H20 / Epic "Now Showing" for Friday May 22, 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# 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
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 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 476 569 959#
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 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 476 068 409#

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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 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	Daily 9 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#
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 #
All Staff	Any Role – New to EPIC user **Epic**	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	**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******

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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 22, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m147f2251e203b332ee23681c890d52ff Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 776 020#
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 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mfb0f574a16c83300a736fa6ad83b2346 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 477 403 690#
Ambulatory Lab Tech 100	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.	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m13a6ab6cf815a7ddbe5f62ecd237a981 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 903 195#
Cadence Cashier 100	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 May 22, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m69ba8ccc4b5bdedd05b9f7b4d9a3a2f8 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 600 911#
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 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m44a6fa8c8e15c1fd04a9c26ec58ecc45 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 477 067 643#

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ClinDoc Care Manager	Care Managers	Learn about 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 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m8ff4e68f6471c96e4ded6aa719eecbea Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 667 459#
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 May 22, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m0460ef309c0517811e0ebfdf73469fb3 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 388 517#
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 May 22, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mdabadff9c2b30a9698a1aeee24b346be Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 396 327#
ClinDoc Inpatient Koskinas	Koskinas workers	This course covers patient list reports, chart review and discharge follow up documentation.	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m2577c1767364789eaab4f67dda3b7ea6 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 835 001#

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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 May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf784370bc2e43427c357db11837c5e98 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 694 422#
Cupid Invasive/Non-Invasive Nurse	RN	Nursing documentation for cardiology exams such as TEE and stress exams performed with and without sedation will be the key focus. Explore how to document phone calls as well as pre, intra, and post procedure care for invasive cardiology procedures using a variety of tools available to the end user in Epic	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=md89ca3360197538d4966c0bc0a057b78 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 921 639#
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 May 22, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mdf347e633a8c212096f580fe0bf90e00 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 190 634#
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 May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m179e21948c22c79515b49391e2f98b19 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 649 223#

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HIM Identity Release of Information Clerk	This course is designed for 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. Students will also learn how to use the letter functionality in Epic for correspondence purposes.	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m3312a73201fe80984563db28dc20db5f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 437 035#
Optime Pre-Op RN 100	Amb/Surg pre-operative and PAT nurses	Learn basics of navigating in Epic., how to find patients, document a PAT visit, pre-op phone calls, inserting and assessing lines, vitals, viewing and acting on orders, and pre-op verification.	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m0a48d9884d33f92b3e9963c00a916cae Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 157 104#
Radiant Front Desk	Front Desk and Schedulers within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn the processes of transcribing, copying, scheduling, canceling and re-scheduling orders/appointments, as well as patient registration, check-in and walk-in. Activities will include the use of the Snapboard, Appointment Desk, and Ancillary Orders to facilitate these processes.	Friday May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=me18d29e3c3e25408a64bd24f5be6dfd5 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 937 041#
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 May 22, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=md3300e1604db1ddc19f75f0a214fec0b Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 307 200#

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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	**PeopleSoft ELM Course Code: HHCEPICIPRNACC2020**

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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**
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**