



H2O / Epic “Now Showing” for Thursday July 16, 2020

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| 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> |

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| 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>Weekday 2 sessions</p> <p>10 am & 2 pm</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=maa41b552cf503943425b8a6827ee3ed2</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 329 5960#</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. | <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>July 16, 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> |
| 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. | <p>Thursday</p> <p>July 16, 2020</p> <p>9 am</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t65849e7d917f9cdd6a9fc88cf283d5c2</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 788 2592#</p> |


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| 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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t37f2ec307ba76dcb10be945858e92d33</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code):</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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=md8e06fed5081026745c96b96afba398e</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 247 402#</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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m4f2de6ec794fdb6bd25b47071701c255</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 300 842#</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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mf594f88798b91910606d23804564f695</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 867 2683#</p> |
| Cadence Template Builder | Template Builders | Learn how to create and edit a Template for a provider or resource, as well as make changes to a template over time, make a change for a single day and how to edit slots. | Thursday July 16, 2020 1 pm | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m78530668cad627e7c62114c2b1d7efbc</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 815 0397#</p> |





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| 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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mdbe1fe21353bb3f98b008e5294c87443</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 423 0343#</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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m7d81dc00fe537c9448da3b6e02bdc2dd</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 164 0400#</p> |
| HIM Identity Release of Information Clerk | Staff that manage correspondence for release of information | Learn about creating and fulfilling release requests. Work queues will be introduced for releases that have placed on hold for follow up. | Thursday July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=maf36fa07a720b08b7648b69653a466c4</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 332 0129#</p> |
| Hospital Billing Insurance Follow-Up | HB Insurance Follow-Up employees and Supervisors/Managers; All Home Health Billing Staff and Supervisors/Managers | In this course, you will learn how to access accounts to follow up on outstanding insurance balances, resolve denials and payment variances, and resolve insurance credit balances | Thursday July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m6fb2283cf187d10ed7aab1fd567512e0</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 655 5298#</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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mf6f609f96bd4cc9fce6b88d2e0b1781e</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 305 9319#</p> |

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| 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 July 16, 2020 1 pm | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mec519e31dc6fb759091beeaceb8475cb</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 458 7372#</p> |
| 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 July 16, 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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mcefe382bb390dea3d3adbecf8662f7a2</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 340 3073#</p> |
| Stork Inpatient Obstetrician 200 | 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 July 16, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m5f90830a576eacd508471b7727fd8df2</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> |

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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: 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: HHCEPICGACCEARNING |
| 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: HHCEPICTOEDRNWEBEX |
| 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 |