H20 / Epic "Now Showing" for Friday June 19, 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	For all end-users documenting in H2O/Epic NYC HEALTH+HOSPITALS | H₂O	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 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%20Sheets/Provider/Ambulatory%20(Outptient)/Tip%20Sheet%20Ambulatory%20Completing%20COVID-19%20Testing%20Visits%20v1%205-27-20%20Providers.pdf	Weekday 3 sessions 8 am 9:30 am 2 pm	**Link:** 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%20Sheets/Nurse/Ambulatory%20(Outpatient)/Tip%20Sheet%20Ambulatory%20COVID19%20Lab%20Test%20Specimen%20Collection%20v1%205-27-20%20Nurses%20Lab%20Techs.pdf	Weekday 3 sessions 8 am 10:30 am 3 pm	**Link:** 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#

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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 3 sessions 8 am 10 am 2 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 530 215 #
All Staff	Any Role – New to EPIC user **Epic**	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#
<td colspan="4">******Note the Change in Start Time****** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis******Note the Change in Start Time******</td>
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	Friday June 19, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=ma2e19cf9e868617d15829679690a5dda Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 890 5242#
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 June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4351d0a1ddf9719e428a352618c5bbfd Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 255 1503#

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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 June 19, 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#
Beacon Oncology Inpatient RN	Inpatient Oncology nurses	Learn the Oncology specific workflows. The content will cover admitted patients with treatment plans, releasing infusion orders and administering Chemotherapy in the inpatient units. A comprehensive assessment will be given at the end of the course covering all content.	Friday June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m7a034d173e07f774678c1841406ece7c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 318 2707#
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 June 19, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=me89d7189cd10a144c132bd7bd05c0a8a Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 535 7176#
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 June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m70600baa5d8b6f58e8dddda5cf962614 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 628 5804#
ClinDoc Care Manager	Care Managers	This course covers patient lists management, running reports, chart review, flowsheet documentation, care plans, patient education and writing a note. This course also includes post – discharge follow up documentation	Friday June 19, 2020 9 am	**Link:** Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code):

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ClinDoc Inpatient Unit Clerk	Inpatient Unit Clerks	This course covers patient movement within the facility, review patient information, scheduling an appointment document scanning and printing.	Friday June 19, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4bac2ba540440ae88acb21d87e3e4ca3 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 366 1896#
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 June 19, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4f84caf52637b0172827115d082af5c6 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 128 7656#
ClinDoc Inpatient PCA/CNA	Inpatient PCA's, PCT's, CNA's, Techs or BHA's	This course covers patient list management, flowsheet documentation and work list tasks.	Friday June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m8450a9d31174f2a44f1fc39ec008efe3 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 087 8951#
Cupid Nurse/Documenter (Invasive & Non-Invasive)	Invasive & Non-Invasive RN	This course will orient cardiology nurses to documentation tools utilized for diagnostic exams performed with or without sedation, as well as the tools used for cases performed in the cardiac cath lab. Users will learn how to document a pre-procedure phone call, document pre and post-procedure information, and create the procedure log for invasive procedures.	Friday June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m9d63aa03b99c67e0edc4600502acea71 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 311 0816#
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 June 19, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mff66d574418f39f0214bffb094ed9394 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 128 8117#

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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 June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m2b16d2984e40ea8dab371c123d3c2a24 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 015 7143#
HIM Identity Release of Information Clerk	This course is designed for 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. Students will also learn how to use the letter functionality in Epic for correspondence purposes.	Friday June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mef1ef66e824c1ee3ebac523e342559c7 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 505 9887#
OpTime Intra-Op RN	Intra-operative nurses: Circulator RNs, Scrub RNs	This course covers topics including operating room set-up and surgical procedures, how to document counts, staff, specimen collection, implants, equipment, intraoperative medication documentation, time out procedures, and patient prep. The class finishes with chart verification and the handoff to PACU.	Friday June 19, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf63676ca498bfc323ccc64531dabf4ea Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 487 5375#
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

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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: 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**