



H2O / Epic “Now Showing” for Friday June 26, 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 	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#

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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> <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 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	<p>Friday</p> <p>June 26, 2020</p> <p>1 pm</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m20c5327cea9bca9463da66faa662efd3</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 030 9947#</p>
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.	<p>Friday</p> <p>June 26, 2020</p> <p>9 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m2f17bbb1851136640e8358e9a48a2316</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 904 0811#</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>June 26, 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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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.	Friday June 26, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m4cc0b91f3b47dac5b1a108bf521a3c09</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 042 7475#</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 June 26, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m1847dacc10d5b6f279e0b5f99296d129</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 899 1620#</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 June 26, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m20fe6292a8daacb407b658bccea6b9a8</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 621 3603#</p>
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 26, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m65999a668c73da50c350e0d1810e276d</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 934 8506#</p>
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 26, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mf14110a025f537cb22a17d52d6c52441</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 854 9754#</p>




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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 26, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m13fe435382a5af144731e74a2a512cc7</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 557 5831#</p>
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 26, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m7c4271999859e3099a226b06c6bcbb50</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 893 0433#</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 June 26, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mbba3787df62024b1b0574735be8b960c</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 056 6573#</p>
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 26, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m8572e4c014e6901ee455b496323a226c</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 677 9255#</p>
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 26, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mde9505f7b38f9e3b32bd56c832d12e17</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 489 3773#</p>

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Stork L & D Nurse 300	L&D Registered Nurse, L&D Nurse Manager	Learn to transferring patients, scheduling inductions, work list tasks and discharging the patient.	Friday June 26, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m7df10ad3bd811dba26f9e2adffe78b53 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 050 1089#
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
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>