H20 / Epic "Now Showing" for Tuesday May 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# 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#

H20 / Epic "Now Showing" for Tuesday May 26, 2020

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 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.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=ma113f35905ed8740f0df855a91115694 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 657 520#
Ambulatory Provider	Outpatient Providers including NPs, Residents & PAs in non-OB/GYN, non-psych and non-surgical specialties, Scribes	Learn the basics of navigating Hyperspace, documenting office visits including documenting patient history and assessments, placing orders such as medications, immunizations and labs, writing progress notes, and patient instructions, and placing orders for patients that need to be admitted to hospital. You will also discover how to document an in-office procedure, how to document medications administered during a clinic visit and how to document clinic-collected specimens. 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 May 26, 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#
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 May 26, 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#

H20 / Epic "Now Showing" for Tuesday May 26, 2020

ClinDoc Respiratory Therapist	Respiratory Therapists	This course covers patient list management, work list tasks, chart review, documentation in flowsheets and writing notes.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m29ffc63389de0c209b8d61bbe5418df2 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 462 919#
ClinDoc Social Work	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	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m30ee5486fb2d89084eee29fc27236e78 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 477 784 562#
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 May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mfaf498fa29c5db6081e6507093bc40ee Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 936 379#
Data Integrity Specialist	This course is designed for staff who manage the EMPI and who manage chart corrections	In this course, students learn to manage a patient's identity. This will include merging patient records, unmerging patient records, and utilizing chart correction tools like the contact and note mover.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m2684443b8479088eea2ca7d88db26884 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 617 982#
Grand Central Bed Planner	Bed Planner/Admitting Staff, Clerical Assoc., Asst. Dir. Hospitals	Learn how to complete a bed request for the following workflows: direct admission, ED to Inpatient, Surgery to Inpatient and Inpatient to Inpatient. You will also learn how to use Bed Planning to view bed requests.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf2440d7da5d9be8c605f9168d791bf6f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 470 981 043#

H20 / Epic "Now Showing" for Tuesday May 26, 2020

Grand Central Transport Manager	Transport Managers, Asst. Dir. Hospitals, Coordination Managers	Learn how to manage the Transport Command Center, create and edit transport requests, build a recurring task and an employee transporter record. You will also understand the difference between Patient and Non-Patient transport and how they work.	Tuesday May 26, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mca6ec305f6ab0af718204f717e799ce6 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 470 070 384#
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 May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mec43bac911104897ee88a7ce52fcec71 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 020 286#
Optime GI Endo RN	RN	This is a comprehensive course covering the basics of navigating Epic while following a complete GI patient workflow. These topics include pre, intra and post-procedure.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m28ecd62e53f40c47a46b0bbf64d5bd79 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 813 377#
Order Inpatient Surgeon	MD, DO, NP, PA	Learn through lecture and hands on exercises how to complete their surgical workflows in Epic. This includes pre-op, post-op to floor, post-op discharge. The course also reviews writing notes and placing orders.	Tuesday May 26, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4e5887c567cbbffd0ef3bae8eceb4c68 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 108 281#
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**
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**

H20 / Epic "Now Showing" for Tuesday May 26, 2020

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**