



H2O / Epic “Now Showing” for Thursday August 6, 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>Weekday 2 sessions</p> <p>9:30 am & 2 pm</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>Weekday 2 sessions</p> <p>10:30 am & 3 pm</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>

H20 / Epic “Now Showing” for Thursday August 6, 2020

DOHMH Scheduling & Registration	<p>***New Webex Session***</p> <p>Playground Practice DOHMH Scheduling & Registration</p>	Playground Practice, learn how to register, schedule and check patients for DOHMH	<p>Thursday</p> <p>August 6, 2020</p> <p>11 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m479e247eb98aecb351c529d6d1ef13a</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>***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	<p>Monday to Friday</p> <p>2 pm</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mfe9fca27dce7bbe0bc7ec3d0b68afe62</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 & 2 pm</p>	<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	<p>Thursday</p> <p>August 6, 2020</p> <p>1 pm</p>	<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>

H20 / Epic “Now Showing” for Thursday August 6, 2020

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 6, 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 6, 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	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 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t7cab3f51cd1e5d52f5e059a321e72127</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 312 6791#</p>
Ambulatory Obstetrics Nurse	RNs and LPNs in OB clinics	Learn the basics of the Epic system, including how to room a patient being seen for initial and routine prenatal visits, documenting menstrual history, smoking status and OB History. Additionally, you will learn how to document pregnancy test results and create a pregnancy Episode. Document point-of-care prenatal urine tests, specimen collection for lab tests, write nursing notes and document OB patient education. You will also learn how to document administration of Rhogam, schedule OB ultrasound orders, and document telephone encounters	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=td02f274e4b5c4bb747df52e2b0805bf3</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 023 6031#</p>



H20 / Epic “Now Showing” for Thursday August 6, 2020

Ambulatory/Inpatient Dental Provider	MD, DO, DDS	learn how to use the outpatient schedule, find inpatients from the patient list, review patient information, write notes, and place and manage orders. Providers will also learn the inpatient consult workflow and how to order blood.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=ma86b5c17ee31a5847abd210be9a352b2</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 569 1699#</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 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m1a47121f8dd171ae32d37ac02d8d8e19</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 562 5944#</p>
ClinDoc ED Float Nurse	Emergency Department Nurses that float to Inpatient and ICU units	Learn the basics of inpatient tools for example, how to identify the patients they will care for during their shift, how to get report, and how to review and document on the work list, as well as care plan and documenting of patient education, and discharge a patient.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t9e104e044a0ebe57afe823713fbd8bffd</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 098 4617#</p>
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 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tde2e8fd8bb5518af439273199cdf9177</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 841 2190#</p>
ClinDoc Clinical Case Manager	Case Managers	This course covers patient lists management, chart review, centralized case management tasks, including utilization review, payor communications and third-party utilization management applications including front end denials/appeals and in basket.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m2368de29d9f0c4b681fb8a8cbf85df8e</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 567 0540#</p>




H20 / Epic “Now Showing” for Thursday August 6, 2020

Grand Central Transport Manager	Transport Managers, Asst. Dir. Hospitals, Coordination Managers	Learn how to manage the Transport Command Center, create and edit transport requests, build a recurring task and an employee transporter record. You will also understand the difference between Patient and Non-Patient transport and how they work. In addition, you will gain an understanding of Regions, Sectors and Reporting.	Thursday August 6, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m5c9675b94c7b44d4b16f268ff913abb1</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 523 0540#</p>
Grand Central Transporter Mobile	Transporters, Transport Managers	In this course you learn how to use the Transport Mobile device to complete patient and non-patient transport tasks.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m6d6e4edc70af249a1885353190c7854d</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 780 0433#</p>
Hospital Billing Biller	HB Billers and Supervisors, Managers; All Home Health Billing Staff and Supervisors/Managers	Learn how to review and correct stop bills, review coverage changes, and initiate date range billing. You will also learn how claims process in Epic, how to review and correct claim edits, and how to correct claim edits caught in the clearinghouse.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t0b3ead75e40b2a568f76a121f1583df3</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 232 2439#</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 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m3aa7dfd7feacb8d43cfc871fc407e51</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 776 1919#</p>
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 6, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m241fca939762a73ea253094c9289a083</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 573 0481#</p>

H20 / Epic “Now Showing” for Thursday August 6, 2020

Orders Inpatient Surgeon	MD, DO, NP, PA	Learn through lecture and hands on exercises how to complete their surgical workflows in Epic. This includes pre-op, post-op to floor, post-op discharge. The course also reviews writing notes and placing orders.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m4e5887c567cbbffd0ef3bae8eceb4c68</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 108 281#</p>
Radiant Front Desk	Front Desk and Schedulers within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn the processes of transcribing, copying, scheduling, canceling and re-scheduling orders/appointments, as well as patient registration, check-in and walk-in. Activities will include the use of the Snapboard, Appointment Desk, and Ancillary Orders to facilitate these processes.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m270cf1b67d497e766d85c5186a074d95</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 539 9679#</p>
Stork Inpatient Obstetrician	Obstetricians, Gynecologists, other providers; Midwives, Residents, NPs & PAs in OB/GYN departments	This course covers inpatient list views, triage and admitting, transferring and discharging the patient, orders, writing notes and placing pre-op orders.	Thursday August 6, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=maf44928d79bc461c84c55f014f7728c5</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 656 0120#</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	<p>Available any time</p> <p>Click the link to launch the E-learning</p>	<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	<p>Available any time</p> <p>Click the link to launch the E-learning</p>	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_document_televisit</p>

H20 / Epic “Now Showing” for Thursday August 6, 2020

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
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: HHCEPICGACCELEARNING
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: HHCEPICPTOEDRNWEBEX
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