



H20 / Epic “Now Showing” for Thursday October 8, 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			
Sustainable Training Classes				
	Intended Audience	Description	Session(s)	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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t1ab6ec4bcf4fbffd60ab393aad744a7e</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 678 6475#</p>
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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=ta010907256af14013c3649ecba1af824</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 312 6791#</p>
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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t169e352966fa2e266f6711a7fbbcb4de</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 591 4986#</p>




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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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=td60e5df95097ff6f89695cf035665a19</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 179 8672#</p>
Cadence Supervisor/Manager	Managers and Supervisors	Learn how to find reports, run reports and create reports. Users will also learn how to edit a provider’s schedule and Maintain Accurate Appointment Statics using EOD processing. Dashboards will be explored and we will take a closer look at Patient and Claim Edit Workqueues.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t6cc5ad001de526b2b5cfedc444732c65</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 481 8660#</p>
Cadence Template Manager	Template Builders	Learn how to create and edit a Template for a provider or resource, as well as make changes to a template over time, make a change for a single day and how to edit slots.	Thursday October 8, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t3803649cf444a7a1aae3a64fe6e3be86</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 638 2632#</p>
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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tf0fc3815ce3b53b6ba813d51198d1447</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 540 1350#</p>
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	Thursday October 8, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tb5111a038b3285a69a2bc90fd2111bd1</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 902 4310#</p>

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Hospital Billing Insurance Follow-Up	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	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tbd94f159098cf2c676fc44170a9d8b70</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 101 6150#</p>
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.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tdce46c4ab27d4cb9f713d1703be38dfc</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 160 996 6943#</p>
Radiant Front Desk	Front Desk and Schedulers within the Radiology/EEG/EMG/PFT/Sleep study departments	Learn the processes of transcribing, copying, scheduling, canceling and re-scheduling orders/appointments, as well as patient registration, check-in and walk-in. Activities will include the use of the Snapboard, Appointment Desk, and Ancillary Orders to facilitate these processes.	Thursday October 8, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t9cf67788270d86540a9bc0f118a2a155</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 586 2230#</p>
Sessions Available On Demand				
Ambulatory Telephone Encounter	<p>For any staff that will be calling patients with COVID-19 test results</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	Available any time Click the link to launch the E-learning	<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> 	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	<p>Link:</p> <p>https://eits.it.training.nychhc.org/epic/amb_document_televisit</p>

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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: HHCEPICADACC2020
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: HHCEPICGACCELEARNING
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: HHCEPICPTOEDRNWEBEX
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