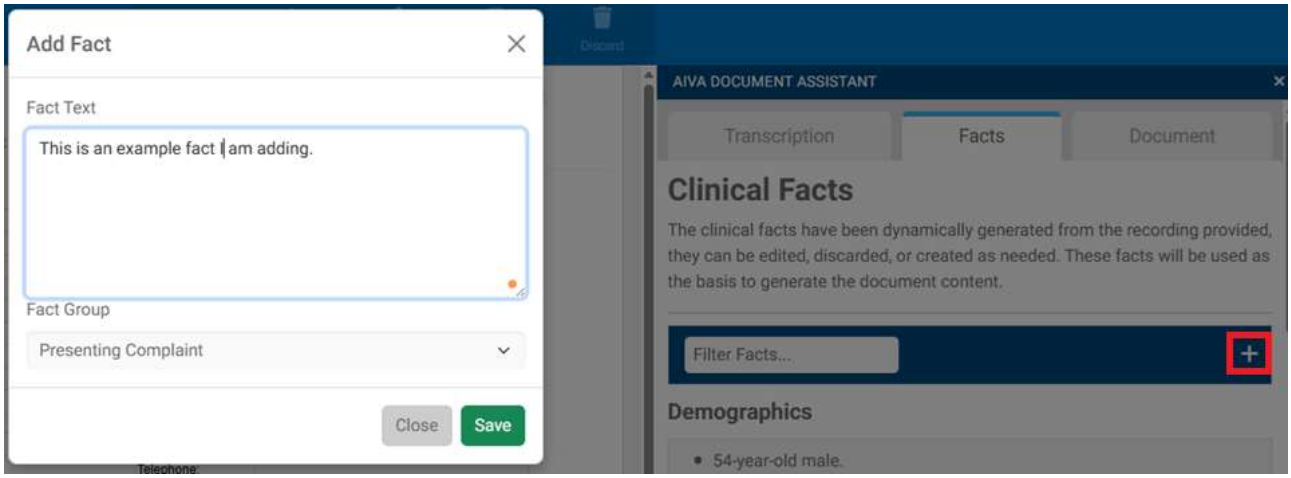
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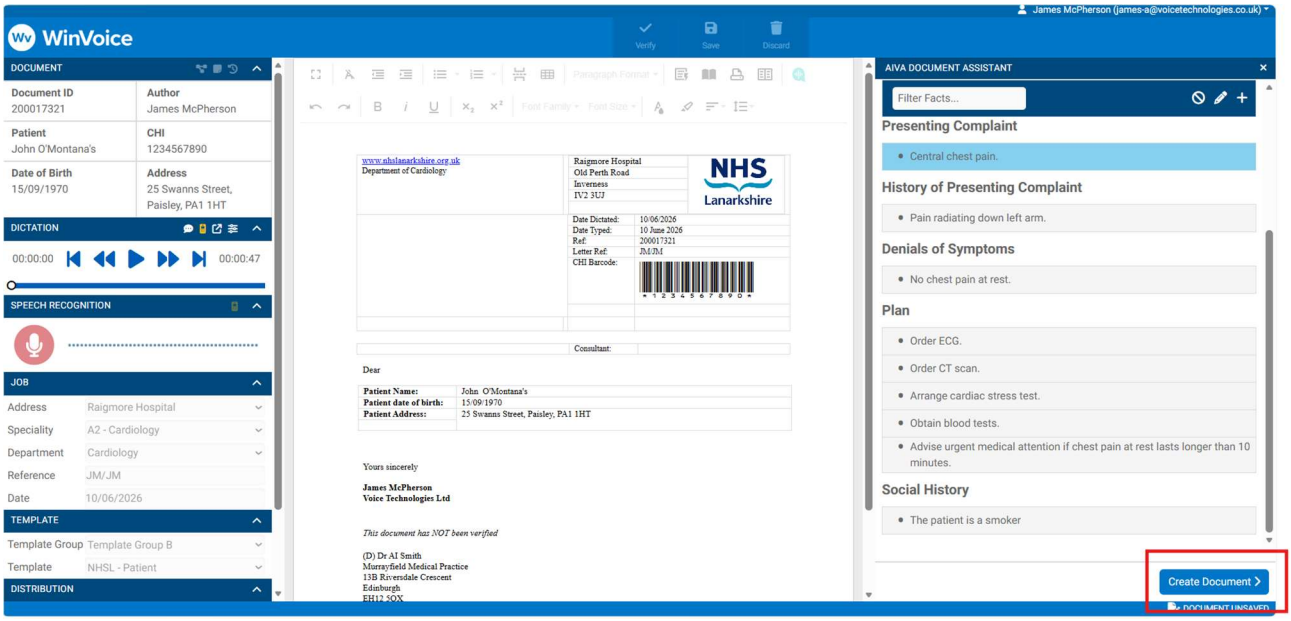
Add a new fact:

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.

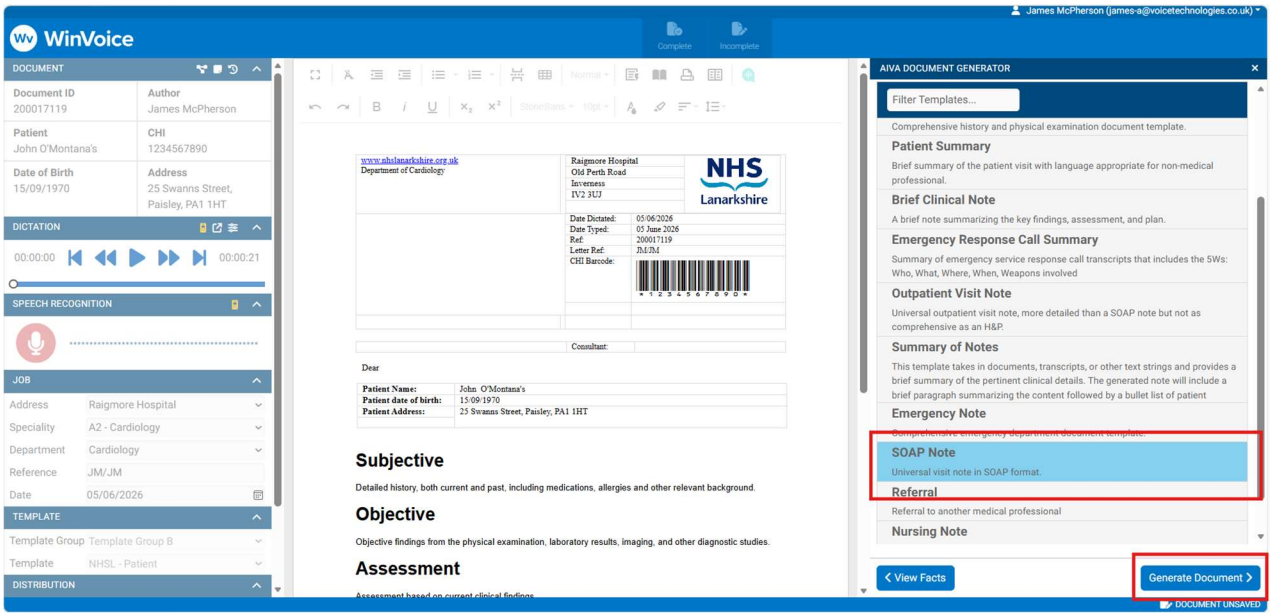


There is a button within the AIVA Document Assistant **Copy to Editor**. This allows you to copy the transcription or the document (if you are re-opening the letter) content directly into the letter for editing. This allows you to either use the transcription of the audio to form the content of the document,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

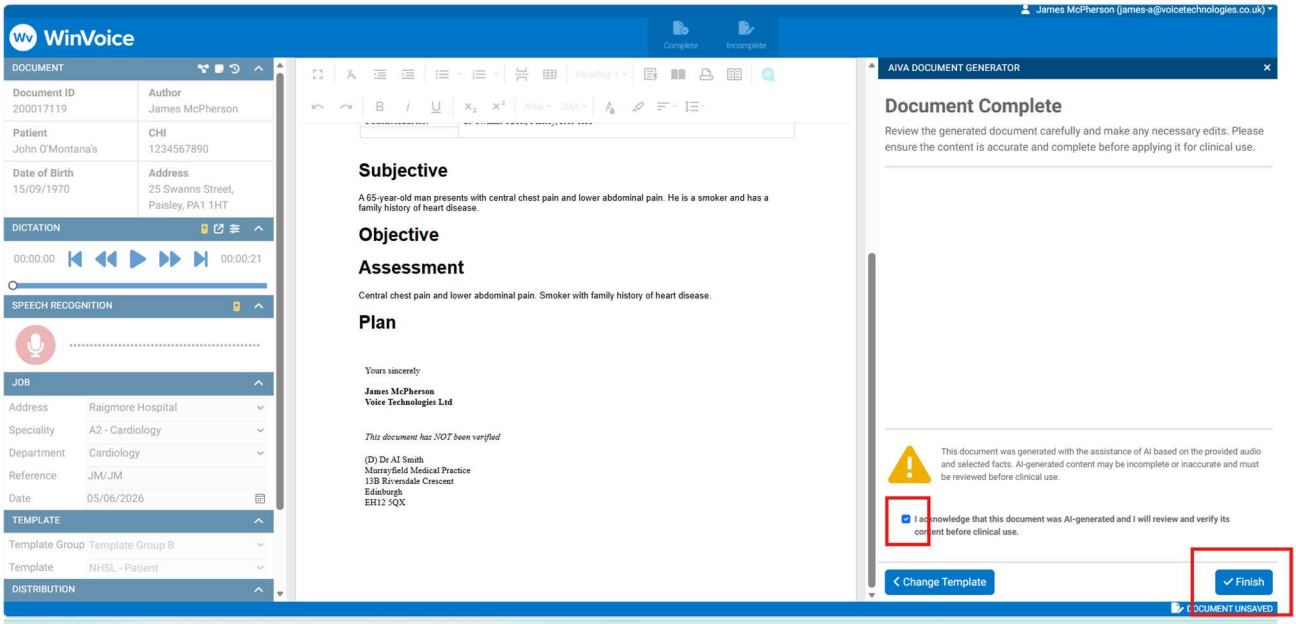
Once you are happy with the facts, you can click **Create Document**.



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.



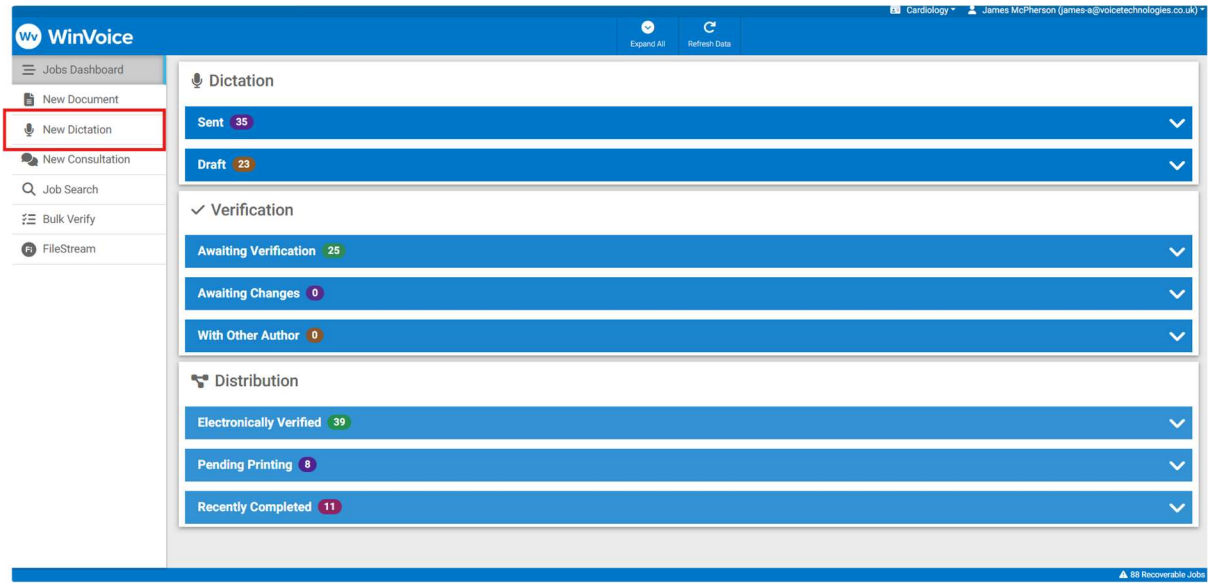
1.2 Using AIVA via New Dictation

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



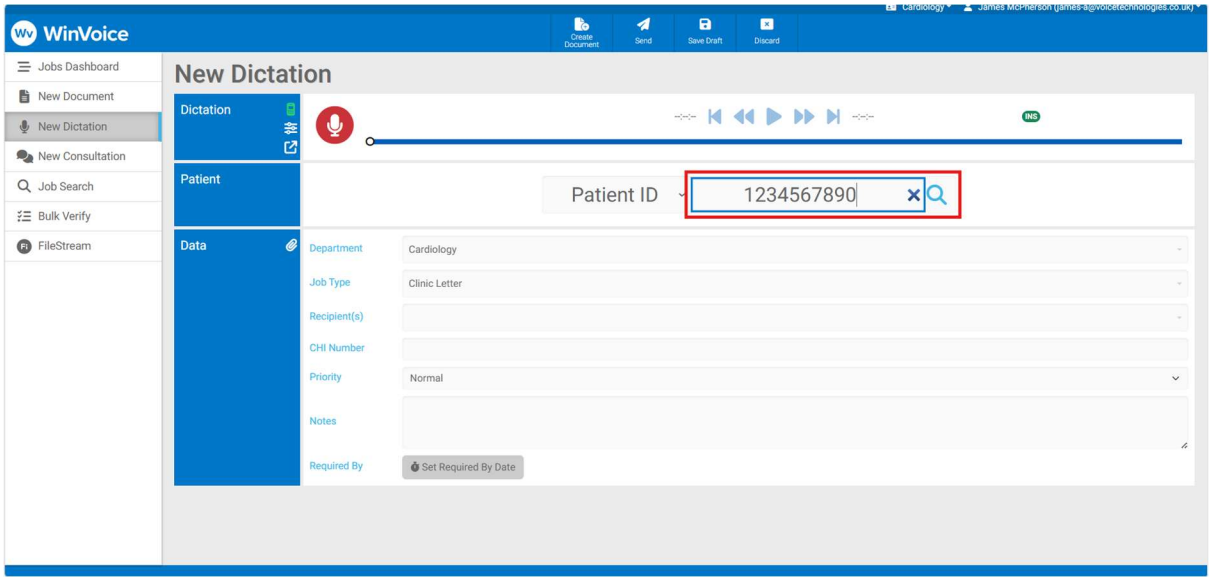
Click **SIGN IN**.

Click **New Dictation**.

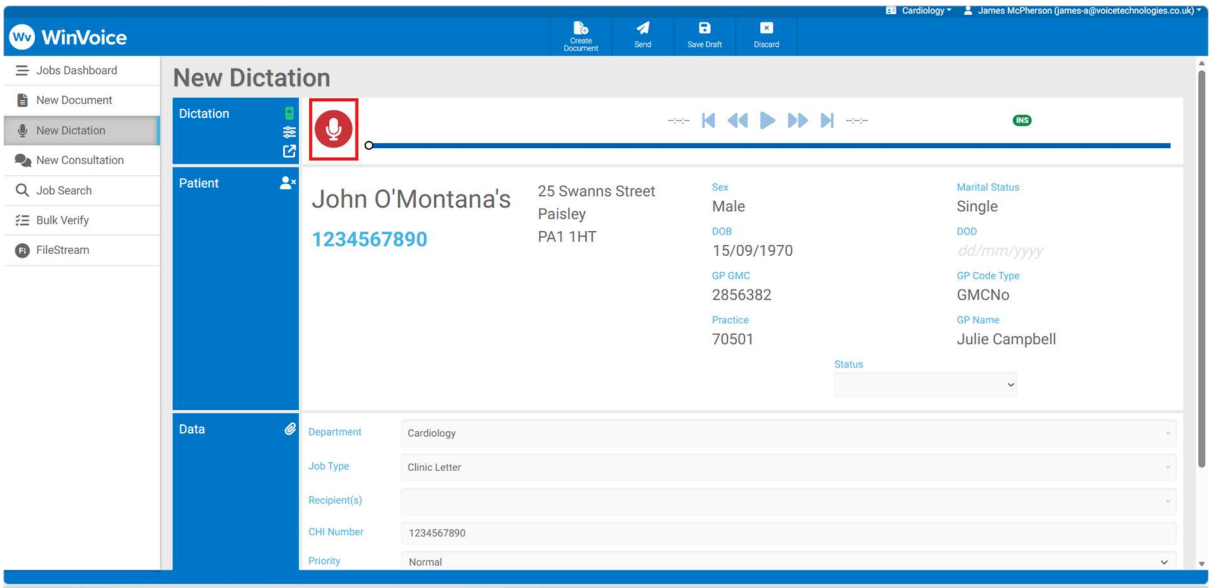


Search for a patient by using their **Patient Identifier** or **Forename** & **Surname**.

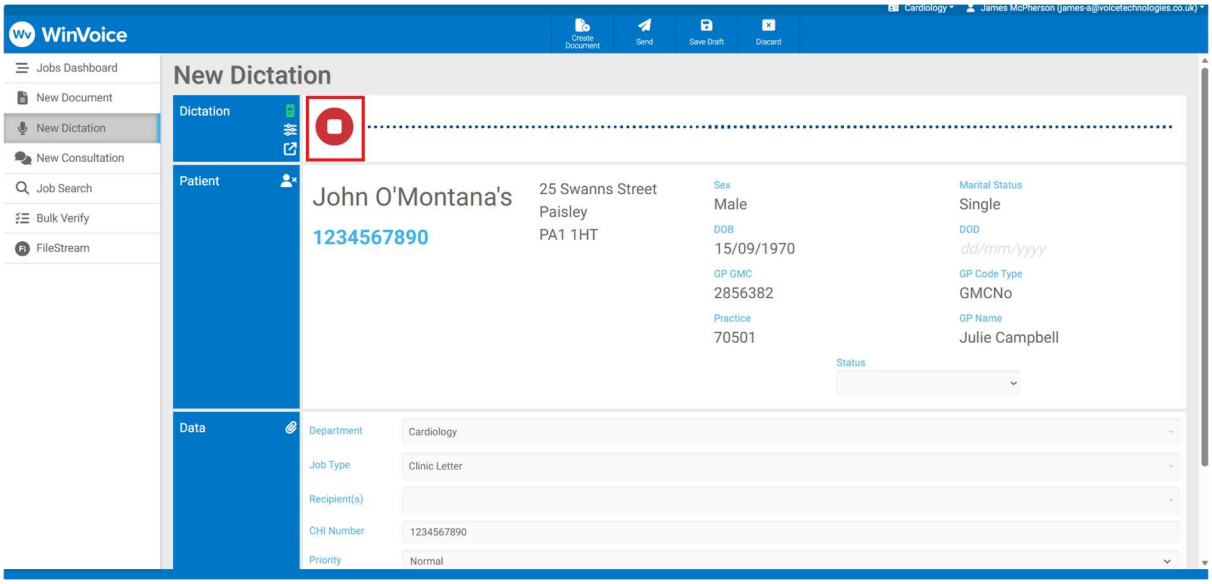
Press **Enter** on your keyboard or click the **Magnifying Glass** icon to perform a search. The patient demographics will then be displayed on the screen.



Click the **Record button** to start the recording.

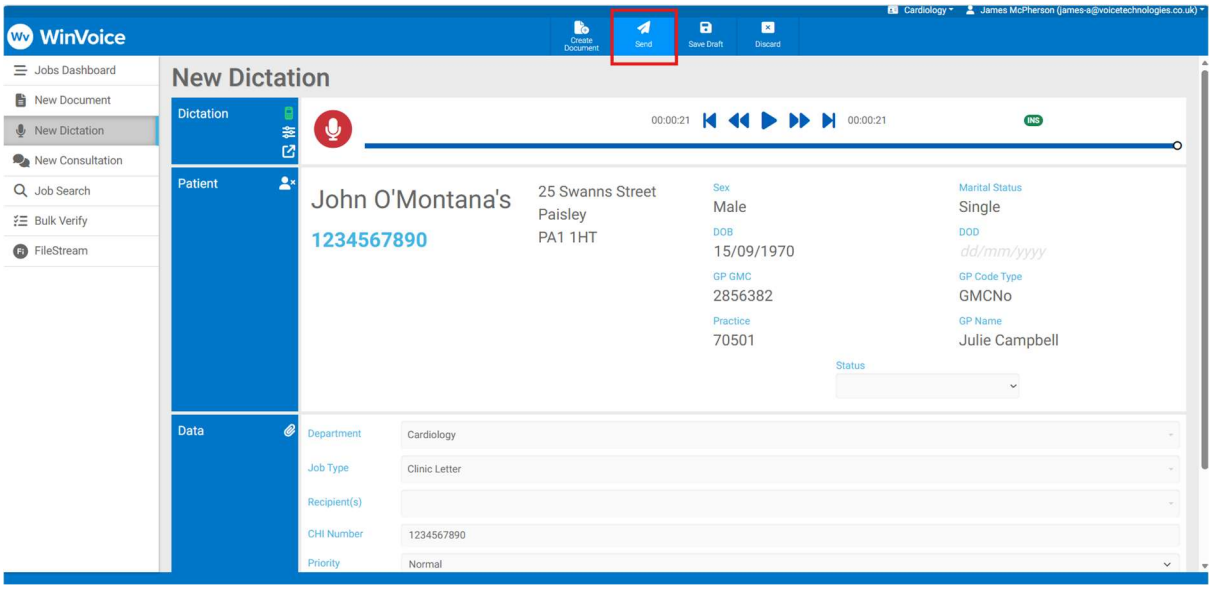


Once the dictation is finished, press the **Record** button to stop the audio recording.

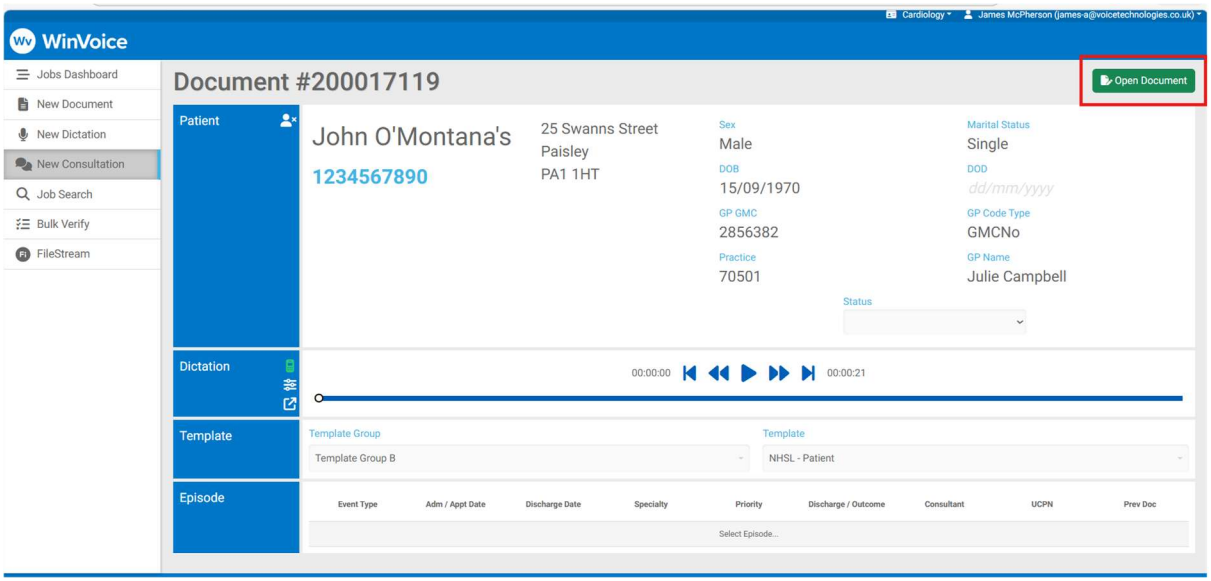


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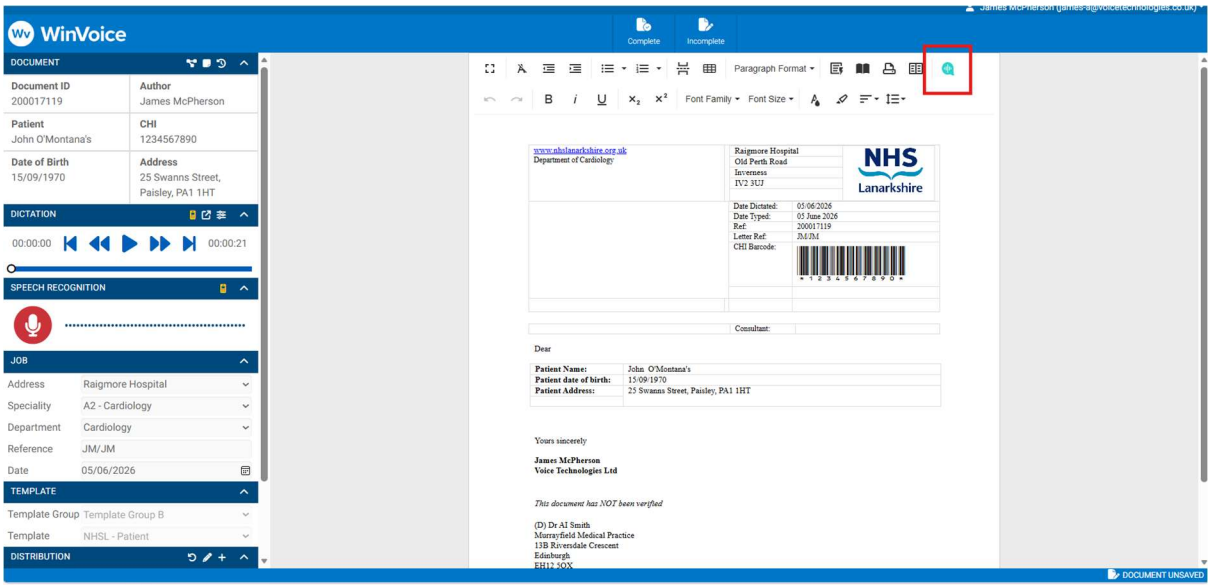
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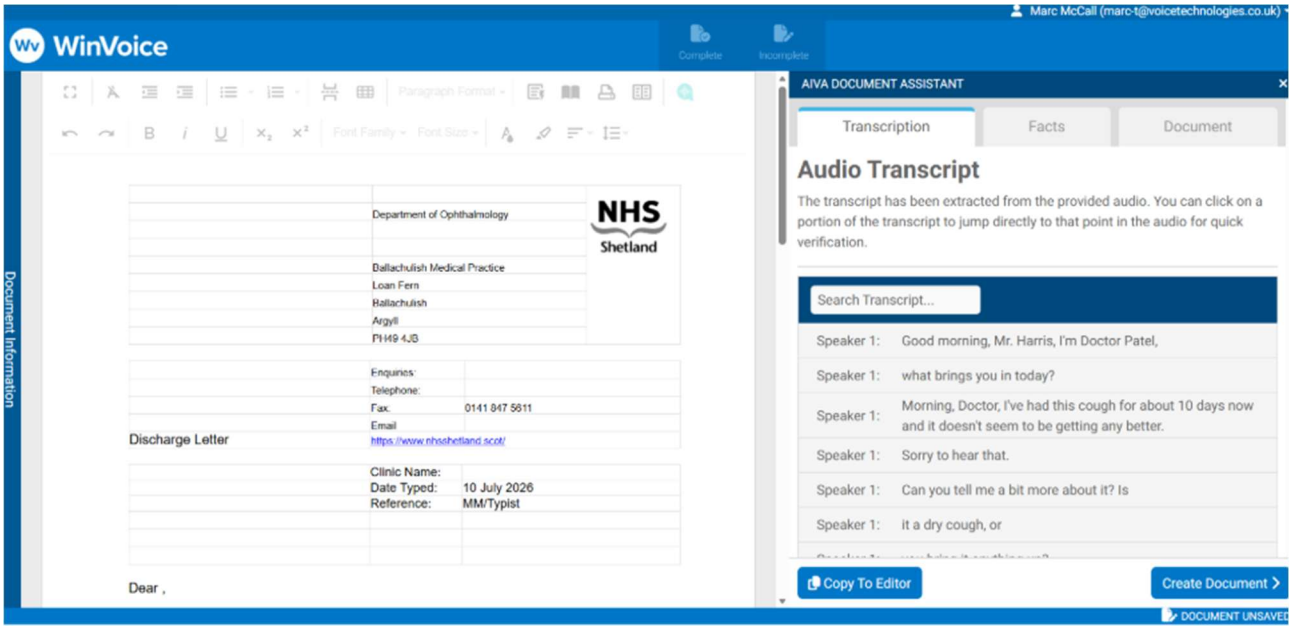


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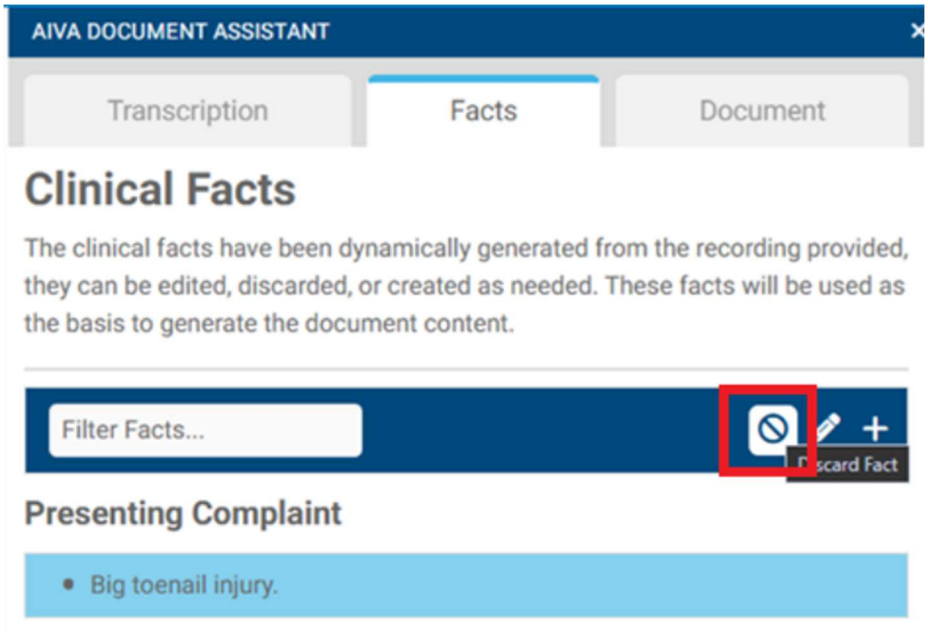


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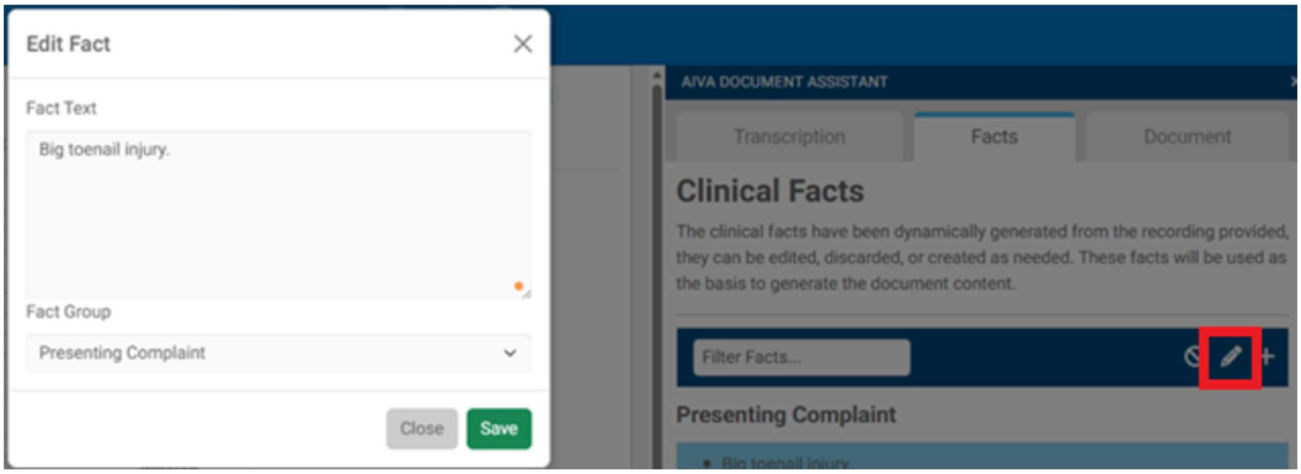
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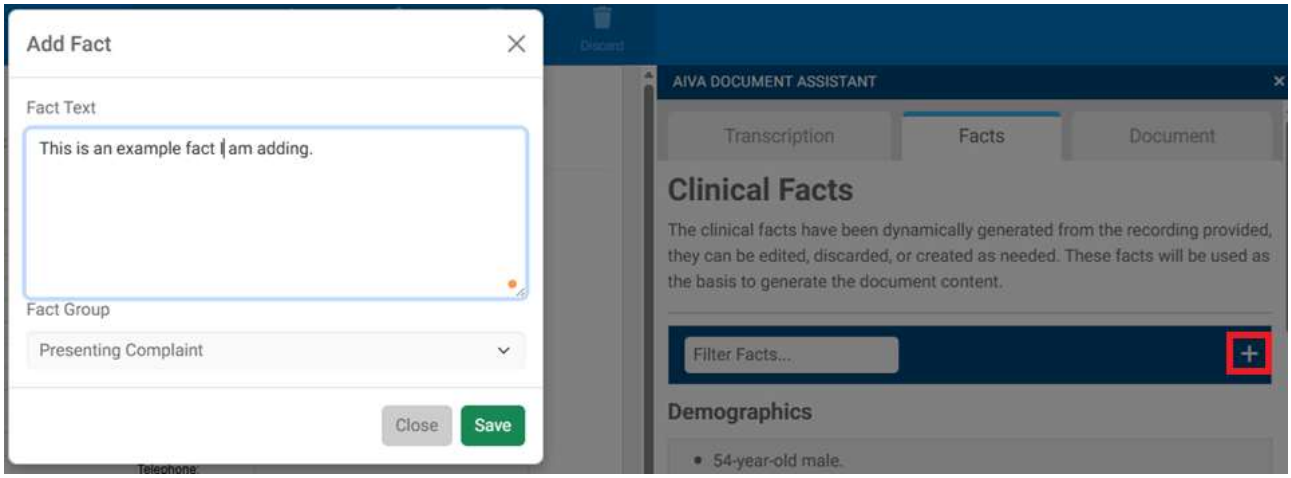
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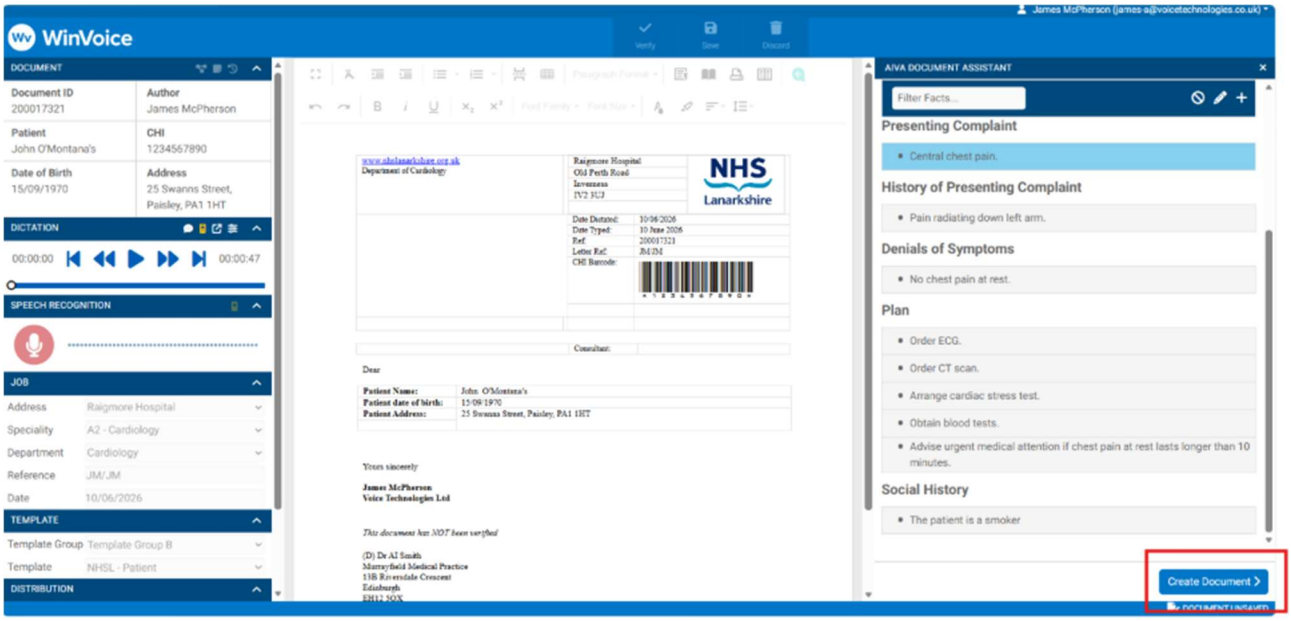
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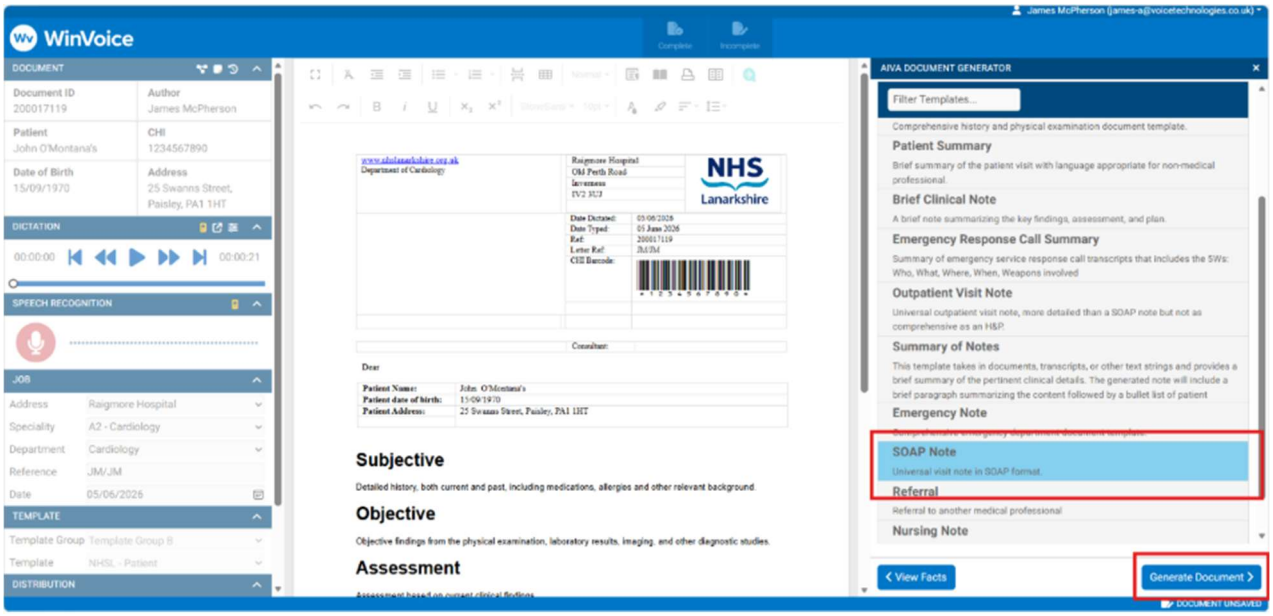


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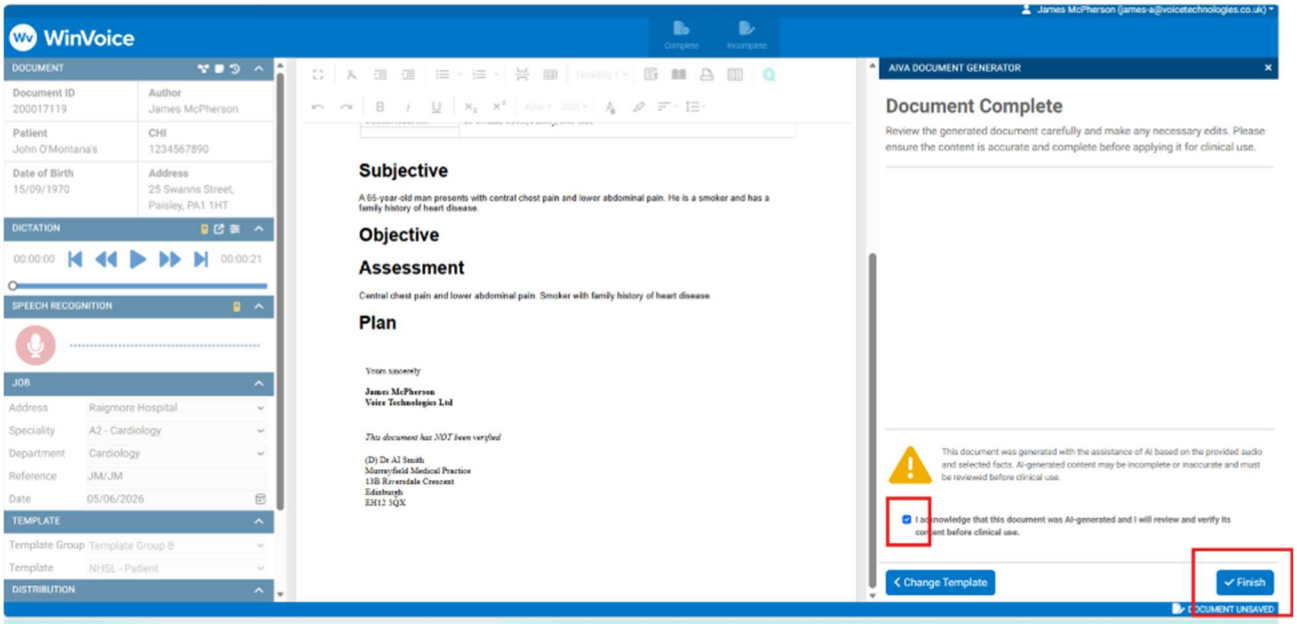
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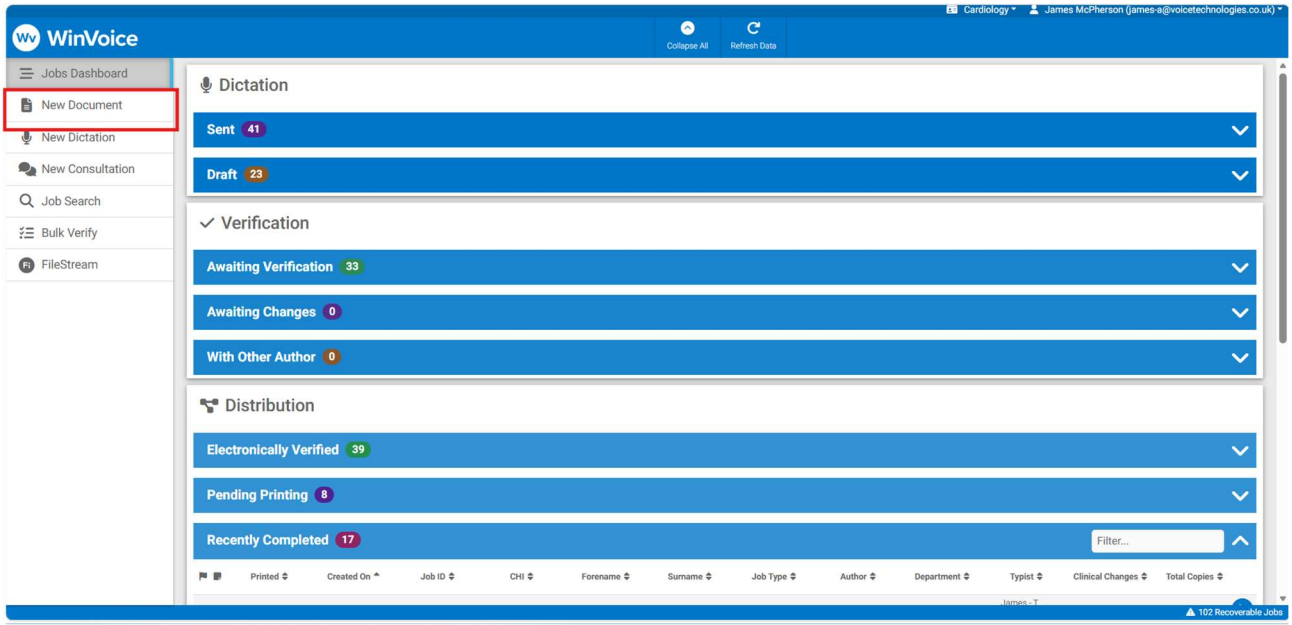
1.3 Using AVIA via New Document

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



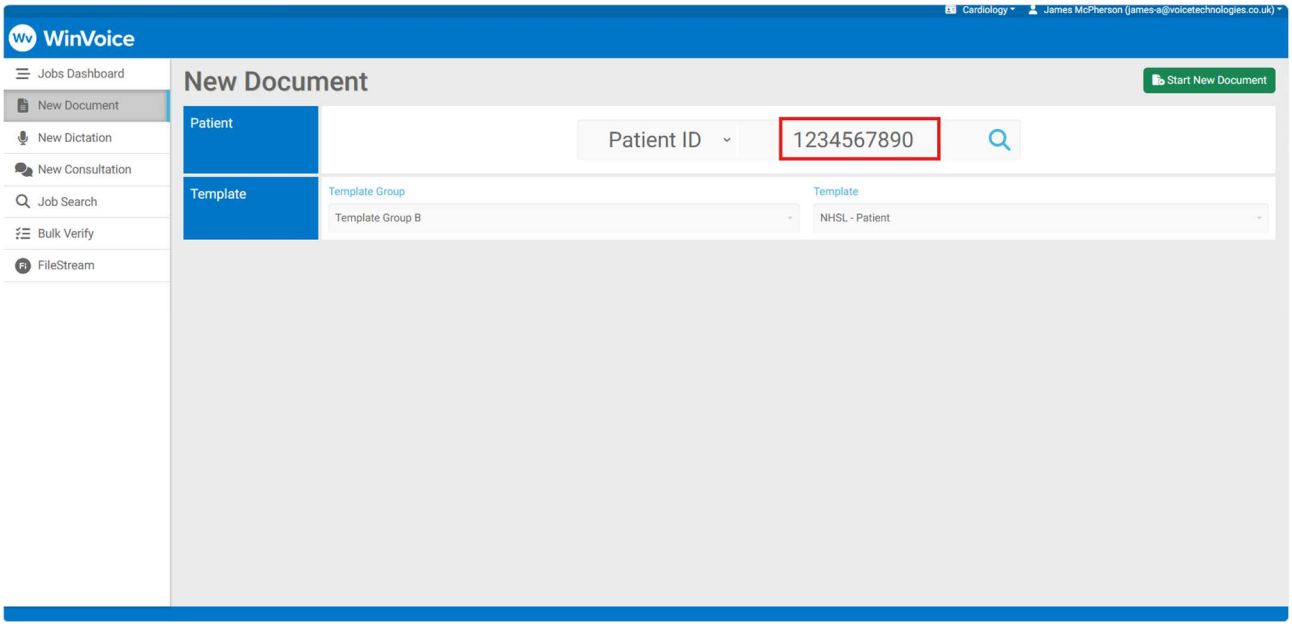
Click **SIGN IN**.

Click the **New Document** button on the left hand pane.

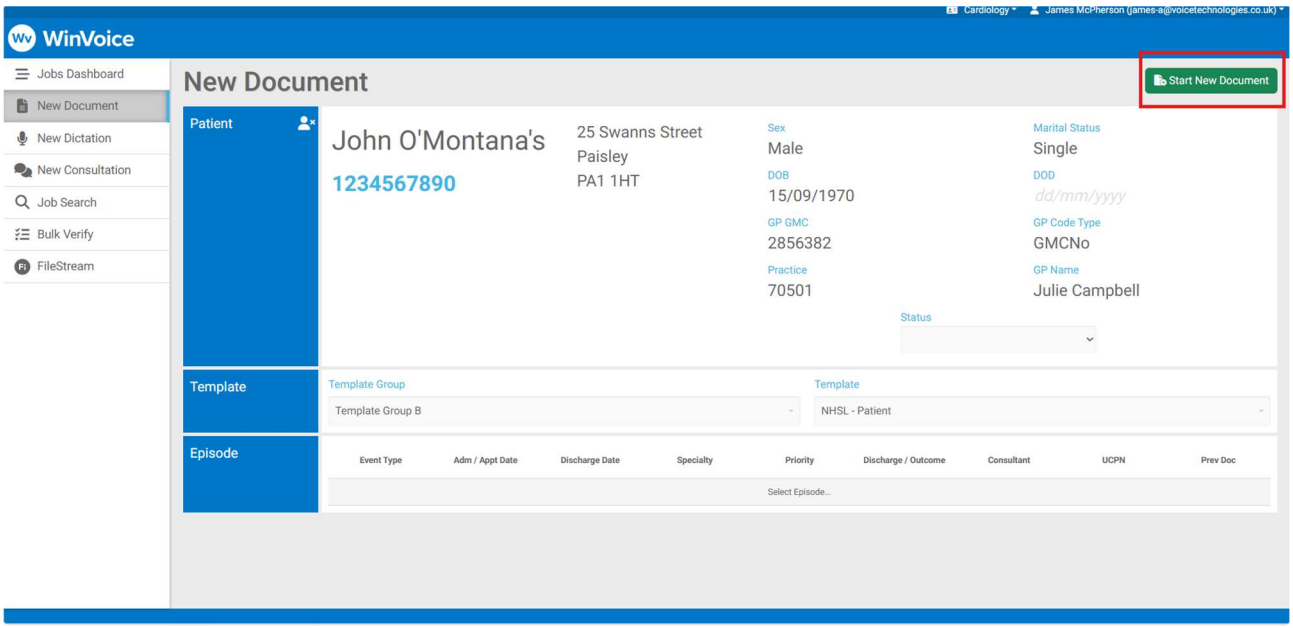


Search for a patient by using their **Patient Identifier** or **Forename** & **Surname**.

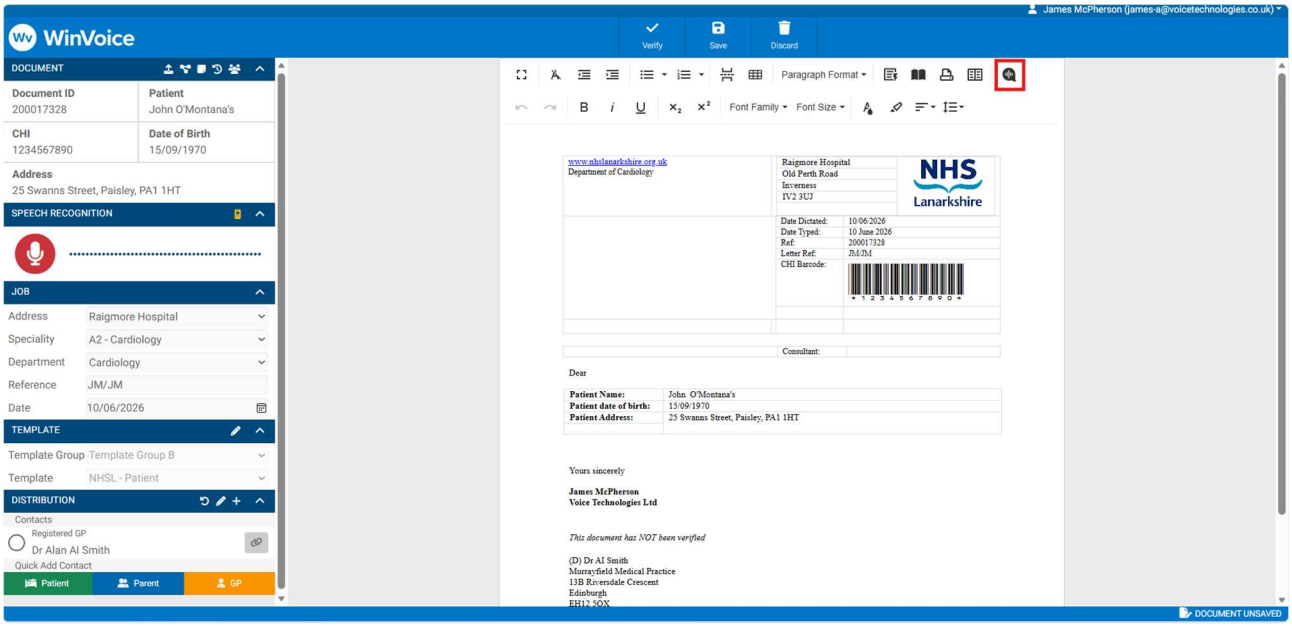
Press **Enter** on your keyboard or click the **Magnifying Glass** icon to perform a search. The patient demographics will then be displayed on the screen.



Select a template, episode (if required) and then click on the **Start New Document** button.

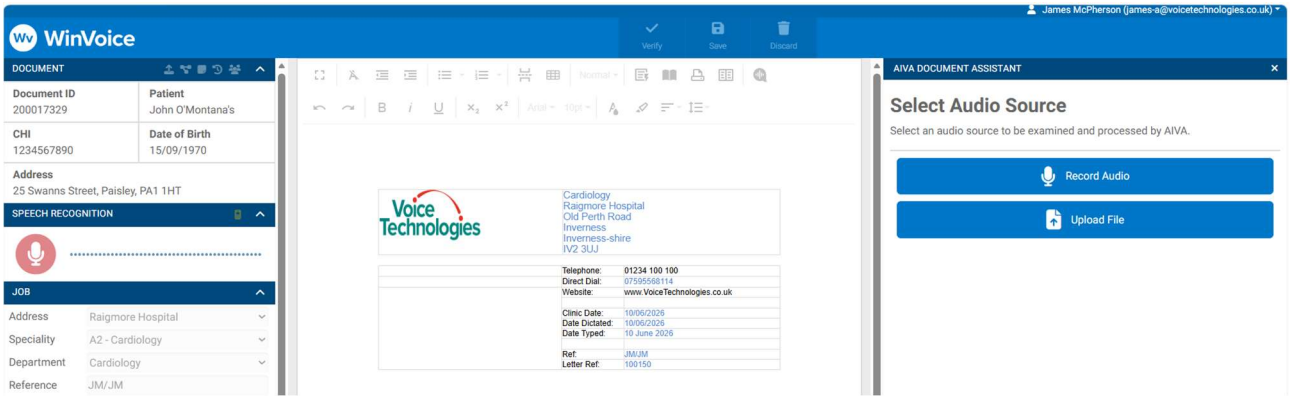


Click on the **AIVA Document Assistant** button:



You will have two options from here:

- **Record Audio** – Allows you to record a dictation or consultation then either create an AI document from it or use the transcription of the audio to form the content of the document.
- **Upload File** – Allows you to use an existing audio file that has already been recorded to build a document. This would be a dictation recorded previously or an audio file on your computer or network drive.



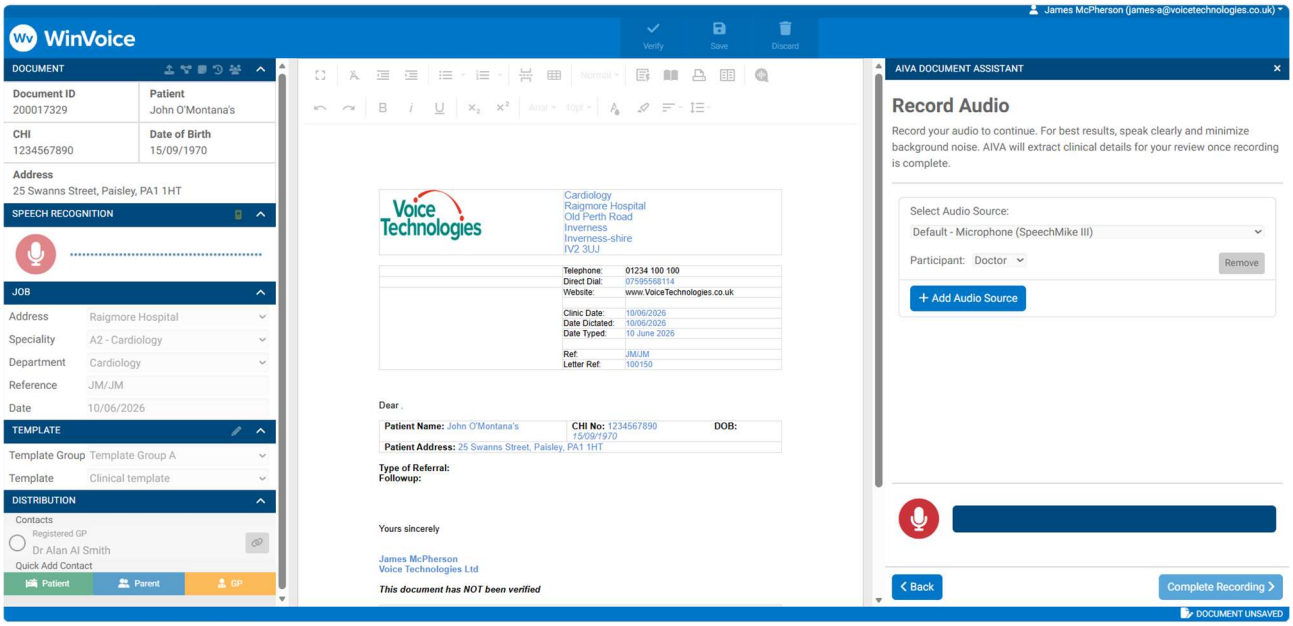
<u>Upload File</u>

Browse to the desired audio file on your PC or from a network drive.

Record Audio

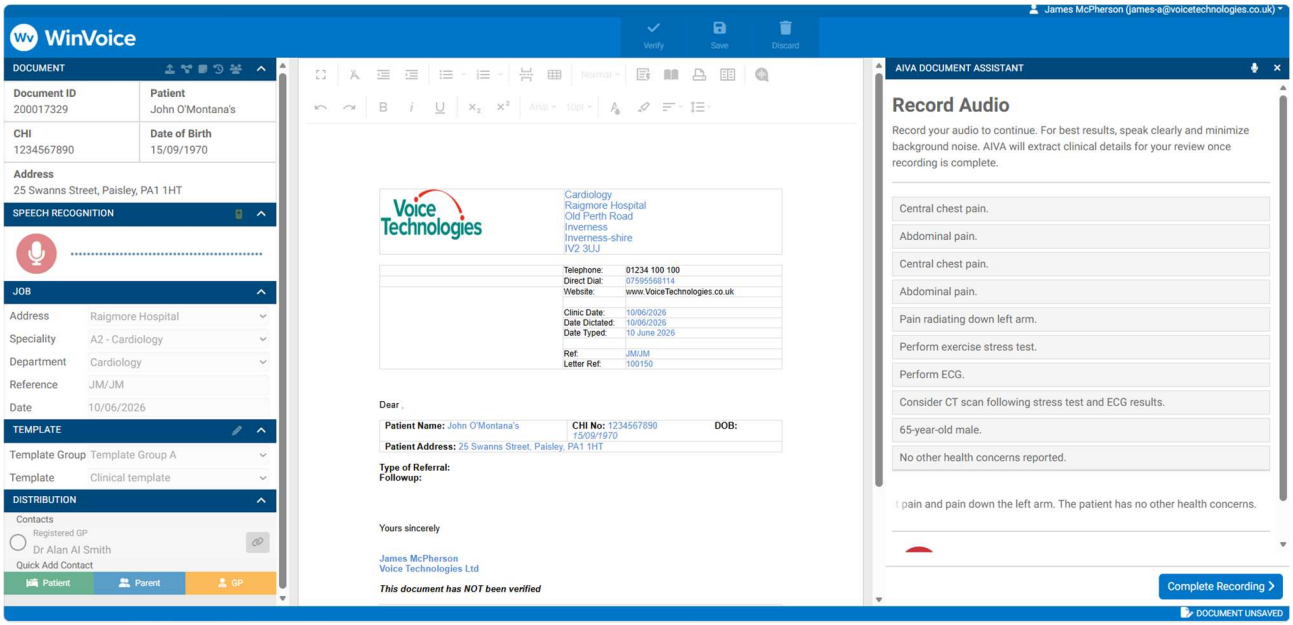
Record a dictation or consultation then press **Complete Recording**. Different Audio Sources can be added and selected dependant on if the patient is in the room or attending via a remote session before recording.

To record, press the **Record** button displayed on screen.



When recording, you will see the transcribed text displayed in real time on the screen and when finished simply click the **Record** button again to stop audio recording.

Then click **Complete Recording** when finished.



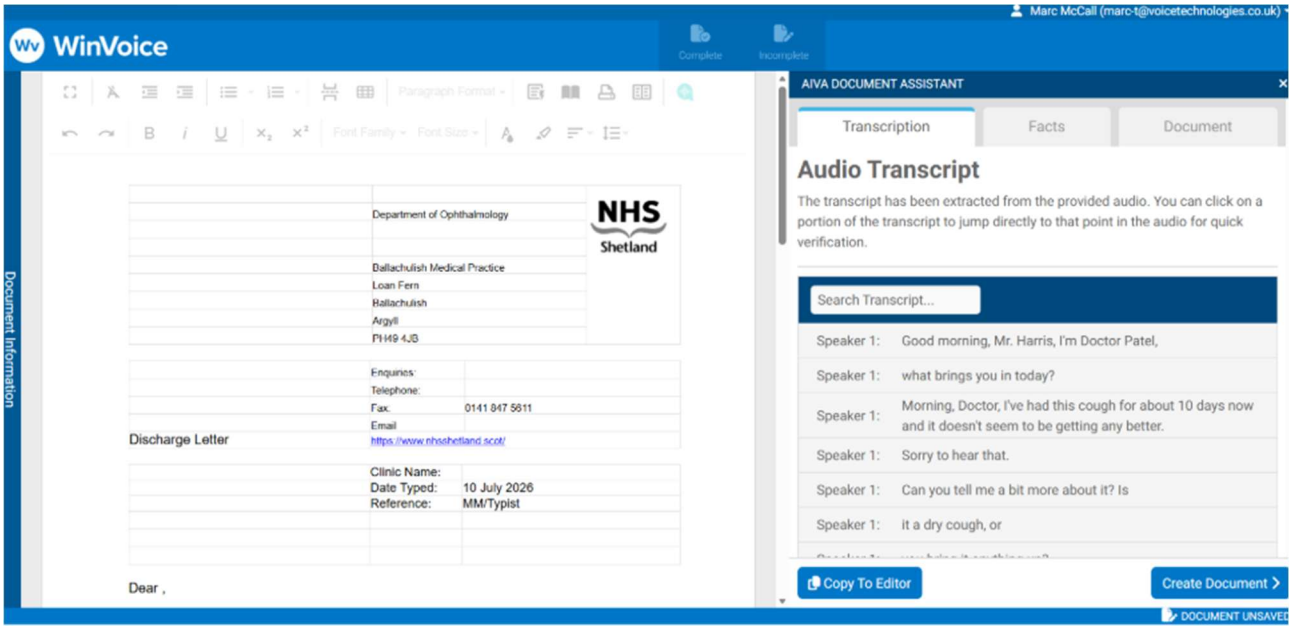
Once uploaded or recorded, the audio file will be transcribed, and the medical facts will be generated where you can then use the below functions.

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.
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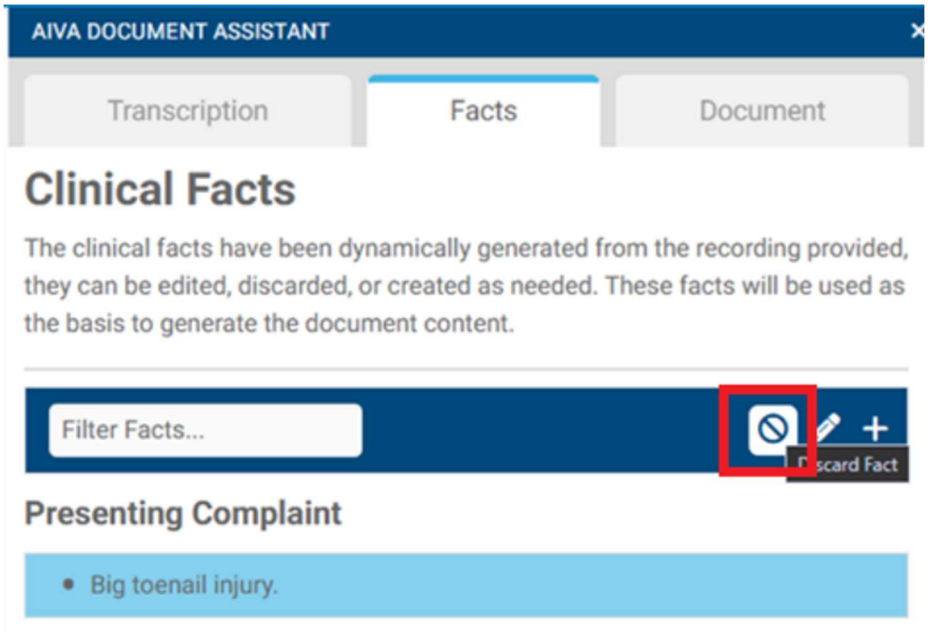


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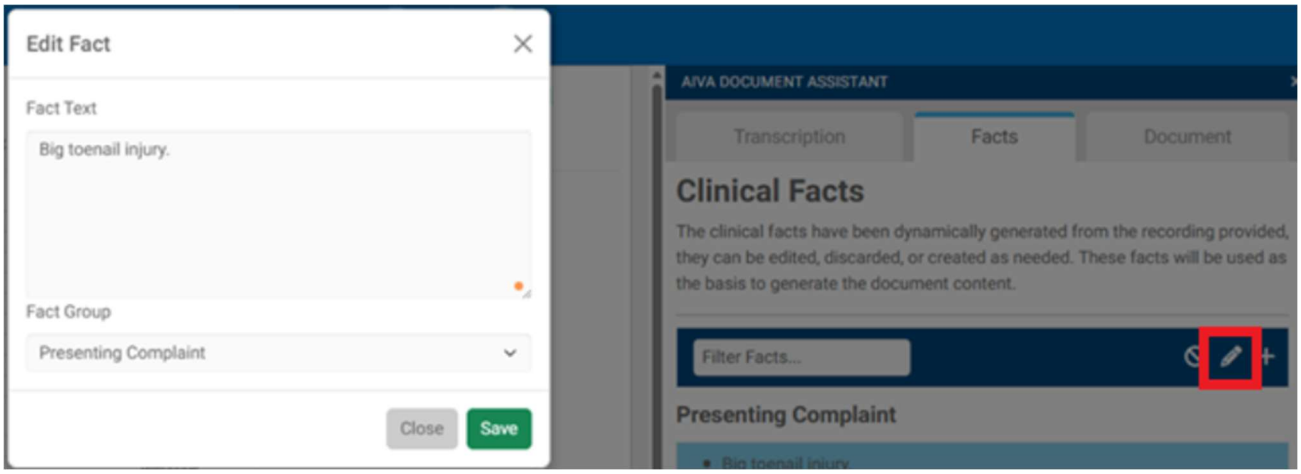
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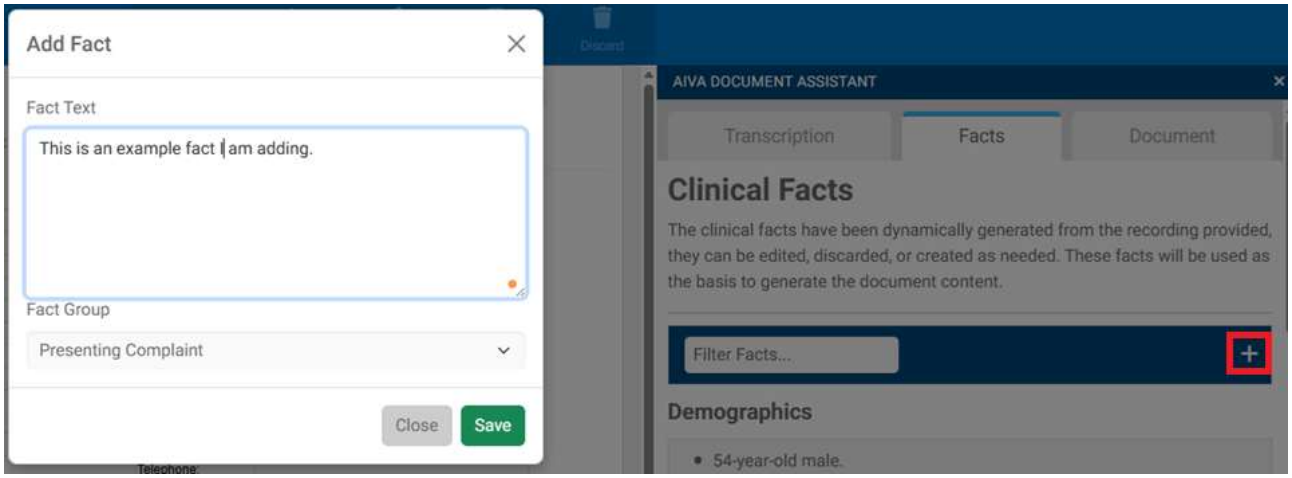
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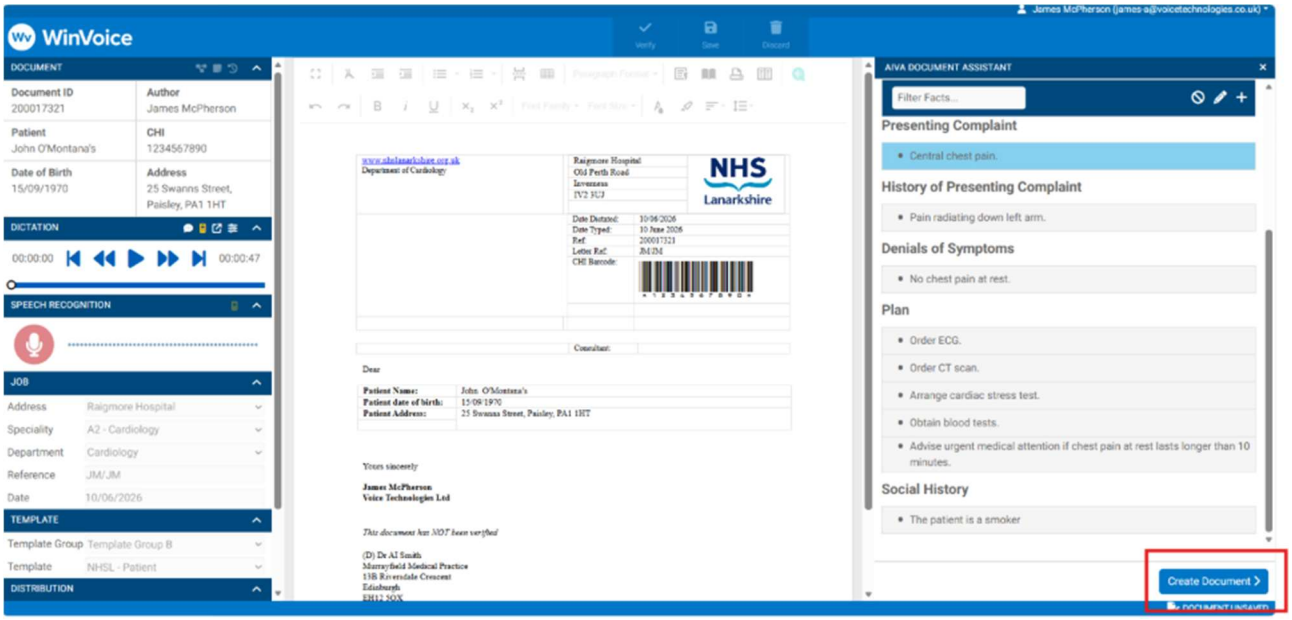
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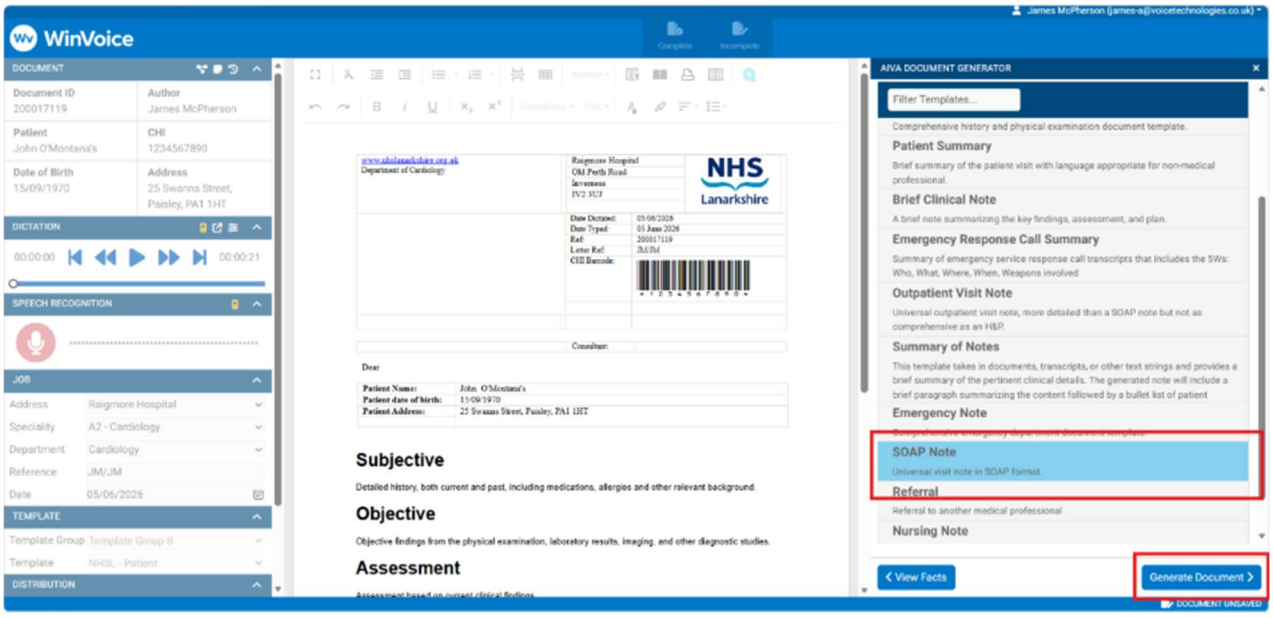


There is a button within the AIVA Document Assistant **Copy to Editor**. This allows you to copy the transcription or the document (if you are re-opening the letter) content directly into the letter for editing. This allows you to either use the transcription of the audio to form the content of the document,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

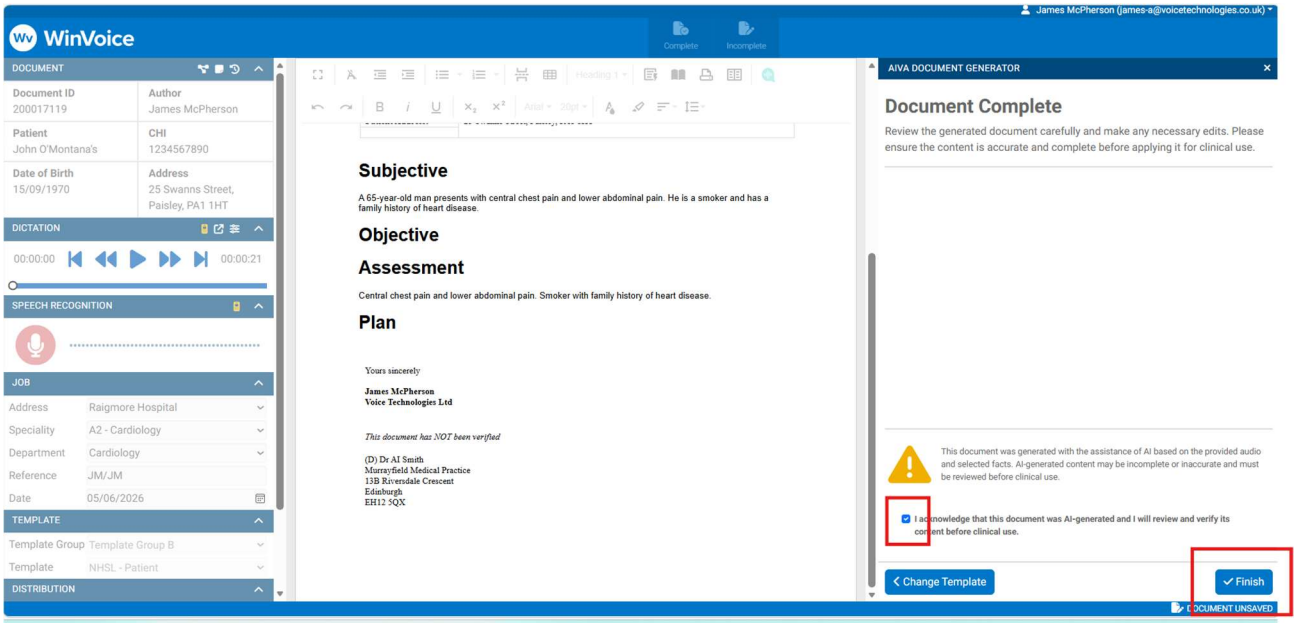
Once you are happy with the facts, you can click **Create Document**.



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.



2. License Types

AIVA AVT Licence – Full Ambient Voice Transcription (AVT) and Speech Recognition (SR) per Author. Transcriptionists carrying out work for that author can also use AVT and SR.

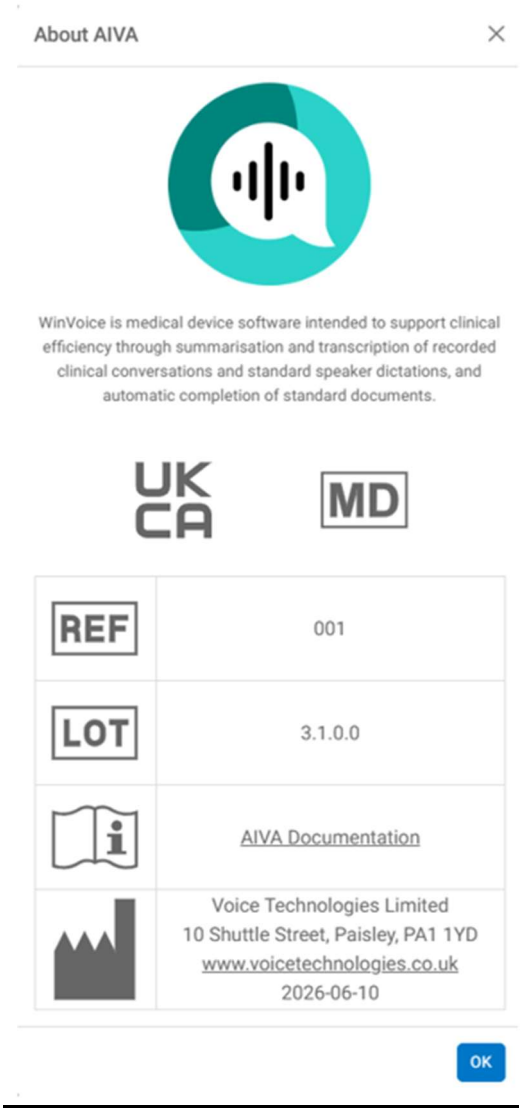
AIVA SR Licence - Speech Recognition (SR) per Author. Transcriptionists carrying out work for that author can also use SR.

Licence usage is provided on a fair usage basis.

3. Minimum System Requirements

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

4. Product Label



5. 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 or laptop device 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.

6. 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.