


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 Mobile Crisis	Mobile Crisis department	Learn how to find patient data, complete documentation, and close encounters.	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>ASAP ED Mobile Crisis Friday October 9, 2020 at 1 pm</p> </div>
-----------------------	--------------------------	---	---

Ambulatory Lab Tech	Inpatient and Outpatient phlebotomists and lab techs	Learn how to print lab labels, document the collection of specimens, and use Rover Mobile devices. We will also learn how to search the patient’s chart to find lab orders if needed and how to release inactive orders in the system.	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>Ambulatory Lab Tech Friday October 9, 2020 at 9 am</p> </div>
---------------------	--	--	---

ClinDoc Manager Reporting Work Bench	Various Inpatient Managers, QI Staff	This class is for any Manager who needs to use, access and run reports. Students learn how to effectively use their Dashboard and find/access/run reports. Reporting Workbench, one of Epic’s reporting tools, is taught and students learn how to run their own reports from Reporting Workbench	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>ClinDoc Manager Reporting Work Bench Friday October 9, 2020 at 1 pm</p> </div>
--------------------------------------	--------------------------------------	---	--

ClinDoc Respiratory Therapist	Respiratory Therapists	This course covers patient list management, work list tasks, chart review, documentation in flowsheets and writing notes.	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>ClinDoc Respiratory Therapist Friday October 9, 2020 at 9 am</p> </div>
-------------------------------	------------------------	---	---

ClinDoc Social Work	Inpatient Social Worker	This course covers patient lists management, chart review, documenting assessments, care plans, patient education, Home Health Referrals and writing notes including the patient treatment plan	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>ClinDoc Social Work Friday October 9, 2020 at 9 am</p> </div>
---------------------	-------------------------	---	---

Grand Central Authorization/Certification Staff	Authorization/Certification Staff, HCI’s	In this course you will learn how to find patients that need authorization or certification, and to enter benefit, authorization, and certification information for a patient.	 <div style="background-color: #f96; border-radius: 15px; padding: 10px; text-align: center;"> <p>Grand Central Authorization/Certification Staff Friday October 9, 2020 at 1 pm</p> </div>
---	--	--	---



Grand Central Financial
Counselor

Financial
Counselors,
HCI's and
Utilization
Review Staff

In this course you will learn the basics of navigating and using account maintenance and registration to update data related to a patient's account. You will also learn how to add Federal Poverty Level information and work with Pending Medicaid coverages



**Grand Central Financial
Counselor**
Friday October 9, 2020 at 9 am

