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
w WebEx	For all end-users documenting in H2O/Epic	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.	Daily 9 am to 7 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b
Virtual at the Elbow WebEx Support Line				Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 485 055# 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
AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	***New Webex Session*** MD, NP & PAs that will provide staffing at NYCH+H's COVID-19 testing & tracing sites	Learn how to find patients in Epic, place COVID-19 lab orders and write notes using the express lane workflow & tools in Epic. <b>Tip sheet:</b> <u>https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20</u> <u>Sheets/Provider/Ambulatory%20(Outptient)/Tip%20Sheet%20Am</u> <u>bulatory%20Completing%20COVID-</u> <u>19%20Testing%20Visits%20v1%205-27-20%20Providers.pdf</u>	Weekday 2 sessions 9:30 am & 2 pm	Link:   https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f   Audio: call in number: 1-844-621-3956 United States Toll Free   Meeting number (access code): 475 859 635#
AMBULATORY RN & Lab Tech COVID-19 TESTING WORKFLOW	***New Webex Session*** RNs, LPNs & Lab Techs that will provide staffing at NYCH+H's COVID-19 testing & tracing sites	Learn how to manage COVID-19 specimen collections in Epic <b>COVID19 Lab Test Specimen Collection Tip Sheet</b> <u>https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20</u> <u>Sheets/Nurse/Ambulatory%20(Outpatient)/Tip%20Sheet%20Amb</u> <u>ulatory%20COVID19%20Lab%20Test%20Specimen%20Collection</u> <u>%20v1%205-27-20%20Nurses%20Lab%20Techs.pdf</u>	Weekday 2 sessions 10:30 am & 3 pm	Link: <u>https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</u> Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 203 777#

Out-patient Registration & Scheduling for COVID-19 NYCH+H	***New Webex Session*** Any end-user that will be registering patients at NYCH+H's COVID-19 testing & tracing sites	Learn how to register, schedule and check patients in from the DAR; Department Appointment Report, patients at NYCH+H COVID-19 testing sites	Weekday 2 sessions 10 am & 2 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m479a187cf13981c03bd748d07efd2fa5 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 329 5960#
All Staff	Any Role – New to EPIC user	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	Link: https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 905 023#
**				to the COVID-19 Crisis*****Note the Change in Start Time*****
ASAP ED Nurse 100	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 July 1, 2020 9 am	Link: <u>https://hhc.webex.com/hhc/j.php?MTID=ma8d6920fda92e7f02774520edfccbcfe</u> Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 251 0949#
ASAP ED Psych/CPEP	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 July 1, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mb4e844adf2c14e84d29f09636d019a01 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 249 5482#
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 July 1, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m1ff0f33ead42160fdd59e92a6465d10f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 094 875#

Big Properticipant Procession of the providers, short between the statist of the Epic system, including medications, and patient history. You will also learn how to result and document the patient, how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens in the clinic, and how to document the collection of specimens. Wednesday Luinic Wednesday Luinic   Upper test Obstetric instand, and instand to the pregnancy checklist. The course cover how place oders; including medications, labs, and immunizations, how to write a progress note, and how to document clinic-collected specimens. Wednesday Luinic Wednesday Luinic Inits:   Upper test Registrars, Schedulers, Fort Luss, Schegistrar (Schedulers, Fort Desk, Schegistrar (Schedulers, Fort Desk, Schegistrar (Schedulers, Fort Desk, Schegistrar (Schedulers, Fort Desk, Schegistrar (Scheduler + Registrar) and Managers Learn how to use the Department Appointments will be covered and we will introduce you to the Cadence Learning and Managers, Holdwice Space and merval of LDAs, the clinic appointments will resources and materials. Wednesday Luinic: https://htc.webex.com/htc/i.php?/httD		I			
Universe   Obstetricians, Gynecologists, other providers, Midwives, Residents, NS & PAs in OB/GYN departments   Learn how to complete documentation for initial and routine previate a pregnancy episode, such as Dating, Urtassound 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 a bedside ultrasound. We will also explore how update obstetric history, and use other OB tools such as Dating, Urtassound 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 dinic-collected specimens.   Wednesday 9 am   Link:     Registrars, Schedulers, Front Desk, Call Center, Referral Users, Referral Coordinators and Managers, HOD Front Desk, 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 collect payments and documents. MSPQ, RTE and MyChart will also be covered.   Wednesday July 1, 2020   Mite: https://htc.webex.com/htc/i.php?MTID=m59942f33180763b85f3331d80f4cc9e4     Managers, HOD Front Desk, Schegistrar (Scheduler + Registrar) and Managers   Learn how to collect payments and documents. MSPQ, RTE and MyChart will also be covered.   Wednesday July 1, 2020   Mite: https://htc.webex.com/htc/i.php?MTID=m59942f33180763b85f3331d80f4cc9e4     Madut Inpatient Nurses, All Inpatient LPNs, Dialysis Nurses, Pediatric Nurses, Nurse Managers, ICU Nurses,	se	RNs, LPNs and PCAs		Wednesday	Link:
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O w is a strain of the constraint o	egis	_		9 am	Audia, call in number, 1,844,621,2056 United States Tall Free
O w is a strain of the constraint o	k Re		You will learn how to use the Department Appointments Report		
Adult Inpatient Nurses, All Inpatient LPNs, Dialysis Nurses, Pediatric Nurses, Nurse Managers, ICU Nurses, 	ig &		(DAR), check-in and check-out patient appointments and create		Meeting number (access code): 160 442 /10/#
Adult Inpatient Nurses, All Inpatient LPNs, Dialysis Nurses, Pediatric Nurses, Nurse Managers, ICU Nurses, Oncology Nurses, Wound CareThis 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 July 1, 2020Link:Managers, ICU Nurses, Oncology Nurses, Wound CareThis 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 July 1, 2020Link: https://hhc.webex.com/hhc/j.php?MTID=mb04a62ef0bd048d5ab593c780d25e189 https://hhc.webex.com/hhc/j.php?MTID=mb04a62ef0bd048d5ab593c780d25e189 https://hhc.webex.com/hhc/j.php?MTID=mb04a62ef0bd048d5ab593c780d25e189	ulin		Walk-In appointments. The "Fab 5" registration devices will be		
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Inpatient LPNs, Dialysis Nurses, Pediatric Nurses, Nursedocument insertion and removal of LDAs, starting the care plans and patient education, admitting a patient from the ED, arriving a patient and discharging a patient.July 1, 2020Managers, ICU Nurses, 		Adult Inpatient Nurses, All	This course covers starting your shift, documenting in flowsheets,	Wednesday	Link:
Pediatric Nurses, Nurse Managers, ICU Nurses, Oncology Nurses, Wound Care Nurses, IV Nurses.and patient education, admitting a patient from the ED, arriving a transfer patient and discharging a patient.July 1, 2020 <a href="https://hhc.webex.com/hhc/j.php?MTID=mb04a62ef0bd048d5ab593c780d25e189">https://hhc.webex.com/hhc/j.php?MTID=mb04a62ef0bd048d5ab593c780d25e189</a> Oncology Nurses, Wound Care Nurses, IV Nurses.9 amAudio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 284 9860#	atient	Inpatient LPNs, Dialysis Nurses,	document insertion and removal of LDAs, starting the care plans		
Managers, ICU Nurses, Oncology Nurses, Wound Care Nurses, IV Nurses.transfer patient and discharging a patient.9 amAudio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 284 9860#		Pediatric Nurses, Nurse	and patient education, admitting a patient from the ED, arriving a	July 1, 2020	https://bbc.webey.com/bbc/i.pbp?MTID=mb0/ja62ef0bd0/8d5ab593c780d25e189
Oncology Nurses, Wound Care Nurses, IV Nurses.9 amAudio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 284 9860#	bğu	Managers, ICU Nurses,	transfer patient and discharging a patient.		11(1p3//1110.webex.com/1110/j.php:10110-11b04a02e10b004o03ab35507o0023e109
Nurses, IV Nurses. Nurses, IV Nurses. Neeting number (access code): 160 284 9860#		Oncology Nurses, Wound Care		9 am	Audio: call in number: 1-844-621-3956 United States Toll Free
	חחר rse	Nurses, IV Nurses.			
	Nu Nu				

	Bed Planners, Admission	learn how to enter patient demographics, insurance, and billing	Wednesday	Link:	
Grand Central 101 Hospital Registration	Clerks, and Supervisors, ED Registrars, ED Clerks, Insurance Verification, L&D Registrars, OB Unit Clerks & PCAs, OB RNs, Surgery Schedulers who do Admissions.	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.	July 1, 2020 9 am	https://hhc.webex.com/hhc/j.php?MTID=m098ea653bfa7e13219b5d70b4633c8a0 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 666 6585#	
Grai Hos					
	Physicians, Physician's	In this course, the Radiologist will be introduced to their Epic	Wednesday	Link:	
ist	Assistants, and Nurse Practitioners within the	home workspace and learn how to successfully navigate through the application to assist them in performing their daily tasks. Chart Review, the Protocol Work List and the Reading Palette are	July 1, 2020	https://hhc.webex.com/hhc/j.php?MTID=m705030fefdfd7e3ace58d5410253944b	
Radiologist	Radiology department	some of the tools introduced to assist with diagnostic procedures.	9 am	Audio: call in number: 1-844-621-3956 United States Toll Free	
Ra		This serves severe notions views including the Crosse Deput 19D		Meeting number (access code): 160 206 2200#	
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 July 1, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m48c1faaafc6a785d589e980bfb078c48 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 260 5691#	
St	Inpatient Pharmacist, Out-	Learn the basics of inpatient pharmacy workflows. Chart review,	Wednesday	Link:	
ent	Patient Pharmacists who float	order verification, modifying orders, dispensing medications,			
pati st	to Inpatient Pharmacy	order entry and various other Epic functionalities will be covered through the class.	July 1, 2020	https://hhc.webex.com/hhc/j.php?MTID=mbf151e901ff1de5df63427349c092684	
Willow Inpatient Pharmacist			9 am	Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 186 4470#	
	Sessions Available On Demand				
	For any staff that will be calling	This session is for any staff that will call patient's COVID-19 test			
ephone	patients with COVID-19 test results	results. This session will show the end-user how to look a patient up, document the telephone encounter	Available any time	Link:	
Ambulatory Telephone Encounter			Click the link	https://eits.it.training.nychhc.org/epic/amb_telephone_encounters	
Ambulato			to launch the		
An En			E-learning		

	Ambulatory Providers that will	This session is for the ambulatory provider that will evaluate a		Link:
<u>e</u>	evaluate patients via the	patient. This will review finding your patient, documenting reason	Available any	
Б Те	telephone	for visit and notes and treatment decisions	time	https://eits.it.training.nychhc.org/epic/amb_document_televisit
ory ltir			Click the link	
ato			to launch the	
bul	「「「「」」		E-learning	
Documenting Ambulatory Tele- visits				
	I	PeopleSoft ELM Class Offerings: The below of	fferings are a	
	Local Training Coordinators can	This course goes over registering patients, scheduling for the out-		PeopleSoft ELM Course Code: HHCEPICCADACC2020
a, Ū	enroll end-users in need of out-	patient/clinic areas:	On Demand	
Cadence Scheduler	patient scheduling &		via	
he	registration access		PeopleSoft	
Sc			ELM	
	Local Training Coordinators can	This course reviews registering patients in the ED as the ED		PeopleSoft ELM Course Code: HHCEPICGCACCELEARNING
Ē	enroll end-users in need of ED	registrar	On Demand	
Grand Central ED Registrar	Registrar access		via	
ano ntr gis			PeopleSoft	
Gr Re Re			ELM	
	Local Training Coordinators can	Approximately 15 minutes long.		PeopleSoft ELM Course Code: HHCEPICIPRNACC2020
_	enroll the RN being floated to	This course goes over basic documentation skills in the inpatient	On Demand	
Float RN	an Inpatient Unit	units:	via	
bat			PeopleSoft	
Flo	i i i i i i i i i i i i i i i i i i i		ELM	
	Local Training Coordinators can	Approximately 30 minutes long. This course goes over ED Track		PeopleSoft ELM Course Code: HHCEPICIPTOEDRNWEBEX
	enroll the RN being floated to	board, Triage, Navigators and basic documentation requirements	On Demand	
7	an ED	in the ED	via	
t RI			PeopleSoft	
Float RN			ELM	
Ε				
	Local Training Coordinators can	Approximately 15 minutes long.		PeopleSoft ELM Course Code: HHCEPICACCICURN2020
	enroll the RN being floated to	This course goes over ICU flowsheets, device Integration,	On Demand	
z	an ICU	Navigators and basic documentation skills in the ICU	via	
t RI			PeopleSoft	
Float RN			ELM	
Ē				