








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	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.  Tip Sheet	AMBULATORY PROVIDER T2 TESTING SITE Tuesday October 20, 2020 at 9:30 am  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  Lab Test Specimen Collection Tip Sheet	AMBULATORY RN & LAB TECH T2 TESTING SITE Tuesday October 20, 2020 at 10:30 am  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	Out-patient Registration & Scheduling for T2 TESTING SITE Tuesday October 20, 2020 at 2:00 pm  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.	ASAP ED TECH Tuesday October 20, 2020 at 12:30 pm  Click Here
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 Tuesday October 20, 2020 at 9:00 am  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.



Click Here

Ambulatory Provider
Tuesday October 20, 2020
at 9:00 am

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).



Click Here

Ambulatory PCA
Tuesday October 20, 2020
at 12:30 pm

ClinDoc Care Manager

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



Click Here

ClinDoc Care Manager
Tuesday October 20, 2020
at 9:00 am

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.



Click Here

ClinDoc Inpatient Unit Clerk
Tuesday October 20, 2020
at 9:00 am

ClinDoc Inpatient Ancillary with Notes

Administrators and any other roles that need to access a patient's chart and write a note

This course covers patient lists management, chart review and writing notes.



Click Here

ClinDoc Inpatient Ancillary with Notes
Tuesday October 20, 2020
at 1:00 pm



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.



Click Here

ClinDoc Inpatient PCA/CNA
Tuesday October 20, 2020
at 12:30 pm

ClinDoc Inpatient Specialty Ancillary

Rehab Psychologist, Creative Art Therapists, Rehab Social Worker, Addiction Counselors

This course covers patient lists management, chart review, flowsheet documentation, care plans, patient education and how to write notes



Click Here

ClinDoc Inpatient Specialty Ancillary
Tuesday October 20, 2020
at 9:00 am

Grand Central Environmental Service Manager

EVS Managers, Asst. Dir. Hospitals, Senior Housekeeper, Coordination Managers

Learn an overview of the EVS command center, how to monitor and manage the EVS command center and components of reporting. This includes manually creating and assigning requests, and signing housekeepers in and out.



Click Here

Grand Central EVS Manager
Tuesday October 20, 2020 at 9:00 am

OpTime Resource Manager

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



Click Here

OpTime Resource Manager
Tuesday October 20, 2020
at 9:00 am

Orders Inpatient Provider

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



Click Here

Orders Inpatient Provider
Tuesday October 20, 2020
at 9:00 am



Stork L & D Unit Clerk

L&D Unit Clerks

This course covers patient views, patient movement, and scheduling procedures from an order.

Stork L & D Unit Clerk
Tuesday October 20, 2020
at 9:00 am



Click Here

Stork L & D PCA

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
Tuesday October 20, 2020
at 12:30 pm



Click Here

Willow Inpatient Pharmacist

Inpatient Pharmacist, Out-Patient Pharmacists who float to Inpatient Pharmacy

Learn the basics of inpatient pharmacy workflows. Chart review, order verification, modifying orders, dispensing medications, order entry and various other Epic functionalities will be covered through the class.

Willow Inpatient Pharmacist
Tuesday October 20, 2020
at 9:00 am



Click Here

