



## H2O / Epic “Now Showing” for Tuesday August 4, 2020

Support	The <b>NYC H+H Enterprise Service desk</b> is available 24/7. Call: 877-934-8442 or Email <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and your contact information			
	<b>Intended Audience</b>	<b>Description</b>	<b>Session(s)</b>	<b>Link</b>
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><b>Daily</b></p> <p><b>9 am to 7 pm</b></p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b">https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</a></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 <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and contact information</p>
AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	<p><b>***New Webex Session***</b></p> <p>MD, NP &amp; PAs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	<p>Learn how to find patients in Epic, place COVID-19 lab orders and write notes using the express lane workflow &amp; tools in Epic.</p> <p><b>Tip sheet:</b> <a href="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">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</a></p>	<p>Weekday 2 sessions</p> <p>9:30 am &amp; 2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f">https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f</a></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><b>***New Webex Session***</b></p> <p>RNs, LPNs &amp; Lab Techs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	<p>Learn how to manage COVID-19 specimen collections in Epic</p> <p><b>COVID19 Lab Test Specimen Collection Tip Sheet</b> <a href="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">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</a></p>	<p>Weekday 2 sessions</p> <p>10:30 am &amp; 3 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a">https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 203 777#</p>

## H20 / Epic “Now Showing” for Tuesday August 4, 2020

DOHMH Scheduling & Registration	<p><b>***New Webex Session***</b></p> <p><b>DOHMH Scheduling &amp; Registration</b></p>	Learn how to register, schedule and check patients for DOHMH	<p><b>Tuesday</b></p> <p>August 4, 2020</p> <p>11 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m479e247eb98aecb351c529d6d1ef13a">https://hhc.webex.com/hhc/j.php?MTID=m479e247eb98aecb351c529d6d1ef13a</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 457 8828#</p>
Out-patient Registration & Scheduling for COVID-19 NYCH+H TESTING Sites	<p><b>***New Webex Session***</b></p> <p>Any end-user that will be registering patients at NYCH+H's COVID-19 testing &amp; 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	<p>Monday to Friday</p> <p>2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mfe9fca27dce7bbe0bc7ec3d0b68afe62">https://hhc.webex.com/hhc/j.php?MTID=mfe9fca27dce7bbe0bc7ec3d0b68afe62</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 635 7053#</p>
All Staff	<p>Any Role – New to EPIC user</p> <p></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.	<p>Monday to Friday</p> <p>10 am &amp; 2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6">https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 905 023#</p>
<p><b>*****Note the Change in Start Time***** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis*****Note the Change in Start Time*****</b></p>				
ASAP ED Provider	<p>Medical ED MDs, PAs, NPs, Residents, Medical ED Physician Directors/Supervisors</p>	Learn how to track the patient throughout their ED stay using the ED Track Board, ED Manager, colors, and icons. You will cover patient tracking tools, chart review, note writing, order entry, and dispositioning a patient.	<p>Tuesday</p> <p>August 4, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=t29456912e5247150f9c39a5d918ab7be">https://hhc.webex.com/hhc/k2/j.php?MTID=t29456912e5247150f9c39a5d918ab7be</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 188 9164 #</p>

## H20 / Epic “Now Showing” for Tuesday August 4, 2020

ASAP ED Psych/CPEP Provider	ED Psych/CPEP MDs, PAs, NPs, Residents, Psych ED/CPEP Physician Directors/Supervisors	In this course, you will learn how to track the patient throughout their psychiatric stay using the ED Track Board, ED Manager, colors, and icons. You will cover patient tracking tools, chart review, note writing, order entry, and dispositioning a patient	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=t1e8d44d64b8fca64771702dd06682f7d">https://hhc.webex.com/hhc/k2/j.php?MTID=t1e8d44d64b8fca64771702dd06682f7d</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 700 5567#</p>
Ambulatory Provider	Outpatient Providers including NPs, Residents & PAs in non-OB/GYN, non-psych and non-surgical specialties, Scribes	Learn the basics of navigating Hyperspace, documenting office visits including documenting patient history and assessments, placing orders such as medications, immunizations and labs, writing progress notes, and patient instructions, and placing orders for patients that need to be admitted to hospital. You will also discover how to document an in-office procedure, how to document medications administered during a clinic visit and how to document clinic-collected specimens. You will learn how to capture charges for office visits and procedures performed during an office visit.	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=te9d70713ff9d5907e7dbb7f80bee424c">https://hhc.webex.com/hhc/k2/j.php?MTID=te9d70713ff9d5907e7dbb7f80bee424c</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 637 0535#</p>
Ambulatory BH Provider	All clinicians, with the exception of nurses and PCAs, who work in an outpatient behavioral health department	Learn how to complete documentation for a Behavioral Health office visit, how to review and document important patient medical and psych history. We will also explore the different Behavioral Health assessment and tools (such as CSSRS, CAGE-10, FAGERSTROM, etc.) available to you in the system. The class reviews the available behavioral health note templates and how to use them, as well as how to document and update treatment and safety plans. You will also learn how to place medication, lab and procedure orders. The class also reviews how to document in the Blue Book for Chemical Dependency intake, assessments and follow-up. Additionally, you will learn how to capture charges for different types of offices visits and assessment.	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=tdeb708094a4336eb6987548dbb0254b5">https://hhc.webex.com/hhc/k2/j.php?MTID=tdeb708094a4336eb6987548dbb0254b5</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 744 8529#</p>
ClinDoc Care Manager	Care Managers	This course covers patient lists management, running reports, chart review, flowsheet documentation, care plans, patient education and writing a note. This course also includes post – discharge follow up documentation	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=te2edf3a93b7db612d7ae70be0e58d5a1">https://hhc.webex.com/hhc/k2/j.php?MTID=te2edf3a93b7db612d7ae70be0e58d5a1</a></p> <p>Require registration to get access code.</p>

## H20 / Epic “Now Showing” for Tuesday August 4, 2020





ClinDoc Inpatient Unit Clerk	Inpatient Unit Clerks	This course covers patient movement within the facility, review patient information, scheduling an appointment document scanning and printing.	Tuesday August 4, 2020  1 pm	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m0a634bc85b85661d3e8e885dd6a185d8">https://hhc.webex.com/hhc/j.php?MTID=m0a634bc85b85661d3e8e885dd6a185d8</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 804 1512#
ClinDoc Therapist	Physical Therapist, Occupational Therapist, Speech Language Therapist, Audiologists	This course covers patient list management, chart review, assessment documentation, care plans, patient education, team conference notes and filing charges	Tuesday August 4, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m5b91b9636b661b1b933904a1430ee26e">https://hhc.webex.com/hhc/j.php?MTID=m5b91b9636b661b1b933904a1430ee26e</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 505 7850#
ClinDoc Inpatient PCA/CNA	Inpatient PCA's, PCT's, CNA's, Techs or BHA's	This course covers patient list management, flowsheet documentation and work list tasks.	Tuesday August 4, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m280868e9d69d6059c8df8c56597c4266">https://hhc.webex.com/hhc/j.php?MTID=m280868e9d69d6059c8df8c56597c4266</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 505 6299#
ClinDoc Inpatient Specialty Ancillary	Rehab Psychologist, Creative Art Therapists, Rehab Social Worker, Addiction Counselors	This course covers patient lists management, chart review, flowsheet documentation, care plans, patient education and how to write notes	Tuesday August 4, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m79e95a893281e3e1ce266aa62cba66ac">https://hhc.webex.com/hhc/j.php?MTID=m79e95a893281e3e1ce266aa62cba66ac</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 352 3611#
Cupid Nurse/Documenter (Invasive & Non-Invasive)	Invasive & Non-Invasive RN	This course will orient cardiology nurses to documentation tools utilized for diagnostic exams performed with or without sedation, as well as the tools used for cases performed in the cardiac cath lab. Users will learn how to document a pre-procedure phone call, document pre and post-procedure information, and create the procedure log for invasive procedures.	Tuesday August 4, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=me2964a863e2e46003791d27892201b1b">https://hhc.webex.com/hhc/j.php?MTID=me2964a863e2e46003791d27892201b1b</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 421 3015#

## H20 / Epic “Now Showing” for Tuesday August 4, 2020


HIM Identity Release of Information Clerk	This course is designed for staff that manage correspondence for release of information.	Learn about creating and fulfilling release requests. Work queues will be introduced for releases that have placed on hold for follow up. Students will also learn how to use the letter functionality in Epic for correspondence purposes.	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m8570ab87af8e2e26bfa85b01574bec5c">https://hhc.webex.com/hhc/j.php?MTID=m8570ab87af8e2e26bfa85b01574bec5c</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 781 3972#</p>
OpTime GI Endo RN	All RNs working in Endo	This is a comprehensive course covering the basics of navigating Epic while following a complete GI patient workflow. These topics include pre, intra and post-procedure.	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=md3acea01122041d996963915f65a8d93">https://hhc.webex.com/hhc/j.php?MTID=md3acea01122041d996963915f65a8d93</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 587 2892#</p>
Orders Inpatient Provider	MD, DO, NP, PA	Learn how to complete office visit documentation. We will also work through a nurse-only visit, document immunization administration, and document clinic-administered medications using the MAR. We will learn how to document patient education, and explore the internal messaging system used within Epic, In Basket	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72">https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 753 844#</p>
Radiant Manager	Supervisors, Managers, and Directors in Radiology/EEG/EMG/PFT /Sleep study departments	Learn how to successfully navigate through the application to assist them in performing their daily tasks. Managers will be introduced to reporting tools that will assist them in monitoring workflows and department efficiencies, as well as application tools to assist with correcting documentation errors, resolving incomplete work, reporting and customizing the application to optimize its functionality.  The Manager course will also cover Scheduling Templates, and Managers will learn to create, edit, and manage the schedules for their rooms, modalities and resources.	Tuesday August 4, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m7ee0031ef90386470a89f8cec705560c">https://hhc.webex.com/hhc/j.php?MTID=m7ee0031ef90386470a89f8cec705560c</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 673 1005#</p>

**Sessions Available On Demand**

## H20 / Epic “Now Showing” for Tuesday August 4, 2020

Ambulatory Telephone Encounter	<p>For any staff that will be calling patients with COVID-19 test results</p> 	<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</p>	<p>Available any time</p> <p>Click the link to launch the E-learning</p>	<p><b>Link:</b></p> <p><a href="https://eits.it.training.nychhc.org/epic/amb_telephone_encounters">https://eits.it.training.nychhc.org/epic/amb_telephone_encounters</a></p>
Documenting Ambulatory Tele-visits	<p>Ambulatory Providers that will evaluate patients via the telephone</p> 	<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</p>	<p>Available any time</p> <p>Click the link to launch the E-learning</p>	<p><b>Link:</b></p> <p><a href="https://eits.it.training.nychhc.org/epic/amb_document_televisit">https://eits.it.training.nychhc.org/epic/amb_document_televisit</a></p>
<b>PeopleSoft ELM Class Offerings: The below offerings are available via PeopleSoft ELM</b>				
Cadence Scheduler	<p>Local Training Coordinators can enroll end-users in need of out-patient scheduling &amp; registration access</p>	<p>This course goes over registering patients, scheduling for the out-patient/clinic areas:</p>	<p>On Demand via PeopleSoft ELM</p>	<p><b>PeopleSoft ELM Course Code: HHCEPICADACC2020</b></p>
Grand Central ED Registrar	<p>Local Training Coordinators can enroll end-users in need of ED Registrar access</p>	<p>This course reviews registering patients in the ED as the ED registrar</p>	<p>On Demand via PeopleSoft ELM</p>	<p><b>PeopleSoft ELM Course Code: HHCEPICGCACCEARNING</b></p>
Float RN	<p>Local Training Coordinators can enroll the RN being floated to an Inpatient Unit</p> 	<p>Approximately 15 minutes long. This course goes over basic documentation skills in the inpatient units:</p>	<p>On Demand via PeopleSoft ELM</p>	<p><b>PeopleSoft ELM Course Code: HHCEPICIPRNACC2020</b></p>
Float RN	<p>Local Training Coordinators can enroll the RN being floated to an ED</p> 	<p>Approximately 30 minutes long. This course goes over ED Track board, Triage, Navigators and basic documentation requirements in the ED</p>	<p>On Demand via PeopleSoft ELM</p>	<p><b>PeopleSoft ELM Course Code: HHCEPICPTOEDRNWEBEX</b></p>

## H20 / Epic “Now Showing” for Tuesday August 4, 2020

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	<b>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</b>
----------	--	--	---------------------------------------	--