

InQuiry Printing Agent

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1 InQuiry Printing Agent

InQuiry supports custom printing in multiple browsers using a printing agent application. Users can preview and print notes, cover letters, envelopes, and faxes from Chrome, Edge, and Firefox.

1.1 Minimum Application Requirements

- Operating system: Windows 10 x64
- Browsers: Chrome, Edge, Firefox
- RAM: 2 GB or higher
- Hard Drive Free Space: 1 GB or higher

1.2 Installing the Printing Agent

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An MSI installer is available in Software Downloads if one is needed for group policies. For individual installations, please follow the steps below.

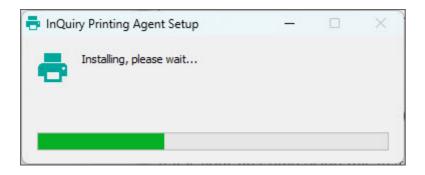
If it is your first time using this feature, you must install the agent.

To begin, initiate a preview or print job from the Note Viewer or use **Print All/Print Selected** from a workflow folder. The *Print Request Progress* window will open.

Click the **InQuiry Printing Agent** link in the *Print Request Progress* window to download the installer. Admin rights are not required.



Click on the downloaded file to install the Printing Agent.



When installation is complete, close the *Print Request Progress* window in InQuiry and initiate the preview or print command again to be prompted to log in to the Printing Agent.

1.3 Logging in to the Printing Agent

To preview and print from the Printing Agent, log in using your InQuiry credentials. You only need to log in the first time you print. You will stay logged in until you log out of InQuiry.

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Canon MP620 series Printer	÷	
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Paper Size:		
Letter 8.5"x11"	\$	
Paper Orientation:		
Portrait	ion One —	
Paper Tray – First Pa		
Automatically Sele		
Paper Tray – All Oth	Username	
Automatically Sele		
Margins	Password	
Line Spacing	Client	
Copies		
Page Range	Forgot Password? Log In	
Advanced Option	OR	
	My client uses Single Sign-On (SSO)	
Print Stop	Contacting the server, please	wait

1.4 Previewing and Printing Documents

You can preview and print notes from workflow folder grids, the Note Viewer, Note Editor, and Note Info. The Printing Agent also supports printing envelopes and cover letters.

1.4.1 Print a Single Document From the Grid

	Actions	🕞 View Info
	View Note	🕞 Edit Note
	View Note	View Cover Letter
	View Note	View Envelope
		📾 Fax
	View Note	Preview Note
	View Note	Print Note
	View Note	🖨 Print Cover Letter
	View Note	🖨 Print Envelope
	View Note	Append
-	VIEW NOLE	✓ Complete
	View Note	占 Download
	View Note	Download with Format
	View Note	313755927

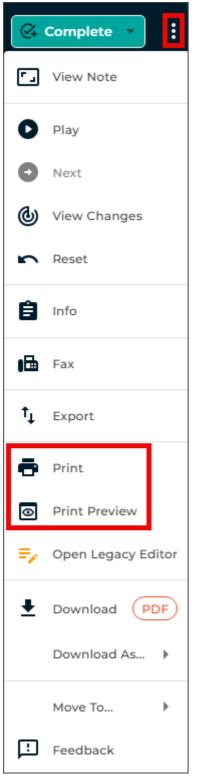
From any workflow folder or **Search All**, select **Preview Note**, **Print Note**, **Print Cover Letter**, or **Print Envelope** from the **Actions** column.

1.4.2 Print Multiple Documents from the Grid

Ξ		results on this page lect all 68 in Prelimi
	庙 Fax	
	🖨 Print Note	e ID
	Print Cover Letter	322145523
	Print Envelope	315208022
	Append	
	✓ Complete	330602091
	占 Download	330602092
	Download with Format	330602536
✓	View Note 🗸	330602535
✓	View Note 🗸	330602537
✓	View Note 🗸	320396499
V	View Note 🗸	320463120

Check the box next to each note, open the **Bulk Actions** menu above the grid, and choose **Print Note**.

1.4.3 Print from the Viewer, Editor, or Info

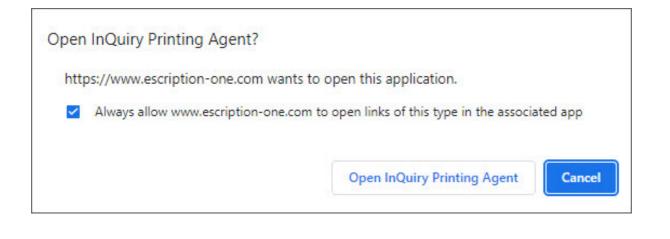


Use the ellipsis menu in the Note Viewer, Note Editor, or Note Info to select:

- **Print** sends the note to the default printer without previewing
- **Print Preview** opens a rendered PDF of the note in the Printing Agent

1.4.4 Allow Permission to Open the App

Your browser may ask if you want to allow InQuiry to open the eSOne Printing Agent. To prevent the dialog from appearing every time, allow your browser to always open links of this type. Click **Open InQuiry Printing Agent** or **Allow**.

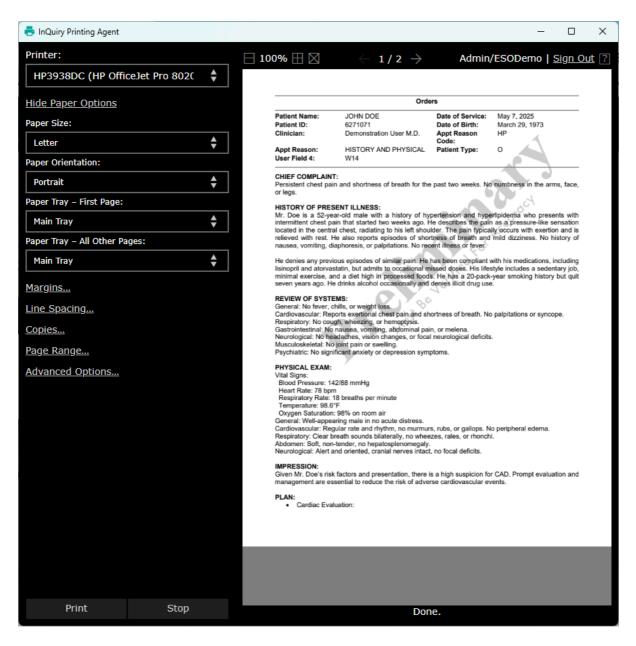


Granting permission to open the Printing Agent is required to preview and print documents.

After clicking **Print Preview**, the Printing Agent opens and renders the document. Print settings appear on the left. If changed, the document re-renders automatically. Click **Stop** to cancel rendering.

Click **Print** to send the document to the printer.

🕗 Note



If you print without previewing, the document prints immediately to the default printer. The preview pane remains blank.

Note formatting uses the dictating provider's settings—not the settings of the logged-in user.

1.5 Printing Faxes

You can also print faxes, notes, cover letters, and envelopes directly from **Services > Manage Faxes**.

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#	Home Patients		Filte	r Results						Q Advanc	ed Search			
ø	Scribe		Ξ	2 Selected	~				Results: 67	70 2 1	Default Layout 다 Ci	noose Columns	Results per page	50 🗸
ē	MultiNote			Refax) Patient		-	header here to gro	up by that colur	Date Created	Data Faxed	Error Description	
U	Multinole			TClear					•	Fax Number	Date Created		Error Description	AC
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Q	Search All	>		Print Cov		ЗОНИ Б	DOE Demo	onstration M.D.	Michael Demonstration		6/2/2025 11:41 PM	6/2/2025 11:43 PM	Fax Number Length Invalid	Vie
윪	Workflow	>		G Phint Env		JAE AR	D Macke Ander		Invalid Fax-Length		5/22/2025 11:26 AM	5/22/2025 11:27 AM	Fax Number Length Invalid	Vie
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1.6 Print Settings

🖶 InQuiry Printing Age	ent						
Printer:							
Canon MP620 s	eries Printer	ŧ					
Hide Paper Option	<u>15</u>						
Paper Size:							
Letter 8.5"x11"		ŧ					
Paper Orientation:							
Portrait		ŧ					
Paper Tray – First Pa	ige:						
Automatically Sele	ect	\$					
Paper Tray – All Oth	er Pages:						
Automatically Sele	ect	\$					
<u>Hide Margins</u>							
Left Margin:	inches						
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Bottom Margin:							
First Page Custo	m Margins:						
Left Margin:	inches						
Top Margin:	inches						
Right Margin:	inches						
Bottom Margin:	inches						
Hide Line Spacing	1						
Line Spacing:							
100%							
Hide Copies							
Copies:	1						
Collate							
Duplex							

The left panel in the Printing Agent allows customization of print output. Changes apply to the current job unless overridden by the **Ignore Document Supplied Options** setting.

System printers appear in the printer list, with the default printer selected.

1.6.1 Print Settings Categories

- **Paper Options** Choose paper size, orientation, and printer tray.
- Margins Adjust page margins. Use First Page Custom Margins for different first-page values.
- Line Spacing Adjust space between lines.
- **Copies** Set copy count, enable collating, and duplex printing.
- **Page Range** Choose to print all, the current page, or custom pages.
- Advanced Options Override InCommand defaults. Click Reset Everything to Defaults to restore original settings.

<u>Hide Page Range</u>		
Page Ranges:		
All	ŧ	
Hide Advanced Options		
Ignore Document Supplied Options:		
Paper Size		
Paper Orientation		
Paper Margins		
Copies		
Reset Everything To Defaults		
		-

1.7 Canceling a Print Job

Click **Cancel Printing** in the InQuiry print dialog to cancel the job and any follow-up actions like completing or logging batches.

Print Request Progress
Starting
Having trouble printing? Click to install latest version of Print Agent.
Cancel Close

1.8 Closing the Printing Dialog

Click **Close** to exit the print dialog. You can still print from the agent, but no batch log will appear.

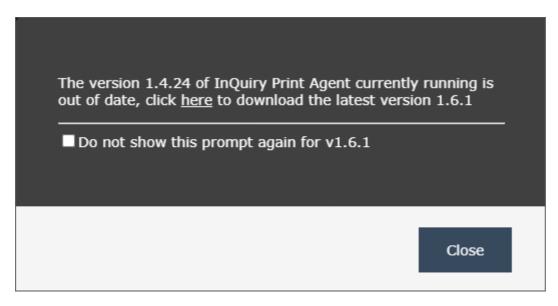
Print Request Progress
Starting
Having trouble printing? Click to install latest version of Print Agent.
Cancel Close

The agent continues running in the **Taskbar Corner Overflow**. To reopen it, click the up arrow in the taskbar and then click the Printing Agent icon. It also reopens automatically on the next preview.

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1.9 Updating the Printing Agent

When updates are available, a message appears after logging in. Click the link to download the update or dismiss the message.



Admins can suppress these messages at the user level.

1.10 Uninstalling the Printing Agent

To uninstall, open the **Control Panel**, go to **Apps**, search for **InQuiry Printing Agent**, and select **Uninstall**.

I.V InstaNote

2 InstaNote

InstaNote leverages generative AI to transform healthcare documentation by instantly converting dictations and conversations into structured clinical notes.

The eSOne platform enhances the InstaNote experience with an integrated suite of tools designed to support every step of the documentation workflow. From capturing and refining dictations to verifying and finalizing accurate clinical notes, the platform ensures a smooth, efficient, and precise process. InstaNote empowers providers to streamline their workflows, reduce documentation burdens, and deliver high-quality care with confidence.

This guide focuses on two key features available exclusively for users of InstaNote Direct Delivery: Reprocess InstaNote and InstaNote Correction Note. These functionalities empower users to efficiently resubmit and correct documentation, ensuring accuracy and compliance in patient records.

By mastering these features, you can enhance your documentation workflow, reduce errors, and improve overall efficiency.

3 Reprocess Note

InstaNote's Reprocess feature enables InScribe and InQuiry users to regenerate the AI processing of a document using the original speech-to-text (STT) draft created when the dictation was received, along with the InstaNote configuration of the selected document type. Since the original dictation is not reprocessed, the turnaround time for the reprocessed note is faster. This feature is especially helpful when a dictation was submitted with an incorrect document type. By utilizing the Reprocess feature, you can maintain the integrity and accuracy of your clinical documentation, thereby enhancing the quality of patient care.

3.1 Reprocess in InScribe

InstaNote documents can be reprocessed in InScribe if the dictation was previously processed by InstaNote and both the selected document type and dictator have InstaNote enabled. In addition, InScribe version 7.20.25055 or later must be installed, and the InScribe user profile must have the reprocess option enabled.

Reprocessing an InstaNote document in InScribe includes an additional enhancement not available in InQuiry. The speech-to-text (STT) draft can be edited to correct or add any parts of the dictation that were misinterpreted or omitted during the initial processing. With the updated STT draft, InstaNote will generate a more accurate and detailed note.

3.1.1 Reprocess InstaNote - InScribe

1. Access the note.

- Log in to InScribe.
- Select the note from the queue.
- 2. Verify the correct Document Type and Dictator are selected in the Info tab.
 - If the dictation was received with the incorrect document type or dictator, change these values before reprocessing the note.

3. Review the speech-to-text draft.

- Open the STT Draft tab and compare its contents with the dictation to verify accuracy.
- If the content in the STT draft is incorrect or incomplete, make the necessary edits directly in the STT Draft tab.

4. Reprocess the note.

• Navigate to the **Transcription** tab in the InScribe menu.

• Press **Reprocess** in the Transcription tab.

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File Home Transcription Data Format	View								
New Copy Transcription - Create Navigate	Ŷ	Mark For Revie	w Lock	Spell Check • Spelling	omplete Completic	pload	eprocess		
Mr. John Doe is a 52-year-old male with a	! TID	Queued	Client	Doc Type	Clinician	Dict Date	Length	Due Date	Status
history of hypertension and hyperlipidemia	8 328022127	6:24 PM	ESODemo	GenAl Doc	Multispeake	r 3/27/2025	2:05	3/31/2025 5:	In Transcript
presenting with exertional chest pain over the									
past 2 weeks. He describes a pressure-like	<								
sensation in the central chest, occasionally									/
radiating to the left shoulder. The pain occurs					S == 2 ¥	π 4			
with physical activity and improves with rest.									
He also reports intermittent shortness of					•••;	÷			
breath and mild dizziness but denies nausea,	CHIEF CON	APLAINT:							
diaphoresis, or palpitations. His medical	A 52-year-o	ld male with	a history o	f hypertensio	on and hyper	rlipidemia p	presenting wi	th exertion:	al chest
history includes well-documented hypertension and hyperlipidemia, though he	pain over the	e past 2 weel	cs.						_
admits to occasional noncompliance with his									
medications. He has significant smoking	HISTORY C		_						
history, 20 pack years, but quit 5 years ago.	-						sionally radia	0	
His lifestyle is largely sedentary and his diet				2	-		He also repo		ttent
is high in processed foods. He consumes	shortness of	breath and n	hild dizzine	ess but denies	s nausea, dia	iphoresis, o	r palpitations		
alcohol occasionally and denies drug use. On	REVIEW O	F SVSTEMS	z.						
physical exam, his blood pressure was slightly				or history of	20 nack vea	rs though h	ne quit 5 year	s ago His I	ifestyle
elevated at 142/88 with a heart rate of 78.	-	-				-	es alcohol oc	-	-
Heart and lung sounds were unremarkable and	denies drug			0 1				5	-
no peripheral edema was noted. He appears well and in no acute distress. Given his									
symptoms and risk factors, my primary	CCs 🔾 🤤 🚦	2 🕹 🕹 🛛	Addl	Auth 🔇 🤤	1 4	Comment	: Tags 😳 🤤	Comment	: 🤤 💐
concern is underlying coronary artery disease.					-		U		^
My plan is to obtain an ECG and check									
Info STT Draft									\sim
Reprocessing job	<u>20 it</u>	ems in your po	ol 2 new fee	dback items			TRAN: VM09(10627), QA: N	IUQA4(33204)

- The reprocess button will be disabled or removed if the dictation was not previously processed by InstaNote or if the document type or dictator do not have InstaNote Direct Delivery enabled.
- Processing time varies based on the length of the note and is considered complete when the blue processing status bubbles in the text editor disappear.

5. Review the updated note.

- Review the reprocessed note in its entirety to confirm accuracy and completeness.
- To revert to the previously saved version of the note, press **Undo** in the editor toolbar.

6. Upload the note.

• Complete and upload the note.

3.2 Reprocess in InQuiry

InstaNote documents can be reprocessed in InQuiry if the dictation was previously processed by InstaNote and both the dictator and selected document type have InstaNote Direct Delivery enabled.

3.2.1 Reprocess InstaNote - InQuiry Legacy Editor

1. Access the note.

- Log in to InQuiry.
- Navigate to the given workflow folder or Search All and location the note.
- Open the note in **Edit** mode.

2. Verify the correct Document Type and Dictator are selected in the demographics.

• If the dictation was received with the incorrect document type or dictator, change these values before reprocessing the note.

3. Reprocess the note.

• Press **reprocess job** in the toolbar.



- The reprocess button will be disabled or removed from the toolbar if the dictation was not previously processed by InstaNote or if the document type or dictator do not have InstaNote Direct Delivery enabled.
- Processing time depends on the length of the note and is completed when the "in process" message closes.



4. Review the updated note.

- Review the reprocessed note in its entirety to confirm accuracy and completeness.
- To revert to the previously saved version of the note, press **Undo** in the editor toolbar or close the editing window without saving changes.

5. Save changes.

• **Save** changes by either saving or completing the note (completing the note will advance it to the next stage of the workflow).

🛕 Important Information

Changes made as a result of reprocessing InstaNote documents are not saved until Save or Complete has been pressed.

The Complete button may also sign notes, depending on their position in the workflow.

3.2.2 Reprocess InstaNote - InQuiry Note Editor

1. Access the note.

• Log in to InQuiry.

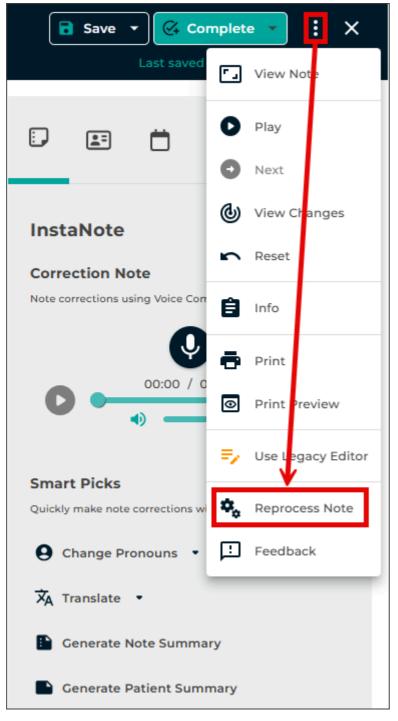
- Navigate to the given workflow folder or Search All and location the note.
- Open the note in **Edit** mode.

2. Verify the correct Document Type and Dictator are selected in the demographics.

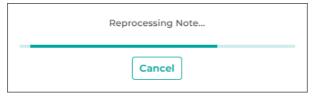
• If the dictation was received with the incorrect document type or dictator, change these values before reprocessing the note.

3. Reprocess the note.

- Expand the ellipsis menu in the upper right corner.
- Press Reprocess Note



- The reprocess button will be disabled if the dictation was not previously processed by InstaNote or if the document type or dictator do not have InstaNote Direct Delivery enabled.
- Processing time depends on the length of the note and is completed when the "in process" message closes.



4. Review the updated note.

- Review the reprocessed note in its entirety to confirm accuracy and completeness.
- To revert to the previously saved version of the note, press **Undo** in the editor toolbar or close the editing window without saving changes.

5. Save changes.

• **Save** changes by either saving or completing the note (completing the note will advance it to the next stage of the workflow).

A Important Information

Changes made as a result of reprocessing InstaNote documents are not saved until Save or Complete has been pressed.

The Complete button may also sign notes, depending on their position in the workflow.

4 Correction Note

The Correction Note feature transforms how you edit medical notes on the eSOne platform. With the power of generative AI, you can now make precise edits to your notes simply using voice commands. Whether you're refining details or restructuring content, this feature streamlines the editing process for greater efficiency.

Correct Note is available in InQuiry and the eSOne Mobile apps for Android and iOS.

4.1 Using Correction Note in InQuiry

- 1. Access the Document:
 - Log in to InQuiry.
 - Navigate to the designated workflow folder or use Search All to locate the note.
 - Open the note in **Edit** mode.
- 2. Open the Correction Note Controls:
 - Locate the Correction Note button correction note in the toolbar. This button toggles the Correction Note control panel on and off.
 - Click the Correction Note button to open the control panel above the editor window.
 Correction Note

•	•	▶ 0:00 / 0:06 -) ×	🔥 Submit	🗗 Diff

- 3. Record the Correction Note:
 - Click **Record** and dictate the necessary edits.
 - Click **Stop** H when you finish recording.
 - To resume recording, click **Record** again.
 - To playback the recording, click **Play** . Use the progress slider to navigate within the recording.
 - To delete the recording without submitting it, click **Delete** \times , then start a new recording if needed.
- 4. Submit the Recorded Correction Note:
 - Click Submit.
 - Wait for the edits to process. Processing time depends on the length of the note and is complete when the "In Process" message disappears and the Diff button appears in the

Correction Note control panel.



- 5. Review the Edited Note:
 - The generative AI edits will appear in the note editor. Review the note thoroughly to ensure accuracy.
 - Click **Diff** to view a comparison of edits made to the note.
 - To revert the changes, click **Undo** in the editor toolbar, or close the editing window without saving changes.
 - Make any additional edits, such as updates to demographics, document type, location, or note text, as needed.

6. Save the Edited Note:

- Save the edited note by selecting one of the following options:
 - Save
 - Save & Close
 - **Complete** or **Complete/Next** to finalize the changes and move the note along in the workflow.

🛕 Important Information

Changes made using the Correction Note feature are not saved until Save or Complete has been pressed.

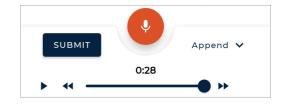
The Complete button may also sign notes, depending on where they are in the workflow.

4.2 Using Correction Note in eSOne Mobile for Android

1. Access the Document:

- Log in to eSOne Mobile for Android.
- Navigate to the designated workflow folder or use Search All to locate the note.
- Open the note in **Edit** mode.
 - Tap the note to open the viewer.
 - Tap the pencil to open edit mode.
- 2. Record the Correction Note:
 - Tap **Record** at the bottom of the screen and dictate the necessary edits.

- Recording will continue while navigating between the Information, Transcription, and Comments sub-tabs.
- Tap **Stop** when you finish recording.
 - To resume recording, tap **Record** again.
 - To playback the recording, tap **Play**. Use the progress slider to navigate within the recording.
 - To delete the recording without submitting it, tap
 Undo at the top of the screen, then start a new recording if needed.
- 3. Submit the Recorded Correction Note:
 - Tap Submit.
 - Wait for the edits to process. Processing time depends on the length of the note and is complete when the "Please Wait" message disappears.
- 4. Review the Edited Note:
 - The generative AI edits will appear in the note editor. Review the note thoroughly to ensure accuracy.
 - Tap the Diff button to show or hide color-coded highlights indicating the changes made to the note text.
 - Green represents added content.
 - Red represents deleted content.
 - Blue represents formatting changes.
 - To revert the changes, click **Undo** or **Back** without saving changes.
 - Make any additional edits, such as updates to demographics, document type, location, or note text, as needed.
- 5. **Save** the Edited Note:
 - Save the edited note by selecting one of the following options:
 - Save to save the change without advancing the note in the workflow.
 - **Complete** to finalize the changes and advance the note in the workflow.



🛕 Important Information

Changes made using the Correction Note feature are not saved until Save or Complete has been pressed.

The Complete button may also sign notes, depending on where they are in the workflow.

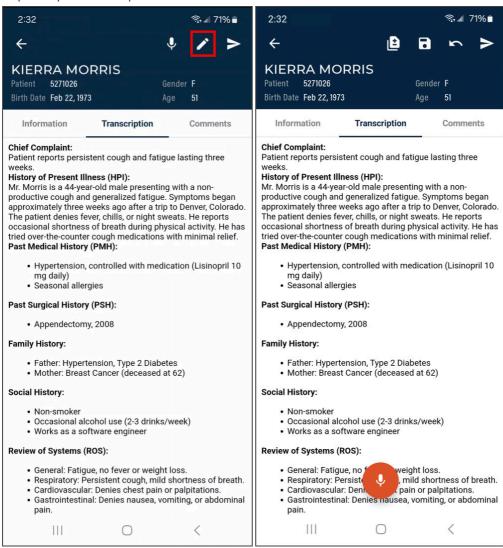
4.3 Correction Note Examples

4.3.1 eSOne Mobile for Android Example

Below is a step-by-step sample of the capabilities of Correction Note in the Android mobile app.

- 1. Access the Document:
 - Log in to eSOne Mobile for Android.
 - Navigate to the designated workflow folder or use Search All to locate the note.
 - Open the note in **Edit** mode.
 - Tap the note to open the viewer.

• Tap the pencil to open edit mode.



2. Record the Correction Note:

Tap Record at the bottom of the screen and dictate the necessary edits. - Recording will continue while navigating between the Information, Transcription, and Comments sub-tabs.
 The dictation used for this example correction note was:

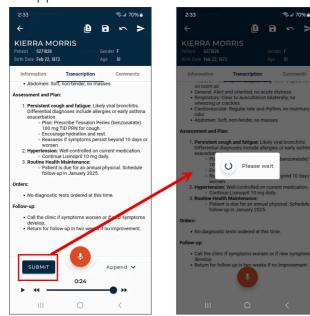
"Add a blank line after the Chief Complaint section header, add a blank line before and after the History of Present Illness section header, add a blank line before and after the Past Medical History section header.

Change all gender references to female.

Bold Appendectomy and change the year to 2009."

- Tap Stop when you finish recording.
 - To resume recording, tap **Record** again.
 - To playback the recording, tap **Play**. Use the progress slider to navigate within the recording.
 - To delete the recording without submitting it, tap **Undo** at the top of the screen, then start a new recording if needed.

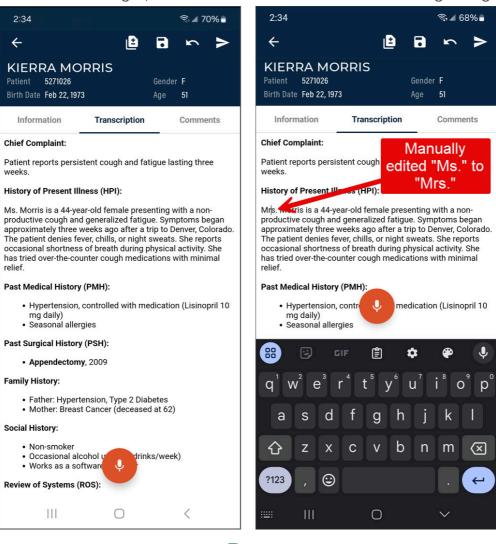
- 3. Submit the Recorded Correction Note:
 - Tap Submit.
 - Wait for the edits to process. Processing time depends on the length of the note and is complete when the "Please Wait" message disappears.



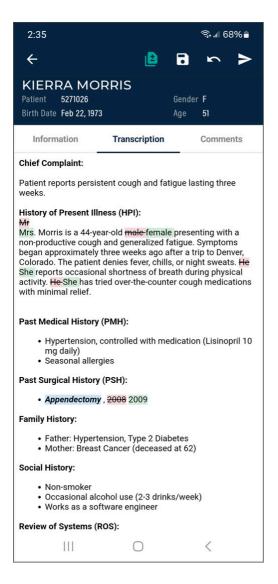


- 4. Review the Edited Note:
 - The generative AI edits will appear in the note editor. Review the note thoroughly to ensure accuracy.
 - Multiple correction note dictations can be recorded on the same note.
 - Manual edits can also be made to the note text and demographics.

• To revert the changes, click **Undo** or **Back** without saving changes.

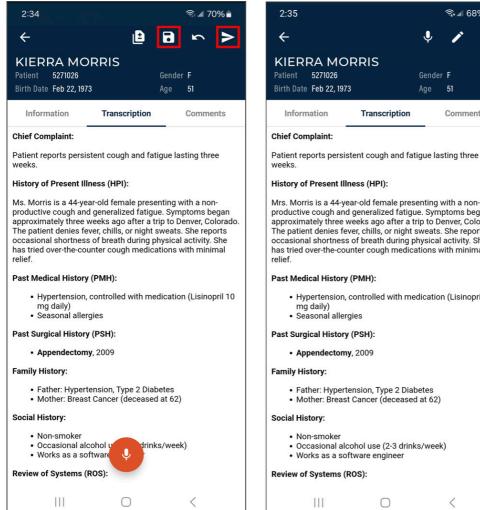


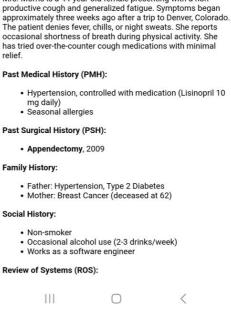
- Tap the **Difference View** button it to show or hide color-coded highlights indicating the changes made to the note text. Manual edits cannot be made while in Difference view. To make edits, toggle off Difference view first.
 - Green represents added content.
 - Red represents deleted content.
 - Blue represents formatting changes.



- 5. **Save** the Edited Note to finalize the changes:
 - Save the edited note by selecting one of the following options:
 - Save to save the change without advancing the note in the workflow.

• Complete to finalize the changes and advance the note in the workflow.





Transcription

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Comments