



H2O / Epic “Now Showing” for Friday July 24, 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>



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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> <p style="text-align: center;"></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 Mobile Crisis	Mobile Crisis department	Learn how to find patient data, complete documentation, and close encounters.	<p>Friday</p> <p>July 24, 2020</p> <p>1 pm</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tded6adb987955c2645e4fc02331efcad</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 753 1733#</p>
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.	<p>Friday</p> <p>July 24, 2020</p> <p>9 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m13a6ab6cf815a7ddbe5f62ecd237a981</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 903 195#</p>




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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 24, 2020 9 am	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=me9c1b3502e96039c88f31b3255344eba</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 895 0049#</p>
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 24, 2020 1 pm	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=me7288588794e53d4d4c7e25b3ad8bee6</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 668 1824#</p>
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 24, 2020 9 am	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=ma71bd40f2ef7d5ae95417d95a414dd35</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 668 1824#</p>
ClinDoc Manager Reporting Work Bench	Various Inpatient Managers, QI Staff	This class is for any Manager who needs to use, access and run reports. Students learn how to effectively use their Dashboard and find/access/run reports. Reporting Workbench, one of Epic’s reporting tools, is taught and students learn how to run their own reports from Reporting Workbench	Friday July 24, 2020 1 pm	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m69669a7e303d8cf556ae5d44e2faf0c8</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 394 9388#</p>
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 24, 2020 1 pm	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m1b3ece0a3c388d5436bc05732fe8f444</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 538 8678#</p>

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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 24, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mf279a78d38ec6914c99a1c4bd329f8c5 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 916 7116#
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 24, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m257f0c46a967d1d0ed99f72075d9acbb Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 635 8690#
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
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

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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: 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