






H20 / Epic “Now Showing” for Thursday May 7, 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
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 & 7pm</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 & 6 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m176b5e578cb4295b2132d2aa32621393</p>
Respiratory Therapist	<p>Respiratory Therapists</p> 	<p>This course covers patient list management, work list tasks, chart review, documentation in flowsheets and writing notes.</p>	<p>8 am</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m2e402054e48dd4321ef02f1191212f30</p>
All Staff	<p>Any Role – New to EPIC user</p> 	<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.</p>	<p>Daily 9 am & 3 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=mcb4a3f02898b397154d39c15d25f45c6</p>
Registration & Admission	<p>Admitting Staff for the Roosevelt Island Medical Center & Billie Jean King Field Hospital</p> 	<p>This session will review the registration & admission process for the Roosevelt Island Medical Center & Billie Jean King Field Hospital in Queens</p>	<p>Daily 9 am & 1 pm</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m25f5ccf482354435ca98b49e95b93b4c</p>

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*******Note the Change in Start Time***** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis*****Note the Change in Start Time*******

Ambulatory Ancillary	<p>OUTPATIENT Social Workers, Dietitians, Audiologists, HIV Counselors, Genetic Counselors, Speech Language Pathologists, Health Educators and Nutritionists</p>	<p>Learn how to navigate through the outpatient Ambulatory components of Epic. This includes: how to review patient information using Chart Review, how to open a patient encounter from the outpatient schedule (including encounters scheduled to another provider or resource), how to view important historical information from within a patient encounter, how to view and update the Problem List, how to add and associate a visit diagnoses, how to write a note using SmartTools, and how to document and associate charges. Also included in this course will be information regarding scheduling, patient communication, and patient education. You will also learn how to use In Basket, the clinical internal messaging system of Epic</p>	<p>Thursday May 7 9 am</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=m2eb979db5c48c6e965e1cbbab7d16f5c</p>
Clin Doc Nurse 200	<p>Adult Inpatient Nurses, LPNs, Pediatrics, Nurse Managers, Oncology Nurses, and ICU Nurses</p>	<p>Learn how to document insertion and removal of IV lines, I&O, arriving a transfer patient, documenting restraints, discharging patients, code documentation and end of shift. This course will also cover how to document using the Rovers.</p>	<p>Thursday May 7 9 am</p>	<p>Link: https://hhc.webex.com/hhc/j.php?MTID=meaf4ea8d4b1e9ddbc11d7313242d602d</p>



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Stork L & D Nurse 200	L&D Registered Nurse, L&D Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses	This course covers documenting the delivery, IV medication administration, care plans, patient education and blood documentation.	Thursday May 7 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=mb44a4dc4b7ab2544354d0be0daf3cb90
Cadence Front Desk	Front Desk, HOD Front Desk, Schegistrar (Scheduler + Registrar) and Managers	In this course, you will practice and expand upon the workflows learned in Schegistrar 100. Learn how to use the Department Appointments Report (DAR), check-in and check-out patient appointments and create Walk-In appointments, collect payments and documents. MSPQ, Workers’ Comp, RTE and InBasket management will also be covered.	Thursday May 7 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m1bce6811a846b755b2d0c85d775f498c
HIM/Identity Release of Information Clerk 100	This course is designed for staff that manage correspondence for release of information.	In this course, you learn about creating and fulfilling release requests. Workqueues 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.	Thursday May 7 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m7baa565d105a473b2057f4c1f3263eb4
Hospital Billing Customer Service and Self-Pay Follow-Up 100	HB Customer Service employees and Supervisors/Manager; All Home Health Billing Staff and Supervisors/Managers	In this course, you will 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	Thursday May 7 9 am	Link: https://hhc.webex.com/hhc/j.php?MTID=m8e7fed2c21692cce520060ef8057c3c1

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Sessions Available On Demand				
Ambulatory Telephone Encounter	<p>For any staff that will be calling patients with COVID-19 test results</p> 	<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>	<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> 	<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>	<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				
Cadence Scheduler	<p>Local Training Coordinators can enroll end-users in need of out-patient scheduling & registration access</p>	<p>This course goes over registering patients, scheduling for the out-patient/clinic areas:</p>	<p>On Demand via PeopleSoft ELM</p>	<p>PeopleSoft ELM Course Code: HHCEPICADACC2020</p>
Grand Central ED Registrar	<p>Local Training Coordinators can enroll end-users in need of ED Registrar access</p>	<p>This course reviews registering patients in the ED as the ED registrar</p>	<p>On Demand via PeopleSoft ELM</p>	<p>PeopleSoft ELM Course Code: HHCEPICGACCELEARNING</p>
Float RN	<p>Local Training Coordinators can enroll the RN being floated to an Inpatient Unit</p> 	<p>Approximately 15 minutes long. This course goes over basic documentation skills in the inpatient units:</p>	<p>On Demand via PeopleSoft ELM</p>	<p>PeopleSoft ELM Course Code: HHCEPICIPRNACC2020</p>

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Float RN	<p>Local Training Coordinators can enroll the RN being floated to an ED</p> 	<p>Approximately 30 minutes long. This course goes over ED Track board, Triage, Navigators and basic documentation requirements in the ED</p>	<p>On Demand via PeopleSoft ELM</p>	<p>PeopleSoft ELM Course Code: HHCEPIPTOEDRNWEBEX</p>
Float RN	<p>Local Training Coordinators can enroll the RN being floated to an ICU</p> 	<p>Approximately 15 minutes long. This course goes over ICU flowsheets, device Integration, Navigators and basic documentation skills in the ICU</p>	<p>On Demand via PeopleSoft ELM</p>	<p>PeopleSoft ELM Course Code: HHCEPICACCICURN2020</p>