

IMAGE Management, LLC

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Faxable order document
on last page.



Join the over 180,000¹ US clinicians using Dragon Medical!

Dragon Medical Practice Edition enables medical professionals to get complete clinical notes instantly and at a fraction of the cost of manual transcription. Save thousands of dollars per year per physician.

- Reduce or eliminate manual transcription!
- Dictate into Windows® applications including your Electronic Medical/Health Record (EMR/EHR), word processor and email.
- Select your medical specialty from over 75 preconfigured medical specialty vocabularies.
- Quickly create simple commands that will enter blocks of text such as normal exam results or patient education statements. Automate complex, multi-step tasks.
- Use digital recorders when away from your PC and/or specialty microphones such as the programmable wireless handheld SpeechMike Air, the programmable handheld Dictaphone PowerMic 2, Bluetooth/wireless mics, etc. A basic noise-canceling headset microphone is included.
- Use Dragon's Roaming User feature for easy user movement between PCs & for central back-up.
- Experience increased accuracy for accented speakers with regional accented English acoustic models: Indian, Spanish, British, Australian, SE Asian, Pakistani, Southern US and Inland Northern US (Great Lakes area).
- Enhanced Medical Formatting capabilities allow users to set how Dragon Medical displays dictation of information like times, dates, units of measure, and acronyms for medical conditions and procedures.



Left: SpeechMike Air
Right: PowerMic II

Dragon Medical Speech Recognition Software comes in Two Main Versions

- **Dragon Medical Practice Edition (DMPE)**
Only available for organizations with 24 or fewer users and can NOT be sold to hospital, hospital clinic or practice owned/operated by hospital.
This is the name of the new Dragon Medical! While not called V11, DMPE is the follow-on to Dragon Medical 10.
- **Dragon Medical Enterprise Network Edition**
Only Available for organizations with 25+ providers.
Has same Core Client/User Program as Dragon Medical V10 with added Enterprise Features, purchased separately.
Contact us for further info regarding Dragon Medical Enterprise Network Edition, if interested.

NOTE: "Dragon Medical Small Practice" which was available in Version 9 or 10 is no longer being sold. Owners of this product may upgrade to DMPE at the same cost as other Dragon Medical owners.

How many licensed copies of Dragon Medical do we need for our "dictators"?

Dragon is licensed based on the number of dictating users, but can be loaded on more than one PC for the dictating user(s). The software can be loaded on a user's desktop PC, laptop, another office PC, home PC (if you allow), etc. It can even be loaded on a support person's PC if that person only uses the software to start the transcription of and proofread dictation done by the licensed dictator. Whether the users are "simultaneous users" or not FTEs is immaterial. And, the fact that multiple dictators use the same PC is also immaterial. **So, count the number of dictating users to determine the count of Dragon Medical licensed users needed!**

Who is Image Management, LLC? We are the Nuance Premium Partner based in Raleigh, NC and offer Dragon Medical, Dragon NaturallySpeaking and related products and services. We install, customize, train and offer on-site and phone support to insure your installation provides the highest productivity. We have been working with the NaturallySpeaking product and its predecessor products since 1994 and were one of the manufacturer's first 50 state partners in the country, so we know the product line very well. We also have two Nuance certified trainers.

How can we help? We can, of course, provide Dragon Medical or Dragon NaturallySpeaking and related products/services such as microphones and digital recorders. We provide services including train-the-trainer and user training, NaturallySpeaking customization, integration with your applications (such as your EMR), workflow assistance, hardware selection and follow-up support and troubleshooting.

¹ Nuance consolidated sales and product activation data, as of March 31, 2011

UPGRADING? See sample of Dragon Medical Practice Edition (DMPE) new features/capabilities over Dragon Medical 10:

- **New Intuitive User Interface** and new Dragon Sidebar, to show available commands. (See video linked below.)
 - **Better Accuracy** - DMPE is 15% more accurate out of the box than Dragon Medical 10.
 - **Smart Configuration for better performance** - DMPE automatically detects and uses your PC's hardware resources, for example, running in multiple-threads automatically when multi-core hardware is detected.
 - **Recognition Analytics** - DMPE automatically detects audio quality issues with mic connection/placement, background noise, and mic out of range or low battery, if applicable. DMPE then alerts the user and offers advice to remedy the situation.
 - **Navigating the Computer Desktop** - DMPE now includes more voice commands to show common windows elements including the desktop and Control Panel, or folders such as My Documents and My Pictures. New commands enable users to easily switch to a specific window via a new command to list open windows. In addition, DMPE allows shorter names for starting popular applications (e.g., "start Microsoft word" instead of "start Microsoft Office word 2007").
 - **Recognition Speed** - DMPE is also faster than previous editions when selecting application menu items by voice or executing voice commands that perform actions within applications (e.g., "insert page break," "make that red," etc.).
 - **Smart Corrections** - DMPE allows users to type over a misrecognition and identifies the type-over as a correction when the words are similar, improving the software's accuracy over time.
 - **Improved Playback** – Users will enjoy smoother fast-forward and rewind and options to control speed and volume.
 - **Reduced Training Time for Recorders** - The min. reading time to set up a recorder has been reduced from 15 to 4 minutes.
 - **Ability to use .dss and .ds2 Files** - DMPE now accepts .dss and .ds2 formats (found on Olympus, Grundig, and Philips recorders) directly. The .ds2 format previously required conversion prior to transcription.
 - **Support for newer marketplace apps** – DMPE supports Office 2010 and other applications released since DM V10.1.
- See [Dragon Medical Version Feature Comparison](#) for full listing of feature differences between DMPE and V10/V9/V8.

Video of new product look & feel: The manufacturer has not posted a "Dragon Medical Practice Edition" video yet but here is a link to a video of the Dragon non-medical products, which have the same "User Interface" – as the new DMPE and features common to all versions. [What's New in the Dragon V11 platform?](#) The first part of the video is kind of a "rah rah" section but if you'll look at the progress bar, the content starts to show new features and the new user interface at about half way through the section labeled "Faster."

System Requirements for Dragon Medical Practice Edition

NOTE: The install process checks that your PC meets for minimum requirements. If your PC does not meet these minimums, the software will not install.

- **Processor:** 2.4 GHz Intel Dual Core or equivalent AMD processor (Can also run on 1.66 GHz Intel Atom® NetBook processors.) Faster processors will yield faster performance!
- **Additional Processor Requirement:** SSE2 Support
To improve the recognition speed by reducing computation time and latency, Dragon Medical was designed to use SSE2 technology. SSE2 is supported by almost all processors sold since 2006 and many from before, but some systems that meet the processor speed requirement do not support SSE2. If you have an older processor, visit <http://cpuid.com/cpuz.php> for a freeware utility that can report if your processor supports SSE2.
- **RAM/Memory:** 4GB for Windows 7 and Server 2003/2008 64 bit. 2GB for Windows Vista or XP.
Examine your work to determine the memory requirements of all programs you need to run simultaneously.
- **Processor L2 Cache:** 2 MB+
- **Free Hard Disk Space:** 5 GB+/- Space needed can be reduced if don't load all medical vocabularies.
Space needed can increase based on number of users and number of vocabularies per user.
- **Operating System:**
 - Microsoft Windows 7, 32-bit and 64-bit.
 - Microsoft Windows Vista SP1 and SP2, 32-bit and 64-bit.
 - Microsoft Windows XP SP2 and SP3, 32-bit only.
 - Windows Server 2003 and 2008, SP1, SP2, and R2, 32-bit and 64-bit.
- Added Support for Medical Edition: **Server-side Citrix deployment** Contact us for detail/requirements, if interested.
- **Audio System:** Creative® Sound Blaster® 16 or equivalent sound card capable of 16-bit recording (to plug microphone into) or microphone (purchased separately) with alternative connectivity (USB, BlueTooth, etc.)
- **Microsoft® Internet Explorer 7, 8 or 9** to support online help (free download available at www.microsoft.com)
- **DVD-ROM** drive (required for installation of software) If you don't have a DVD-ROM on a needed PC, you can copy the install files to an accessible network drive or USB drive. Let us know if you need help.
- **Speakers** (required for hearing tutorial, playback of recorded speech and text to speech features)
- A **web connection** is required for activation
- **Certified Microphone.** A Nuance-approved, noise-canceling headset microphone is included with each full copy of Dragon but user may desire different style/connectivity microphones or extra microphones for use with additional PCs. An UPGRADE does not include a microphone, because dictator has a microphone from their original purchase. Contact us for microphone options.
- Attaching a recorder (purchased separately) will require a port (USB, serial, etc. depending on the model.) Contact us.

TO ORDER, FAX THIS PAGE to 919-832-1412
To Image Management, LLC – your Nuance Premium Partner



Order Form

Item#	Product	QTY	Unit Price	Extended Price
DRAGON MEDICAL PRACTICE EDITION (Includes software, headset microphone and documentation)				
1	Dragon Medical Practice Edition (DMPE) MSRP = \$1,599.99		\$1,599	
2	Dragon Medical Practice Edition Manufacturer's "Maintenance" (Maintenance includes manufacturer's technical support + no-charge upgrades to any new version released during one-year term.) (WithOUT PowerMic, \$288; With PowerMic, \$342.)		\$288 or \$342	
DRAGON MEDICAL UPGRADES (Includes software and documentation)				
3	Dragon Medical Practice Edition (DMPE) UPGRADE MSRP = \$599.99 Upgrade from Dragon Medical OR Dragon Medical Small Practice Versions 9 or 10 to DMPE		\$599	
4	Dragon Medical Practice Edition Manufacturer's "Maintenance" can also be ordered at time of upgrade. See item 2 for description/pricing and to add to your order.		See Item 2	
MICROPHONES, PROFESSIONAL DIGITAL RECORDERS AND/OR TRANSCRIPTION KIT? Other products available.				
5	Nuance Dictaphone PowerMic II - Programmable Handheld, USB attached, wired microphone MSRP = \$424 Less \$125 Savings when purchased with Dragon (\$424 if purchased separately)		+\$300 with Dragon purchase	
6	Philips SpeechMike Air 3005 – Programmable Handheld wireless microphone with charger/receiver, cables, small receiver module, etc. MSRP = \$599.99 Less \$100 savings		\$499	
7	Plantronics Calisto BlueTooth Over-Ear Headset Mic with USB Adapter-Charger MSRP=\$209.95		\$199	
8	Olympus DS5000 Digital Recorder Kit – MSRP=\$499 [Includes 512MB microSD Card, USB docking station, rechargeable battery, etc. (Also supports SD/SDHC cards.)]		\$449	
9	Philips DPM (Digital Pocket Memo) 9600 – MSRP=\$499 [Includes 256MB SD/MMC Card, USB docking station, rechargeable batteries, USB Cable, License Dongle, etc.]		\$449	
SELF-STUDY MATERIALS - Recommend one library copy per site				
10	Dragon NaturallySpeaking 11 Video Guide – MSRP=\$149.95 (4.5 hours of instruction on 2 DVDs)		\$139	
11	Scripting for Dragon NaturallySpeaking 11 – MSRP=\$49 (A Guide for Advanced Command Writing)		\$39	
SERVICES AND SUPPORT				
12	Three Hours Annual Tech Support Hotline/Web Support: Annual contract to provide <u>three hours</u> of toll-free hotline within one calendar year of purchase. Perform remote web-based support, as needed. To be used in 15 minute increments. Recommend lead user to gather questions and perform basic troubleshooting and place tech support requests.		\$300	
13	On-site Services Let us come and help you start using your products and/or become more efficient!		CALL	
Use Remaining Lines to write-in any other items.				
14				
Please complete	Shipping, Handling and Insurance (Options: Ground - \$18; Two day - \$35; Overnight - \$55)			
	Subtotal			
	Sales Tax at 6.75% (NC residents only)			
	TOTAL DUE			

Return Policy Image Management, LLC accepts returns or exchanges of normally stocked, unopened and undamaged product purchased from us. Due to copyright laws, we can NOT accept any opened software for return. Eligible returns must be made within 14 calendar days from date of receipt, and all returns must be pre-authorized and accompanied by a copy of your original "INVOICE"/receipt. Some returns may require a mailed refund. Your order is acknowledgement of this policy.

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Name on Card (Printed):	Sec Code (from back of card):
Signature:	Date: