




H20 / Epic “Now Showing” for Friday May 15, 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
Nursing; Emergency, Out & In-patient	Any NEW Agency RN who will be assigned in a unit or float between Inpatient, Outpatient, ICU and ED 	This is an accelerated and EPIC Cross - Application COVID-19 Care RN course that will go over very basic documentation in EPIC in three applications- Ambulatory, Inpatient/ICU and Emergency Room	Daily 3 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m47c198a19f500585cabcd05c9ac9aa4e
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	Daily 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393
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.	Daily 8 am & 2 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f
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	Daily 9 am & 3 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a

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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	Daily 10 am & 2 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276</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.	Daily 11 am & 4 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</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.	Friday May 15, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m8c496d1f8ed9ce22d40a9646c4fee83a</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.	Friday May 15, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m14cd049afb0ee0da9f0032459eb097d7</p>
Ambulatory Lab Tech 100	Inpatient and Outpatient phlebotomists and lab techs	In this course, we will explore 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.	Friday May 15, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m13a6ab6cf815a7ddbe5f62ecd237a981</p>


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Beacon Oncology Inpatient RN 100	Inpatient Oncology nurses	The content will cover admitted patients with treatment plans, releasing infusion orders and administering Chemotherapy in the inpatient units.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m0a8f001763fbd03f15d6b6775cec6c3d
Cadence Cashier 100	Cashiers	This course is designed to teach you 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 May 15, 2020 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=mf0308182fd88bd2fe48875eb03e9aad3
Cadence Referral 100	Referral Managers, Referral Users and Referral Coordinators	Learn how to schedule referrals and work the referral work queue. Covered areas include transcription, creating a referral record while scheduling and documenting insurance approval for referrals.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m78697c6f22ef4ce421c31e686c1af0e3
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 May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mda9434f3ab95efd547700af94a5f75e3
ClinDoc Inpatient Unit Clerk 100	Inpatient Unit Clerks	This course covers patient movement within the facility, review patient information, scheduling an appointment document scanning and printing.	Friday May 15, 2020 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m974dc5d8ce9f084bc93175979b789bff





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ClinDoc Manager Reporting Work Bench	Various Inpatient Managers, QI Staff	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 May 15, 2020 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=m7bcf76c2c405725fe267fed9bd145820
ClinDoc Inpatient PCA/C.N.A 100	Inpatient PCA’s, PCT’s, CNA’s, Techs or BHA’s	This course covers patient list management, flowsheet documentation and work list tasks.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m58a663952f0fbf1383550e6459681a29
Grand Central Authorization/ Certification Staff 100	Authorization/Certification Staff, HCI’s	Learn how to find patients that need authorization or certification, and to enter benefit, authorization, and certification information for a patient.	Friday May 15, 2020 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=mf46ec11e35c8acc9e41ef427392dfded
Grand Central Financial Counselor 100	Financial Counselors, HCI’s and Utilization Review Staff	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 May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m87e04109529ee067dffbcea8de2ebd43
HIM Deficiency Analyst 100	Staff that would monitor clinical documentation in the patient’s medical chart for completeness	Learn the basics of analyzing documentation in a patient’s chart how to review deficiencies and communicate with the provider about the deficiencies.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mca20295cc93e036fe1ae38c8ca372e5e

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Hospital Billing Insurance Payment Poster and Guarantor Payment Poster 100	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.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mb9926a6149904c2e95a84c4c293ef605
Optime Intra-Op RN 100	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 May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mfc4a89772ac7d021435ec93848ea86b2
Stork LD Nurse 300	L&D Registered Nurse, L&D Nurse Manager	This course covers transferring patients, scheduling inductions, work list tasks and discharging the patient.	Friday May 15, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=ma11716343c6d66baa4acef64ef44d662
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

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Documenting Ambulatory Tele-visits	<p>Ambulatory Providers that will evaluate patients via the telephone</p> 	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	<p>Available any time</p> <p>Click the link to launch the E-learning</p>	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_document_televisit</p>
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: HHCEPICADACC2020
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: HHCEPICGACCEARNING
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: HHCEPICPRNACC2020
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: HHCEPICTOEDRNWEBEX
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