

PHYSICIAN CONNECT All Providers



Inpatient Providers

Dragon Handheld PowerMic Will Change to Remote Audio Device on Inpatient SSO Workstations

Dragon handheld PowerMic on **single sign-on (SSO) workstations at all campuses** will change, due to a recent update.

- **HMH:** Starting between 2-3:30 a.m. Sunday, May 15
- **HMSL, HMTW, HMWB:** Starting between 1-3 a.m. Sunday, May 22
- **HMB, HMCCH, HMCL and HMW** have already implemented this change.

Important

During this time frame, your machine will automatically reboot. If you're on an SSO workstation, you'll receive a warning message **10 minutes before the reboot**, advising you to save your work. **Make sure you save your work.** Once your workstation completes the reboot, sign back in. You'll now select **Remote Audio Device** instead of **PowerMic-NS** — it will no longer display.



Ways to Reach IT

Physician Service Desk:

- 832.667.5555
 - Press 1 for Epic/clinical workflows.
 - Press 2 for all other issues, such as computer/printer and non-clinical issues.

- itsupport@houstonmethodist.org

Houston Methodist IT Website for Physicians:

- it.houstonmethodist.org/physicians

Telemedicine Resources and Training:

- it.houstonmethodist.org/telemedicine-training



INFORMATION TECHNOLOGY