| 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 |

Sustainable Training Classes

	Intended Audience	Description	Link
ASAP ED Nurse 200	Medical ED RNs, LPNs, ED Nurse Managers, Associate Directors of ED Nursing, Medical Directors of ED Nursing	In this course, you will explore blood administration, documenting a code/trauma patient, results review, as well as dispositioning the patient.	**ASAP ED Nurse 200** **Thursday October 15, 2020 at 9:00 am** Click Here
ASAP ED Provider	Medical ED MDs, PAs, NPs, Residents, Medical ED Physician Directors/Supervisors	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, order entry, and dispositioning a patient.	**ASAP ED Provider** **Thursday October 15, 2020 at 9:00 am** Click Here
Ambulatory Ancillary	OUTPATIENT Social Workers, Dietitians, Audiologists, HIV Counselors, Genetic Counselors, Speech Language Pathologists, Health Educators and Nutritionists	Learn 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.	**Ambulatory Ancillary** **Thursday October 15, 2020 at 9:00 am** Click Here
Ambulatory Behavioral 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.	**Ambulatory BH Provider** **Thursday October 15, 2020 at 9:00 am** Click Here

Ambulatory Surgical Provider	Providers, including NPs, Residents & PAs in non-OB/GYN surgical specialties	Learn the basics of navigating Hyperspace, how to document surgical consults and post-surgery follow ups. You will also learn how to place orders such as medications, labs, and so on. The course also covers how to document History & Physical notes and submit a case request. It explores how to document an in-office procedure and how to document clinic-collected specimens and medications administered during a clinic visit. Additionally, 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.	**Ambulatory Surgery Provider** **Thursday October 15, 2020 at 9:00 am** 👆 Click Here
Anesthesia Provider	Anesthesia Providers, CRNAs, Anesthesiology Residents	Learn the three stages of anesthesia documentation: Pre-Procedure, Intra-Procedure, and Post-Procedure. Following both a general surgery patient and epidural patient to learn how Epic anesthesia tools are used in different workflows.	**Anesthesia Provider** **Thursday October 15, 2020 at 9:00 am** 👆 Click Here
ClinDoc Clinical Case Manager	Case Managers	This course covers patient lists management, chart review, centralized case management tasks, including utilization review, payor communications and third-party utilization management applications including front end denials/appeals and in basket.	**ClinDoc Clinical Case Manager** **Thursday October 15, 2020 at 9:00 am** 👆 Click Here
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	**ClinDoc Therapist** **Thursday October 15, 2020 at 9:00 am** 👆 Click Here
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, assign a bed to a patient, and view hospital occupancy data. You will also learn the different type of events, how to edit an event, insert a transfer and patient update, undo an event and fix and manage incorrect values. Finally, you will learn the purpose of a dashboard and key reports, appropriate for a bed planner.	**Grand Central Bed Planner** **Thursday October 15, 2020 at 9:00 am** 👆 Click Here

Category	Audience	Description	Session
Hospital Billing Insurance Payment Poster & Guarantor Payment Poster	HB Insurance Follow-Up employees and Supervisors/Managers; All Home Health Billing Staff and Supervisors/Managers	In this course, you will learn how to access accounts to follow up on outstanding insurance balances, resolve denials and payment variances, and resolve insurance credit balances	**Hospital Billing Insurance Payment Poster & Guarantor Payment Poster** **Thursday October 15, 2020 at 9:00 am** Click Here
Orders 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.	**Orders Inpatient Surgeon** **Thursday October 15, 2020 at 9:00 am** Click Here
Radiant Technologist	Technologists within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn processes that begin with transcribing and scheduling imaging exam orders, and for documenting the details of an imaging exam at the beginning and end of the exam. Activities will include the use of the Technologist Work List, Snapboard, and Ancillary Orders to facilitate these processes.	**Radiant Technologist** **Thursday October 15, 2020 at 9:00 am** Click Here
Stork Inpatient Obstetrician	Obstetricians, Gynecologists, other providers; Midwives, Residents, NPs & PAs in OB/GYN departments	This course covers inpatient list views, triage and admitting, transferring and discharging the patient, orders, writing notes and placing pre-op orders.	**Stork Inpatient Obstetrician** **Thursday October 15, 2020 at 9:00 am** Click Here