

# eClinicalWorks

## DRAGON MEDICAL ONE DICTATION BOX ISSUE NOTIFICATION

---

This document outlines the steps to address an issue where dictated text does not automatically transfer from the Dragon® Medical One (DMO) dictation software to the eClinicalWorks® EMR, due to the DMO extension not being recognized.

Refer to the following sections to ensure the DMO extension and eCW are configured properly based on the eClinicalWorks modality:

- [DMO with Browser](#)
- [DMO with eCW Plug-In Version Series 4](#)
- [DMO with eCW Plug-In Version 5 Lower Than 5.3.1275](#)
- [DMO with eCW Plug-In Version 5.3.1275 and Higher](#)

### DMO with Browser

#### **To resolve the issue when using the Browser (Web) modality of eClinicalWorks:**

1. Ensure DMO has been upgraded to the latest version (2023 series).
2. Download the DMO Google™ Chrome™ extension by navigating to the following link:  
<https://chrome.google.com/webstore/detail/dragon-dmo-dmd-dpa-dla-we/feolagkacappiaieohahjkeaikhjjcfa?hl=en>

3. Click *Add to Chrome*:

[Home](#) > [Extensions](#) > [Dragon \(DMO, DMD, DPA, DLA\) Web Extension](#)



Dragon (DMO, DMD, DPA, DLA) Web Extension

★★★★★ 20 ⓘ | Productivity | 600,000+ users

Add to Chrome

4. Close all instances of Chrome.
5. Launch DMO, then navigate to the Web modality of eClinicalWorks.

## DMO with eCW Plug-In Version 4 Series

### To resolve the issue when using the eClinicalWorks Plug-In version 4 series:

1. Ensure DMO has been upgraded to the latest version (2023 series).
2. Download the DMO Google Chrome extension by navigating to the following link: <https://chrome.google.com/webstore/detail/dragon-dmo-dmd-dpa-dla-we/feolagkacappiaieohahjkeaikhjjcfa?hl=en>
3. Click *Add to Chrome*.
4. Launch the Web modality of eClinicalWorks in Plug-In mode.
5. On the eCW login page, click the gear icon, then click the caret to expand the Plug-In Settings.
6. Click the *Default browser settings* toggle button so that it is turned *On*.
7. Click the *Incognito Mode* toggle button so that it is turned *On*:

#### Plug-In Settings

##### Logout security alert settings

Allow user to see popup message before clearing cache.

Off

##### Default browser settings

Allow user to use default browser settings and installed extensions

On

##### Incognito Mode

Allow user to use browser in incognito mode

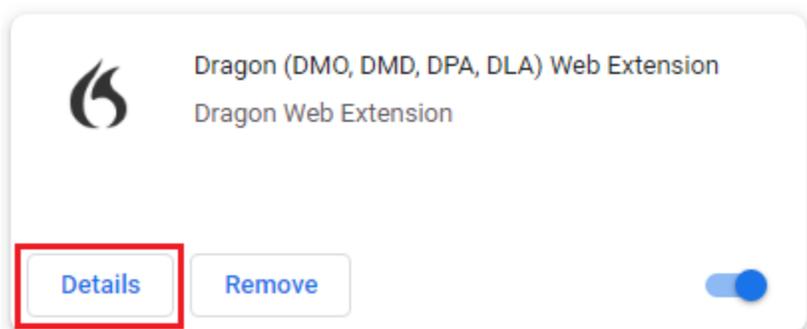
On

##### Accessibility Features

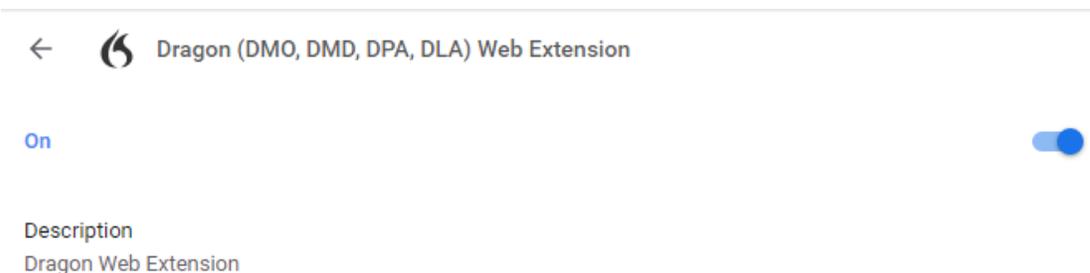
Allow user to enable Google Chrome's accessibility features.

On

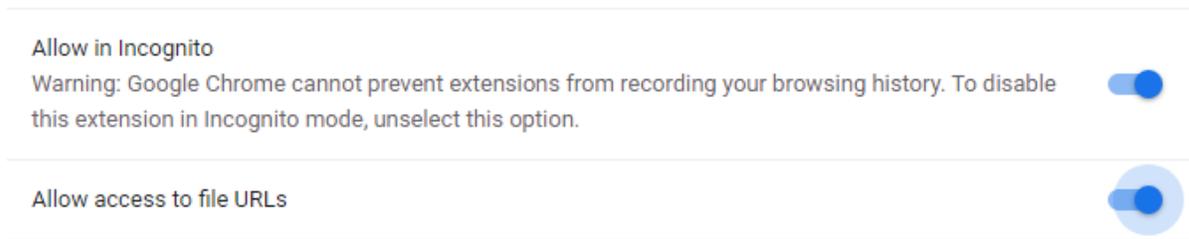
8. On the Chrome browser, navigate to *Settings > Extensions* and click *Details* on the Dragon Web Extension tile:



9. Click the toggle button so that the extension is *On*:



10. Click the *Allow in Incognito* and *Allow access to file URLs* toggle buttons so that they are turned on:

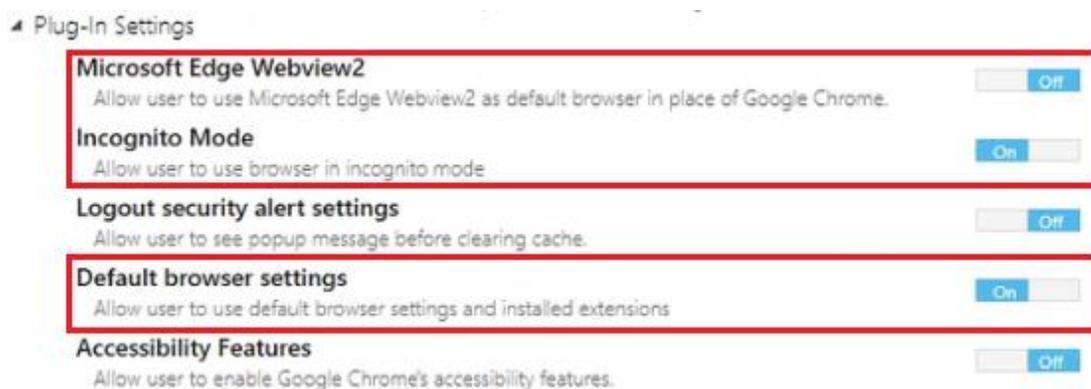


11. On the Chrome browser, navigate to *Settings > About Chrome* and confirm that Chrome is up to date.
12. Close all instances of Chrome and the eCW Plug-In.
13. Launch DMO, then navigate to the Web modality of eClinicalWorks in Plug-In mode.

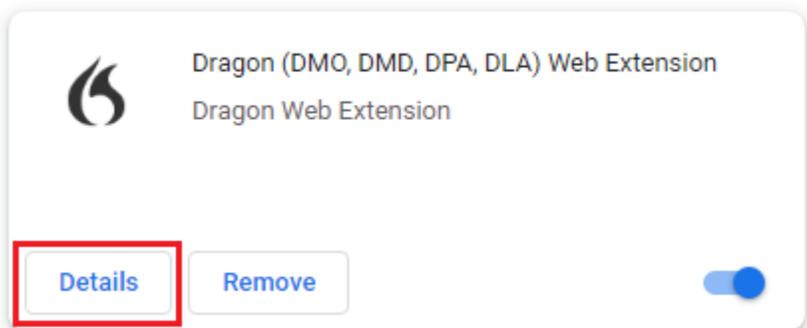
## DMO with eCW Plug-In Version 5 Lower Than 5.3.1275

**To resolve the issue when using the eClinicalWorks Plug-In version 5 lower than 5.3.1275:**

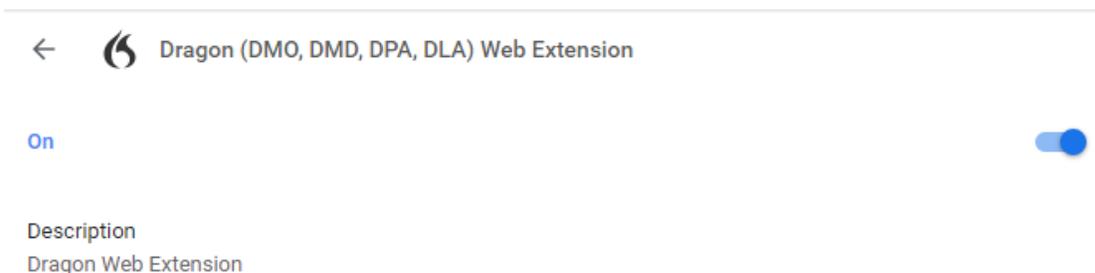
1. Ensure DMO has been upgraded to the latest version (2023 series).
2. Download the DMO Google Chrome extension by navigating to the following link: <https://chrome.google.com/webstore/detail/dragon-dmo-dmd-dpa-dla-we/feolagkacappiaieohahjkeikhjjcfa?hl=en>
3. Click *Add to Chrome*.
4. Launch the Web modality of eClinicalWorks in Plug-In mode.
5. Click the *Microsoft Edge Webview 2* toggle button so that Microsoft® Edge™ WebView2 is turned *Off*.
6. Click the *Default browser settings* toggle button so that it is turned *On*.
7. Click the *Incognito Mode* toggle button so that it is turned *On*:



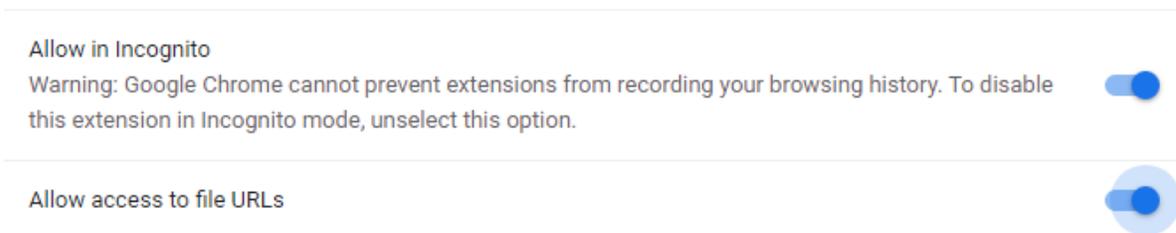
- On the Chrome browser, navigate to *Settings > Extensions* and click *Details* on the Dragon Web Extension tile:



- Click the toggle button so that the extension is *On*:



- Click the *Allow in Incognito* and *Allow access to file URLs* toggle buttons so that they are turned on:



- On the Chrome browser, navigate to *Settings > About Chrome* and confirm that Chrome is up to date.
- Close all instances of Chrome and the eCW Plug-In.
- Launch DMO, then navigate to the Web modality of eClinicalWorks in Plug-In mode.

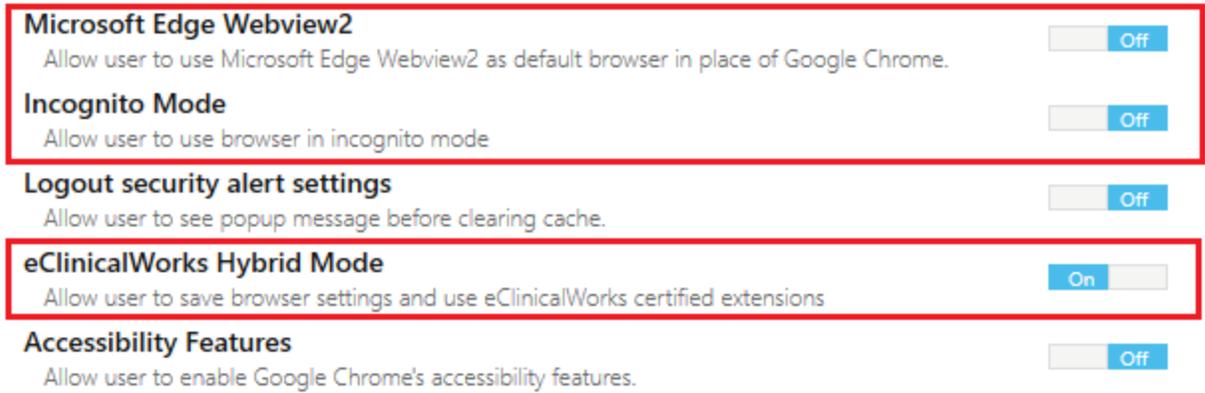
## DMO with eCW Plug-In Version 5.3.1275 and Higher

### To resolve the issue when using the eClinicalWorks Plug-In version 5.3.1275 and higher:

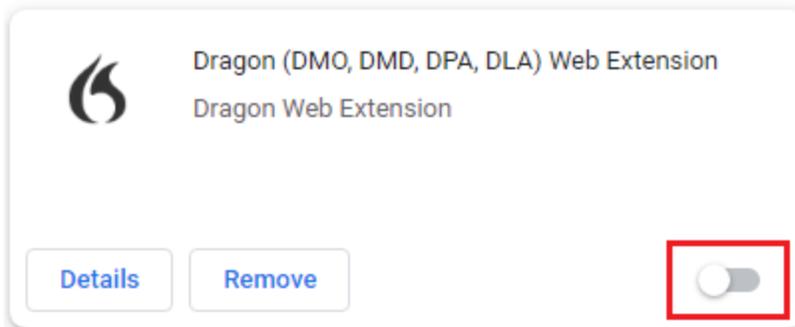
- Ensure DMO has been upgraded to the latest version (2023 series).
- Launch the Web modality of eClinicalWorks in Plug-In mode.
- Click the *Microsoft Edge Webview 2* toggle button so that Microsoft® Edge™ WebView2 is turned *Off*.
- Click the *eClinicalWorks Hybrid Mode* toggle button so that it is turned *On*.

5. Click the *Incognito Mode* toggle button so that it is turned *Off*:

Plug-In Settings



6. On the Chrome browser, navigate to *Settings > Extensions* and confirm that the toggle button is gray and the extension is *Off*:

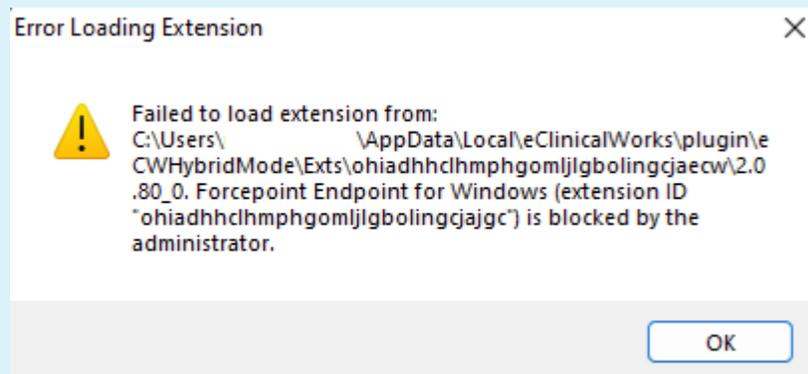


7. On the Chrome browser, navigate to *Settings > About Chrome* and confirm that Chrome is up to date.

8. Close all instances of Chrome and the eCW Plug-In.

9. Launch DMO, then navigate to the Web modality of eClinicalWorks in Plug-In mode.

**Note:** If the Chrome extension has been installed using a Group Policy Object (e.g., Chrome Policy: ExtensionInstallForcelist), the following error may display:



If this extension error occurs, please contact eCW Support or open a support case on the [my.eclinicalworks.com](https://my.eclinicalworks.com) Customer Portal.

# APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS

---

**Documentation:** This document contains information that is confidential and proprietary to eClinicalWorks, LLC and is intended for use solely by its authorized licensees ("Authorized Entities"). In accordance with these conditions and contractual agreements by the user, this document may not be copied, displayed, distributed, published, or otherwise reproduced, otherwise used, transmitted, or in any form or otherwise made available or used by anyone other than the authorized client to whom this document was originally delivered without the prior written consent of eClinicalWorks, LLC. Pursuant to its agreement, Authorized Entities may receive copies of or access to certain written technical support or explanatory documents regarding eClinicalWorks' software; eClinicalWorks' services; and/or eClinicalWorks' internal policies and procedures (collectively, "Documentation").

The examples, images, and scenarios presented in this documentation are solely for explanatory use of the software and its functionality and should not be construed as directives for clinical or medical decisions; the user is ultimately and completely responsible for clinical and/or medical decisions made regarding patient care.

eClinicalWorks documentation may contain hyperlinks to external sites and/or third-party vendors for functional, informational, or instructional purposes. Use of these external links is at the user's and licensee's risk.

eClinicalWorks assumes no responsibility for errors or omissions that may appear in this publication and reserves the right to change this publication at any time without notice. *All users are instructed to consult the latest version of the Documentation at [my.eclinicalworks.com](http://my.eclinicalworks.com) for the latest updates to the Documentation at all times.*

Once obtained, the distribution or posting this proprietary document on the Internet for public and/or private use is strictly prohibited. This restriction includes Internet websites, forums, blogs, private or public portals, or any other electronic means of sharing beyond the intended, licensed user.

# APPENDIX B: NOTICES

---

The following appendix lists the trademark information for this document.

## Trademarks

---

### **eClinicalWorks®**

eClinicalWorks® is a registered trademark of eClinicalWorks, LLC.

All other trademarks or service marks contained herein are the property of their respective owners.

### **Dragon®**

Dragon is a registered trademark of Nuance Communications, Inc. or its affiliates in the United States and/or other countries.

### **Google™**

### **Chrome™**

Google and Chrome are trademarks or service marks of Google, Inc.

### **Microsoft®**

### **Edge™**

Microsoft and Edge are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.