November 2026

DeliverHealth

InQuiry – MultiNote Workflow

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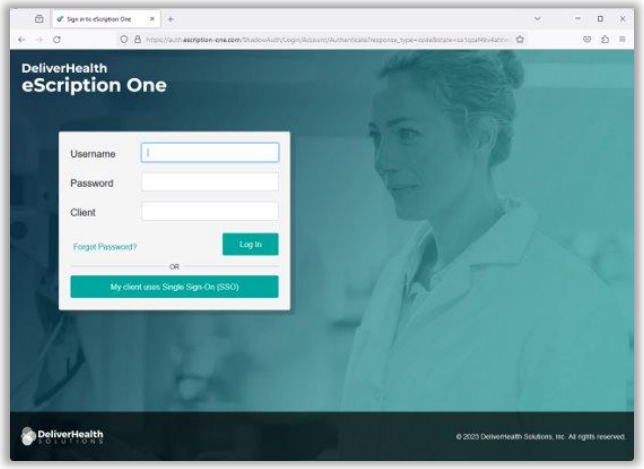
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MultiNote Workflow in InQuiry

Logging into InQuiry

Open any web browser and type in the URL for your region, then press enter.
(You will want to make this address a favorite for future access.)
Enter your username, password, and client, then **click Log In**.
If this is your first time logging into InQuiry, enter username and client code.
Click **Forgot Password** to reset your password.

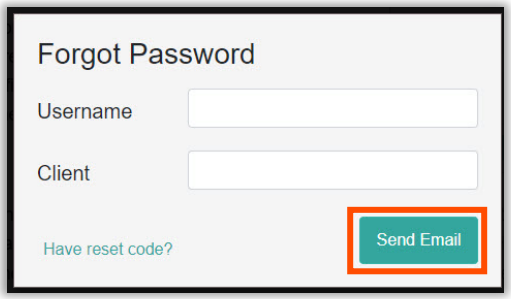


US Region
https://www.escription-one.com/InQuiry

Canada Region
https://www.escription-one.ca/InQuiry/

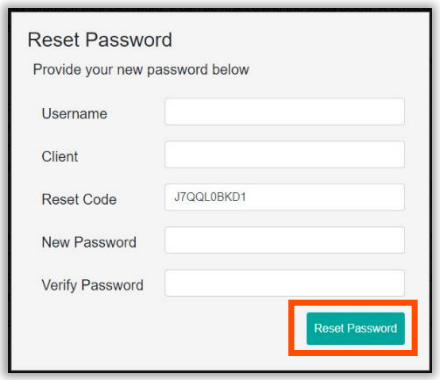
Username: **********
Password: **********
Client: *******

On the Forgot Password screen, **click Send Email**. An email will be sent to the user's verified email address with instructions and a link for resetting the password.



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Click the link in the email to open the "Reset Password" screen with the reset code populated.
Enter the remaining information, then **click the Reset Password button.**



If the password is successfully changed, the confirmation Message appears.

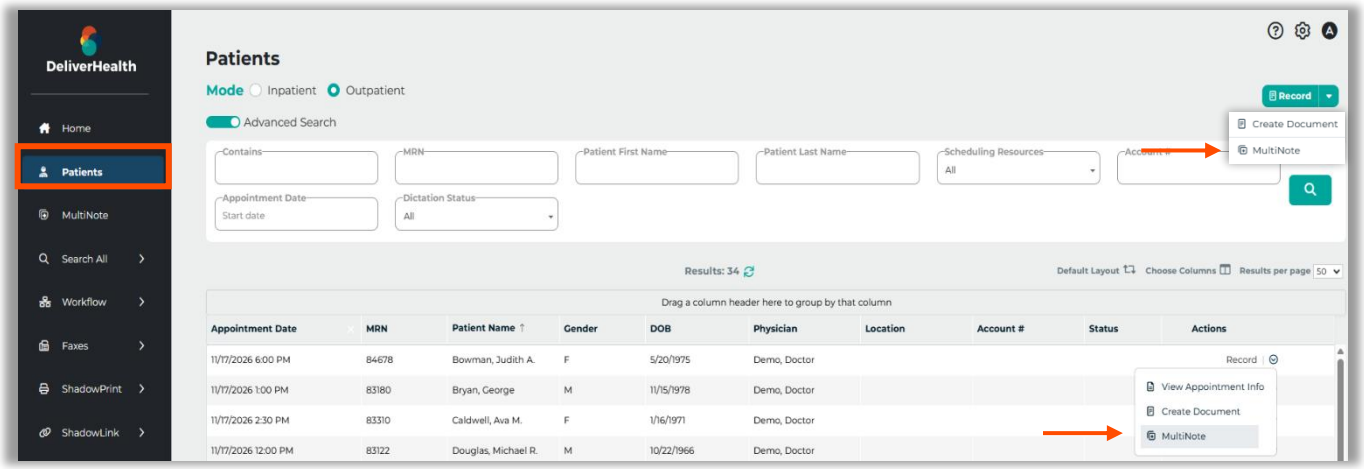
Return to the InQuiry log in page to log in with the new password.

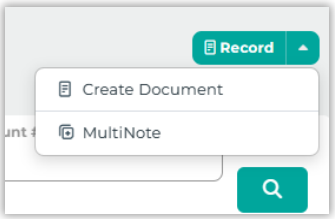
MultiNote

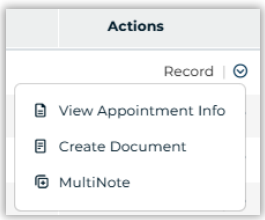
MultiNote allows users to record one speech to text draft in InQuiry, which generates multiple notes such as a clinic note, letter and discharge summary.

Note: this is a front-end speech engine using Speech to Text.
MultiNote is only available in InQuiry.
MultiNote must be enabled by DeliverHealth.

MultiNote is located on the **Patients tab** and will no longer be available on the left navigation panel. It appears in the top right corner and in the Actions column.







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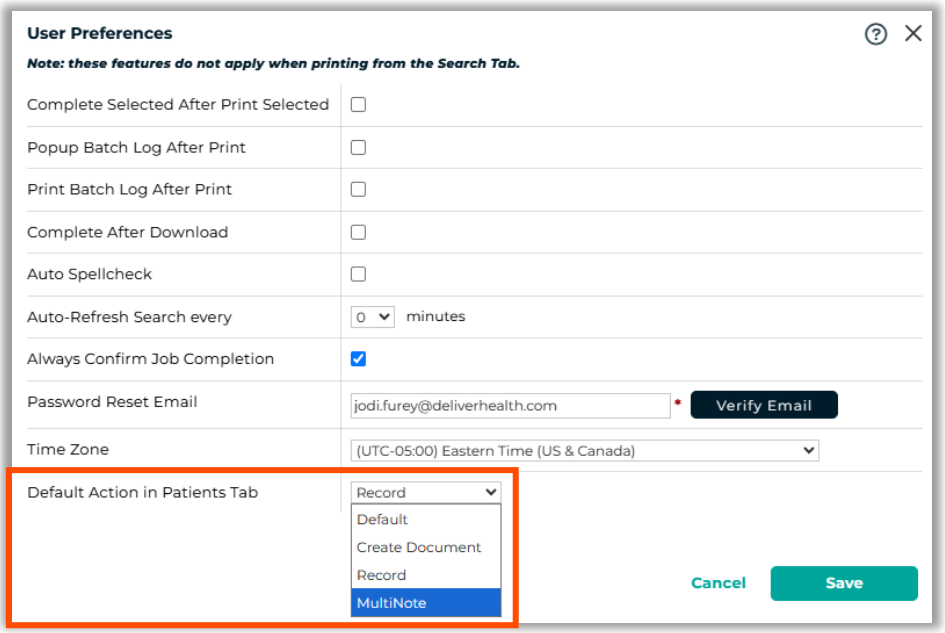
Setting a Default Action

Choose which action you prefer to have as a default in the Patients tab, without expanding the Actions menu.
To do this:

- **Click** the **gear icon** on the InQuiry Home Screen to open **Preferences**.



- Under **Default Action in Patients Tab**, select **Create Document**, **Record**, or **MultiNote**.
- **Refresh** the page to apply the change.



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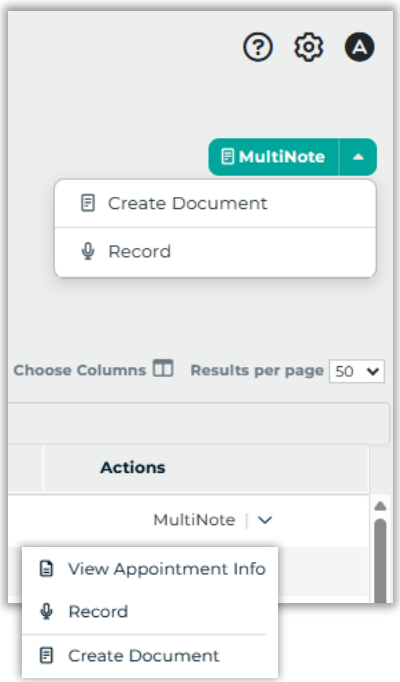
The selected action is used for the **Action button** in the upper-right corner of the Patients tab and for the **Actions column** in the grid.

The other actions remain available on the drop-down menu.

If you leave the setting at **Default**, **Create Document** is the button in the upper-right corner and **View Appointment Info** is the default in the Actions column.

Your choice is saved to your account. It is kept between sessions and follows you to any computer you sign in on.

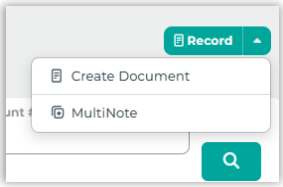
Note: Create Document and MultiNote are offered only when those features are enabled for you.



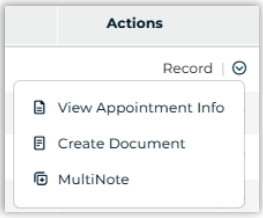
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Creating MultiNote

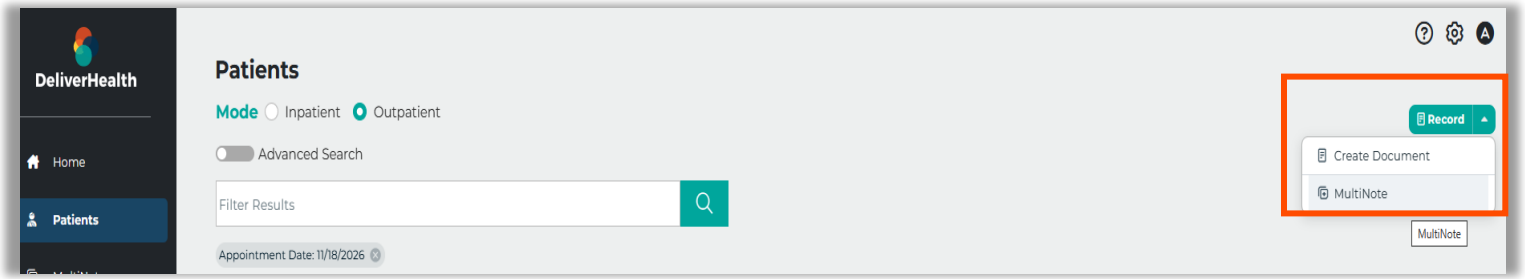
- Selecting MultiNote in the **upper-right corner** of the Patients tab does not attach patient demographics. It allows the user to create an ad-hoc recording.



- Selecting MultiNote from the **Actions** column attaches the patient's name and the appointment automatically.

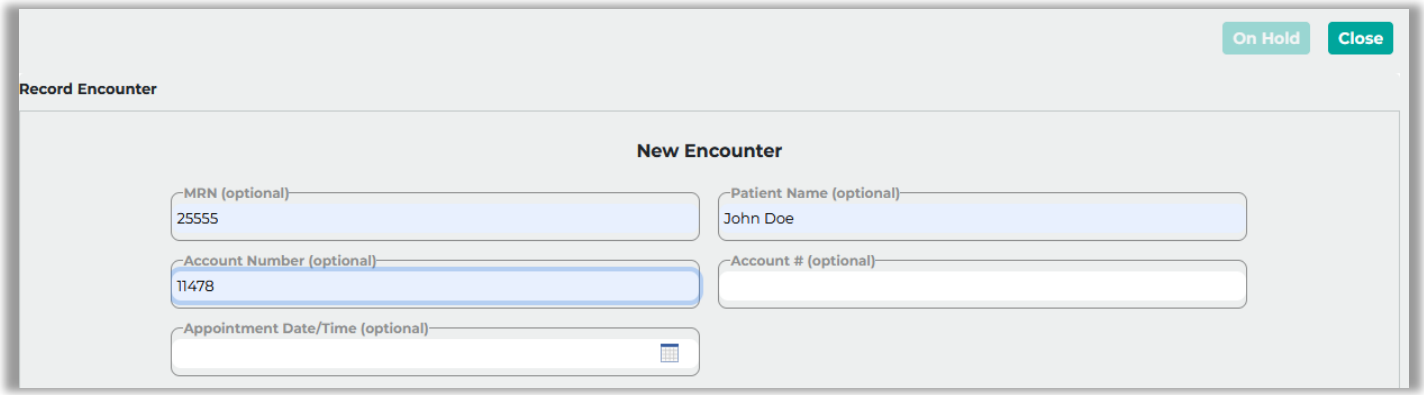


Let's begin with selecting MultiNote from the **upper right corner** of the Patients tab:



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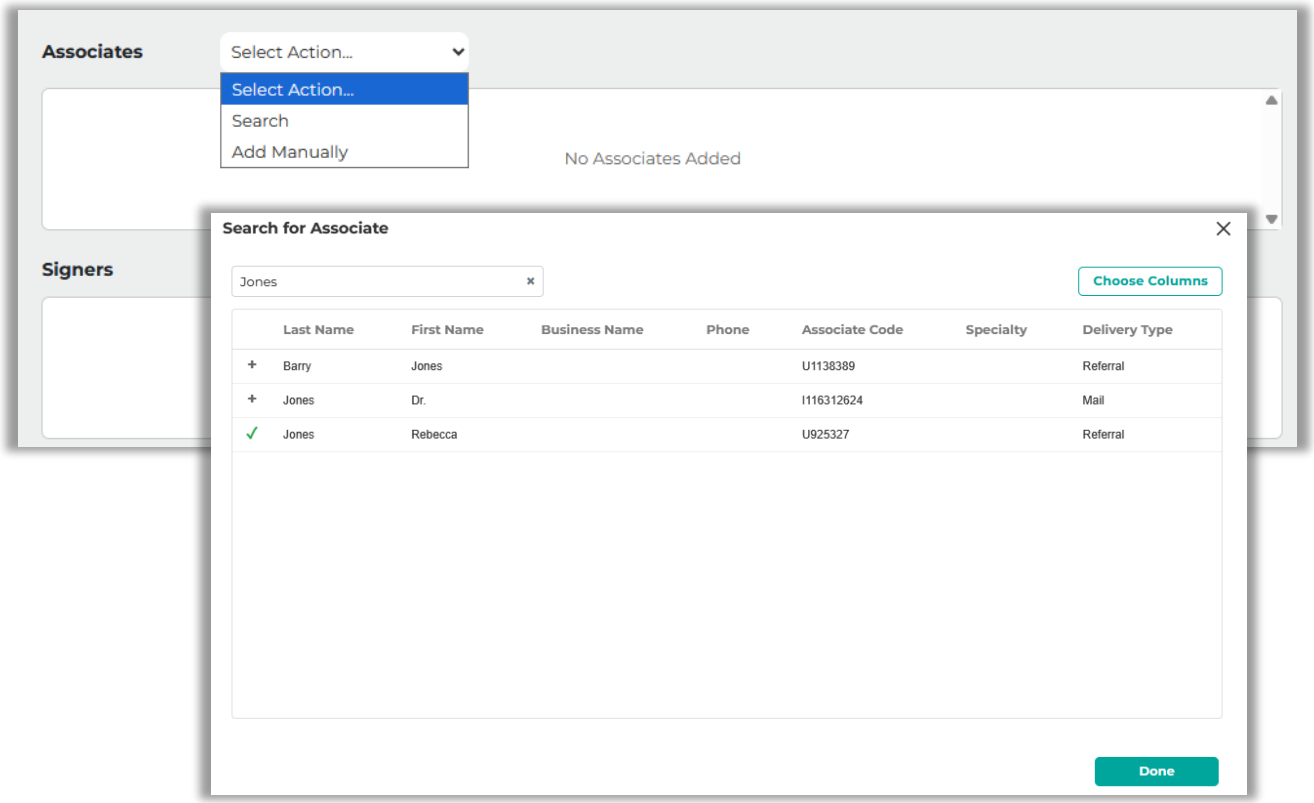
The **New Encounter** screen opens on a new browser tab.
The patient's demographics are blank, allowing the user to fill in the MRN, patient's name, Account Number and Appointment Date and Time.



Selecting Associates and Signers

Associates are people or organizations who receive copies of the note.

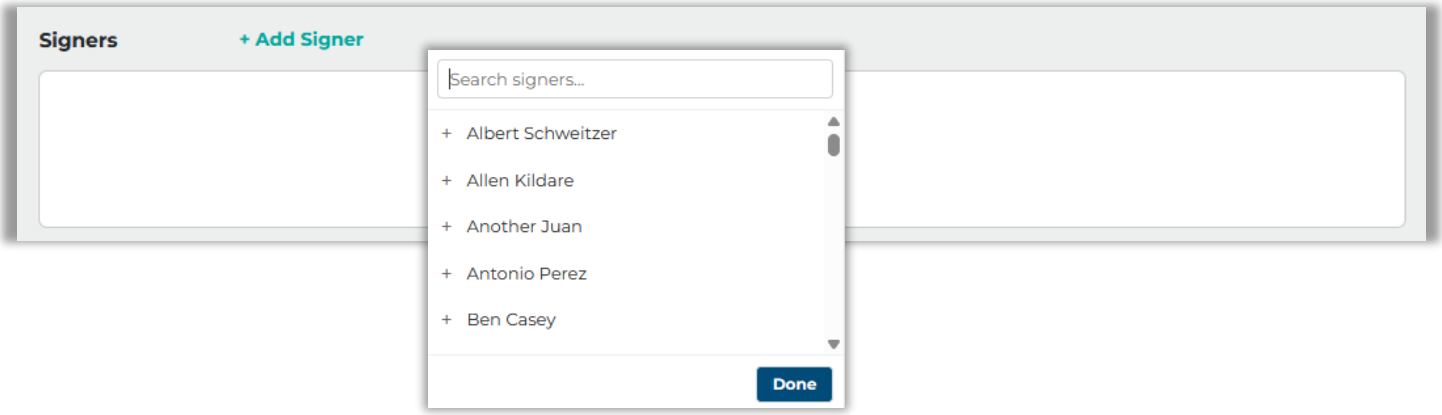
- Select an Action to add an Associate (Search or Manually enter)



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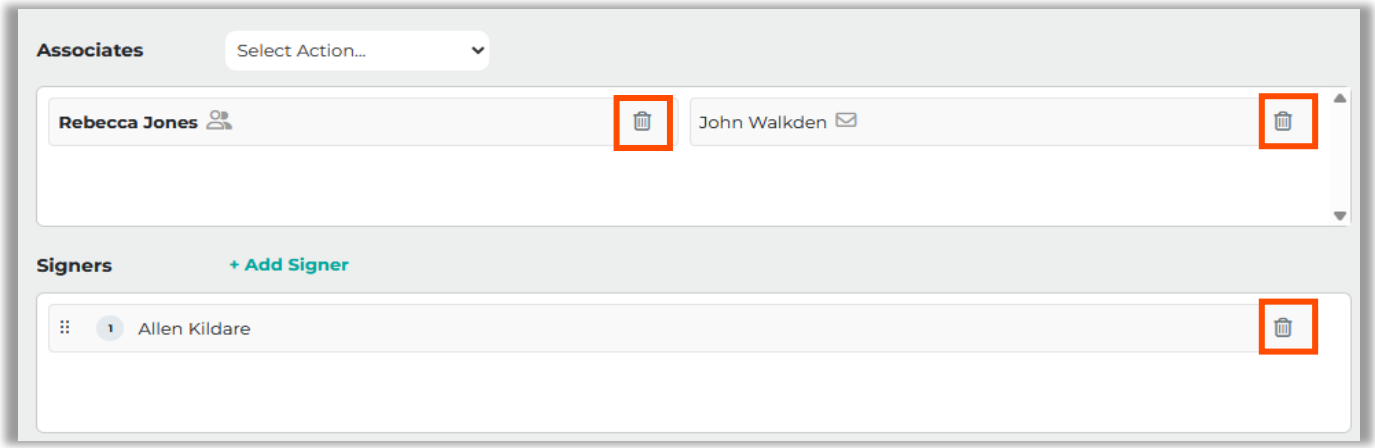
Signers are providers, other than the dictator, who need to review and sign the note, such as attendings signing residents' notes.

- **Click Add Signer** to select a signer.



The Associate(s) and Signer(s) are added.

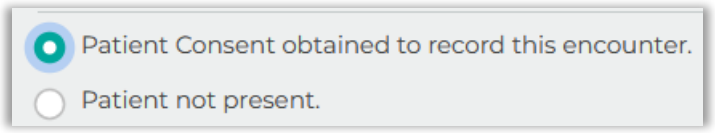
Click the trash can, to remove Associates or Signers.



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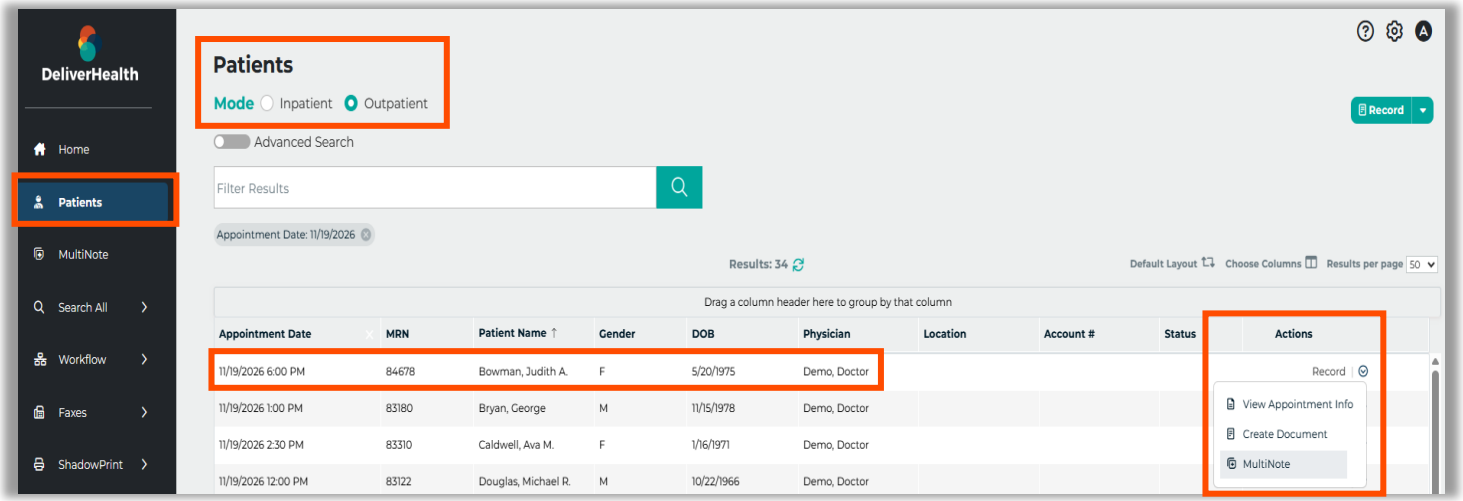
Obtaining Consent

Specify whether a **patient's consent** was obtained or was the patient not present.



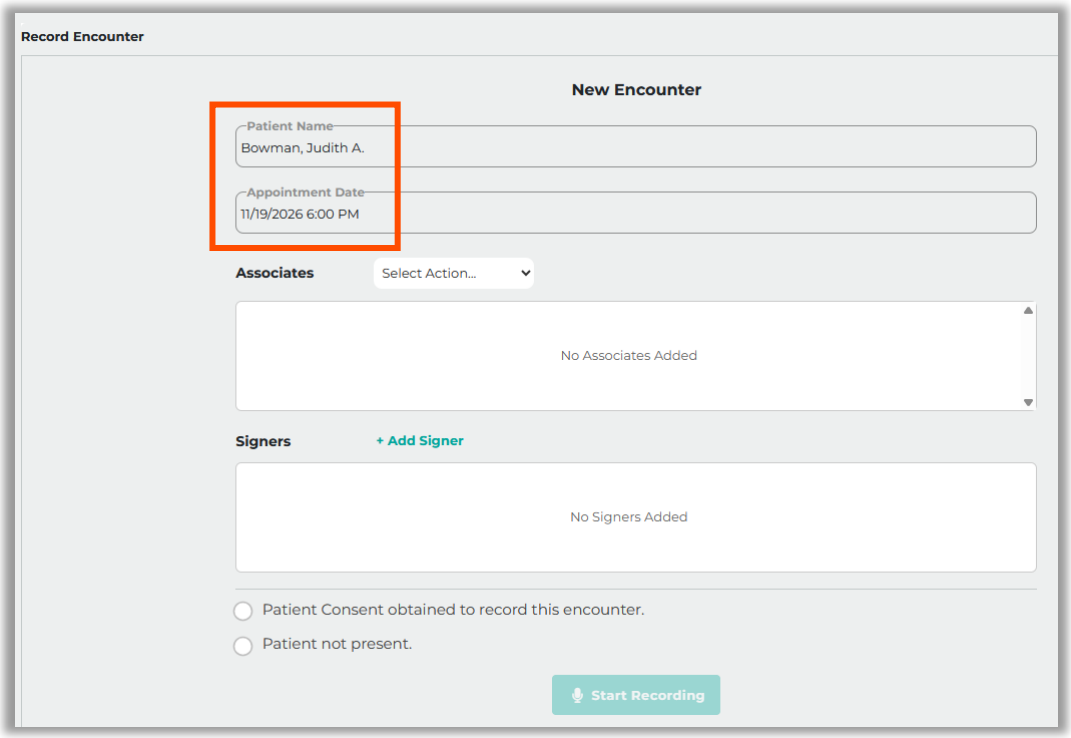
Now let's review selecting MultiNote from the **Actions column**.

The inpatient and outpatient grid shows a list of patients.
Click the Actions menu down-arrow and select MultiNote.

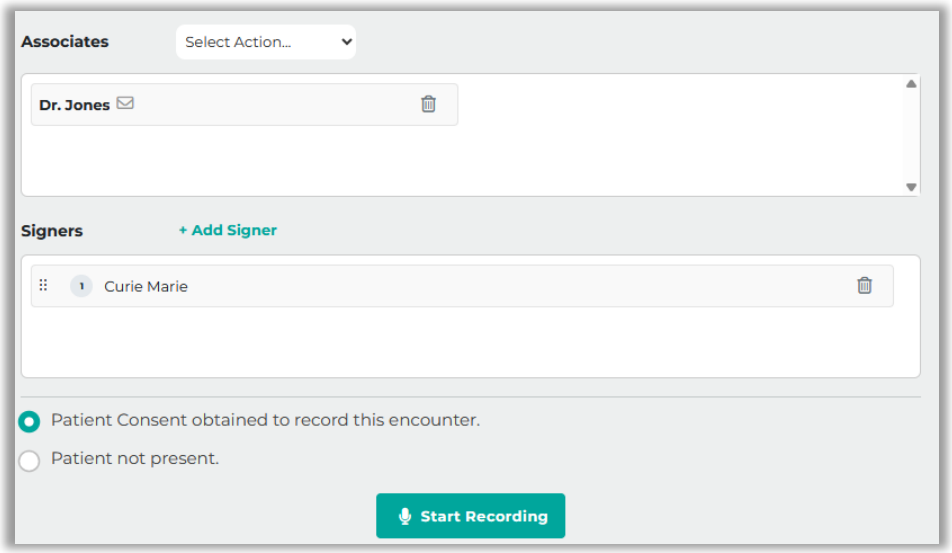


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The New Encounter screen automatically fills in the patient's name and appointment date and time.



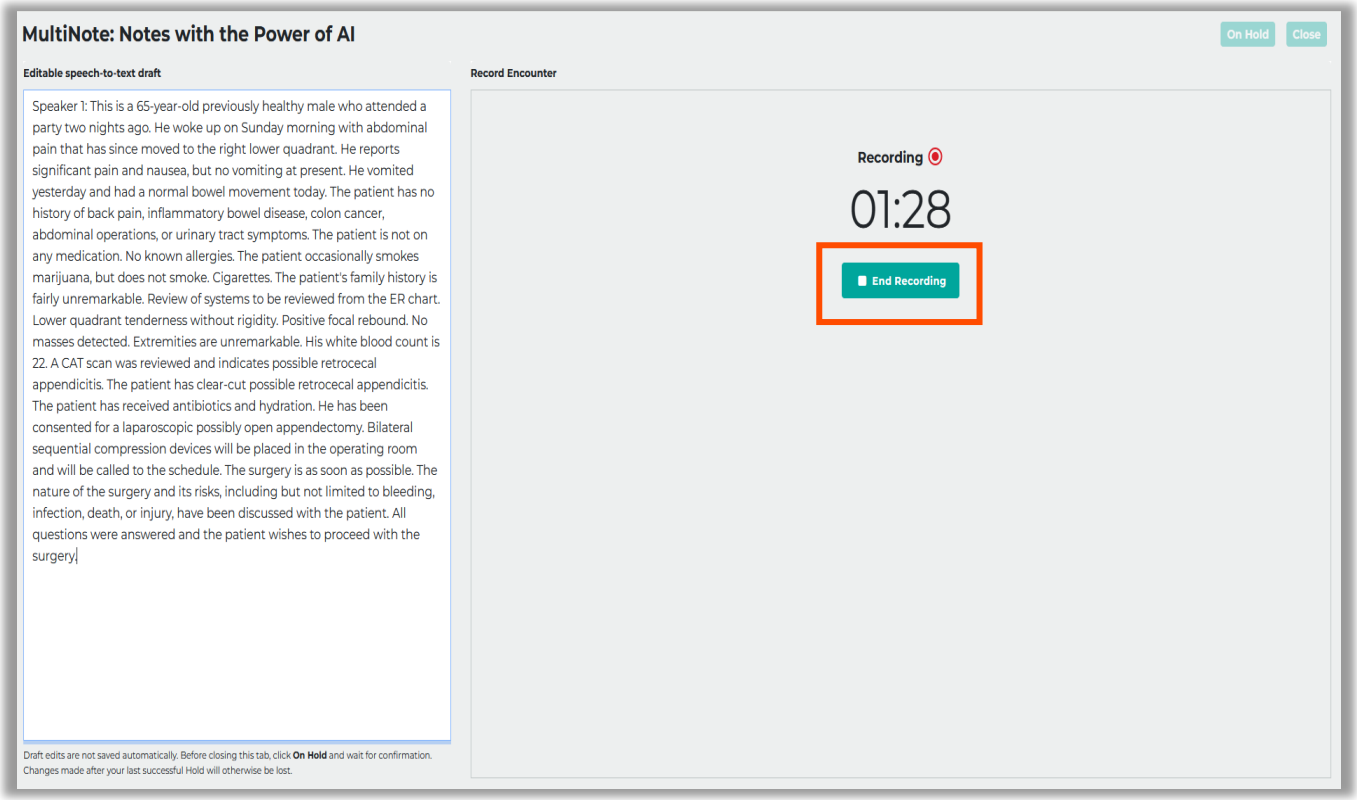
Select an Associate(s) and Signer(s) if needed.
Specify whether patient consent was obtained or patient was not present.
Click Start Recording to begin dictating.



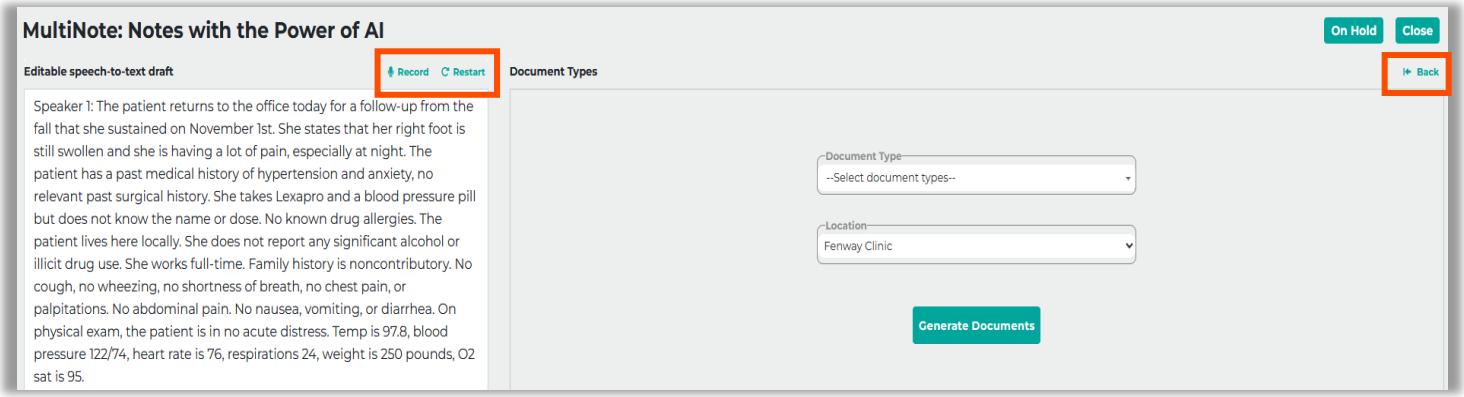
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Recording

Whether creating a recording with or without a patient, the text appears once the recording begins.
Click End Recording when finished with the recording.

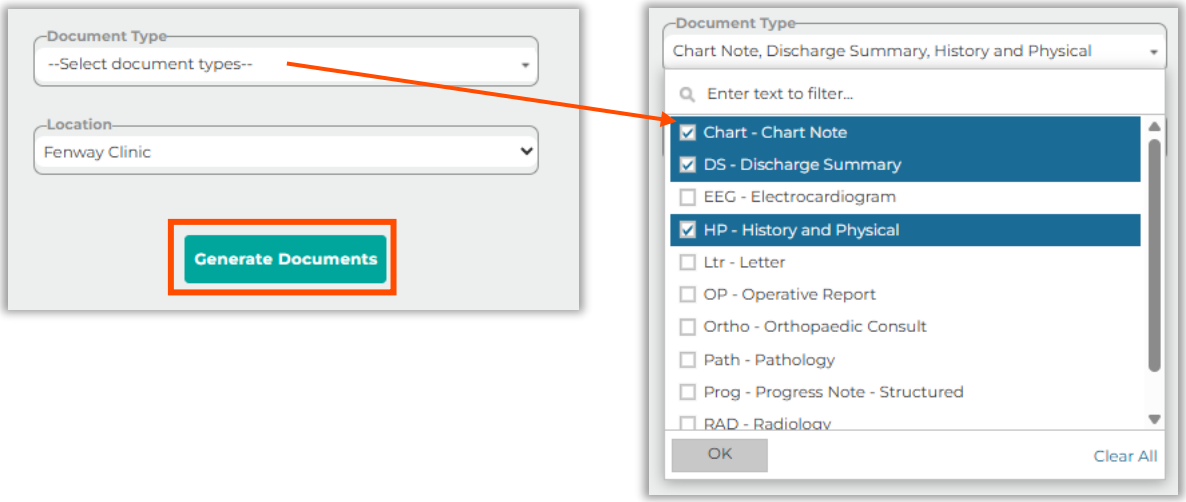


Notice that the **green Record and Restart** are available if you choose to add additional information or restart the entire recording.
Back moves you to the previous screen.

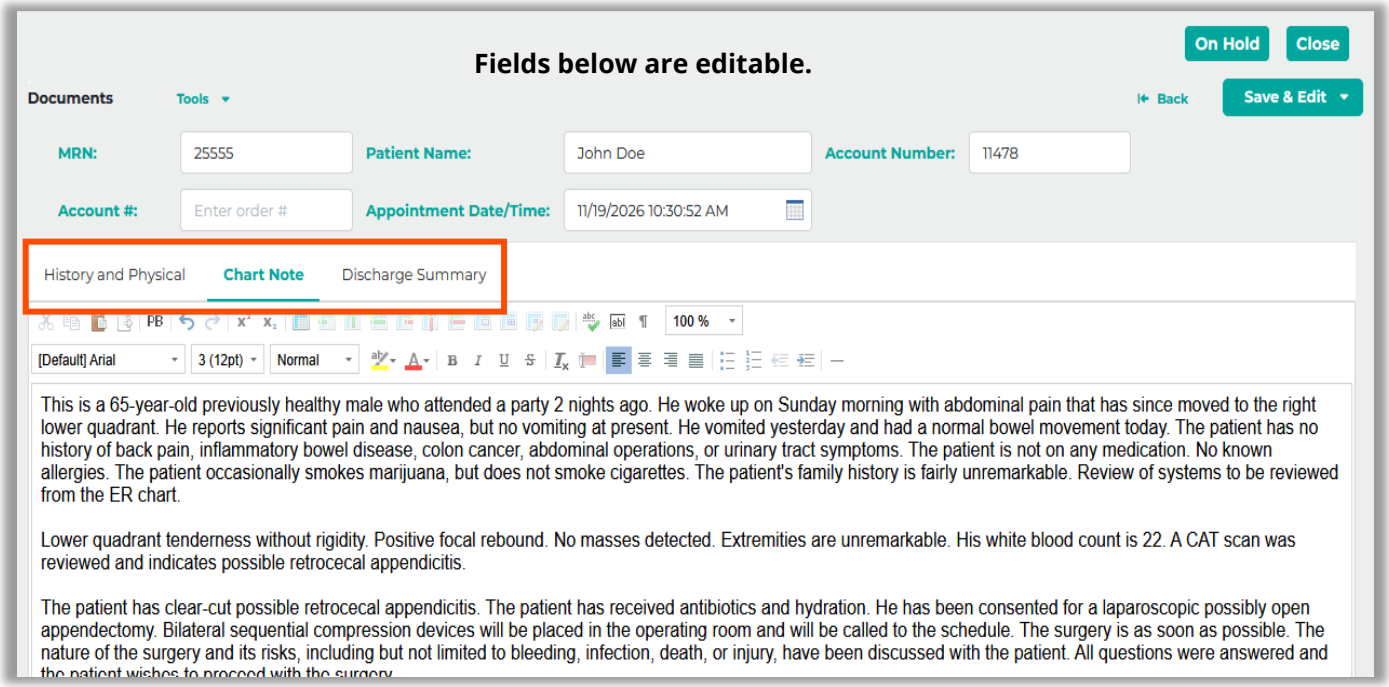


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- Select one or more document types and the location.
- **Click Generate Documents**.



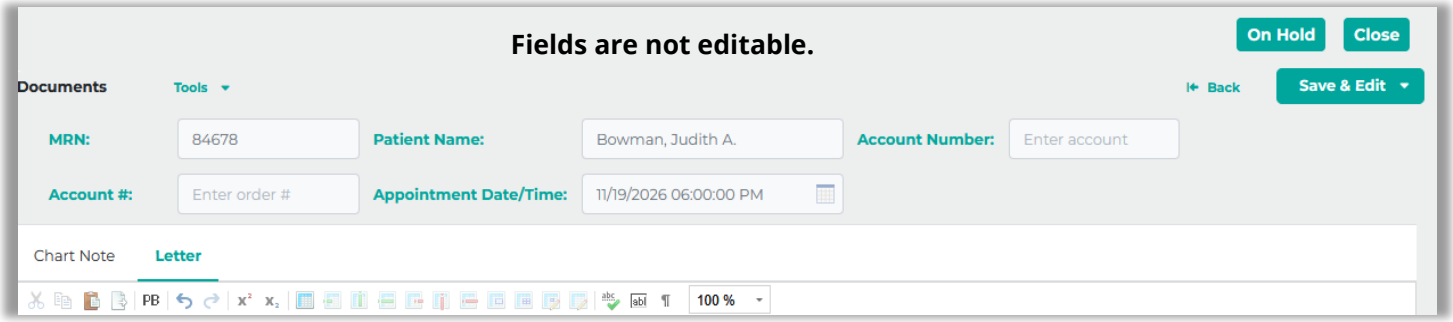
The **selected documents** appear above the note.
When MultiNote is created **without a patient**, the demographic fields are editable above the note.



Important: this is not the actual Note Editor. This is a temporary window. If you back out of this, the notes will be removed as well as the recording.

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When MultiNote is created **with a patient**, the demographic fields are hard coded and cannot be edited.

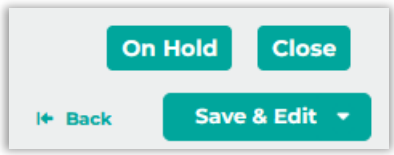


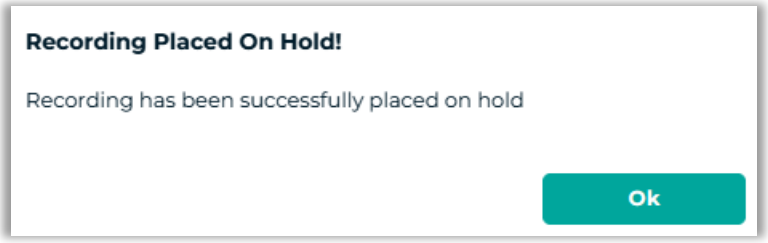
On Hold

- Encounters can be placed on hold, allowing you to return to it later and either continue recording, restart the recording or adjust document types.
- On Hold works for a MultiNote created **without a patient** and from the **Actions column**.

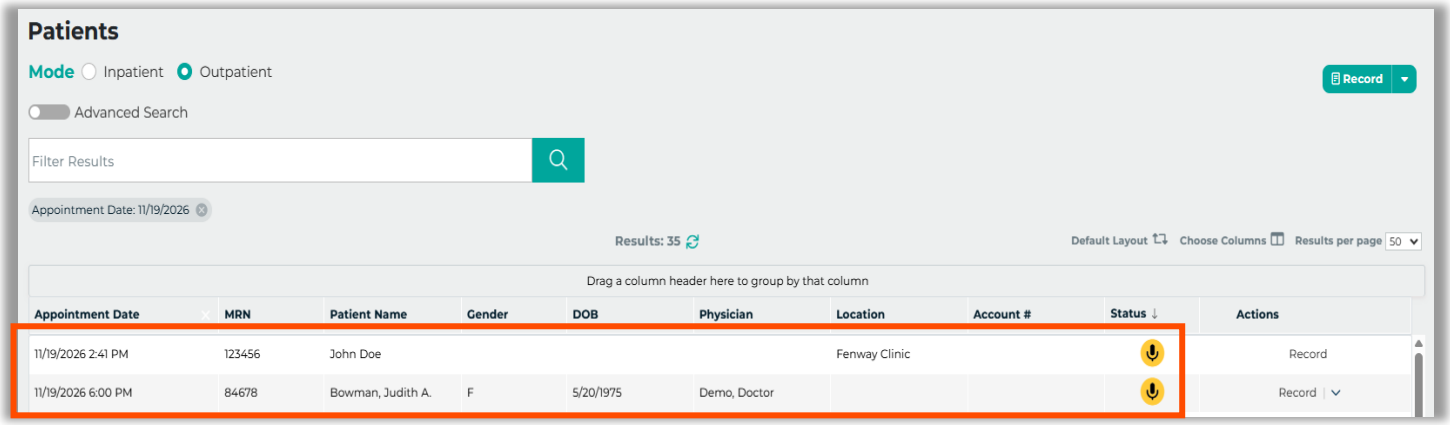
What is kept? Your draft text, the associates and signers you selected, and your recording consent choice.

- **Tap on Hold**. A message appears stating the recording has been placed on hold.



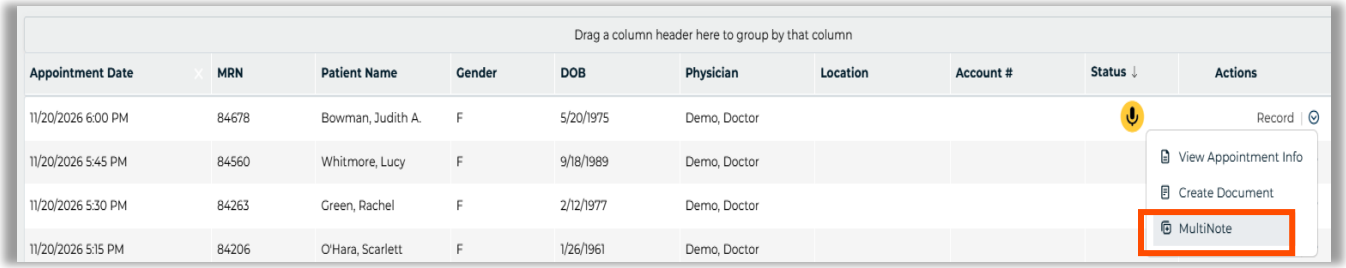


The **Patients tab** screen appears and a **yellow microphone** indicating an On Hold status appears in the status column of the grid.



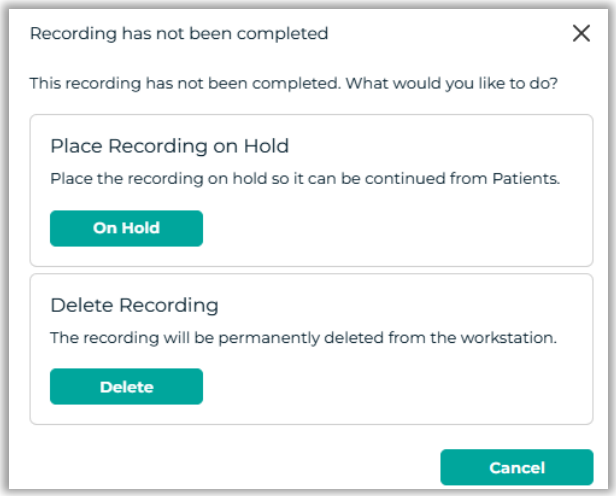
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To resume the recording, click the Actions column drop down menu and select MultiNote.



Close

Closing an encounter brings up a pop-up asking if you prefer to place the recording **On Hold** or **Delete** the recording.

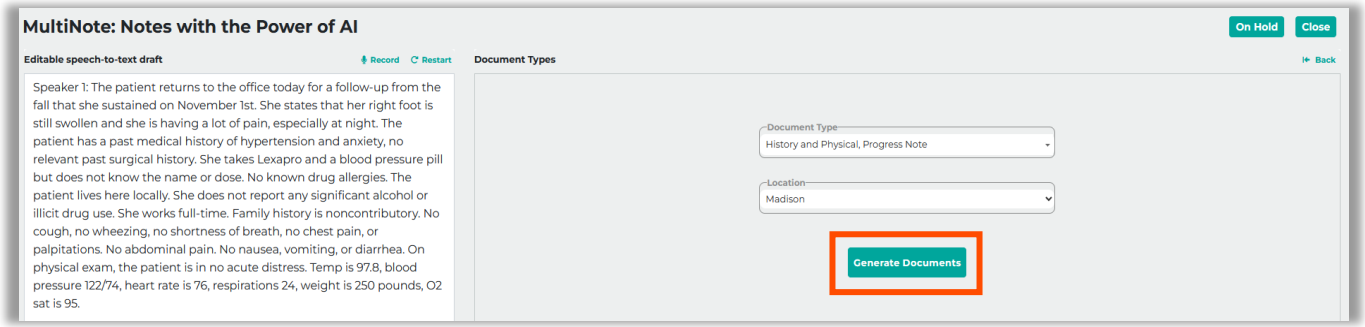


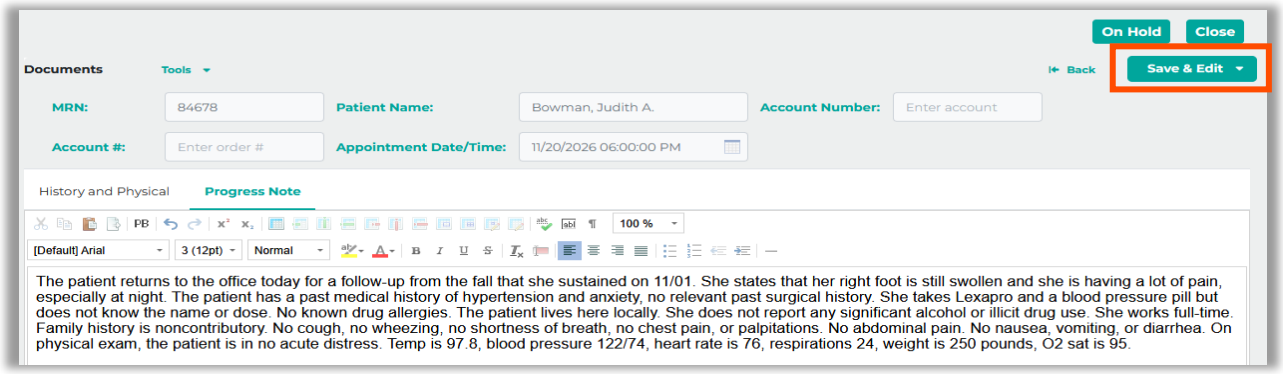
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Save & Edit

Save and Edit adds the selected documents to the Preliminary or To Be Signed/InstaNote folder where **editing** can take place.

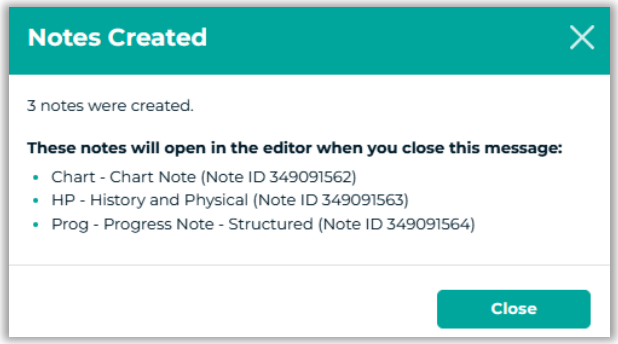
Clicking Generate Documents launches the **Save and Edit** button as seen previously.





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When **Save & Edit** is selected a pop-up appears stating that the notes will open in the Note Editor.

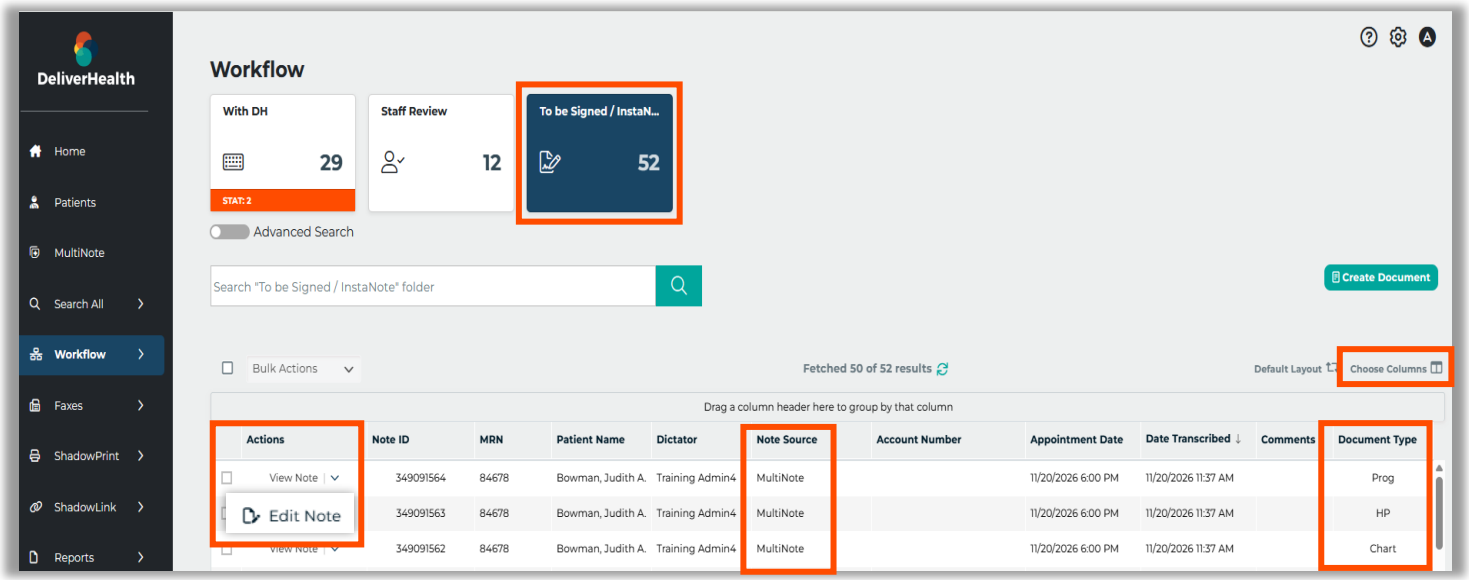


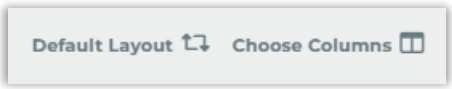
Return to the **Home Screen**.

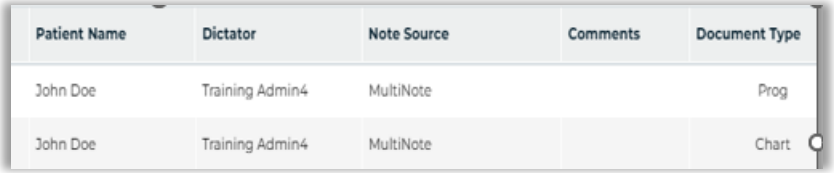
- Select the **To be Signed/Preliminary folder**.

Notice the MultiNotes appear in the grid below with the **Note Source as MultiNote**.
The Document types selected are shown in the **Document Type column**.

- **Click each row or select Edit Note** from the Actions column to open the Note Editor and make edits to the notes.



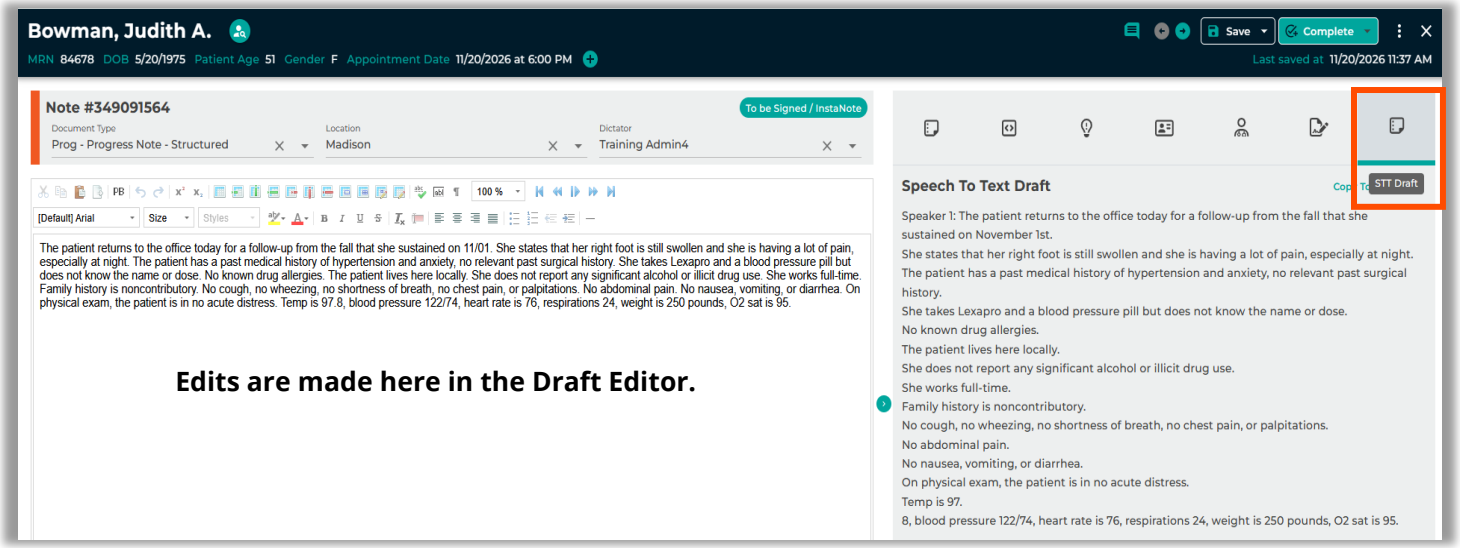




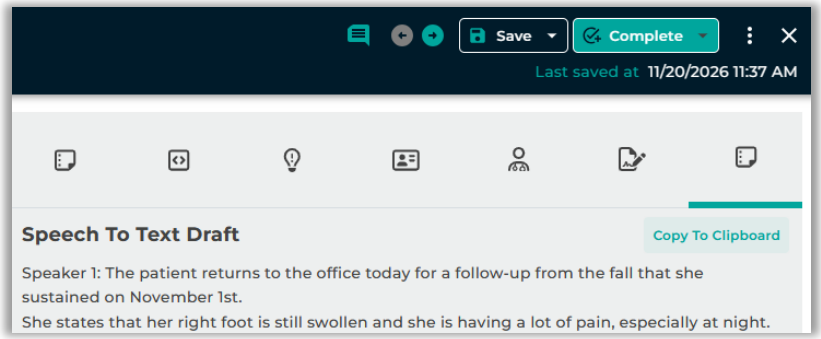
Note: if you do not see the Note Source or Document Type columns, click Choose Column and drag them into the grid.

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The original **Speech to Text Draft** appears on the Side Panel for each note.
Edits to the note are made in the **Draft Editor**.



Click Save to save edits and **click Complete** to save the edits and move the notes through the workflow.



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