





H2O / Epic “Now Showing” for Monday May 18, 2020

Support	<p>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</p>			
	Intended Audience	Description	Session(s)	Link
Virtual at the Elbow WebEx Support Line	<p>For all end-users documenting in H2O/Epic</p> 	<p>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.</p>	<p>Daily 9 am to 7 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</p> <p style="background-color: yellow; 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</p>
Nursing; Emergency, Out & In-patient	<p>Any NEW Agency RN who will be assigned in a unit or float between Inpatient, Outpatient, ICU and ED</p> 	<p>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</p>	<p>Daily 3 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m47c198a19f500585cabcd05c9ac9aa4e</p>
Provider; MD, NP, PA	<p>New or existing MD, NP or PA</p> 	<p>Any Provider/NP/PA New or current who need training on Inpatient and ED</p>	<p>Daily 1 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393</p>
AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	<p>***New Webex Session*** MD, NP & PAs that will provide staffing at NYCH+H’s COVID-19 testing & tracing sites</p>	<p>Learn how to find patients in Epic, place COVID-19 lab orders and write notes using the express lane workflow & tools in Epic.</p>	<p>Daily 8 am & 2 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f</p>



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AMBULATORY RN & Lab Tech COVID-19 TESTING WORKFLOW	<p>***New Webex Session*** RNs, LPNs & Lab Techs that will provide staffing at NYCH+H’s COVID-19 testing & tracing sites</p>	Learn how to manage COVID-19 specimen collections in Epic	Daily 9 am & 3 pm	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</p>
Out-patient Registration & Scheduling for COVID-19 NYCH+H TESTING Sites	<p>***New Webex Session*** 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: 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: 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 Social Worker/Care Manager	Any Social Worker, Care Manager, or Case Manager that reports to the ED or ED Psych/CPEP unit	Learn how to track the patient throughout their ED stay using the ED Track Board, ED Manager, colors, and icons. You will cover patient tracking tools, chart review, note writing, and order entry.	Monday May 18, 2020 9 am	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m38e7d5e51744eff9e78c83d4c62318ae</p>




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Ambulatory Surgical Provider 100	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.	Monday May 18, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m8995f733e18bec8c2124ddf746ec83c2
ClinDoc Respiratory Therapist 100	Respiratory Therapists	This course covers patient list management, work list tasks, chart review, documentation in flowsheets and writing notes.	Monday May 18, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m3d7151fc5cbf89610032280a98df5423
ClinDoc Social Work 100	Inpatient Social Worker	This course covers patient lists management, chart review, documenting assessments, care plans, patient education, Home Health Referrals and writing notes including the patient treatment plan	Monday May 18, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m8e7c40101ad25222e1d63e621041ca24
Grand Central Bed Planner	Bed Planner/Admitting Staff, Clerical Assoc., Asst. Dir. Hospitals	Learn how to use Bed Planning to view bed requests, assign a bed to a patient, and view hospital occupancy data. You will also learn the different type of events, how to edit an event, insert a transfer and patient update, undo an event and fix and manage incorrect values. Finally, you will learn the purpose of a dashboard and key reports, appropriate for a bed planner.	Monday May 18, 2020 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=ma004ed8f6381f1570df48016ca21fbab

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HIM Identity Release of Information Clerk 100	Staff that manage correspondence for release of information	Learn about creating and fulfilling release requests. Workqueues will be introduced for releases that have placed on hold for follow up.	Monday May 18, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mac19bb5ed44a83ddc50ec4714f5f586a</p> <p>This is for the Verisma vendor only (Release of Information)</p>
Stork NICU/Mother Baby 300	Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses.	This course covers admitting the baby, flowsheet documentation, medication administration, discharging both mom and baby.	Monday May 18, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mb29599225d949fe2c0f3759b35f823e7</p>
Sessions Available On Demand				
Ambulatory Telephone Encounter	<p>For any staff that will be calling patients with COVID-19 test results</p> 	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	<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_telephone_encounters</p>
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				

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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: HHCEPICGCACCEARNING
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: HHCEPICPTOEDRNWEBEX
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