








Support

The NYC H+H Enterprise Service desk is available 24/7. Call: 877-934-8442 or Email [EnterpriseServiceDesk@nychhc.org](mailto:EnterpriseServiceDesk@nychhc.org) with a detailed description of the issue and your contact information









	Intended Audience	Description	Link
AMBULATORY PROVIDER T2 TESTING SITE	MD, NP & PAs that will provide staffing at NYCH+H’s T2 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.   <b>Tip Sheet</b>	<b>AMBULATORY PROVIDER T2 TESTING SITE</b> <b>Tuesday October 13, 2020 at 9:30 am</b>  Click Here
AMBULATORY RN & Lab Tech T2 TESTING SITE	RNs, LPNs & Lab Techs that will provide staffing at NYCH+H’s T2 testing & tracing sites	Learn how to manage COVID-19 specimen collections in Epic   <b>Lab Test Specimen Collection Tip Sheet</b>	<b>AMBULATORY RN &amp; LAB TECH T2 TESTING SITE</b> <b>Tuesday October 13, 2020 at 10:30 am</b>  Click Here
Out-patient Registration & Scheduling for T2 TESTING SITE	Any end-user that will be registering patients at NYCH+H’s T2 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	<b>Out-patient Registration &amp; Scheduling for T2 TESTING SITE</b> <b>Tuesday October 13, 2020 at 2:00 pm</b>  Click Here

**Sustainable Training Classes**

ASAP ED TECH	Medical ED Techs, PCAs, PCTs, CNAs, MAs	In this course, you learn the basics of Epic’s ASAP Emergency Department software by tracking patients through common ED workflows. This course includes patient tracking tools, documenting using the tech narrator, task and specimen collection, notes, and procedures.	<b>ASAP ED TECH</b> <b>Tuesday October 13, 2020 at 12:30 pm</b>  Click Here
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.	<b>Ambulatory Provider</b> <b>Tuesday October 13, 2020 at 9:00 am</b>  Click Here



<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Ambulatory PCA</p>	<p>Patient Care Associates (PCAs) in Ambulatory clinics</p>	<p>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>	<p style="text-align: center;"><b>Ambulatory PCA</b>  <b>Tuesday October 13, 2020</b>  <b>at 12:30 pm</b></p> <p> <a href="#">Click Here</a></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ClinDoc Care Manager</p>	<p>Care Managers</p>	<p>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</p>	<p style="text-align: center;"><b>ClinDoc Care Manager</b>  <b>Tuesday October 13, 2020</b>  <b>at 9:00 am</b></p> <p> <a href="#">Click Here</a></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ClinDoc Inpatient Unit Clerk</p>	<p>Inpatient Unit Clerks</p>	<p>This course covers patient movement within the facility, review patient information, scheduling an appointment document scanning and printing.</p>	<p style="text-align: center;"><b>ClinDoc Inpatient Unit Clerk</b>  <b>Tuesday October 13, 2020</b>  <b>at 9:00 am</b></p> <p> <a href="#">Click Here</a></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ClinDoc Inpatient Ancillary with Notes</p>	<p>Administrators and any other roles that need to access a patient’s chart and write a note</p>	<p>This course covers patient lists management, chart review and writing notes.</p>	<p style="text-align: center;"><b>ClinDoc Inpatient Ancillary with Notes</b>  <b>Tuesday October 13, 2020</b>  <b>at 1:00 pm</b></p> <p> <a href="#">Click Here</a></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ClinDoc Inpatient PCA/CNA</p>	<p>Inpatient PCA’s, PCT’s, CNA’s, Techs or BHA’s</p>	<p>This course covers patient list management, flowsheet documentation and work list tasks.</p>	<p style="text-align: center;"><b>ClinDoc Inpatient PCA/CNA</b>  <b>Tuesday October 13, 2020</b>  <b>at 12:30 pm</b></p> <p> <a href="#">Click Here</a></p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">ClinDoc Inpatient Specialty Ancillary</p>	<p>Rehab Psychologist, Creative Art Therapists, Rehab Social Worker, Addiction Counselors</p>	<p>This course covers patient lists management, chart review, flowsheet documentation, care plans, patient education and how to write notes</p>	<p style="text-align: center;"><b>ClinDoc Inpatient Specialty Ancillary</b>  <b>Tuesday October 13, 2020</b>  <b>at 9:00 am</b></p> <p> <a href="#">Click Here</a></p>



EVS Staff and EVS Managers Learn how to use the EVS Mobile device to complete Housekeeping tasks.

Grand Central EVS Mobile

**Grand Central EVS Mobile**  
**Tuesday October 13, 2020**  
**at 9:00 am**



**Grand Central EVS Mobile**  
**Tuesday October 13, 2020 at**  
**3:00 pm**



OR Managers, Schedulers, Resource Managers, Charge Posters. This course is for OR schedulers - any role that assigns surgical resources or schedules surgical cases. OR Charge posters are also welcome to take this class. This course covers how to schedule cases and manage OR resources. Additionally, basic preference card and reporting tools and charge posting / reports are covered

OpTime Resource Manager

**OpTime Resource Manager**  
**Tuesday October 13, 2020**  
**at 9:00 am**



MD, DO, NP, PA Learn how to complete office visit documentation. We will also work through a nurse-only visit, document immunization administration, and document clinic-administered medications using the MAR. We will learn how to document patient education, and explore the internal messaging system used within Epic, In Basket

Orders Inpatient Provider

**Orders Inpatient Provider**  
**Tuesday October 13, 2020**  
**at 9:00 am**



L&D Unit Clerks This course covers patient views, patient movement, and scheduling procedures from an order.

Stork L & D Unit Clerk

**Stork L & D Unit Clerk**  
**Tuesday October 13, 2020**  
**at 9:00 am**



L&D Patient Care Associates and CNA's This course covers patient movement, patient lists views, chart review, flowsheet documentation and work list tasks.

Stork L & D PCA

**Stork L & D PCA**  
**Tuesday October 13, 2020**  
**at 12:30 pm**

