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	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 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	
Virtu				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%20Sheet/s/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	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%20Sheet s/Nurse/Ambulatory%20(Outpatient)/Tip%20Sheet%20Ambulatory%2 OCOVID19%20Lab%20Test%20Specimen%20Collection%20v1%205-27-20%20Nurses%20Lab%20Techs.pdf	Weekday 2 sessions 10:30 am & 3 pm	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#	

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	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 St	art Time***** Sustainable Training Classes abbreviated in l	ength 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 A	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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patient and epidural patient to learn how Epic anesthesia tools are used in different workflows. Page		Anesthesia Providers, CRNAs,	Learn the three stages of anesthesia documentation: Pre-Procedure,	Friday	Link:
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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	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	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	Link: https://eits.it.training.nychhc.org/epic/amb_telephone_encounters			
Amb			E-learning				

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 offer	rings are ava	ailable 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 outpatient/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