



H2O / Epic “Now Showing” for Thursday June 25, 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 | For all end-users documenting in H2O/Epic  | 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# <div style="background-color: yellow; padding: 5px; 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 </div> |
| 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(Outpatient)/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# |

H20 / Epic “Now Showing” for Thursday June 25, 2020

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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 3 sessions</p> <p>8 am 10 am 2 pm</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276</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 & 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 Manager | Medical ED Managers/Supervisors, ED Psych/CPEP Managers/Supervisors | Learn how to utilize department dashboards to monitor staff workload, patient flow, and department metrics; running and editing reports; managing staff In Baskets. | <p>Thursday</p> <p>June 25, 2020</p> <p>9 am</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m96af7e476709d8e7d95ee560a6b67308</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 831 0075#</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 25, 2020</p> <p>9 am</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m7d98bbfca5ff0f32e9f308d4287cedaf</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 548 1898#</p> |
| ASAP ED Tech | Medical ED Techs, PCAs, PCTs, CNAs, MAs | In this course, you learn the basics of Epic’s ASAP Emergency Department software by tracking patients through common ED workflows. This course includes patient tracking tools, documenting using the tech narrator, task and specimen collection, notes, and procedures. | <p>Thursday</p> <p>June 25, 2020</p> <p>9 am</p> | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mf321a674566669933db3cc62aa52e617</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 140 7091#</p> |

H20 / Epic “Now Showing” for Thursday June 25, 2020

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| Ambulatory Ancillary Provider | 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 June 25, 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 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 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m0ec2a0abe24fe45464f4e862c759a352</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 880 206#</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 June 25, 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> |
| 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. | Thursday June 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=ma86b5c17ee31a5847abd210be9a352b2</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 569 1699#</p> |



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| Cadence Manager/Supervisor | 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 June 25, 2020 1 pm | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=md2ebded9e14bfd746dd4256b035c8f6a</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 175 8570#</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 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m043c63c509459eff8a527ffb8b750c2d</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 939 5372#</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 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m31b96abf8b92c210f3f72ce5f79c540d</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 196 8897#</p> |
| 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 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m8560a141b2159dfd7f68ecea1c93d002</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 797 2124#</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 25, 2020 9 am | <p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=md9a4e29c8451980b46a51e9bf1861ac8</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 421 4715#</p> |




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| 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 June 25, 2020 9 am | Link: https://hhc.webex.com/hhc/j.php?MTID=m6d7f952d343ed19d7b73f71b7160c8bd Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 935 8223# |
| 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 June 25, 2020 9 am | Link: https://hhc.webex.com/hhc/j.php?MTID=mbf1a0879252cd153057f464a4f0398c9 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 466 2103# |
| 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 June 25, 2020 9 am | Link: https://hhc.webex.com/hhc/j.php?MTID=m4e5887c567cbbffd0ef3bae8eceb4c68 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 108 281# |
| Radiologist – Interventional Radiology 200 | Physicians, Physician’s Assistants, and Nurse Practitioners within the Interventional Radiology department | Learn how to successfully navigate through the application to assist them in performing their daily tasks. This course follows the course material provided in the Radiant Diagnostic Physician class, and will focus on the workflows for the Interventional Radiologist. The class will cover the use of the Status Board and related Procedure Navigators, along with activities such as Consults, Managing Orders, Order Sets, Notes, and MAR to facilitate and document invasive radiology imaging procedures. | Thursday June 25, 2020 9 am | Link: https://hhc.webex.com/hhc/j.php?MTID=mc0ffba7e20f976a01c01dee5386c407f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 954 4400# |
| Radiant Radiologist | Physicians, Physician’s Assistants, and Nurse Practitioners within the Radiology department | Learn how to successfully navigate through the application to assist them in performing their daily tasks. Chart Review, the Protocol Work List and the Reading Palette are some of the tools introduced to assist with diagnostic procedures. | Thursday June 25, 2020 1 pm | Link: https://hhc.webex.com/hhc/j.php?MTID=me7593ce132cc450442a9fcb6dea1ac1c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 876 4319# |

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| Stork L & D Nurse 200 | L&D Registered Nurse, L&D Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses | This course covers documenting the delivery, IV medication administration, care plans, patient education and blood documentation. | Thursday June 25, 2020 9 am | Link: https://hhc.webex.com/hhc/j.php?MTID=m629c3010cf73602e1bd0c2aee60bf7d5 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 737 2599# |
| 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: HHCEPICDACC2020 |
| 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 Course Code: HHCEPICIPRNACC2020 |

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| |  | | PeopleSoft ELM | |
| Float RN | <p>Local Training Coordinators can enroll the RN being floated to an ED</p> <p style="text-align: center;"></p> | <p>Approximately 30 minutes long. This course goes over ED Track board, Triage, Navigators and basic documentation requirements in the ED</p> | <p>On Demand via PeopleSoft ELM</p> | <p>PeopleSoft ELM Course Code: HHCEPICTOEDRNWEBEX</p> |
| Float RN | <p>Local Training Coordinators can enroll the RN being floated to an ICU</p> <p style="text-align: center;"></p> | <p>Approximately 15 minutes long. This course goes over ICU flowsheets, device Integration, Navigators and basic documentation skills in the ICU</p> | <p>On Demand via PeopleSoft ELM</p> | <p>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</p> |