

## H2O / Epic “Now Showing” for Wednesday May 27, 2020

Support	<p>The <b>NYC H+H Enterprise Service desk</b> is available 24/7. Call: 877-934-8442 or Email <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and your contact information</p>			
	<b>Intended Audience</b>	<b>Description</b>	<b>Session(s)</b>	<b>Link</b>
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><b>Daily</b></p> <p><b>9 am to 7 pm</b></p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b">https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 485 055#</p> <p style="background-color: yellow; text-align: center;"> <b>The NYC H+H Enterprise Service desk is available 24/7 Call: 877-934-8442 or Email <a href="mailto:EnterpriseServiceDesk@nychhc.org">EnterpriseServiceDesk@nychhc.org</a> with a detailed description of the issue and contact information</b> </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</p> <p>3 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m47c198a19f500585cabcd05c9ac9aa4e">https://hhc.webex.com/hhc/j.php?MTID=m47c198a19f500585cabcd05c9ac9aa4e</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 476 569 959#</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</p> <p>1 pm</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393">https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 476 068 409#</p>

## H20 / Epic “Now Showing” for Wednesday May 27, 2020

AMBULATORY PROVIDER COVID-19 TESTING WORKFLOW	<p><b>***New Webex Session***</b> MD, NP &amp; PAs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	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	<p><b>Link:</b> <a href="https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f">https://hhc.webex.com/hhc/j.php?MTID=m3ccc84f01910b4d350fa902b698b632f</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 859 635#</p>
AMBULATORY RN & Lab Tech COVID-19 TESTING WORKFLOW	<p><b>***New Webex Session***</b> RNs, LPNs &amp; Lab Techs that will provide staffing at NYCH+H’s COVID-19 testing &amp; tracing sites</p>	Learn how to manage COVID-19 specimen collections in Epic	Daily  9 am & 3 pm	<p><b>Link:</b> <a href="https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a">https://hhc.webex.com/hhc/j.php?MTID=m54349adc8b9b3660daaf220391920f0a</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 203 777#</p>
Out-patient Registration & Scheduling for COVID-19 NYCH+H TESTING Sites	<p><b>***New Webex Session***</b> Any end-user that will be registering patients at NYCH+H’s COVID-19 testing &amp; 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><b>Link:</b> <a href="https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276">https://hhc.webex.com/hhc/j.php?MTID=mc765beb0663607726d14bd0f08fce276</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 530 215 #</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><b>Link:</b> <a href="https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6">https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 905 023#</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\*\*\*\*\***

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ASAP ED Nurse	Medical ED RNs, LPNs, ED Nurse Managers, Associate Directors of ED Nursing, Medical Directors of ED Nursing	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, triage, chart review, assessments, note writing, order entry, and medication administration.	<p>Wednesday</p> <p>May 27, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=me57eee90d250b621385154f99fddc029">https://hhc.webex.com/hhc/j.php?MTID=me57eee90d250b621385154f99fddc029</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 475 025 375#</p>
ASAP ED Psych/CPEP Nurse	ED Psych/CPEP RNs, ED Psych/CPEP Nurse Managers, ED Psych/CPEP Associate Directors of Nursing, ED Psych/CPEP Directors of Nursing	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, triage, chart review, assessments, note writing, order entry, and medication administration, results review, and dispositioning the patient.	<p>Wednesday</p> <p>May 27, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m25acfad1a1f8cd24285509caeea3cb7f">https://hhc.webex.com/hhc/j.php?MTID=m25acfad1a1f8cd24285509caeea3cb7f</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 712 055#</p>
Ambulatory PCA	Patient Care Associates (PCAs) in Ambulatory clinics	Learn the basics of the Epic system, including how to room a patient, document patient-reported assessments and print After Visit Summaries. You will also learn how to document specimen collection for lab tests and document immunization history. Additionally, the course will teach you how to create and document telephone and letter encounters in Epic. This course is also designed to teach you how to schedule basic and advanced patient appointments, check-in and check-out patient appointments and understand how to use the Department Appointments Report (DAR).	<p>Wednesday</p> <p>May 27, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m1ff0f33ead42160fdd59e92a6465d10f">https://hhc.webex.com/hhc/j.php?MTID=m1ff0f33ead42160fdd59e92a6465d10f</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 094 875#</p>
Ambulatory Nurse	RNs, LPNs and PCAs	In this course, you learn the basics of the Epic system, including how to room a patient and document patient-reported medications, and patient history. You will also learn how to result point-of-care tests. We will discover how to schedule a patient, how to document the collection of specimens in the clinic, and how to document telephone calls and patient letters	<p>Wednesday</p> <p>May 27, 2020</p> <p>9 am</p>	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m47ed21f5d46710c4ee807f12f2a7d571">https://hhc.webex.com/hhc/j.php?MTID=m47ed21f5d46710c4ee807f12f2a7d571</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 029 747#</p>

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Ambulatory Obstetrician	Obstetricians, Gynecologists, other providers; Midwives, Residents, NPs & PAs in OB/GYN departments	Learn how to complete documentation for initial and routine prenatal visits, including how to create a pregnancy episode, review relevant labs and document a bedside ultrasound. We will also explore how update obstetric history, and use other OB tools such as Dating, ultrasound documentation, and the pregnancy checklist. The course covers how place orders; including medications, labs, and immunizations, how to write a progress note, and how to document clinic-collected specimens.	Wednesday May 27, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=md189c097ad399c55810ecc12c7628c22">https://hhc.webex.com/hhc/j.php?MTID=md189c097ad399c55810ecc12c7628c22</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 470 286 892#
Cadence Scheduler & Front Desk	Registrars, Schedulers, Front Desk, Call Center, Referral Users, Referral Coordinators and Managers	Learn how to schedule basic and advanced appointments. You will learn how to register a patient gathering all the required and recommended data. Scheduling Referrals, Canceling & Rescheduling appointments and Confirming appointments will be covered using various scenario-based exercises. There will also be an introduction to MyChart and the Cadence Learning Home Dashboard.	Wednesday May 27, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m89c7b586e001fefe6be1656b93a61023">https://hhc.webex.com/hhc/j.php?MTID=m89c7b586e001fefe6be1656b93a61023</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 215 118#
ClinDoc Inpatient BH Nurse 100	Behavioral Health Nurses, Detox Nurses	Learn how to how to admit a patient, document wounds, intake & output, treatment plans, Leave of Absence, restraints and discharging a patient. This course also covers ECT patient management.	Wednesday May 27, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m47e94b9da88baf8efcc47a8ff016c859">https://hhc.webex.com/hhc/j.php?MTID=m47e94b9da88baf8efcc47a8ff016c859</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 719 399#
ClinDoc Inpatient Nurse 100	Adult Inpatient Nurses, All Inpatient LPNs, Pediatric Nurses, Nurse Managers, Oncology Nurses	Learn how to start your shift, document in flowsheets, medication administration including documenting PCAs, starting the care plans and patient education, admitting a patient from the ED, blood administration and managing nurse referrals.	Wednesday May 27, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=me6c747d71ebea83739412b9dd003bc0a">https://hhc.webex.com/hhc/j.php?MTID=me6c747d71ebea83739412b9dd003bc0a</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 685 958#
Grand Central 101 Hospital Registration	Bed Planners, Admission Clerks, and Supervisors, ED Registrars, ED Clerks, Insurance Verification, L&D Registrars, OB Unit Clerks & PCAs, OB RNs, Surgery Schedulers who do Admissions.	Learn how to enter patient demographics, insurance, and billing information prior to a patient's admission. You will learn how to work with minor, Worker's Comp, and Medicare patients. You will learn how to deal with additional hospital registration scenarios, such as registering patients with outdated billing and insurance information by updating guarantor accounts and coverages.	Wednesday May 27, 2020  9 am	<b>Link:</b>  <a href="https://hhc.webex.com/hhc/j.php?MTID=m338b45495cd9538bf38fbb338c53f2b7">https://hhc.webex.com/hhc/j.php?MTID=m338b45495cd9538bf38fbb338c53f2b7</a>  Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 277 689#

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Grand Central Bellevue Information Desk	Managers, Staff that need to see patient’s reports	Learn to view patient list, room and reports	Wednesday May 27, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hmc.webex.com/hmc/j.php?MTID=m6b5234ce3685637b5571592906403b56">https://hmc.webex.com/hmc/j.php?MTID=m6b5234ce3685637b5571592906403b56</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 719 399#</p>
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. In addition, you will gain an understanding of Regions, Sectors and Reporting.	Wednesday May 27, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hmc.webex.com/hmc/j.php?MTID=mf5afe4fdaa44253864e49238b9bcb814">https://hmc.webex.com/hmc/j.php?MTID=mf5afe4fdaa44253864e49238b9bcb814</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 290 033#</p>
HIM Deficiency Analyst	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.	Wednesday May 27, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hmc.webex.com/hmc/j.php?MTID=md992cb3d9d9c187a4590d61984eb37ad">https://hmc.webex.com/hmc/j.php?MTID=md992cb3d9d9c187a4590d61984eb37ad</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 956 811#</p>
Optime Pre-Op RN	This course is for 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.	Wednesday May 27, 2020 9 am	<p><b>Link:</b></p> <p><a href="https://hmc.webex.com/hmc/j.php?MTID=mceafe21c5a8d97d4aae1273d5ba7ff7a">https://hmc.webex.com/hmc/j.php?MTID=mceafe21c5a8d97d4aae1273d5ba7ff7a</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 745 240#</p>

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Order Inpatient BH Provider	MD, DO, NP, PA	This course covers the major workflows for inpatient providers (admit, transfer, discharge, and rounding) and also covers writing notes and placing orders.	Wednesday May 27, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m9c94ea7e9685c623da2f9a836a772193">https://hhc.webex.com/hhc/j.php?MTID=m9c94ea7e9685c623da2f9a836a772193</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 492 405#</p>
Order Inpatient Provider	MD, DO, NP, PA	Learn the major workflows for inpatient providers (admit, transfer, discharge, and rounding). The course also covers writing notes and placing orders.	Wednesday May 27, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72">https://hhc.webex.com/hhc/j.php?MTID=me74cfa348a57d79a2bc411af0fbace72</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 753 844#</p>
Stork L & D Nurse 100	L&D Registered Nurse, L&D Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses	This course covers patient views including the Grease Board, L&D Manager and Patient lists, patient movement, chart review, medication administration, navigator and flowsheet documentation.	Wednesday May 27, 2020  9 am	<p><b>Link:</b></p> <p><a href="https://hhc.webex.com/hhc/j.php?MTID=m88efd515c5b5871ce27e8010234aa11d">https://hhc.webex.com/hhc/j.php?MTID=m88efd515c5b5871ce27e8010234aa11d</a></p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 257 972#</p>
<b>Sessions Available On Demand</b>				
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><b>Link:</b></p> <p><a href="https://eits.it.training.nychhc.org/epic/amb_telephone_encounters">https://eits.it.training.nychhc.org/epic/amb_telephone_encounters</a></p>

## H20 / Epic “Now Showing” for Wednesday May 27, 2020

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	Available any time Click the link to launch the E-learning	<p><b>Link:</b></p> <p><a href="https://eits.it.training.nychhc.org/epic/amb_document_televisit">https://eits.it.training.nychhc.org/epic/amb_document_televisit</a></p>
<b>PeopleSoft ELM Class Offerings: The below offerings are available via PeopleSoft ELM</b>				
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	<b>PeopleSoft ELM Course Code: HHCEPICADACC2020</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICGACCELEARNING</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICIPRNACC2020</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICPTOEDRNWEBEX</b>
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	<b>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</b>