H20 / Epic "Now Showing" for Friday May 29, 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. **Tip sheet:** https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20Sheets/Provider/Ambulatory%20(Outptient)/Tip%20Sheet%20Ambulatory%20Completing%20COVID-19%20Testing%20Visits%20v1%205-27-20%20Providers.pdf	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 **COVID19 Lab Test Specimen Collection Tip Sheet** https://share.nychhc.org/central/EpicTraining/TipSheets/Tip%20Sheets/Nurse/Ambulatory%20(Outpatient)/Tip%20Sheet%20Ambulatory%20COVID19%20Lab%20Test%20Specimen%20Collection%20v1%205-27-20%20Nurses%20Lab%20Techs.pdf	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 29, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m9b6600f951f5f27f4b579cc59b37a39c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 477 218 826#
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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf61f9cee0033fb7e1f3f46e4799dba54 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 894 601#
Ambulatory Lab Tech	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 29, 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#
Ambulatory/Inpatient Dental Provider	MD, DO, DDS	learn how to use the outpatient schedule, find inpatients from the patient list, review patient information, write notes, and place and manage orders. Providers will also learn the inpatient consult workflow and how to order blood.	Friday May 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m3506cad61b6ef3e1c2e824136e20ec76 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 156 4861#
Cadence Cashier	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 29, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mf9632cf7d0f48147544e506e50b870ae Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 477 044 373#

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Cadence Referral	Referral Managers, Referral Users and Referral Coordinators	Learn how to schedule referrals and work the referral workqueue. Covered areas include transcription, creating a referral record while scheduling and documenting insurance approval for referrals.	Friday May 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m425e1cd43c0fe6c60a4976b8ef3fe291 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 471 605 286#
ClinDoc Care Manger	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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m459b7722fd650bdbec82e2c04a28bbe5 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 564 3379#
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 29, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m173bc33d01f47570c68ba5d1afcceac1 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 195 8719#
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 29, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mc6bc24762db352c2b7e2343282cc241c Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 470 046 105#
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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=md3e2640593fb403ff2a9afeeb5932bed Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 744 4867#

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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 29, 2020 1 pm	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m4db7b88855e7c189920809d0306ffe5f Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 565 062#
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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m9ec379e38c36c736ec4621d11405a97d Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 474 956 911#
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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=mff5c58ec7f381b3c3d5d8aacecdd5c06 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 479 391 799#
Optime Intra-Op RN	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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m83929d4121262f42ef3214c94c541ef0 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 473 432 694#

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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 29, 2020 9 am	**Link:** https://hhc.webex.com/hhc/j.php?MTID=m94d90e726ac740db30652f48c09e3d9b Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 478 621 545#
**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**

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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**
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**