H20 / Epic "Now Showing" for Tuesday June 9, 2020

	Intended Audience	Description	Session(s)	Link
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		
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	Daily 8 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	Daily 9:30 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	Daily 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 #
Provider; MD, NP, PA	New or existing MD, NP or PA	Any Provider/NP/PA New or current who need training on Inpatient and ED	Monday to Friday At 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 476 068 409#
All Staff	Any Role – New to EPIC user	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 11 am & 4 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#
******Note the Change in Start Time****** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis******Note the Change in Start Time******				
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.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=ma43d1f1faa08031443aebc45ac4eb8d2 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 981 0406#

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ASAP ED Psych/CPEP Provider	ED Psych/CPEP MDs, PAs, NPs, Residents, Psych ED/CPEP Physician Directors/Supervisors	In this course, you will learn how to track the patient throughout their psychiatric stay using the ED Track Board, ED Manager, colors, and icons. You will cover patient tracking tools, chart review, note writing, order entry, and dispositioning a patient	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mc85d017c6164dbd4e51283ecaa47f38f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 585 1823#
Ambulatory BH Provider	All clinicians, with the exception of nurses and PCAs, who work in an outpatient behavioral health department	Learn how to complete documentation for a Behavioral Health office visit, how to review and document important patient medical and psych history. We will also explore the different Behavioral Health assessment and tools (such as CSSRS, CAGE-10, FAGERSTROM, etc.) available to you in the system. The class reviews the available behavioral health note templates and how to use them, as well as how to document and update treatment and safety plans. You will also learn how to place medication, lab and procedure orders. The class also reviews how to document in the Blue Book for Chemical Dependency intake, assessments and follow-up. Additionally, you will learn how to capture charges for different types of offices visits and assessment.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4a67fca41b63e1dec23b947fa5d2073c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 470 099 770#
Ambulatory Surgical Provider	Providers, including NPs, Residents & PAs in non-OB/GYN surgical specialties	Learn the basics of navigating Hyperspace, how to document surgical consults and post-surgery follow ups. You will also learn how to place orders such as medications, labs, and so on. The course also covers how to document History & Physical notes and submit a case request. It explores how to document an in-office procedure and how to document clinic-collected specimens and medications administered during a clinic visit. Additionally, you will learn how to capture charges for office visits and procedures performed during an office visit. The course concludes by exploring In Basket; the internal messaging system used within Epic.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m8995f733e18bec8c2124ddf746ec83c2 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 944 809#

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ClinDoc Therapist	Physical Therapist, Occupational Therapist, Speech Language Therapist, Audiologists	This course covers patient list management, chart review, assessment documentation, care plans, patient education, team conference notes and filing charges	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m16b19f9d7f9c52c667bd94651ed73cbd Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 370 7006#
ClinDoc BH Specialty Ancillary	Rehab Psychologist, Creative Art Therapists, Rehab Social Worker, Addiction Counselors	This course covers patient lists management, chart review, flowsheet documentation, care plans, patient education and how to write notes	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=me72f3e4dafebe09a424fa6c104acd98f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 683 6907#
Grand Central Environmental Services Manager	EVS Managers, Asst. Dir. Hospitals, Senior Housekeeper, Coordination Managers	Learn an overview of the EVS command center, how to monitor and manage the EVS command center and components of reporting. This includes manually creating and assigning requests, and signing housekeepers in and out.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m16e145b6cb1126761f504038698c41b0 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 995 4366#
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.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m2dfd5f8e6d1a11345b391091c8ff7797 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 661 1121#

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Hospital Billing Customer Service & Self-Pay Follow-up	HB Customer Service employees and Supervisors/Manager; All Home Health Billing Staff and Supervisors/Managers	Learn how to view guarantor and account information in order to respond to guarantor inquiries, post a payment over the phone, create a payment plan, update guarantor demographics, change guarantors, and update coverage information.	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf8559dff5601abca4b68284707e0c6c1 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 955 8993#
OpTime Resource Manager	OR Managers, Schedulers, Resource Managers, Charge Posters.	This course is for OR schedulers - any role that assigns surgical resources or schedules surgical cases. OR Charge posters are also welcome to take this class. This course covers how to schedule cases and manage OR resources. Additionally, basic preference card and reporting tools and charge posting / reports are covered	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m341b642bb657ae0a65ec7fd361edf59c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 571 9589#
Orders Inpatient Provider	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	Tuesday June 9, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 753 844#
Radiant Manager	Supervisors, Managers, and Directors in Radiology/EEG/EMG/PFT/ Sleep study departments	Learn reporting tools that will assist them in monitoring workflows and department efficiencies, as well as application tools to assist with correcting documentation errors, resolving incomplete work, reporting and customizing the application to optimize its functionality. The Manager course will also cover Scheduling Templates, and Managers will learn to create, edit, and manage the schedules for their rooms, modalities and resources.	Tuesday June 9, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m120453168c636eb222228d044a79cddd Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 178 0705#
Sessions Available On Demand				

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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	**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**

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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**