



H2O / Epic “Now Showing” for Thursday July 9, 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 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 9, 2020</p> <p>9 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tbf20de45020933a1105ae9164b65c844</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 064 5248#</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.	<p>Thursday</p> <p>July 9, 2020</p> <p>9 am</p>	<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>



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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 9, 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 300	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 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m9771988948cb8305ed00ab2ec907c1b9</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 305 6939#</p>
ClinDoc ED Float Nurse 300	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 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m7988e970198e8cafa6937a47a326affe</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 008 4592#</p>
ClinDoc Inpatient BH Nurse 100	Behavioral Health Nurses, Detox Nurses	Learn how to how to admit a patient, document wounds, intake & output, treatment plans, Leave of Absence, restraints and discharging a patient. This course also covers ECT patient management.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mf0276bffdc6f89e3007ee0538279c68a</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 835 0159#</p>
ClinDoc Pastoral Care	Pastoral Care	This course covers patient lists management, chart review, flowsheet documentation, care plans and patient education.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m05576f68e0b1895a50ac48f059537bbe</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 441 6652#</p>




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ClinDoc Clinical Case Manager	Case Managers	This course covers patient lists management, chart review, centralized case management tasks, including utilization review, payor communications and third-party utilization management applications including front end denials/appeals and in basket.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m6351bc0cf78b4bb4c511309829c3fa6e</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 968 7903#</p>
HIM Scanning	HIM Scanners	Learn how to use the OnBase software to batch scan into a patient’s chart as well as the other aspects of the software. They will also learn how to scan documentation into a patient’s chart using Epic’s Media Manager Activity.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m31bdc9645d6ca1cfa78f0aeaba48a597</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 443 1302#</p>
Hospital Billing Insurance Payment Poster & Guarantor Payment Poster	HB Guarantor Payment Posters and Supervisors/Managers; All Home Health Billing Staff and Supervisors/Managers	In this course, you will learn how to post insurance payments, denials, and recoupments. You will learn how to correct remittance processing errors, as well as how to post guarantor (self-pay) payments.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m342d52a49746a5d14b94e2dfab7bf1b9</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 217 6392#</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 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m2c7bf524bd6d528082d695dab3ca5730</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 546 4642#</p>
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 9, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mcc3b7a16121dd5d9602c6cc3435b6c67</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 770 2240#</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 9, 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>

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Orders Inpatient Surgeon	MD, DO, NP, PA	Learn how to complete office visit documentation. We will also work through a nurse-only visit, document immunization administration, and document clinic-administered medications using the MAR. We will learn how to document patient education, and explore the internal messaging system used within Epic, In Basket	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 753 844#</p>
Radiant Technologist	Technologists within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn processes that begin with transcribing and scheduling imaging exam orders, and for documenting the details of an imaging exam at the beginning and end of the exam. Activities will include the use of the Technologist Work List, Snapboard, and Ancillary Orders to facilitate these processes.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m96279a9d08a3c3e371961323c6809572</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 270 2742#</p>
Willow Inpatient Pharmacist	Inpatient Pharmacist, Out-Patient Pharmacists who float to Inpatient Pharmacy	Learn the basics of inpatient pharmacy workflows. Chart review, order verification, modifying orders, dispensing medications, order entry and various other Epic functionalities will be covered through the class.	Thursday July 9, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m2cc8e0980bcd4dde3586ff13e73fcb72</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 496 3565#</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	Available any time Click the link to launch the E-learning	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_telephone_encounters</p>
Documenting Ambulatory Tele-visits	<p>Ambulatory Providers that will evaluate patients via the telephone</p> 	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	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_document_televisit</p>

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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: HHCEPICGACCELEARNING
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: HHCEPICPTOEDRNWEBEX
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