



## H2O / Epic “Now Showing” for Thursday June 18, 2020

Support	The <b>NYC H+H Enterprise Service desk</b> is available 24/7. Call: 877-934-8442 or Email <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and your contact information			
	<b>Intended Audience</b>	<b>Description</b>	<b>Session(s)</b>	<b>Link</b>
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><b>Daily</b></p> <p><b>9 am to 7 pm</b></p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b">https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</a></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 <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and contact information</p>
AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	<p><b>***New Webex Session***</b></p> <p>MD, NP &amp; PAs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	<p>Learn how to find patients in Epic, place COVID-19 lab orders and write notes using the express lane workflow &amp; tools in Epic.</p> <p><b>Tip sheet:</b> <a href="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">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</a></p>	<p>Weekday 3 sessions</p> <p>8 am 9:30 am 2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f">https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f</a></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><b>***New Webex Session***</b></p> <p>RNs, LPNs &amp; Lab Techs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	<p>Learn how to manage COVID-19 specimen collections in Epic</p> <p><b>COVID19 Lab Test Specimen Collection Tip Sheet</b> <a href="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">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</a></p>	<p>Weekday 3 sessions</p> <p>8 am 10:30 am 3 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a">https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</a></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><b>***New Webex Session***</b></p> <p>Any end-user that will be registering patients at NYCH+H’s COVID-19 testing &amp; 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 3 sessions</p> <p>8 am 10 am 2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276">https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 530 215 #</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 &amp; 2 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6">https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 905 023#</p>
<p><b>*****Note the Change in Start Time***** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis*****Note the Change in Start Time*****</b></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>June 18, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m153f0bb0d29eb1cfe65570b082ffeb3d">https://hhc.webex.com/hhc/j.php?MTID=m153f0bb0d29eb1cfe65570b082ffeb3d</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 262 9328#</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>June 18, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=md8e06fed5081026745c96b96afba398e">https://hhc.webex.com/hhc/j.php?MTID=md8e06fed5081026745c96b96afba398e</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 247 402#</p>

## H20 / Epic “Now Showing” for Thursday June 18, 2020

Ambulatory Nurse 200	RNs & LPNs	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 June 18, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m0ec2a0abe24fe45464f4e862c759a352">https://hhc.webex.com/hhc/j.php?MTID=m0ec2a0abe24fe45464f4e862c759a352</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 880 206#</p>
Ambulatory OB 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 June 18, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m4f2de6ec794fdb6bd25b47071701c255">https://hhc.webex.com/hhc/j.php?MTID=m4f2de6ec794fdb6bd25b47071701c255</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 300 842#</p>
ClinDoc Inpatient BH Nurse 200	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 June 18, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mc78b7a99c60a478f95e371a073669802">https://hhc.webex.com/hhc/j.php?MTID=mc78b7a99c60a478f95e371a073669802</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 089 5775#</p>
ClinDoc Inpatient Nurse 200	Adult Inpatient Nurses, All Inpatient LPNs, Pediatric Nurses, Nurse Managers, Oncology Nurses	This course covers how to document insertion and removal of IV lines, I&O, arriving a transfer patient, documenting restraints, discharging patients, code documentation and end of shift. This course will also cover how to document using the Rovers.	Thursday June 18, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m5dae1abc5a387b8249219fd4956c2e0a">https://hhc.webex.com/hhc/j.php?MTID=m5dae1abc5a387b8249219fd4956c2e0a</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 932 1927#</p>




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Grand Central 102 Admission, ED Arrival, LD Arrival, Front Desk Surgery, Claim Edit WQ	Bed Planners, Admission Clerks, and Supervisors, ED Registrars, ED Clerks, Insurance Verification, L&D Registrars, OB Unit Clerks & PCAs, OB RNs, Surgery Schedulers who do Admissions.	Learn how to admit patients which includes admitting a preadmitted adult patient from the Today's Patients Report and admitting a direct admit patient with a bed reservation. In addition, you will learn how to check in and register existing, new, and anonymous patients in the Emergency Department as well as how to pre-admit, admit, and discharge patients in the Labor and Delivery Unit. We will also cover how to research and work registration-related billing errors. This includes Stop Bills, Claim Edits, and Discharge Not Billed edits.	Thursday June 18, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mf3ce7b86d12dd7a59cf4978540b8d837">https://hhc.webex.com/hhc/j.php?MTID=mf3ce7b86d12dd7a59cf4978540b8d837</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 044 2797#</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 June 18, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mc4b2f281a2770def2bbdfd580aff4454">https://hhc.webex.com/hhc/j.php?MTID=mc4b2f281a2770def2bbdfd580aff4454</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 654 4672#</p>
Hospital Billing Insurance Follow-Up	HB Insurance Follow-Up employees and Supervisors/Managers; All Home Health Billing Staff and Supervisors/Managers	Learn how to access accounts to follow up on outstanding insurance balances, resolve denials and payment variances, and resolve insurance credit balances.	Thursday June 18, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m0c511d7339d7582f952f378f061e9a48">https://hhc.webex.com/hhc/j.php?MTID=m0c511d7339d7582f952f378f061e9a48</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 202 2032#</p>
OpTime Post-Op RN 100	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 June 18, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=mb0aa54f322e026670a5cdecbc0ed1be8">https://hhc.webex.com/hhc/j.php?MTID=mb0aa54f322e026670a5cdecbc0ed1be8</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 489 8447#</p>

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Order Inpatient Surgeon Provider	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 June 18, 2020 9 am	<b>Link:</b> <a href="https://hhc.webex.com/hhc/j.php?MTID=m4e5887c567cbbffd0ef3bae8eceb4c68">https://hhc.webex.com/hhc/j.php?MTID=m4e5887c567cbbffd0ef3bae8eceb4c68</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 108 281#
<b>Sessions Available On Demand</b>				
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	<b>Link:</b>  <a href="https://eits.it.training.nychhc.org/epic/amb_telephone_encounters">https://eits.it.training.nychhc.org/epic/amb_telephone_encounters</a>
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	<b>Link:</b>  <a href="https://eits.it.training.nychhc.org/epic/amb_document_televisit">https://eits.it.training.nychhc.org/epic/amb_document_televisit</a>
<b>PeopleSoft ELM Class Offerings: The below offerings are available via PeopleSoft ELM</b>				
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	<b>PeopleSoft ELM Course Code: HHCEPICCADACC2020</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICGACCELEARNING</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICIPRNACC2020</b>

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			PeopleSoft ELM	
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	<b>PeopleSoft ELM Course Code: HHCEPICTOEDRNWEBEX</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</b>