



## H2O / Epic “Now Showing” for Wednesday August 5, 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 Wednesday August 5, 2020

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	Monday to Friday  2 pm	<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> 	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.	Monday to Friday  10 am & 2 pm	<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 Nurse	Medical ED RNs, LPNs, ED Nurse Managers, Associate Directors of ED Nursing, Medical Directors of ED Nursing	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, triage, chart review, assessments, note writing, order entry, and medication administration.	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=tb796a62e9fd0de74411f8697af1615c0">https://hhc.webex.com/hhc/k2/j.php?MTID=tb796a62e9fd0de74411f8697af1615c0</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 989 9049#</p>
ASAP ED Psych/CPEP Float Nurse	Float ED Psych/CPEP RNs, ED Psych/CPEP Nurse Managers, ED Psych/CPEP Associate Directors of Nursing, ED Psych/CPEP Directors of Nursing	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, triage, chart review, assessments, note writing, order entry, and medication administration, results review, and dispositioning the patient.	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=t6fefed1986db5349f4774cea2ec318cc">https://hhc.webex.com/hhc/k2/j.php?MTID=t6fefed1986db5349f4774cea2ec318cc</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 989 7221#</p>




## H20 / Epic “Now Showing” for Wednesday August 5, 2020

Ambulatory PCA	Patient Care Associates (PCAs) in Ambulatory clinics	Learn the basics of the Epic system, including how to room a patient, document patient-reported assessments and print After Visit Summaries. You will also learn how to document specimen collection for lab tests and document immunization history. Additionally, the course will teach you how to create and document telephone and letter encounters in Epic. This course is also designed to teach you how to schedule basic and advanced patient appointments, check-in and check-out patient appointments and understand how to use the Department Appointments Report (DAR).	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=ta0d709a399c7a005c27d6a8b3607dc10">https://hhc.webex.com/hhc/k2/j.php?MTID=ta0d709a399c7a005c27d6a8b3607dc10</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 905 5819#</p>
Ambulatory Nurse	RNs, LPNs and PCAs	In this course, you learn the basics of the Epic system, including how to room a patient and document patient-reported medications, and patient history. You will also learn how to result point-of-care tests. We will discover how to schedule a patient, how to document the collection of specimens in the clinic, and how to document telephone calls and patient letters	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=te48f245a80db10206303cbf83b02fc7e">https://hhc.webex.com/hhc/k2/j.php?MTID=te48f245a80db10206303cbf83b02fc7e</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 014 4724#</p>
Ambulatory Obstetrician	Obstetricians, Gynecologists, other providers; Midwives, Residents, NPs & PAs in OB/GYN departments	Learn how to complete documentation for initial and routine prenatal visits, including how to create a pregnancy episode, review relevant labs and document a bedside ultrasound. We will also explore how update obstetric history, and use other OB tools such as Dating, ultrasound documentation, and the pregnancy checklist. The course covers how place orders; including medications, labs, and immunizations, how to write a progress note, and how to document clinic-collected specimens.	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/k2/j.php?MTID=tba4cb90359ba75bca2d04dbb9373ae70">https://hhc.webex.com/hhc/k2/j.php?MTID=tba4cb90359ba75bca2d04dbb9373ae70</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 876 9221#</p>
Cadence Outpatient Scheduling & Registration	Registrars, Schedulers, Front Desk, Call Center, Referral Users, Referral Coordinators and Managers, HOD Front Desk, Schegistrar (Scheduler + Registrar) and Managers	Learn how to register a patient gathering all the required and recommended data. Canceling & Rescheduling appointments will be covered and we will introduce you to the Cadence Learning Home Dashboard where you can find Tip Sheets and other useful resources and materials. You will learn how to use the Department Appointments Report (DAR), check-in and check-out patient appointments and create Walk-In appointments. The “Fab 5” registration devices will be explained including how to collect payments and documents. MSPQ, RTE and MyChart will also be covered.	Wednesday August 5, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m59942f33180763b85f3331d80f4cc9e4">https://hhc.webex.com/hhc/j.php?MTID=m59942f33180763b85f3331d80f4cc9e4</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 442 7107#</p>



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ClinDoc Inpatient Nurse	Adult Inpatient Nurses, All Inpatient LPNs, Dialysis Nurses, Pediatric Nurses, Nurse Managers, ICU Nurses, Oncology Nurses, Wound Care Nurses, IV Nurses.	This course covers starting your shift, documenting in flowsheets, document insertion and removal of LDAs, starting the care plans and patient education, admitting a patient from the ED, arriving a transfer patient and discharging a patient.	Wednesday August 5, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m7bd296467ca930f0eea069d8c31f22fe">https://hhc.webex.com/hhc/j.php?MTID=m7bd296467ca930f0eea069d8c31f22fe</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 767 6035#
Grand Central 101 Hospital Registration	Bed Planners, Admission Clerks, and Supervisors, ED Registrars, ED Clerks, Insurance Verification, L&D Registrars, OB Unit Clerks & PCAs, OB RNs, Surgery Schedulers who do Admissions.	learn how to enter patient demographics, insurance, and billing information prior to a patient's admission. You will learn how to work with minor, Worker's Comp, and Medicare patients. You will learn how to deal with additional hospital registration scenarios, such as registering patients with outdated billing and insurance information by updating guarantor accounts and coverages.	Wednesday August 5, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=md7fab78c65b01e29a3f771c2478db6fa">https://hhc.webex.com/hhc/j.php?MTID=md7fab78c65b01e29a3f771c2478db6fa</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 210 0124#
Hospital Billing Customer Service & Self-Pay Follow-Up	HB Customer Service employees and Supervisors/Manager; All Home Health Billing Staff and Supervisors/Managers	Learn how to view guarantor and account information in order to respond to guarantor inquiries, post a payment over the phone, create a payment plan, update guarantor demographics, change guarantors, and update coverage information.	Wednesday August 5, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/k2/j.php?MTID=tcd5c5e7483f316cad9b564775ecd007f">https://hhc.webex.com/hhc/k2/j.php?MTID=tcd5c5e7483f316cad9b564775ecd007f</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 700 8715#
Orders Inpatient BH Provider	MD, DO, NP, PA	This course covers the major workflows for inpatient providers (admit, transfer, discharge, and rounding) and also covers writing notes and placing orders.	Wednesday August 5, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/k2/j.php?MTID=tfb07266dc81adf166bd7e49b3b18117a">https://hhc.webex.com/hhc/k2/j.php?MTID=tfb07266dc81adf166bd7e49b3b18117a</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 707 3485#
Stork L & D Nurse	L&D Registered Nurse, L&D Nurse Manager	This course covers patient views including the Grease Board, L&D Manager and Patient lists, patient movement, navigator and flowsheet documentation. This course covers documenting the delivery (vaginal and C-Section), medication administration, and blood documentation.	Wednesday August 5, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m8afb74cc7456547043f4b897efee8149">https://hhc.webex.com/hhc/j.php?MTID=m8afb74cc7456547043f4b897efee8149</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 368 5050#

## H20 / Epic “Now Showing” for Wednesday August 5, 2020

Sessions Available On Demand				
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>
PeopleSoft ELM Class Offerings: The below offerings are available via PeopleSoft ELM				
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: HHCEPICCADACC2020</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>

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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: HHCEPICTOEDRNWEBEX</b></p>
Float RN	<p>Local Training Coordinators can enroll the RN being floated to an ICU</p> 	<p>Approximately 15 minutes long. This course goes over ICU flowsheets, device Integration, Navigators and basic documentation skills in the ICU</p>	<p>On Demand via PeopleSoft ELM</p>	<p><b>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</b></p>