




H2O / Epic “Now Showing” for Friday September 4, 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			
	Intended Audience	Description	Session(s)	Link
Virtual at the Elbow WebEx Support Line	<p>For all end-users documenting in H2O/Epic</p> 	<p>This Virtual at the Elbow; VATE, WebEx support line is for any H2O; Epic, end-user with a question in the use of the Epic application. Connect with a resource that will document your concern, take your contact information and connect you with an H2O training team member to assist you.</p>	<p>Daily</p> <p>9 am to 7 pm</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=m461979585ac33597c0d7b7a8f3464c3b</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 472 485 055#</p> <p style="background-color: yellow; text-align: center;">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 contact information</p>
*****Note the Change in Start Time***** Sustainable Training Classes abbreviated in length due to the COVID-19 Crisis*****Note the Change in Start Time*****				
Ambulatory Lab Tech	Inpatient and Outpatient phlebotomists and lab techs	<p>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.</p>	<p>Friday</p> <p>September 4, 2020</p> <p>9 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tff0f77cc3471f7e36463a045588ab03b</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 550 9063#</p>
Anesthesia Provider	Anesthesia Providers, CRNAs, Anesthesiology Residents	<p>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.</p>	<p>Friday</p> <p>September 4, 2020</p> <p>9 am</p>	<p>Link:</p> <p>https://hhc.webex.com/hhc/j.php?MTID=mbf89619177f995e05b5b4ee32a60c649</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 843 2689#</p>




H20 / Epic “Now Showing” for Friday September 4, 2020

Cadence Cashier	Cashiers	Learn how to balance your Cash Drawer. Covered areas also include credit card authorization, resolve discrepancies and close your cash drawer and refunding POS payments.	Friday September 4, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=te1e09319feaec0343a54160cf9510905</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 571 2475#</p>
Cadence Referral	Referral Managers, Referral Users and Referral Coordinators	Learn how to schedule referrals and work the referral workqueue. Covered areas include transcription, creating a referral record while scheduling and documenting insurance approval for referrals.	Friday September 4, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=td3096f8fdf00806642f0c08c36e25a22</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 122 5812 #</p>
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	Friday September 4, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=tab151b90a64d5bb921f3ac846784b638</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): #</p>
ClinDoc Inpatient Dialysis Nursing	Dialysis Nurses	This course covers patient lists management, checking their patient in for dialysis, Snapboard, Navigator and, assessment documentation.	Friday September 4, 2020 9 am	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t85b2dc728ea91d633d80e43fa7bef167</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 664 0331#</p>
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.	Friday September 4, 2020 1 pm	<p>Link:</p> <p>https://hhc.webex.com/hhc/k2/j.php?MTID=t8cc8d50111f1fc44e410a7a9b659e335</p> <p>Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 998 8545#</p>

H20 / Epic “Now Showing” for Friday September 4, 2020

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	Friday September 4, 2020 9 am	Link: https://hhc.webex.com/hhc/k2/j.php?MTID=tc065d76b145d4f7c89be6dcff90ed0e1 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 143 6701#
HIM Outpatient Coder	Coders and their supervisors from our vendor, Acuity	This course is designed for Acuity Vendor who reviews accounts for H+H. End users will learn the coding process and how to navigate the EMR. Additional workflows will include missing documentation, physician queries, and working denials.	Friday September 4, 2020 1 pm	Link: https://hhc.webex.com/hhc/j.php?MTID=mea783efbe1f417d26e9ebfeea03e2a74 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 497 6270#
Stork NICU/Mother Baby	Nurse Manager, Nursery Nurses, Postpartum Nurses, NICU Nurses	This course covers admitting the baby, flowsheet documentation, medication administration, discharging both mom and baby.	Friday September 4, 2020 9 am	Link: https://hhc.webex.com/hhc/k2/j.php?MTID=t035c8c7c8834a5a16ae99694e96c44b7 Audio: call in number: 1-844-621-3956 United States Toll Free Meeting number (access code): 172 041 5830#
Sessions Available On Demand				
Ambulatory Telephone Encounter	For any staff that will be calling patients with COVID-19 test results 	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	Link: https://eits.it.training.nychhc.org/epic/amb_telephone_encounters
Documenting Ambulatory Tele- visits	Ambulatory Providers that will evaluate patients via the telephone 	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	Link: https://eits.it.training.nychhc.org/epic/amb_document_televisit

H20 / Epic “Now Showing” for Friday September 4, 2020

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