H20 / Epic "Now Showing" for Friday July 10, 2020

	Intended Audience	Description	Session(s)	Link
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			
Virtual at the Elbow WebEx Support Line	For all end-users documenting in H2O/Epic NYC HEALTH+ HOSPITALS | H₂O	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 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. **Tip sheet:** https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20Sheets/Provider/Ambulatory%20(Outptient)/Tip%20Sheet%20Ambulatory%20Completing%20COVID-19%20Testing%20Visits%20v1%205-27-20%20Providers.pdf	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 **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	Weekday 2 sessions 10:30 am & 3 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 203 777#

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Out-patient Registration & Scheduling for COVID-19 NYCH+H TESTING Sites	***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=maa41b552cf503943425b8a6827ee3ed2 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 **Epic**	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#
******Note the Change in Start Time****** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis******Note the Change in Start Time******
ASAP ED Psych/CPEP 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.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/k2/j.php?MTID=t39af0b98e3019d87466bc609f12b11ed Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 854 3096#
Ambulatory Lab Tech	Inpatient and Outpatient phlebotomists and lab techs	Learn how to print lab labels, document the collection of specimens, and use Rover Mobile devices. We will also learn how to search the patient's chart to find lab orders if needed and how to release inactive orders in the system.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m13a6ab6cf815a7ddbe5f62ecd237a981 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 903 195#
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.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=ma86b5c17ee31a5847abd210be9a352b2 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 569 1699#

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Anesthesia Provider	Anesthesia Providers, CRNAs, Anesthesiology Residents	Learn the three stages of anesthesia documentation: Pre-Procedure, Intra-Procedure, and Post-Procedure. Following both a general surgery patient and epidural patient to learn how Epic anesthesia tools are used in different workflows.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m10149195db315bcea850ed95ac4e232f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 145 3206#
Cadence Cashier	Cashiers	Learn how to balance your Cash Drawer. Covered areas also include credit card authorization, resolve discrepancies and close your cash drawer and refunding POS payments.	Friday July 10, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m3dba28ccd6ba7ba1d9fe10d574a91e0d Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 738 7274#
Cadence Referral	Referral Managers, Referral Users and Referral Coordinators	Learn how to schedule referrals and work the referral workqueue. Covered areas include transcription, creating a referral record while scheduling and documenting insurance approval for referrals.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m0724816f2e5e33ef121a94c5f459d9e8 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 136 5442#
Grand Central Authorization/Certification Staff	Authorization/Certification Staff, HCI's	In this course you will learn how to find patients that need authorization or certification, and to enter benefit, authorization, and certification information for a patient.	Friday July 10, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=me747d758be39cfab77d19bd1eebf7239 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 933 9842#
Grand Central Financial Counselor	Financial Counselors, HCI's and Utilization Review Staff	In this course you will learn the basics of navigating and using account maintenance and registration to update data related to a patient's account. You will also learn how to add Federal Poverty Level information and work with Pending Medicaid coverages	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mac7fb26dfacd7a56f0d766648c5ec303 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 226 2982#

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HIM Outpatient Coder	Any coder and their supervisors who work on outpatient accounts. This would include vendors such as PhyCare, as well as Gotham site coders	Learn how to access Simple Visit Coding Error Work queues to fix errors that are holding up billing on an outpatient clinic account. We will discuss navigating charts, physician queries and communication workflows	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m197255cd5e0603618001daf49481fe04 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 179 4142#
Radiant Pulmonary/Neurology Technologist	Technologists within the PFT/EEG/EMG/PFT/Sleep study departments	Learn how to successfully navigate through the application to assist them in performing their daily tasks. The class will cover processes that begin with transcribing and scheduling their respective orders, and for documenting the details of an exam at the beginning and end of the exam. Activities will include the use of the Technologist Work List and Snapboard to facilitate these processes.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mde99a73e52c4c9f327b08fa9e119eedb Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 270 2742#
Stork NICU/Mother Baby	Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses	This course covers admitting the baby, flowsheet documentation, medication administration, discharging both mom and baby.	Friday July 10, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m74a263a5a84696647e15fdcd2544fa61 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 245 1985#
Sessions Available On Demand				
Ambulatory Telephone Encounter	For any staff that will be calling patients with COVID-19 test results 	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	**Link:** https://eits.it.training.nychhc.org/epic/amb_telephone_encounters

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Documenting Ambulatory Tele-visits	Ambulatory Providers that will evaluate patients via the telephone	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	**Link:** https://eits.it.training.nychhc.org/epic/amb_document_televisit
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: HHCEPICCADACC2020**
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: HHCEPICGCACCELEARNING**
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: HHCEPICIPTOEDRNWEBEX**
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**