



H2O / Epic “Now Showing” for Thursday August 27, 2020

Support	The NYC H+H Enterprise Service desk is available 24/7. Call: 877-934-8442 or Email EnterpriseServiceDesk@nychhc.org with a detailed description of the issue and your contact information			
	Intended Audience	Description	Session(s)	Link
Virtual at the Elbow WebEx Support Line	<p>For all end-users documenting in H2O/Epic</p> 	<p>This Virtual at the Elbow; VATE, WebEx support line is for any H2O; Epic, end-user with a question in the use of the Epic application. Connect with a resource that will document your concern, take your contact information and connect you with an H2O training team member to assist you.</p>	<p>Daily</p> <p>9 am to 7 pm</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 485 055#</p> <p style="background-color: yellow; text-align: center;">The NYC H+H Enterprise Service desk is available 24/7 Call: 877-934-8442 or Email EnterpriseServiceDesk@nychhc.org with a detailed description of the issue and contact information</p>
AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	<p>***New Webex Session***</p> <p>MD, NP & PAs that will provide staffing at NYCH+H’s COVID-19 testing & tracing sites</p>	<p>Learn how to find patients in Epic, place COVID-19 lab orders and write notes using the express lane workflow & tools in Epic.</p> <p>Tip sheet: https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20Sheets/Provider/Ambulatory%20(Outpatient)/Tip%20Sheet%20Ambulatory%20Completing%20COVID-19%20Testing%20Visits%20v1%205-27-20%20Providers.pdf</p>	<p>Thursday</p> <p>9:30 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 859 635#</p>
AMBULATORY RN & Lab Tech COVID-19 TESTING WORKFLOW	<p>***New Webex Session***</p> <p>RNs, LPNs & Lab Techs that will provide staffing at NYCH+H’s COVID-19 testing & tracing sites</p>	<p>Learn how to manage COVID-19 specimen collections in Epic</p> <p>COVID19 Lab Test Specimen Collection Tip Sheet https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20Sheets/Nurse/Ambulatory%20(Outpatient)/Tip%20Sheet%20Ambulatory%20COVID19%20Lab%20Test%20Specimen%20Collection%20v1%205-27-20%20Nurses%20Lab%20Techs.pdf</p>	<p>Thursday</p> <p>10:30 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 203 777#</p>

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DOHMH Scheduling & Registration	<p>***New Webex Session***</p> <p>DOHMH Training & Practice - Cadence Scheduling & Registration</p>	Learn how to register, schedule and check patients for DOHMH	Monday to Friday 11 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mae601ee2e9e38e8f5252a8fca0b39cfc</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 903 5668#</p>
Out-patient Registration & Scheduling for COVID-19 NYCH+H TESTING Sites	<p>***New Webex Session***</p> <p>Any end-user that will be registering patients at NYCH+H's COVID-19 testing & tracing sites</p>	Learn how to register, schedule and check patients in from the DAR; Department Appointment Report, patients at NYCH+H COVID-19 testing sites	Thursday 2 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m6ee7df4ca24ca5bea0c61c1a50c186df</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 189 0858#</p>
All Staff	<p>Any Role – New to EPIC user</p> 	This is a general overview of EPIC for any user. It will go over how to log in, how to navigate hyperspace, patient look –up etc.	Thursday 10 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 905 023#</p>
<p>*****Note the Change in Start Time***** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis*****Note the Change in Start Time*****</p>				
ASAP ED Clerk	Medical ED Clerks, Psych ED Clerks	Learn how to arrive/mini-reg a patient, review the patient tracking tools, events narrator, consult tracking, transport requests, and schedule follow-up appointments	Thursday August 27, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tc851bc3ed8a324be0c6e77873e51a20f</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 791 5283 #</p>



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ASAP ED Nurse 200	Medical ED RNs, LPNs, ED Nurse Managers, Associate Directors of ED Nursing, Medical Directors of ED Nursing	In this course, you will explore blood administration, documenting a code/trauma patient, results review, as well as dispositioning the patient.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tb796a62e9fd0de74411f8697af1615c0</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 989 9049#</p>
ASAP ED Tech	Psych ED/CPEP Techs, PCAs, PCTs, CNAs, MAs	Learn how to track patients through common Psych ED workflows. This course includes patient tracking tools, documenting patient belongings and assessments using the tech narrator, specimen collection, notes.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t30c5cdd0cc307530e1e11bfbe298b72f</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 213 1227#</p>
Ambulatory Ancillary Provider	OUTPATIENT Social Workers, Dietitians, Audiologists, HIV Counselors, Genetic Counselors, Speech Language Pathologists, Health Educators and Nutritionists	Learn how to review patient information using Chart Review, how to open a patient encounter from the outpatient schedule (including encounters scheduled to another provider or resource), how to view important historical information from within a patient encounter, how to view and update the Problem List, how to add and associate a visit diagnoses, how to write a note using SmartTools, and how to document and associate charges.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=ta010907256af14013c3649ecba1af824</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 312 6791#</p>
Cadence Supervisor/Manager	Managers and Supervisors	Learn how to find reports, run reports and create reports. Users will also learn how to edit a provider’s schedule and Maintain Accurate Appointment Statics using EOD processing. Dashboards will be explored and we will take a closer look at Patient and Claim Edit Workqueues.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tf210abceb6bceefe6f51e062679878b1</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code):172 119 1465#</p>
Cadence Template Manager	Template Builders	Learn how to create and edit a Template for a provider or resource, as well as make changes to a template over time, make a change for a single day and how to edit slots.	Thursday August 27, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t15c52fcfb1f6e85e54c432a4d5358ad3</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 562 2123#</p>




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ClinDoc Inpatient BH Nurse	Behavioral Health Nurses, Detox Nurses	This course covers how to manage your patient lists, review the chart, document in flowsheets, medication administration, care plans and patient education.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t7c800e80c6334193a74b21b84f020267</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 169 2027#</p>
ClinDoc Manager Reporting Work Bench	Various Inpatient Managers, QI Staff	This class is for any Manager who needs to use, access and run reports. Students learn how to effectively use their Dashboard and find/access/run reports. Reporting Workbench, one of Epic’s reporting tools, is taught and students learn how to run their own reports from Reporting Workbench	Thursday August 27, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tb581a146f5db853a425cb527314409ad</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 711 7099#</p>
ClinDoc Inpatient Ancillary with Notes	Administrators and any other roles that need to access a patient’s chart and write a note	This course covers patient lists management, chart review and writing notes.	Thursday August 27, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t319110713111067801615022ed5c52ee</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 158 9155#</p>
Hospital Billing Insurance Follow-Up	HB Insurance Follow-Up employees and Supervisors/Managers; All Home Health Billing Staff and Supervisors/Managers	Learn how to access accounts to follow up on outstanding insurance balances, resolve denials and payment variances, and resolve insurance credit balances.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t4e09a2f00412a8e3d6fa1333c31a99c7</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 184 9348#</p>
OpTime Pre-Op RN	This course is for Amb/Surg pre-operative and PAT nurses.	Learn basics of navigating in Epic., how to find patients, document a PAT visit, pre-op phone calls, inserting and assessing lines, vitals, viewing and acting on orders, and pre-op verification.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mb0e587647b557e8061bc95e64e71173d</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 180 3719#</p>

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OpTime Post-Op RN	PACU RNs, or any nurse floating to PACU.	This course covers the basics of PACU and Phase II documentation including: patient Education, MAR documentation, discharge, and post-op call workflows.	Thursday August 27, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mc5225490f106f0b6e4eb7a6663f19c34</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 626 7473#</p>
Radiant Technologist	Technologists within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn processes that begin with transcribing and scheduling imaging exam orders, and for documenting the details of an imaging exam at the beginning and end of the exam. Activities will include the use of the Technologist Work List, Snapboard, and Ancillary Orders to facilitate these processes.	Thursday August 27, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m3887e0f84372bd885fe0cac964ba3abf</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 365 0230#</p>
Sessions Available On Demand				
Ambulatory Telephone Encounter	<p>For any staff that will be calling patients with COVID-19 test results</p> 	This session is for any staff that will call patient’s COVID-19 test results. This session will show the end-user how to look a patient up, document the telephone encounter	Available any time Click the link to launch the E-learning	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_telephone_encounters</p>
Documenting Ambulatory Tele- visits	<p>Ambulatory Providers that will evaluate patients via the telephone</p> 	This session is for the ambulatory provider that will evaluate a patient. This will review finding your patient, documenting reason for visit and notes and treatment decisions	Available any time Click the link to launch the E-learning	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_document_televisit</p>
PeopleSoft ELM Class Offerings: The below offerings are available via PeopleSoft ELM				
Cadence Scheduler	Local Training Coordinators can enroll end-users in need of out-patient scheduling & registration access	This course goes over registering patients, scheduling for the out-patient/clinic areas:	On Demand via PeopleSoft ELM	PeopleSoft ELM Course Code: HHCEPICADACC2020

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Grand Central ED Registrar	Local Training Coordinators can enroll end-users in need of ED Registrar access	This course reviews registering patients in the ED as the ED registrar	On Demand via PeopleSoft ELM	PeopleSoft ELM Course Code: HHCEPICACCEARNING
Float RN	Local Training Coordinators can enroll the RN being floated to an Inpatient Unit 	Approximately 15 minutes long. This course goes over basic documentation skills in the inpatient units:	On Demand via PeopleSoft ELM	PeopleSoft ELM Course Code: HHCEPICIPRNACC2020
Float RN	Local Training Coordinators can enroll the RN being floated to an ED 	Approximately 30 minutes long. This course goes over ED Track board, Triage, Navigators and basic documentation requirements in the ED	On Demand via PeopleSoft ELM	PeopleSoft ELM Course Code: HHCEPICTOEDRNWEBEX
Float RN	Local Training Coordinators can enroll the RN being floated to an ICU 	Approximately 15 minutes long. This course goes over ICU flowsheets, device Integration, Navigators and basic documentation skills in the ICU	On Demand via PeopleSoft ELM	PeopleSoft ELM Course Code: HHCEPICACCICURN2020