TRAINING CATALOG
(SUPER USER)

Features:
- Registration Tip Sheet
- NetLearning Information
- Training Vocabulary
- Curriculum Guides
# WELCOME TO TRAINING

- Items Listed in Navy = No Registration Required
- Items Listed in Red = Requires Registration

**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs

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Welcome to training at RWJBarnabas Health System and the educational journey on which you are about to embark.

It is mandatory that all end users receive comprehensive training prior to receiving login rights. Education of end users is one of the most critical components to implementation success, and the RWJBarnabas Health Training Team has carefully structured each step to meet the needs of employees including: e-Learning lessons, instructor-led training, role-based practice exercises, knowledge assessments, and Super User at-the-elbow support. We are confident that our approach to training will provide the structured guidance needed for your success during Go Live.

It will be especially important that each employee take ownership of attending scheduled classes on time and as scheduled. Classes will be facilitated through a virtual platform, in which you will access at a dedicated Training Center.

All VILT SU’s will start and end promptly. Attendance will be taken in all Virtual Instructor Led Classes and Labs. The doors to the Virtual Classes and Labs will be closed 15 minutes into the class. All End-Users must be present at the end to receive their End User Proficiency Assessment.

Please take a moment to read the Course Catalog and review specifics of the class/classes you will be registered to attend. Take special note of the recommended e-learning lessons to complete prior to attending your first class. E-learning lessons will be ready for viewing in Net Learning (the RWJBarnabas Health Learning Management System) prior to the start of instructor-led training.

We are committed to providing the tools and educational experience necessary to ease your transition to the new software. Thank you in advance for your commitment to the success of the Epic implementation at RWJBarnabas Health.

Training Items in Navy Font = Does Not Require Registration

Training Items in Red Font = Requires Registration

<table>
<thead>
<tr>
<th>Items Listed in Navy = No Registration Required</th>
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## TRAINING TERMS & DEFINITIONS

### CREDENTIALIALED TRAINER

The **Credentialed Trainer** is the individual who facilitates the Virtual Led Training to the End Users. The **Credentialed Trainer** is sometimes referred to as the “CT”.

### EPIC ENVIRONMENTS

Epic provides various host environments for RWJBarnabas Health to utilize throughout the Training, Go-Live, and Live Process. Some of these environments include:

- **PLY** = Playground. This environment is used for End Users to practice in after they have attended their **VILT SU** training.
- **PROD** = Production. This environment is what RWJBarnabas Health will use as the live environment in which we will conduct business in.
- **SUP** = Support. This environment will be used for Log-In-Labs and IS/Training Support.
- **TRN** = Training Environment. This is the environment that will be utilized in the **VILT SU** classes for hands-on exercise simulation.

### EPIC TOGETHER

**Epic Together** is what the Epic Implementation Project is referred to at RWJBarnabas Health.

### EUPA

End User Proficiency Assessment is an assessment given at the end of the **VILT SU** s in a Training Track.

*Training Tracks that have more than one **VILT SU** in the Track will include the EUPA in the PART 4 Level **VILT SU**.*
GO-LIVE

**Go-Live** refers to the date that RWJBarnabas Health will begin conducting business in the **Epic Production Environment**.

LAB

Time Dedicated to Training/Technical Support. There are various types of labs assigned throughout the Training Tracks. These labs include:

- **Content Specific Labs** = Labs that are designed for additional hands-on training. These are designed similar to a **VILT SU** with instructor facilitated content, however, do not have a **EUPA** requirement.
- **Log-In-Labs** = This is a General Lab that all Non-Provider End Users will be required to attend. The Lab is designed to ensure that End Users can log-in to the Production Environment prior to Go-Live to ensure that they are able to Log-In.
- **Open Labs** = Labs that are designed to allow End Users extra practice time in the Training Environment with support from the Training Team present.
- **Training Registration Labs** = Labs that are designed to assist End-Users and Management with Training Registration for the course offerings.
- **User Setting Labs** = Labs for all Providers that are designed to assist them in setting-up specific user settings in their Epic Profile.

LEARNING MANAGEMENT SYSTEM

The **Learning Management System** (sometimes referred to as the **LMS**) is a system utilized by RWJBarnabas Health to assign, track and report on training registration and completion. RWJBarnabas Health utilizes **Net Learning** as our LMS Platform.
**NET LEARNING**

Net Learning is the Learning Management System that RWJBarnabas Health utilizes to assign, track and report on training registration and completion.

**PRINCIPAL TRAINER**

The Principal Trainer is the individual who develops training curriculum, training environment and partners w/ operational leadership to determine who needs what training. The Principal Trainer is sometimes referred to as the “PT”.

**SERVICE NOW**

Service Now refers to the ticketing system that you will utilize to enter any tickets relating to training questions and Epic IS related issues.

**SUPER USER**

Super User refers to the End User that will receive additional training to serve as a Super User in Epic, in their department for Go-Live Support, Training Updates, and much more.

**STS**

Specialty Trainer for Specialists = a Provider Trainer that has been credentialed to Train on Epic Workflows in their specific specialty.

**TRAINING CENTER**

Training Centers are the physical facilities at RWJBarnabas Health in which the End User will attend VILT SU s and LABs at.
<table>
<thead>
<tr>
<th>TRAINING ENVIRONMENT</th>
<th>The Training Environment refers to the <strong>Epic Training Environment</strong> (also known as TRN).</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAINING TRACK</td>
<td>A Training Track is a packaged track of learning items (WBTs, <strong>VILT SU</strong> s, EUPAs, LABS) bundled together to create the Learning Track that End Users are assigned in the <strong>Net Learning System</strong>. Training Tracks are role based and correlate to the Epic Security Template that is assigned to the End User</td>
</tr>
<tr>
<td>VILT SU</td>
<td>Virtual Instructor Led Training is the Training that is delivered through a virtual/simulated environment.</td>
</tr>
<tr>
<td>WebEx</td>
<td>WebEx is the <strong>Virtual Training Environment</strong> that RWJBarnabas Health will be using to facilitate Virtual Training in preparation for the <strong>Epic Go-Live</strong>.</td>
</tr>
<tr>
<td>WBT</td>
<td>Web Based Training assigned in the Training Tracks</td>
</tr>
</tbody>
</table>

**Legend**

- **WBT** = Web Based Training
- **VILT SU** = Virtual Instructor Led Training
- **LAB** = Hands-On Labs

**Note**

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**TRAINING / GO-LIVE TIMELINE**

**Training Assigned in Net Learning**  
*April 30, 2021*

**Super User Training**  
*July 19 - September 3, 2021*

**Provider Training**  
*July 19 - September 3, 2021*

**End User Training**  
*August 9 - September 24, 2021*

**Pre-live Labs**  
*September 20 - September 30, 2021*

**GO-LIVE**  
*October 1, 2021*
REGISTERING FOR TRAINING IN NET LEARNING

In order to gain access to the live Epic environment, all staff must complete the entire Epic Training Class that corresponds to their role. Prior to the VILT SU s and LABs, you will need to watch the prerequisite WBTs (eLearnings) that are listed in your Training Track. Below are the steps of how to watch the eLearning curriculum assigned to you in NetLearning.

In order to gain access to the live Epic environment all staff must attend the Epic Training Class/Classes appropriate for their role. Prior to attending VILT SU s and LABs, you will need to watch prerequisite WBTs (eLearnings) listed in your Training Track. This tip sheet will walk you through the steps of how to watch the WBTs (eLearning curriculum) assigned to you in NetLearning.

Logging-In

2. For RWJ Employees, use your Employee ID as your USER ID and your current NetManager password. For providers, use your email associated with RWJ as your USER ID and your current password.
3. Click LOGIN

The To-Do List

The To-Do List will show the class/classes (VILT SU s), eLearnings (WBTs), tests (EUPAs), etc. that the EHR Education team assigned. Please email the RWJB Training Team if you feel any assignment is incorrect or missing: RWJBH-EpicTraining@rwjbh.org

- **VILT SU** = Virtual Instructor Led Training. These courses contain either VILT SU or a numerical value (PART 1, PART 2, PART 3, PART 4) at the end of the title.
- **EUPA** = End User Proficiency Assessment. These assessments contain EUPA at the end of their title. These cannot be taken until you have completed the necessary prerequisites.
- **Lab** = Log in Lab / User Settings Lab / etc. These Labs are named in their title.
- **WBT** = Web Based Training. These eLearnings allow you to “Launch” their course at any time to complete.

**VILT SU s and Labs** require classroom registration. Labs will not appear for registration until you complete and pass your necessary EUPA(s) that you will take in the VILT SU s.
After registering for class, you will see it appear at the top of your **To Do List**:

![To Do List Image]

### Prerequisites

There are prerequisites built within each Training Track. We recommend that you complete your Training Track in the order that it is listed in the Catalog.

- Prerequisite **WBTs** will appear on your **To-Do List** as “eLearnings” and will have a **BLUE** button labeled **Launch**.

- Prerequisite **VILT SU s** and **LABs** will appear on your **To-Do List** as a “class” and will have a **BLUE** button labeled **“Select Class”**.

![Prerequisites Image]
Launching Assigned eLearnings/WBTs

1. Click Launch.

2. An eLearning will take you to a video or WBT. Simply click Play to play the WBT.

3. To take the assessment at the conclusion, click Take Test in the top right corner of the screen.

4. Repeat these same steps to complete all eLearnings/WBTs. Any completed training can be accessed via Completed List for review.

5. If you have optional WBTs on your catalogue, you may access them via Learning Opportunities. You can search by title, click the course title, and click Enroll. This will place them on your To Do List.

If you have any issues, please contact RWJBH-EpicTraining@rwjbh.org
Training Support Hours

Monday-Friday: 6:00 AM - 10:00 PM
Saturday-Sunday: 7:00 AM - 5:00 PM

(732)387-3371
Monday - Friday: 8:00 AM - 5:00 PM

RWJBH-EpicTraining@rwjbh.org

https://epictogethernj.org/training/

Service Now Ticketing System
Coming Soon

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AMBULATORY

ABSTRACTOR

TRACK DESCRIPTION:
In this Learning Track, the End User will learn how to create a patient chart in EPIC. You will be guided through adding historical information from an existing patient chart into Epic so the provider will have the information they need when these patients are first seen in the new system.

EXPECTED END USERS:
Abstractor, Trauma Registry

REQUIRED TRAINING

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Finding Patient Information **WBT** – 5:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

There are No Post-Go-Live Required Learning Items for this Role
**AMBULATORY VIEW-ONLY**

**TRACK DESCRIPTION:**
This learning track will enable end users to see the Ambulatory View of Epic.

**EXPECTED END USERS:**
As Determined by Management

<table>
<thead>
<tr>
<th>REQUIRED TRAINING</th>
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<tbody>
<tr>
<td><strong>PRE GO-LIVE</strong></td>
</tr>
<tr>
<td>✔️ Ambulatory – View Only VIDEO</td>
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<table>
<thead>
<tr>
<th>POST GO-LIVE</th>
</tr>
</thead>
</table>

*There are No Post-Go-Live Required Learning Items for this Role*
**TRACK DESCRIPTION:**

In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

**EXPECTED END USERS:**

Ambulatory Clinic Manager and Oncology Outpatient Nurse Manager

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 7:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans - Nurse **WBT** – 4:00 Min

- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
➢ Clinic Manager **VILT SU** – **3:00 Hours**
➢ EpicCare Ambulatory Super User **VILT** - **3 Hours**

➢ Overview of Hyperspace in for Revenue Access Products – **WBT** – **11:30 Min**
➢ Overview of the Interactive Face Sheet – **WBT** – **3:30 Min**
➢ Overview of Patient Registration in a Hospital Setting – **WBT** – **6:00 Min**
➢ Check-In and Register Appointments in an HOD – **WBT** – **7:00 Min**
➢ Checking in a Patient with Incorrect Registration Information – **WBT** – **6:00 Min**
➢ Overview of the Appointment Desk – **WBT** – **3:00 Min**
➢ It’s Possible... Secure Chat **WBT** – **2:00 Min**

➢ **Registration Basics VILT SU** – **4:30 Hours**

➢ Overview of Making Appointments **WBT** – **6:30 Min**
➢ Interpreting Provider Schedules **WBT** – **3:30 Min**
➢ Overview of the Department Appointments Report **WBT** – **3:00 Min**
➢ Overview of the **Snapboard WBT** – **3:00 Min**
➢ Overview of Workqueues for Access **WBT** – **8:00 Min**
➢ Report Setup **WBT** – **9:30 Min**
➢ Balancing Your Cash Drawer **WBT** – **6:30 Min**
➢ A Patient's Tour of Welcome **WBT** – **6:00 Min**
➢ Overview of MyChart **WBT** – **7:30 Min**
➢ Activating Patients for MyChart **WBT** – **5:00 Min**
➢ Handling Appointments from MyChart **WBT** – **2:00 Min**
➢ Overview of Referrals **WBT** – **5:00 Min**

➢ Front Desk Physician Practice PART 1 **VILT SU** – **8:00 Hours**
➢ Front Desk Physician Practice PART 2 **VILT SU** – **8:00 Hours**
➢ Front Desk Physician Practice PART 3 **VILT SU** – **4:30 Hours**

➢ Overview of Registration in a Clinic Setting **WBT** – **6:00 Min**
➢ Introduction to Account Maintenance **WBT** – **6:30 Min**
➢ Overview of a Single Billing Office **WBT** – **6:00 Min**
➢ Run and Manage Reports **WBT** – **7:00 Min**
➢ Overview of Charge Review Tools **WBT** – **6:30 Min**
➢ Overview of Claims **WBT** – **2:30 Min**
➢ Using Claim Edit Workqueues **WBT** – **7:00 Min**
- PB Charge Capture **VILT SU** – 8:00 Hours
- PB Charge Reconciliation Workshop – 2:00 Hours

**POST GO-LIVE**

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
NURSE SHARED (RN, LP, MA)

TRACK DESCRIPTION:

In this Learning Track, the End User will get an overview of Hyperspace in an Outpatient Setting, observe an Office Visit, learn how to identify and room the patients you will be caring for, how to wrap up a visit in Epic, and how to manage In Basket and MyChart. The course also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them.

EXPECTED END USERS:

Ambulatory Retail Nurse, Ancillary User, Athletic Trainer, Clinic Medical Assistant, Clinic Nurse, Clinic Nurse Student, Mental Health Associate, Nephrology Nurse Registration, Nurse/Front Desk, Nurse/Technologist, Dietitian, Nutritionist, and Psych RN, REI Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket WBT – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 6:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Overview of Therapy Plans Nurse WBT – 4:00 Min
- Clinical Support Visit WBT – 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min

➢ Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours

➢ Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours

➢ EpicCare Ambulatory Super User **VILT** - 3 Hours

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**There are No Post-Go-Live Required Learning Items for this Role**
OB NURSE

**TRACK DESCRIPTION:**

In this Learning Track, the End User will get an overview of Hyperspace in an Outpatient Setting, how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes rooming a pregnant patient, placing orders, resulting point of care tests, documenting immunizations and facility administered medications, writing notes, and managing In Basket and MyChart.

**EXPECTED END USERS:**

Maternal-Fetal Nurse, OB Outpatient Nurse

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- **OB Nurse PART 1 VILT SU** – 5:00 Hours
- **OB Nurse PART 2 VILT SU** – 5:00 Hours
- EpicCare Ambulatory Super User **VILT** - 3 Hours

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Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT SU** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
There are No Post-Go-Live Required Learning Items for this Role.
OB NURSE MANAGER

TRACK DESCRIPTION:
In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

EXPECTED END USERS:
Maternal-Fetal Nurse Manager, OB Outpatient Nurse Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 7:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min

- OB Nurse PART 1 **VILT SU** – 5:00 Hours
- OB Nurse PART 2 **VILT SU** – 5:00 Hours
- Clinic Manager **VILT SU** – 3:00 Hours

- Overview of Hyperspace in for Revenue Access Products – **WBT** – 11:30 Min
- Overview of the Interactive Face Sheet – **WBT** – 3:30 Min
- Overview of Patient Registration in a Hospital Setting – **WBT** – 6:00 Min

Items Listed in Navy = No Registration Required
**WBT** = Web Based Training
**VILT SU** = Virtual Instructor Led Training
**LAB** = Hands-On Labs
Items Listed in Red = Requires Registration
➢ Check-In and Register Appointments in an HOD – **WBT – 7:00 Min**
➢ Checking in a Patient with Incorrect Registration Information – **WBT – 6:00 Min**
➢ Overview of the Appointment Desk – **WBT – 3:00 Min**
➢ It’s Possible... Secure Chat **WBT – 2:00 Min**

➢ **Registration Basics VILT SU – 4:30 Hours**

➢ Overview of Making Appointments **WBT – 6:30 Min**
➢ Interpreting Provider Schedules **WBT – 3:30 Min**
➢ Overview of the Department Appointments Report **WBT – 3:00 Min**
➢ Overview of the Snapboard **WBT – 3:00 Min**
➢ Overview of Workqueues for Access **WBT – 8:00 Min**
➢ Report Setup **WBT – 9:30 Min**
➢ Balancing Your Cash Drawer **WBT – 6:30 Min**
➢ A Patient's Tour of Welcome **WBT – 6:00 Min**
➢ Overview of MyChart **WBT – 7:30 Min**
➢ Activating Patients for MyChart **WBT – 5:00 Min**
➢ Handling Appointments from MyChart **WBT – 2:00 Min**
➢ Overview of Referrals **WBT – 5:00 Min**

➢ **Front Desk Physician Practice PART 1 VILT SU – 8:00 Hours**
➢ **Front Desk Physician Practice PART 2 VILT SU – 8:00 Hours**
➢ **Front Desk Physician Practice PART 3 VILT SU – 4:30 Hours**

➢ Overview of Registration in a Clinic Setting **WBT – 6:00 Min**
➢ Introduction to Account Maintenance **WBT – 6:30 Min**
➢ Overview of a Single Billing Office **WBT – 6:00 Min**
➢ Run and Manage Reports **WBT – 7:00 Min**
➢ Overview of Charge Review Tools **WBT – 6:30 Min**
➢ Overview of Claims **WBT – 2:30 Min**
➢ Using Claim Edit Workqueues **WBT – 7:00 Min**

➢ **PB Charge Capture VILT SU – 8:00 Hours**
➢ **PB Charge Reconciliation Workshop – 2:00 Hours**
➢ **EpicCare Ambulatory Super User VILT- 3 Hours**

➢ **POST GO-LIVE**

➢ Overview of Reporting **WBT – 4:00 Min**
➢ Run and Manage Reports **WBT – 7:00 Min**
➢ Modifying the Search Criteria of a Report **WBT – 9:00 Min**
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
URGENT CARE NURSE

TRACK DESCRIPTION:
In this track, you will learn how to identify and room the patients you will be caring for. The track also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them. This track will also cover how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them. Additionally, End Users will learn how to check-in and room patients using the clinic map. This track will also review how to act on orders and wrap up a visit in an Ambulatory Urgent Care setting.

EXPECTED END USERS:
Urgent Care Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
➢ Clinic-Administered Medications WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Handling Refill Requests WBT – 7:00 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ In Basket: Following up on Results Messages WBT – 6:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Overview of Therapy Plans Nurse WBT – 4:00 Min
➢ Clinical Support Visit WBT – 9:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min
Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
Urgent Care Nurse **VILT SU** – 3:00 Hours
EpicCare Ambulatory Super User **VILT**- 3 Hours

There are **No Post-Go-Live Required Learning Items for this Role**
CARDIOLOGY

CARDIAC REHAB THERAPY

TRACK DESCRIPTION:
This learning track is designed for the Exercise Physiologist, Cardiac Rehab Therapist or Cardiac Rehab Therapy Student working in the Outpatient Setting

EXPECTED END USERS:
Cardiac Rehab Therapist, Exercise Physiologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace WBT – 12:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ Introduction to Communication Workflows WBT – 10:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Overview of InBasket WBT – 7:30 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Nurse Reviewing in the Chart WBT – 4:00 Min
➢ Overview of Writing Notes WBT – 9:30 Min
➢ Nurse Writing Notes WBT – 2:30 Min
➢ Nurse Managing Orders WBT – 6:30 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Epic EMR Success WBT – 14:00 Min
➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Wrapping up a Visit WBT – 8:00 Min
➢ EpicCare Ambulatory: Writing Notes for Office Visits WBT – 10:00 Min
<table>
<thead>
<tr>
<th>Activity</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Therapist VILT SU</td>
<td>7:00 Hours</td>
</tr>
<tr>
<td>EpicCare Ambulatory Super User VILT- 3 Hours</td>
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</tr>
<tr>
<td>It’s Possible … Chart Search in Storyboard WBT</td>
<td>1:30 Min</td>
</tr>
<tr>
<td>It’s Possible … Wrap-Up Tips WBT</td>
<td>1:00 Min</td>
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<tr>
<td>It’s Possible … QuickActions: QuickNotes WBT</td>
<td>1:00 Min</td>
</tr>
<tr>
<td>It’s Possible … InBasket: My Lists WBT</td>
<td>1:30 Min</td>
</tr>
<tr>
<td>It’s Possible … InBasket Personalization WBT</td>
<td>1:30 Min</td>
</tr>
<tr>
<td>It’s Possible … Personalize Your Space – Storyboard WBT</td>
<td>2:00 Min</td>
</tr>
<tr>
<td>It’s Possible … Sharing SmartPhrases WBT</td>
<td>1:30 Min</td>
</tr>
<tr>
<td>It’s Possible … Keyboard Shortcuts Part 1 WBT</td>
<td>1:00 Min</td>
</tr>
<tr>
<td>It’s Possible … Keyboard Shortcuts Part 2 WBT</td>
<td>1:00 Min</td>
</tr>
<tr>
<td>It’s Possible … Care Everywhere WBT</td>
<td>1:30 Min</td>
</tr>
</tbody>
</table>
CARDIOLOGY CLINIC NURSE

TRACK DESCRIPTION:
In this Learning Track, the End User will get an overview of Hyperspace in an Outpatient Setting, observe an Office Visit, learn how to identify and room the patients you will be caring for, how to wrap up a visit in Epic, and how to manage In Basket and MyChart. The course also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them. This track has an additional course specific to cardiology functions. In this portion of the track the End User will learn the Cardiology Clinic Nurse role and functionality in Epic. End Users will use exercises to practice performing and documenting diagnostic exams in Epic.

EXPECTED END USERS:
Clinic Nurse who also perform cardiac imaging exams such as echocardiography and stress.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans Nurse **WBT** – 4:00 Min
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT SU** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
➢ Nurse Shared Part 2 (RN, LP, MA) **VILT** SU – 5:00 Hours

➢ Overview of Report Settings **WBT** – 4:30 Min

➢ Overview of the Navigator **WBT** – 3:30 Min

➢ Cardiology Clinic Nurse **VILT** SU – 6:00 Hours

➢ EpicCare Ambulatory Super User **VILT**- 3 Hours
CARDIOLOGY CLINIC TECHNICIAN

TRACK DESCRIPTION:
In this Learning Track, the End User will get an overview of Hyperspace in an Outpatient Setting, observe an Office Visit, learn how to identify and room the patients you will be caring for, how to wrap up a visit in Epic, and how to manage In Basket and MyChart. The course also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them. This track has an additional course specific to cardiology functions. In this portion of the track the End User will learn the Cardiology Clinic Technician role and functionality in Epic. End Users will use exercises to practice performing and documenting a variety of diagnostic exams (devices, sonography, and stress exams) in Epic.

EXPECTED END USERS:
Clinic cardiac technologist (echo, vascular, stress or device), Clinic Medical Assistant who also performs cardiac imaging exams such as echo, holter and stress. (imaging exams does not include ECG).

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
➢ Clinic-Administered Medications WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Handling Refill Requests WBT – 7:00 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ In Basket: Following up on Results Messages WBT – 6:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Overview of Therapy Plans Nurse WBT – 4:00 Min
➢ Clinical Support Visit WBT – 9:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ Sending and Reviewing Patient Questionnaires **WBT – 7:00 Min**
➢ It’s Possible... Secure Chat **WBT – 2:00 Min**

➢ Nurse Shared Part 1 (RN, LP, MA) **VILT SU – 5:00 Hours**
➢ Nurse Shared Part 2 (RN, LP, MA) **VILT SU – 5:00 Hours**

➢ Overview of Report Settings **WBT – 4:30 Min**
➢ Introduction to Ancillary Orders **WBT – 3:00 Min**
➢ Overview of Technologist Work List **WBT – 3:00 Min**
➢ Overview of the Navigator **WBT – 3:30 Min**

➢ Cardiology Clinic Technician **VILT SU - 3:00 Hours**
➢ EpicCare Ambulatory Super User **VILT- 3 Hours**
DERMATOLOGY HISTOTECHNOLOGIST

TRACK DESCRIPTION:
In this learning track, the End User will learn how to annotate a Dermatological image for MOHS surgery procedure.

EXPECTED END USERS:
Histotechnologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Finding Patient Information WBT – 5:00 Min
- Dermatology Histotechnologist VILT SU – 3:00 Hours

There are No Post-Go-Live Required Learning Items for this Role.
DERMATOLOGY NURSE & CERTIFIED MEDICAL ASSISTANT

TRACK DESCRIPTION:
In this learning track, the End User will learn how to identify and room the patients you will be caring for. The track also covers how to place orders, how to document encounters and results. The End User will also explore the activities in Epic that you will use most often for your job role. Additionally, the End Users will learn how to document injections and document skin patch test and phototherapy visits.

EXPECTED END USERS:
Dermatology Nurse RN, LPN and Medical Assistant

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket WBT – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 6:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Overview of Therapy Plans WBT – Nurse – 4:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min

- Dermatology Clinic Support Staff VILT SU – 8:00 Hours
- Clinical Support Visit WBT - 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min

There are No Post-Go-Live Required Learning Items for this Role.
DERMATOLOGY CLINIC MANAGER

TRACK DESCRIPTION:

In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

EXPECTED END USERS:

Dermatology Clinic Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Clinical Support Visit WBT – 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket WBT – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 7:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Overview of Therapy Plans - Nurse WBT – 4:00 Min

- Dermatology Clinic Support Staff VILT SU – 8:00 Hours
- Clinic Manager VILT SU – 3:00 Hours
➢ Overview of Hyperspace in for Revenue Access Products – **WBT** – 11:30 Min
➢ Overview of the Interactive Face Sheet – **WBT** – 3:30 Min
➢ Overview of Patient Registration in a Hospital Setting – **WBT** – 6:00 Min
➢ Check-In and Register Appointments in an HOD – **WBT** – 7:00 Min
➢ Checking in a Patient with Incorrect Registration Information – **WBT** – 6:00 Min
➢ Overview of the Appointment Desk – **WBT** – 3:00 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min

➢ Registration Basics **VILT SU** – 4:30 Hours

➢ Overview of Making Appointments **WBT** – 6:30 Min
➢ Interpreting Provider Schedules **WBT** – 3:30 Min
➢ Overview of the Department Appointments Report **WBT** – 3:00 Min
➢ Overview of the Snapboard **WBT** – 3:00 Min
➢ Overview of Workqueues for Access **WBT** – 8:00 Min
➢ Report Setup **WBT** – 9:30 Min
➢ Balancing Your Cash Drawer **WBT** – 6:30 Min
➢ A Patient’s Tour of Welcome **WBT** – 6:00 Min
➢ Overview of MyChart **WBT** – 7:30 Min
➢ Activating Patients for MyChart **WBT** – 5:00 Min
➢ Handling Appointments from MyChart **WBT** – 2:00 Min
➢ Overview of Referrals **WBT** – 5:00 Min

➢ Front Desk Physician Practice PART 1 **VILT SU** – 8:00 Hours
➢ Front Desk Physician Practice PART 2 **VILT SU** – 8:00 Hours
➢ Front Desk Physician Practice PART 3 **VILT SU** – 4:30 Hours

➢ Overview of Registration in a Clinic Setting **WBT** – 6:00 Min
➢ Introduction to Account Maintenance **WBT** – 6:30 Min
➢ Overview of a Single Billing Office **WBT** – 6:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Overview of Charge Review Tools **WBT** – 6:30 Min
➢ Overview of Claims **WBT** – 2:30 Min
➢ Using Claim Edit Workqueues **WBT** – 7:00 Min

➢ **PB Charge Capture** **VILT SU** – 8:00 Hours
➢ **PB Charge Reconciliation Workshop** – 2:00 Hours
POST GO-LIVE

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
IMAGING

OUTPATIENT TECHNOLOGIST

TRACK DESCRIPTION:
In this Learning Track, End Users will learn how to document x-ray exams using the Begin and End Exam Navigators.

EXPECTED END USERS:
Ambulatory Radiologic, Vascular, Ultrasound, X-Ray and EKG

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Overview of the Technologist Work List WBT – 3:00 Min
➢ Imaging Outpatient X-Ray Technologist VILT SU – 4:30 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role.
ONCOLOGY

ONCOLOGY CLINIC NURSE

TRACK DESCRIPTION:
This track is designed for nurses in the Outpatient setting who work in the Oncology Clinic Setting

EXPECTED END USERS:
Outpatient Oncology Clinic Nurses

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans Nurse **WBT** – 4:00 Min
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Oncology Clinic Nurse **VILT SU** – 4:00 Hours
<table>
<thead>
<tr>
<th>POST-GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Beacon Super User <strong>VILT - 1 Hour</strong></td>
</tr>
</tbody>
</table>

There are No Post-Go-Live Required Learning Items for this Role

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**Items Listed in Navy** = No Registration Required  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs  

**Items Listed in Red** = Requires Registration
ONCOLOGY INFUSION NURSE

TRACK DESCRIPTION:
This track is designed for nurses in the Outpatient Setting who work in the Outpatient Infusion Area

EXPECTED END USERS:
Outpatient Oncology Infusion Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans Nurse **WBT** – 4:00 Min
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- Oncology Infusion Nurse **VILT SU** – 8:00 Hours
- EpicCare Ambulatory Super User **VILT** - 3 Hours
- IV Pump Integration Simulation **LAB** - 2:00 Hours
- Beacon Super User **VILT** - 1 Hour

**WBT** = Web Based Training  **VILT SU** = Virtual Instructor Led Training  **LAB** = Hands-On Labs

Items Listed in Navy = No Registration Required  Items Listed in Red = Requires Registration
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<td><strong>LAB</strong> = Hands-On Labs</td>
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</table>
RADIATION ONCOLOGY NURSE

**TRACK DESCRIPTION:**
In this learning track the end user will learn about the inpatient/outpatient Radiation Oncology Nurse Role, functionality in Epic and Radiation Oncology Workflows in Epic.

**EXPECTED END USERS:**
Radiation Oncology Nurse (Outpatient/Inpatient)

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans Nurse **WBT** – 4:00 Min
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours

- Introduction to MyChart Bedside **WBT** – 1:30 Min
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Using Pump Rate Verify **WBT** – 5:00 Min
- Overview of MyChart Bedside **WBT** – 5:00 Min
- Additional Pump Rate Verify Workflows **WBT** – 6:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Document Patient Education **WBT** – 7:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min

- Radiation Oncology Nurse **VILT SU** – 2:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

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**POST GO-LIVE**

*There are No Post-Go-Live Required Learning Items for this Role*
ORTHOPAEDIC

ORTHOPAEDIC CLINIC MANAGER

TRACK DESCRIPTION:
In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

EXPECTED END USERS:
Orthopaedic Clinic Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Clinical Support Visit WBT – 9:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
➢ Clinic-Administered Medications WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Handling Refill Requests WBT – 7:00 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ In Basket: Following up on Results Messages WBT – 7:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Overview of Therapy Plans - Nurse WBT – 4:00 Min
➢ Orthopaedic Clinic Support Staff **VILT SU – 7:00 Hours**

➢ **Clinic Manager** **VILT SU – 3:00 Hours**

➢ Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
➢ Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
➢ Overview of Patient Registration in a Hospital Setting – **WBT – 6:00 Min**
➢ Check-In and Register Appointments in an HOD – **WBT – 7:00 Min**
➢ Checking in a Patient with Incorrect Registration Information – **WBT – 6:00 Min**
➢ Overview of the Appointment Desk – **WBT – 3:00 Min**
➢ It’s Possible... Secure Chat **WBT – 2:00 Min**

➢ **Registration Basics VILT SU – 4:30 Hours**

➢ Overview of Making Appointments **WBT – 6:30 Min**
➢ Interpreting Provider Schedules **WBT – 3:30 Min**
➢ Overview of the Department Appointments Report **WBT – 3:00 Min**
➢ Overview of the Snapboard **WBT – 3:00 Min**
➢ Overview of Workqueues for Access **WBT – 8:00 Min**
➢ Report Setup **WBT – 9:30 Min**
➢ Balancing Your Cash Drawer **WBT – 6:30 Min**
➢ A Patient’s Tour of Welcome **WBT – 6:00 Min**
➢ Overview of MyChart **WBT – 7:30 Min**
➢ Activating Patients for MyChart **WBT – 5:00 Min**
➢ Handling Appointments from MyChart **WBT – 2:00 Min**
➢ Overview of Referrals **WBT – 5:00 Min**

➢ **Front Desk Physician Practice PART 1 VILT SU – 8:00 Hours**
➢ **Front Desk Physician Practice PART 2 VILT SU – 8:00 Hours**
➢ **Front Desk Physician Practice PART 3 VILT SU – 4:30 Hours**

➢ Overview of Registration in a Clinic Setting **WBT – 6:00 Min**
➢ Introduction to Account Maintenance **WBT – 6:30 Min**
➢ Overview of a Single Billing Office **WBT – 6:00 Min**
➢ Run and Manage Reports **WBT – 7:00 Min**
➢ Overview of Charge Review Tools **WBT – 6:30 Min**
➢ Overview of Claims **WBT – 2:30 Min**
➢ Using Claim Edit Workqueues **WBT – 7:00 Min**
- PB Charge Capture **VILT SU** – **8:00 Hours**
- PB Charge Reconciliation Workshop – **2:00 Hours**
- Bones Super User **VILT**- **4:00 Hours**

**POST GO-LIVE**

- Overview of Reporting **WBT** – **4:00 Min**
- Run and Manage Reports **WBT** – **7:00 Min**
- Modifying the Search Criteria of a Report **WBT** – **9:00 Min**
- Introduction to Radar **WBT** – **6:00 Min**
- Create a New View of a Radar Dashboard **WBT** – **7:00 Min**
- It’s Possible... Secure Chat **WBT** – **2:00 Min**

- Reporting in Epic (POST GO-LIVE) **VILT** – **4:30 Hours**
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – **1:00 Hour**
  - Slicer Dicer **LAB** (Non-Clinical) – **1:00 Hour**

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**Items Listed in Navy = No Registration Required**

**WBT = Web Based Training**  **VILT SU = Virtual Instructor Led Training**  **LAB = Hands-On Labs**  

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ORTHOPAEDIC NURSE / CERTIFIED MEDICAL ASSISTANT

TRACK DESCRIPTION:
In this Learning Track, the End User will learn how to identify and room the patients you will be caring for. The track also covers how to place orders, how to document encounters and results, and includes lessons on documenting affected body area, documenting injections and casting workflows.

EXPECTED END USERS:
Orthopaedic Nurse, Orthopaedic Certified Medical Assistant, Orthopaedic Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
➢ Clinic-Administered Medications WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Handling Refill Requests WBT – 7:00 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ In Basket: Following up on Results Messages WBT – 6:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Orthopaedic Clinic Support Staff VILT SU – 7:00 Hours
➢ Bones Super User VILT- 4:00 Hours

➢ Clinical Support Visit WBT – 9:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
There are No Post-Go-Live Required Learning Items for this Role
**MAIL ORDER PHARMACY TECHNICIAN WITH REPORTING**

**TRACK DESCRIPTION:**
In this Learning Track, end users will become familiar with the Home page in Willow Ambulatory and How prescriptions flow with Workqueues. Users will learn end to end workflows from drop off window to pick up, which includes Drop off, electronic prescriptions, medication interaction warnings, adjudication, Insurance rejects and routing, filling, and Point of Sale. In addition, End Users will also be taught on processing refills workflows. Lastly, End Users will learn on how to register for a new patient, entering paper prescriptions.

**EXPECTED END USERS:**
Pharmacy Technician – Mail Order

**REQUIRED TRAINING**

**IMPORTANT NOTE:** Classes / Labs noted in **RED** are to be taken in the order they are listed

- Review New Electronic Prescriptions **WBT – 4:30 Min**
- Introduction to Willow Inventory for Willow Ambulatory **WBT – 10:00 Min**
- Overview of MyChart **WBT – 7:30 Min**
- It’s Possible … Secure Chat **WBT- 2:00 Min**
- It’s Possible … Point of Sale for Outpatient Pharmacies **WBT – 1:30 Min**
- Overview of Adjudication **WBT- 7:30 Min**

- Mail Order Pharmacy Technician PART 1 **VILT SU – 4:00 Hours**
- Mail Order Pharmacy Technician PART 2 **VILT SU – 5:00 Hours**

- Overview of Reporting **WBT – 4:00 Min**
- Run and Manage Reports **WBT – 7:00 Min**
- Modifying the Search Criteria of a Report **WBT – 9:00 Min**
- Introduction to Radar **WBT – 6:00 Min**
- Create a New View of a Radar Dashboard **WBT – 7:00 Min**
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>➢ It’s Possible... Secure Chat <strong>WBT</strong> – 2:00 Min</td>
</tr>
<tr>
<td>➢ Reporting in Epic (PRE-LIVE) <strong>VILT SU</strong> – 4:30 Hours</td>
</tr>
<tr>
<td>➢ Outpatient Pharmacy Super User <strong>VILT</strong>- 2:00 Hours</td>
</tr>
<tr>
<td>➢ Advanced Reporting in Epic (POST-LIVE) <strong>VILT</strong> – 4:30 Hours</td>
</tr>
</tbody>
</table>

- **WBT** = Web Based Training
- **VILT SU** = Virtual Instructor Led Training
- **LAB** = Hands-On Labs
MAIL ORDER PHARMACY TECHNICIAN WITHOUT REPORTING

TRACK DESCRIPTION:
In this Learning Track, end users will become familiar with the Home page in Willow Ambulatory and How prescriptions flow with Workqueues. Users will learn end to end workflows from drop off window to pick up, which includes Drop off, electronic prescriptions, medication interaction warnings, adjudication, Insurance rejects and routing, filling, and Point of Sale. In addition, End Users will also be taught on processing refills workflows. Lastly, End Users will learn on how to register for a new patient, entering paper prescriptions.

EXPECTED END USERS:
Pharmacy Technician – Mail Order

REQUIRED TRAINING

IMPORTANT NOTE: Classes / Labs noted in RED are to be taken in the order they are listed

PRE GO-LIVE

➢ Review New Electronic Prescriptions WBT – 4:30 Min
➢ Introduction of Willow Inventory for Willow Ambulatory WBT – 10:00 Min
➢ Overview of MyChart WBT – 7:30 Min
➢ It’s Possible … Secure Chat WBT - 2:00 Min
➢ It’s Possible … Point of Sale for Outpatient Pharmacies WBT – 1:30 Min
➢ Overview of Adjudication WBT- 7:30 Min

➢ Mail Order Pharmacy Technician PART 1 VILT SU – 4:00 Hours
➢ Mail Order Pharmacy Technician PART 2 VILT SU – 5:00 Hours
➢ Outpatient Pharmacy Super User VILT- 2:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
OUTPATIENT PHARMACY INVENTORY

TRACK DESCRIPTION:
In this Learning Track, End Users will Learn Inventory Workflows Which Includes explanation of Inventory Terminology, Placing a purchase order, Receiving Inventory, Cycle Counts and Updating balances.

PREREQUISITES TO THIS TRACK:
The prerequisite to this track is that the End User completes one of the following tracks:
- Pharmacy Technician – Retail
- OR
- Pharmacy Technician – Mail Order

EXPECTED END USERS:
Ambulatory Pharmacy Technician

REQUIRED TRAINING

PRE-GO-LIVE
- Outpatient Pharmacy Inventory VILT SU – 4:00 Hours

POST-GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role
RETAIL PHARMACY TECHNICIAN WITH REPORTING

TRACK DESCRIPTION:
In this Learning Track, end users will start off by getting familiar with Home page in Willow Ambulatory and How prescriptions flow with Workqueues. Users will learn end to end workflows from drop off window to pick up, which includes Drop off, electronic prescriptions, medication interaction warnings, adjudication, Insurance rejects and routing, filling, and Finally Point of Sale. In addition, End Users will also be taught on processing refills workflows. End Users will learn on how to register for a new patient, entering paper prescriptions and Discontinuing/Transferring prescriptions. In addition, end users will also learn about Meds to Beds Workflows.

EXPECTED END USERS:
Ambulatory Pharmacy Technician

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Review New Electronic Prescriptions **WBT** – 4:30 Min
➢ Verify Fills **WBT** – 3:30 Min
➢ Convert Prescriptions **WBT** – 6:30 Min
➢ Introduction of Willow Inventory for Willow Ambulatory **WBT** – 10:00 Min
➢ Overview of MyChart **WBT** – 7:30 Min
➢ It’s Possible ... Secure Chat **WBT**- 2:00 Min
➢ It’s Possible ... Point of Sale for Outpatient Pharmacies **WBT** – 1:30 Min
➢ Overview of Adjudication **WBT**- 7:30 Min

➢ Retail Pharmacy Technician **VILT SU** – 8:00 Hours

➢ Overview of Reporting **WBT** – 4:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Modifying the Search Criteria of a Report **WBT** – 9:00 Min
➢ Introduction to Radar **WBT** – 6:00 Min
➢ Create a New View of a Radar Dashboard **WBT** – 7:00 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min
POST GO-LIVE

➢ Reporting in Epic (PRE-LIVE) **VILT SU** – 4:30 Hours
➢ Outpatient Pharmacy Super User **VILT**- 2:00 Hours

➢ Advanced Reporting in Epic (POST-LIVE) **VILT** – 4:30 Hours
RETAIL PHARMACY TECHNICIAN WITHOUT REPORTING

TRACK DESCRIPTION:
In this Learning Track, end users will start off by getting familiar with Home page in Willow Ambulatory and How prescriptions flow with Workqueues. Users will learn end to end workflows from drop off window to pick up, which includes Drop off, electronic prescriptions, medication interaction warnings, adjudication, Insurance rejects and routing, filling, and Finally Point of Sale. In addition, End Users will also be taught on processing refills workflows. End Users will learn on how to register for a new patient, entering paper prescriptions and Discontinuing/Transferring prescriptions. In addition, end users will also learn about Meds to Beds Workflows.

EXPECTED END USERS:
Ambulatory Pharmacy Technician

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Review New Electronic Prescriptions WBT – 4:30 Min
➢ Verify Fills WBT – 3:30 Min
➢ Convert Prescriptions WBT – 6:30 Min
➢ Introduction of Willow Inventory for Willow Ambulatory WBT – 10:00 Min
➢ Overview of MyChart WBT – 7:30 Min
➢ It’s Possible ... Secure Chat WBT- 2:00 Min
➢ It’s Possible ... Point of Sale for Outpatient Pharmacies WBT – 1:30 Min
➢ Overview of Adjudication WBT- 7:30 Min

➢ Retail Pharmacy Technician VILT SU – 8:00 Hours
➢ Outpatient Pharmacy Super User VILT- 2:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
POPLATION HEALTH

CARE MANAGER NURSE / SUPERVISOR

TRACK DESCRIPTION:
In this learning track, the End User will learn how to identify and room the patients you will be caring for. The track also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them. End Users will learn care management workflows in Epic such as using dashboards, bulk outreach, creating and wrapping up patient outreach encounters, and reviewing and updating social determinants of health.

EXPECTED END USERS:
Care Manager Nurse, Care Manager Supervisor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 6:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Overview of Therapy Plans – Nurse WBT – 4:00 Min
- Clinical Support Visit WBT – 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
- It’s Possible… Secure Chat WBT – 2:00 Min

- Nurse Shared Part 1 (RN, LP, MA) VILT SU – 5:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration
Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – **5:00 Hours**

- Introduction to Radar **WBT** – **6:00 Min**
- Run and Manage Reports **WBT** – **7:00 Min**

- Population Health Care Management **VILT SU** – **4:30 Hours**
- EpicCare Ambulatory Super User **VILT** - **3:00 Hours**

**POST GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role
SOCIAL CARE WITH SCHEDULE ONLY

TRACK DESCRIPTION:
In this learning track, the End User will learn how to schedule basic and advanced appointments. The End User will also learn social care professionals’ workflows in Epic. This session includes using dashboards, finding referrals, creating a program episode, documenting a patient support network, documenting an assessment, reviewing and updating social determinants of health, connecting patient’s with community resources, and creating and finalizing a plan of care.

EXPECTED END USERS:
Social Care Worker, Social Care Supervisor, Social Care Professional

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30
➢ Overview of the Appointment Desk **WBT** – 3:00 Min
➢ Overview of Making Appointments **WBT** – 6:30 Min
➢ Interpreting Provider Schedules **WBT** – 3:30 Min
➢ Activating Patients for MyChart **WBT** – 5:00 Min

➢ Schedule Only **VILT SU** – 3:00 Hours

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
➢ Finding Patient Information **WBT** – 5:00 Min
➢ Overview of In Basket **WBT** – 7:30 Min
➢ Overview of Writing Notes **WBT** – 9:30 Min
➢ In Basket: Telephone Encounters **WBT** – 7:00 Min
➢ Introduction to Radar **WBT** – 6:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Activating Patients for MyChart **WBT** – 5:00 Min
➢ Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
➢ It’s Possible… Secure Chat **WBT** – 2:00 Min

➢ Social Care **VILT SU** – 4:30 Hours

Items Listed in Navy = No Registration Required
**WBT** = Web Based Training

Items Listed in Red = Requires Registration
**VILT SU** = Virtual Instructor Led Training
**LAB** = Hands-On Labs

66
There are No Post-Go-Live Required Learning Items for this Role
SOCIAL CARE

TRACK DESCRIPTION:
In this learning track, the End User will learn how to schedule basic and advanced appointments. The End User will also learn social care professionals’ workflows in Epic. This session includes using dashboards, finding referrals, creating a program episode, documenting a patient support network, documenting an assessment, reviewing and updating social determinants of health, connecting patient’s with community resources, and creating and finalizing a plan of care.

EXPECTED END USERS:
Social Care Worker, Social Care Supervisor, Social Care Professional

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ Overview of Writing Notes WBT – 9:30 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Social Care VILT SU – 4:30 Hours

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
Items Listed in Red = Requires Registration

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs
OUTPATIENT THERAPIST

TRACK DESCRIPTION:
This learning track is designed for the OT, PT, SLP, PTA, COTA or Therapy Student working in the Outpatient Setting

EXPECTED END USERS:
Occupational Therapist, Physical Therapist, Speech & Language Pathologist, Certified Occupational Therapy Assistant, Therapy Student, Cardiac Rehab Therapist, Exercise Physiologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace WBT – 12:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Finding Patient Information WBT – 5:00 Min
- Introduction to Communication Workflows WBT – 10:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Overview of InBasket WBT – 7:30 Min
- Overview of Unit Manager WBT – 5:00 Min
- Nurse Reviewing in the Chart WBT – 4:00 Min
- Overview of Writing Notes WBT – 9:30 Min
- Nurse Writing Notes WBT – 2:30 Min
- Nurse Managing Orders WBT – 6:30 Min
- Overview of the Snapboard WBT – 3:00 Min
- Enter Hospital Charges WBT – 4:30 Min
- Epic EMR Success WBT – 14:00 Min
- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Wrapping up a Visit WBT – 8:00 Min
- EpicCare Ambulatory: Writing Notes for Office Visits WBT – 10:00 Min

WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
➢ Rehab Outpatient Therapist **VILT SU** – 7:00 Hours

➢ It’s Possible ... Chart Search in Storyboard **WBT** – 1:30 Min
➢ It’s Possible ... Wrap-Up Tips **WBT** – 1:00 Min
➢ It’s Possible ... QuickActions: QuickNotes **WBT** – 1:00 Min
➢ It’s Possible ... InBasket: My Lists **WBT** – 1:30 Min
➢ It’s Possible ... InBasket Personalization **WBT** – 1:30 Min
➢ It’s Possible ... Personalize Your Space – Storyboard **WBT** – 2:00 Min
➢ It’s Possible ... Sharing SmartPhrases **WBT** – 1:30 Min
➢ It’s Possible ... Keyboard Shortcuts Part 1 **WBT** – 1:00 Min
➢ It’s Possible ... Keyboard Shortcuts Part 2 **WBT** – 1:00 Min
➢ It’s Possible ... Care Everywhere **WBT** – 1:30 Min
OUTPATIENT THERAPIST CLINIC MANAGER

TRACK DESCRIPTION:
In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

EXPECTED END USERS:
Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager Sub template, Transplant Nurse Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace WBT – 12:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ Introduction to Communication Workflows WBT – 10:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Overview of InBasket WBT – 7:30 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Nurse Reviewing in the Chart WBT – 4:00 Min
➢ Overview of Writing Notes WBT – 9:30 Min
➢ Nurse Writing Notes WBT – 2:30 Min
➢ Nurse Managing Orders WBT – 6:30 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Epic EMR Success WBT – 14:00 Min
➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Wrapping up a Visit WBT – 8:00 Min
➢ EpicCare Ambulatory: Writing Notes for Office Visits WBT – 10:00 Min
Rehab Therapist (Outpatient) **VILT SU** – **7:00 Hours**

- Clinic Manager **VILT SU** – **3:00 Hours**
  - Overview of Hyperspace in for Revenue Access Products – **WBT** – **11:30 Min**
  - Overview of the Interactive Face Sheet – **WBT** – **3:30 Min**
  - Overview of Patient Registration in a Hospital Setting – **WBT** – **6:00 Min**
  - Check-In and Register Appointments in an HOD – **WBT** – **7:00 Min**
  - Checking in a Patient with Incorrect Registration Information – **WBT** – **6:00 Min**
  - Overview of the Appointment Desk – **WBT** – **3:00 Min**
  - It’s Possible… Secure Chat **WBT** – **2:00 Min**

**Registration Basics VILT SU** – **4:30 Hours**

- Overview of Making Appointments **WBT** – **6:30 Min**
- Interpreting Provider Schedules **WBT** – **3:30 Min**
- Overview of the Department Appointments Report **WBT** – **3:00 Min**
- Overview of the **Snapboard** **WBT** – **3:00 Min**
- Overview of Workqueues for Access **WBT** – **8:00 Min**
- Report Setup **WBT** – **9:30 Min**
- Balancing Your Cash Drawer **WBT** – **6:30 Min**
- A Patient’s Tour of Welcome **WBT** – **6:00 Min**
- Overview of MyChart **WBT** – **7:30 Min**
- Activating Patients for MyChart **WBT** – **5:00 Min**
- Handling Appointments from MyChart **WBT** – **2:00 Min**
- Overview of Referrals **WBT** – **5:00 Min**

**Front Desk HOD PART 1 VILT SU** – **8:00 Hours**

**Front Desk HOD PART 2 VILT SU** – **8:00 Hours**

- Overview of Registration in a Clinic Setting **WBT** – **6:00 Min**
- Introduction to Account Maintenance **WBT** – **6:30 Min**
- Overview of a Single Billing Office **WBT** – **6:00 Min**
- Run and Manage Reports **WBT** – **7:00 Min**
- Overview of Charge Review Tools **WBT** – **6:30 Min**
- Overview of Claims **WBT** – **2:30 Min**
- Using Claim Edit Workqueues **WBT** – **7:00 Min**

- **HB Clinical Department Manager VILT SU** – **4:00 Hours**
- HB Clinical Department Manager **LAB** – 1:30 Hour

- **POST GO-LIVE**
  - Overview of Reporting **WBT** – 4:00 Min
  - Run and Manage Reports **WBT** – 7:00 Min
  - Modifying the Search Criteria of a Report **WBT** – 9:00 Min
  - Introduction to Radar **WBT** – 6:00 Min
  - Create a New View of a Radar Dashboard **WBT** – 7:00 Min
  - It’s Possible... Secure Chat **WBT** – 2:00 Min
  - Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
  - One of the Following:
    - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
    - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
REHAB AUTHORIZATION USER

TRACK DESCRIPTION:
This track is designed for anyone who will need to work with authorization of appointments in a Rehab setting. All users need to complete Front Desk HOD as a prerequisite.

EXPECTED END USERS:
Rehab Front Desk users who work with authorization

REQUIRED TRAINING

Prerequisites to this Training Track are the following:
➢ Front Desk HOD Training Track
➢ Completing Authorization and Certification WBT – 8:30 Min
➢ Overview of Referrals WBT – 5:00 Min
➢ Overview of Benefit Collection WBT – 3:30 Min
➢ Rehab Authorization User VILT SU – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
# FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

## TRACK DESCRIPTION:

This track is designed for the Front Desk End User in a Hospital Outpatient Department. End Users will learn about patient and encounter level registration, new patient creation, pre-registration, and guarantor accounts and coverages. The end user will also learn how to schedule basic and advanced appointments.

## EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

## REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Check-In and Register Appointments in an HOD **WBT** – 7:00 Min
- Checking-In a Patient with Incorrect Registration Information **WBT** – 6:00 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Overview of the Interactive Face Sheet **WBT** – 3:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min

- Registration Basics **VILT SU** – 4:30 Hours

- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedulers **WBT** – 3:30 Min
- Overview of the Department Appointments Report **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Report Setup **WBT** – 9:30 Min
- Balancing Your Cash Drawer **WBT** – 6:30 Min
- A Patient’s Tour of Welcome **WBT** – 6:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Handling Appointments from MyChart **WBT** – 2:00 Min

- Front Desk HOD PART 1 **VILT SU** – 8:00 Hours
- Front Desk HOD PART 2 **VILT SU** – 8:00 Hours
There are No Post-Go-Live Required Learning Items for this Role
REPORTING

MANAGER REPORTING

TRACK DESCRIPTION:
In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:
Department Managers that do Reporting
*This is already built into the Learning Track if it is a part of another Learning Track

REQUIRED TRAINING

There are No Pre-Go-Live Required Learning Items for this Role

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Reporting WBT – 4:00 Min
- Run and Manage Reports WBT – 7:00 Min
- Modifying the Search Criteria of a Report WBT – 9:00 Min
- Introduction to Radar WBT – 6:00 Min
- Create a New View of a Radar Dashboard WBT – 7:00 Min
- It’s Possible… Secure Chat WBT – 2:00 Min

- Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours
- One of the Following:
  - Slicer Dicer LAB (Clinical) – 1:00 Hour
  - Slicer Dicer LAB (Non-Clinical) – 1:00 Hour

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
REPORTING POWER USER

TRACK DESCRIPTION:
In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:
Reporting Power Users
*This is already built into the Learning Track if it is a part of another Learning Track

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
- Overview of Reporting WBT – 4:00 Min
- Run and Manage Reports WBT – 7:00 Min
- Modifying the Search Criteria of a Report WBT – 9:00 Min
- Introduction to Radar WBT – 6:00 Min
- Create a New View of a Radar Dashboard WBT – 7:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min

- Reporting in Epic (PRE-LIVE) VILT SU – 4:30 Hours

POST GO-LIVE
- Advanced Reporting in Epic (POST-LIVE) VILT – 4:30 Hours

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs

Items Listed in Navy = No Registration Required  Items Listed in Red = Requires Registration
**SLICER DICER - (Voluntary Track)**

**TRACK DESCRIPTION:**
In this learning track, the End User will get a hands-on experience to apply the Epic Reporting workflows to their department.

**EXPECTED END USERS:**
Voluntary Track

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**REQUIRED TRAINING**

**PRE-GO-LIVE**

*There are No Pre-Go-Live Required Learning Items for this Role*

**POST-GO-LIVE**

- Slicer Dicer **LAB** (Clinical) – 1:00 Hour
- Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour

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Items Listed in Navy = No Registration Required  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs  
Items Listed in Red = Requires Registration
RESEARCH

RESEARCH COORDINATOR

TRACK DESCRIPTION:
In this learning track, the End User will learn patient recruitment, running reports maintenance of study records, and overall management of patients enrolled in research studies.

EXPECTED END USERS:
Clinical Research Nurse, Research Coordinator, Research Data Coordinator, Research Manager, Research PhD Investigator, Oncology Research Coordinator

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT - 11:30 Min
➢ Overview of Registration in a Clinic Setting WBT – 4:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff WBT – 10:30 Min
➢ Overview of Account Activities WBT – 7:00 Min
➢ Overview of the Research Billing Review Activity WBT – 3:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ Overview of Research Studies in Epic WBT – 9:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min
➢ Ambulatory Scanning WBT Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min

➢ Research Coordinator VILT SU – 9:00 Hours
➢ Research Coordinator User Settings LAB – 2:00 Hours

➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
There are No Post-Go-Live Required Learning Items for this Role
SCHEDULING & REGISTRATION

CENTRAL SCHEDULING

TRACK DESCRIPTION:

In this Learning Track, the Central Scheduler will get an overview of Scheduling and Registration in Epic. They will learn about patient and encounter-level registration, new patient creation, pre-registration, and guarantor accounts and coverages. The Central Scheduler will also learn how to schedule and register basic and advanced level appointments, transcribe orders, preadmit patients, create patient estimates and other core scheduling functionality.

EXPECTED END USERS:

Central Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Check-In and Register Appointments in an HOD WBT – 7:00 Min
➢ Checking in a Patient with Incorrect Registration Information WBT – 8:00 Min
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Appointment Desk WBT – 3:00 Min
➢ Overview of the Interactive Face Sheet WBT – 3:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Registration Basics VILT SU – 4:30 Hours
➢ Overview of Making Appointments WBT – 6:30 Min
➢ Overview of Workqueues for Access WBT – 8:00 Min
➢ Report Setup WBT – 9:30 Min
➢ Overview of MyChart WBT – 7:30 Min
➢ Activating Patients for MyChart WBT – 5:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs

Items Listed in Red = Requires Registration
Central Scheduling PART 1  **VILT SU** – 5:30 Hours
Central Scheduling PART 2  **VILT SU** – 5:30 Hours

**There are No Post-Go-Live Required Learning Items for this Role**
FRONT DESK – PHYSICIAN PRACTICE

TRACK DESCRIPTION:

In this Learning Track, the End User will learn an overview of registration using Epic. The End User will learn about patient and encounter-level registration, new patient creation, pre-registration, guarantor accounts and coverages. This learning track is designed for anyone who works at the front desk in a physician practice, including patient service representatives, practice managers and medical assistants. Additional topics include schedule basic and advanced appointments; collect and maintain patient information for pre-registration and registration; check in patients and work with outpatient referrals.

EXPECTED END USERS:

Physician Practice Front Desk End User, Non-Invasive Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Check-In and Register Appointments in an HOD WBT – 7:00 Min
➢ Checking in a Patient with Incorrect Registration Information WBT – 8:00 Min
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Appointment Desk WBT – 3:00 Min
➢ Overview of the Interactive Face Sheet WBT – 3:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min
➢ Registration Basics VILT SU – 4:30 Hours
➢ Overview of Making Appointments WBT – 6:30 Min
➢ Interpreting Provider Schedules WBT – 3:30 Min
➢ Overview of the Department Appointments Report WBT – 3:00 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Overview of Workqueues for Access WBT – 8:00 Min
➢ Report Setup WBT – 9:30 Min
➢ Balancing Your Cash Drawer WBT – 6:30 Min
POST GO-LIVE

➢ A Patient's Tour of Welcome **WBT** – 6:00 Min
➢ Overview of MyChart **WBT** – 7:30 Min
➢ Activating Patients for MyChart **WBT** – 5:00 Min
➢ Handling Appointments from MyChart **WBT** – 2:00 Min
➢ Overview of Referrals **WBT** – 5:00 Min

➢ Front Desk Physician Practice PART 1 **VILT SU** – 8:00 Hours
➢ Front Desk Physician Practice PART 2 **VILT SU** – 8:00 Hours
➢ Front Desk Physician Practice PART 3 **VILT SU** – 4:30 Hours

**There are No Post-Go-Live Required Learning Items for this Role**
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:
This track is designed for the Front Desk End User in a Hospital Outpatient Department. End Users will learn about patient and encounter level registration, new patient creation, pre-registration, and guarantor accounts and coverages. The end user will also learn how to schedule basic and advanced appointments.

EXPECTED END USERS:
Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Check-In and Register Appointments in an HOD WBT – 7:00 Min
- Checking-In a Patient with Incorrect Registration Information WBT – 6:00 Min
- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of the Appointment Desk WBT – 3:00 Min
- Overview of the Interactive Face Sheet WBT – 3:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Registration Basics VILT SU – 4:30 Hours
- Overview of Making Appointments WBT – 6:30 Min
- Interpreting ProviderSchedulers WBT – 3:30 Min
- Overview of the Department Appointments Report WBT – 3:00 Min
- Overview of the Snapboard WBT – 3:00 Min
- Overview of Workqueues for Access WBT – 8:00 Min
- Report Setup WBT – 9:30 Min
- Balancing Your Cash Drawer WBT – 6:30 Min
- A Patient’s Tour of Welcome WBT – 6:00 Min
- Overview of MyChart WBT – 7:30 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Handling Appointments from MyChart WBT – 2:00 Min
- Front Desk HOD PART 1 VILT SU – 8:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Front Desk HOD PART 2 **VILT SU** – 8:00 Hours

**There are No Post-Go-Live Required Learning Items for this Role**
HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES

TRACK DESCRIPTION:
This track is designed for anyone who will need to authorize appointments, understand authorized appointments from IPAS, authorize and collect benefit information for preadmission and work with authorization and certification records. **The Prerequisite to taking this Training Track is to complete one of the following**: Front Desk HOD Training Track, Central Scheduling Training Track, or the Patient Access Training Track.

EXPECTED END USERS:
Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

REQUIRED TRAINING

Prerequisites to this Training Track are one of the following:

- Front Desk HOD Training Track
- Central Scheduling Training Track
- Patient Access Training Track

- Completing Authorization and Certification **WBT** – 8:30 Min
- Overview of Referrals **WBT** – 5:00 Min
- Overview of Benefit Collection **WBT** – 3:30 Min
- Hospital Authorization User **VILT SU** – 4:30 Hours

There are No Post-Go-Live Required Learning Items for this Role.
SCHEDULE ONLY

TRACK DESCRIPTION:
This learning track is designed for those who will be utilizing the Schedule-Only (without any Registration) workflows in Epic. This track will cover scheduling basics, recurring appointments, printing a patient itinerary, and viewing schedules for upcoming appointments.

EXPECTED END USERS:
Population Health, and others as determined by Management.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of the Appointment Desk WBT – 3:00 Min
- Overview of Making Appointments WBT – 6:30 Min
- Interpreting Provider Schedules WBT – 3:30 Min
- Activating Patients for MyChart WBT – 5:00 Min

- Schedule Only VILT SU – 3:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
 TEMPLATE BUILDER

**TRACK DESCRIPTION:**
This learning track is designed for Practice/Office Managers and any other office staff that will need to build and maintain templates (schedules) for providers and resources.

**EXPECTED END USERS:**
Template Builder, Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager, Transplant Nurse Manager

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Building Schedules Using Edit Template **WBT** – 19:00 Min
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting the Provider Utilization Health Record **WBT** – 7:30 Min
- Template Builder **VILT** – 8:00 Hours

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There are No Post-Go-Live Required Learning Items for this Role
ANCILLARY CLINICAL

INPATIENT DIETITIAN

TRACK DESCRIPTION:

In this learning track, the End User will learn how to identify patients that have a nutrition services consult order and how to review a patient’s chart. You’ll also learn how to complete nutrition care documentation using navigators, view and enter orders, document on the care plan and in-patient education, writing notes, and entering charges.

EXPECTED END USERS:

Inpatient Dietitian, Inpatient Nutritionist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Nurse Managing Orders WBT – 6:30 Min
➢ EpicCare Inpatient: Writing Notes WBT – 3:00 Min
➢ Inpatient Dietitian VILT SU – 6:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration
INPATIENT PATIENT CARE TECHNICIAN

TRACK DESCRIPTION:
In this Training Track, the End User will learn about the Inpatient Patient Care Technician role and functionality in Epic.

EXPECTED END USERS:
Inpatient Patient Care Tech

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Inpatient Patient Care Technician **VILT SU** – 5:00 Hours
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

ADDITIONAL RESOURCES

Search for the following web-based training activities in Net Learning under Learning Opportunities

- Overview of Inpatient Care with Rover **WBT** 7:30 Min
- Document in Flowsheets using Rover **WBT** – 4:30 Min

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT SU** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
INPATIENT RESPIRATORY THERAPY

TRACK DESCRIPTION:
This track is designed for the Inpatient Respiratory Therapy End User. In this track, the End User will learn how to locate patients, review the chart, complete worklist tasks, document an assessment and document a skin assessment and airway management. Additionally, End Users will learn how to manage patient orders, administer medications, document in the care plan and education activity and enter/review patient charges. Lastly, the End User will review the reporting functionality within the EMR.

EXPECTED END USERS:
Respiratory Therapy Student, Respiratory Therapist, Respiratory Therapy Supervisor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT – 9:00 Min**
- Manage LDAs Using the LDA Avatar **WBT – 3:30 Min**
- Administering Medications on the MAR **WBT – 5:00 Min**
- Documenting in Flowsheets **WBT – 7:00 Min**
- Inpatient Respiratory Therapy Part 1 **VILT SU – 8:00 Hours**
- Inpatient Respiratory Therapy Part 2 **VILT SU – 6:00 Hours**
- Sex, Gender, and Clinical Decision Support **WBT – 6:30 Min**

There are No Post-Go-Live Required Learning Items for this Role

Search for the following web-based training activities in Net Learning under Learning Opportunities

- Nurse Writing Notes **WBT – 2:30 Min**
- Nurse Managing Orders **WBT – 6:30 Min**
- Advanced Medication Administration on the MAR **WBT – 11:30 Min**
- Overview of Inpatient Care with Rover WBT 7:30 Min
- Document in Flowsheets using Rover **WBT – 4:30 Min**
- Administer Medications using Rover WBT 4:00 Min

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT SU** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
INPATIENT UNIT CLERK

TRACK DESCRIPTION:

In this Training Track, the End User will learn about the Unit Coordinator/Clerk role and functionality in Epic.

EXPECTED END USERS:

Inpatient Unit Coordinator, Inpatient Unit Clerk

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Inpatient Unit Clerk VILT SU – 5:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

ADDITIONAL RESOURCES

Search for the following web-based training activities in Net Learning under Learning Opportunities

➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min
# CARDIOLOGY

## INVASIVE CHARGE ENTRY

**TRACK DESCRIPTION:**

The End User will learn the Invasive Charge Entry role and functionality in Epic. End Users will use exercises to practice entering charges for invasive procedures.

**EXPECTED END USERS:**

Cardiology Invasive Lab Manager, Charge Entry End User

### REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

<table>
<thead>
<tr>
<th>PRE GO-LIVE</th>
<th>POST GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Overview of Hyperspace in an Outpatient Setting <strong>WBT – 9:30 Min</strong></td>
<td></td>
</tr>
<tr>
<td>➢ Overview of Report Settings <strong>WBT – 4:30 Min</strong></td>
<td>➢ Introduction to Radar <strong>WBT – 6:00 Min</strong></td>
</tr>
<tr>
<td>➢ Overview of Invasive Charge Entry <strong>WBT – 4:00 Min</strong></td>
<td>➢ Create a New View of a Radar Dashboard <strong>WBT – 7:00 Min</strong></td>
</tr>
<tr>
<td>➢ Invasive Cardiology Workflow Overview <strong>WBT – 13:30 Min</strong></td>
<td></td>
</tr>
<tr>
<td>➢ Cardiology Invasive Charge Entry <strong>VILT SU – 4:00 Hours</strong></td>
<td></td>
</tr>
</tbody>
</table>

**WBT = Web Based Training**  **VILT SU = Virtual Instructor Led Training**  **LAB = Hands-On Labs**
INVASIVE INTRA PROCEDURE CARE

TRACK DESCRIPTION:
In this Training Track, the End User will learn the Invasive Intraprocedure role and functionality in Epic. End Users will use exercises to practice documenting Intraprocedure events.

EXPECTED END USERS:
Cardiology Invasive Nurse, Cardiology Invasive Tech

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Finding Patient sand Beginning Charting **WBT** – 8:00 Min
- Overview of the Procedure Log **WBT** – 3:30 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Invasive Cardiology Workflow Overview **WBT** – 13:30 Min
- Inpatient Nurse Super User Part 1 **VILT SU** – 8:30 Hours
- Inpatient Nurse Super User Part 2 **VILT SU** – 8:30 Hours
- Inpatient Nurse Super User Part 3 **VILT SU** – 4:00 Hours
- Cardiology Invasive Intra Procedure Care **VILT SU** – 7:00 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours
  (ONLY the nurses as paramedics and techs take the IV Pump Integration Sim LAB)

There are No Post-Go-Live Required Learning Items for this Role
INVASIVE MANAGER

TRACK DESCRIPTION:
In this learning track, the End User will learn the Invasive Cardiology Manager role and functionality in Epic. End Users will use exercises to practice correcting documentation errors and resolving incomplete work. End Users will also be introduced to manual charge entry as well as reviewing revenue workqueues. Training will provide an overview of department reports, including choosing the right reporting tool, navigating dashboards, running reports, and creating reports.

EXPECTED END USERS:
Cardiology Invasive Lab Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Overview of the Manager Dashboard WBT – 5:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Overview of Report Settings WBT – 4:30 Min
➢ Overview of Invasive Charge Entry WBT – 4:00 Min
➢ Invasive Cardiology Workflow Overview WBT – 13:30 Min

➢ Cardiology Invasive Manager VILT SU – 4:00 Hours

➢ Using Reporting Workbench to Run Reports WBT – 5:30 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Clinic Setting WBT – 4:30 Min
➢ Overview of Enterprise Encounter Charge Reconciliation Report WBT – 4:30 Min
➢ Overview of the Resolute Hospital Billing Revenue Cycle WBT – 6:00 Min
➢ Account Maintenance for Clinical Department Managers WBT – 7:30 Min

➢ HB Clinical Department Manager VILT SU – 4:00 Hours
➢ HB Clinical Department Manager LAB – 1:30 Hour
POST GO-LIVE

➢ Invasive Manager Post Go-Live **Lab** – **2:00 Hour**
➢ Overview of Reporting **WBT** – **4:00 Min**
➢ Modifying the Search Criteria of a Report **WBT** – **9:00 Min**
➢ Introduction to Radar **WBT** – **6:00 Min**
➢ Create a New View of a Radar Dashboard **WBT** – **7:00 Min**
➢ Reporting in Epic (POST GO-LIVE) **VILT** – **4:30 Hours**
➢ One of the Following:
  o Slicer Dicer **LAB** (Clinical) – **1:00 Hour**
  o Slicer Dicer **LAB** (Non-Clinical) – **1:00 Hour**
INVASIVE SCHEDULER

TRACK DESCRIPTION:
In this learning track, the End User will learn the Invasive Scheduler role and functionality in Epic. End Users will use exercises to practice scheduling, creating, editing and managing cases.

EXPECTED END USERS:
Cardiology Invasive Lab Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Case Creation **WBT – 3:00 Min**
- Overview of the Schedule **WBT – 5:00 Min**
- Invasive Cardiology Workflow Overview **WBT – 13:30 Min**
- Overview of Report Settings **WBT – 4:30 Min**
- Cardiology Invasive Scheduler **VILT SU – 4:00 Hours**

*For designated template builders (assigned/approved by departmental managers)*
*Manager will submit a Service Now Ticket to request the following classes:*

- Template Builder **VILT – 8:00 Hours**
- Front Desk HOD PART 1 SU **VILT – 8:00 Hours**
- Front Desk HOD PART 2 SU **VILT – 8:00 Hours**

*There are No Post-Go-Live Required Learning Items for this Role*
NON-INVASIVE ECHO / VASCULAR SONOGRAPHER

TRACK DESCRIPTION:
In this learning track, the End User will learn the Non-Invasive Echo / Vascular Technologist role and functionality in Epic. End Users will use exercises to practice documenting an exam and adding admitted patients to the schedule.

EXPECTED END USERS:
Cardiology Tech (Echo/Vascular Sonographer)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Overview of Report Settings WBT – 4:30 Min
➢ Introduction to Ancillary Orders WBT – 3:00 Min
➢ Overview of the Technologist Worklist WBT – 3:00 Min
➢ Overview of the Navigator WBT – 3:30 Min

➢ Cardiology Non-Invasive Echo/Vascular Sonographer VILT SU – 4:00 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
NON-INVASIVE MANAGER

**TRACK DESCRIPTION:**
In this learning track, the End User will learn the Non-Invasive Cardiology Manager role and functionality in Epic. End Users will use exercises to practice correcting documentation errors and resolving incomplete work. End Users will learn about manual charge entry and will receive an overview of revenue workqueues. Training will provide an overview of department reports, including choosing the right reporting tool, navigating dashboards, running reports, and creating reports.

**EXPECTED END USERS:**
Cardiology Manager

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of the Manager Dashboard **WBT** – 5:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of Charge Capture Workflows **WBT** – 8:00 Min

- Cardiology Non-Invasive Manager **VILT SU** – 4:00 Hours

PRE-GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Clinic Setting **WBT** – 4:30 Min
- Overview of Enterprise Encounter Charge Reconciliation Report **WBT** – 4:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Using Reporting Workbench to Run Reports **WBT** – 5:30 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min

- HB Clinical Department Manager **VILT SU** – 4:00 Hours
- HB Clinical Department Manager **LAB** – 1:30 Hour

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training  **VILT SU** = Virtual Instructor Led Training

Items Listed in Red = Requires Registration

**LAB** = Hands-On Labs
- Non-Invasive Manager Post Go-Live **Lab** – 2:00 Hours
- Overview of Reporting **WBT** – 4:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
NON-INVASIVE NURSE

TRACK DESCRIPTION:
In this learning track, the End User will learn the Non-Invasive Nurse role and functionality in Epic. End Users will use exercises to practice documenting exams with and without sedation.

EXPECTED END USERS:
Cardiology Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Overview of Report Settings WBT – 4:30 Min
➢ Overview of the Narrator WBT – 3:00 Min
➢ Overview of the Navigator WBT – 3:30 Min
➢ It’s Possible … Care Everywhere WBT – 1:30 Min
➢ Viewing a Patient’s Care Everywhere Information WBT – 7:30 Min

➢ Inpatient Nurse Super User Part 1 VILT SU – 8:30 Hours
➢ Inpatient Nurse Super User Part 2 VILT SU – 8:30 Hours
➢ Inpatient Nurse Super User Part 3 VILT SU – 4:00 Hours

➢ Cardiology Non-Invasive Nurse VILT SU – 5:00 Hours

➢ IV Pump Integration Simulation LAB- 2:00 Hours (Paramedics only)

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
NON-INVASIVE SCHEDULER

**TRACK DESCRIPTION:**

In this Instructor Led Training, the End User will learn the Non-Invasive scheduler role and functionality in Epic. End Users will use exercises to practice entering an order and scheduling exams.

**EXPECTED END USERS:**

Cardiology Front Desk, Non-Invasive Scheduler

---

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Cardiology Non-Invasive Scheduler **VILT SU** – 4:30 Hours

*For designated template builders (assigned/approved by departmental managers)*
*Manager will submit a Service Now Ticket to request the following classes:*

- Template Builder **VILT** – 8:00 Hours
- Front Desk HOD PART 1 SU **VILT** – 8:00 Hours
- Front Desk HOD PART 2 SU **VILT** – 8:00 Hours

- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
NON-INVASIVE STRESS TECHNOLOGIST

TRACK DESCRIPTION:

In this learning track, the End User will learn the Non-Invasive Stress Technologist role and functionality in Epic. End Users will use exercises to practice documenting an exam and adding admitted patients to the schedule.

EXPECTED END USERS:

Cardiology Stress Technologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
➢ Overview of Report Settings **WBT** – 4:30 Min
➢ Introduction to Ancillary Orders **WBT** – 3:00 Min
➢ Overview of the Technologist Worklist **WBT** – 3:00 Min
➢ Overview of the Navigator **WBT** – 3:30 Min

➢ Cardiology Non-Invasive Stress Technologist **VILT SU** – 4:00 Hours

POST GO-LIVE

*There are No Post-Go-Live Required Learning Items for this Role*
REGISTRY ABSTRACTOR

TRACK DESCRIPTION:
In this Training Track, the End User will learn tasks related to obtaining and submitting information to the CathPCI Registry from Epic.

EXPECTED END USERS:
Cardiology Stress Abstractor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
➢ Overview of Report Settings **WBT** – 4:30 Min
➢ Overview of the Cardiology Registries **WBT** – 8:30 Min
➢ Cardiology Registry Abstractor **VILT SU** – 3:00 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
CASE MANAGEMENT

INPATIENT CASE MANAGER

TRACK DESCRIPTION:
This track is designed for the Case Manager who works in the inpatient hospital setting. This Training Track will train the End User how to find patients, review the chart, coordinate continued care and services and plan patient discharge. Training will also include care plan and education lesson, ordering DME, writing a note and completing an assessment. Additionally, the End User will learn how to complete a utilization review, communicate with payors, update bed days and manage patient class and events.

EXPECTED END USERS:
Case and Utilization Manager, Case Manager, Case Manager Supervisor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ EpicCare Inpatient: Writing Notes WBT – 3:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min

➢ Inpatient Case Manager / Social Worker VILT SU – 8:00 Hours
➢ Inpatient Case Manager / Utilization Reviewer PART 2 VILT SU – 8:00 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
INPATIENT SOCIAL WORKER

TRACK DESCRIPTION:
This track is designed for the Social Worker who work in the inpatient hospital setting. In this lesson, the end user will learn how to find patients, review the chart, coordinate continued care and services and plan patient discharge. Training will also include care plan and education lesson, ordering DME, writing a note and completing an assessment.

EXPECTED END USERS:
Inpatient Social Worker

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- EpicCare Inpatient: Writing Notes WBT – 3:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Inpatient Case Manager / Social Worker PART 1 VILT SU – 8:00 Hours
- Inpatient Case Manager / Social Worker PART 2 VILT SU – 8:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training

Items Listed in Red = Requires Registration
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
**EMERGENCY DEPARTMENT**

## ED CLERK

**TRACK DESCRIPTION:**

In this learning track, the ED Clerk will watch a handful of Web Based Trainings to familiarize themselves with the Epic’s ED module – ASAP. These videos will serve as an introduction to the functionality and look of EPIC. The concepts in this class will be built upon in class for greater comprehension of workflows in the ED.

**EXPECTED END USERS:**

ED Clerk

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### REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

<table>
<thead>
<tr>
<th>PRE-GO-LIVE</th>
<th>POST-GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Overview of Hyperspace for ASAP Users <strong>WBT</strong> – 6:00 Min</td>
<td>There are No Post-Go-Live Required Learning Items for this Role</td>
</tr>
<tr>
<td>➢ Overview of the ED Map <strong>WBT</strong> – 5:00 Min</td>
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</tr>
<tr>
<td>➢ Arrival and Patient Search <strong>WBT</strong> – 4:30 Min</td>
<td></td>
</tr>
<tr>
<td>➢ Patient Tracking <strong>WBT</strong> – 4:30 Min</td>
<td></td>
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<tr>
<td>➢ Viewing a Patient’s Care Everywhere Information <strong>WBT</strong> - 7:30 Min</td>
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<tr>
<td>➢ It’s Possible ... Care Everywhere <strong>WBT</strong> – 1:30 Min</td>
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</tr>
<tr>
<td>➢ <strong>ED Clerk VILT SU</strong> – 4:00 Hours</td>
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</tr>
<tr>
<td>➢ <strong>ED Super User VILT</strong> – 4:00 Hours</td>
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</tr>
</tbody>
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*Items Listed in Navy = No Registration Required  
*Items Listed in Red = Requires Registration  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs
ED NURSE

TRACK DESCRIPTION:

In this learning track, the End User will learn how to use the Epic ED application ASAP and review patient care from triage through disposition and more.

EXPECTED END USERS:

ED Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for ASAP Users WBT – 6:00 Min
➢ Overview of the ED Map WBT – 5:00 Min
➢ Signing in and Getting up to Speed WBT – 6:30 Min
➢ Introduction to the ED Narrator WBT – 6:30 Min
➢ Patient Tracking WBT – 4:30 Min
➢ Overview of History, Home, Medications and Allergies WBT – 4:00 Min
➢ Overview of Shift Change WBT – 3:00 Min
➢ MAR/Medication Administration WBT – 4:30 Min
➢ Arrival and Patient Search WBT – 4:30 Min
➢ Clinical Information Review WBT – 8:00 Min
➢ It’s Possible … Care Everywhere WBT – 1:30 Min
➢ Viewing a Patient’s Care Everywhere Information WBT – 7:30 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min

➢ ED Nurse & ED Nurse Manager VILT SU Part 1 – 9:00 Hours
➢ Linking Override Pulls in the ED WBT – 4:30 Min

➢ ED Nurse & ED Nurse Manager VILT SU Part 2 – 9:00 Hours
➢ ED Super User VILT – 4:00 Hours
<table>
<thead>
<tr>
<th>POST GO-LIVE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ ED Nurse Simulation <strong>LAB</strong> – 2:00 Hours</td>
<td></td>
</tr>
<tr>
<td>➢ IV Pump Integration Simulation <strong>LAB</strong>- 2:00 Hours</td>
<td></td>
</tr>
<tr>
<td>➢ ED Nurse <em>Thrive After Go-Live</em> <strong>LAB</strong> – 3:00 Hours</td>
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</tr>
</tbody>
</table>

**Items Listed in Navy = No Registration Required**

- **WBT** = Web Based Training
- **VILT** = Virtual Instructor Led Training
- **LAB** = Hands-On Labs

**Items Listed in Red = Requires Registration**
ED NURSE MANAGER

TRACK DESCRIPTION:
In this learning track, the End User will learn how to use the Epic ED application ASAP and review patient care from triage through disposition and more. Additionally, the End User will learn manual charge entry and how each department enters charges into the system. Identifying potential revenue through Revenue Guardian Workqueues is also covered.

EXPECTED END USERS:
HIM CDI Staff, HIM CDI Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
➢ Overview of the ED Map **WBT** – 5:00 Min
➢ Signing in and Getting up to Speed **WBT** – 6:30 Min
➢ Introduction to the ED Narrator **WBT** – 6:30 Min
➢ Patient Tracking **WBT** – 4:30 Min
➢ Overview of History, Home, Medications and Allergies **WBT** – 4:00 Min
➢ Overview of Shift Change **WBT** – 3:00 Min
➢ MAR/Medication Administration **WBT** – 4:30 Min
➢ Arrival and Patient Search **WBT** – 4:30 Min
➢ Clinical Information Review **WBT** – 8:00 Min
➢ It’s Possible … Care Everywhere **WBT** – 1:30 Min
➢ Viewing a Patient’s Care Everywhere Information **WBT** – 7:30 Min
➢ It’s Possible… Secure Chat **WBT** – 2:00 Min
➢ Introduction to Radar **WBT** – 6:00 Min
➢ Overview of Reporting **WBT** – 4:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Modifying the Search Criteria of a Report **WBT** – 9:00 Min

➢ **ED Nurse & ED Nurse Manager VILT SU Part 1** – 9:00 Hours
- Linking Override Pulls in the ED **WBT – 4:30 Min**
- **ED Nurse & ED Nurse Manager VILT SU Part 2 – 9:00 Hours**
- Using Reporting Workbench to Run Reports **WBT – 5:30 Min**
- Create a New View of a Radar Dashboard **WBT – 7:00 Min**
- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Registration in a Clinic Setting **WBT – 4:30 Min**
- Overview of Enterprise Encounter Charge Reconciliation Report **WBT – 4:30 Min**
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT – 6:00 Min**
- Account Maintenance for Clinical Department Managers **WBT – 7:30 Min**
- **ED Super User VILT – 4:00 Hours**
- HB Clinical Department Manager VILT SU – 4:00 Hours
- HB Clinical Department Manager LAB – 1:30 Hour
- **ED Nurse Simulation LAB – 2:00 Hours**
- IV Pump Integration Simulation **LAB – 2:00 Hours**

**POST GO-LIVE**

- Create a New View of a Radar Dashboard **WBT – 7:00 Min**
- Reporting in Epic (POST GO-LIVE) **VILT – 4:30 Hours**
- One of the Following:
  - Slicer Dicer **LAB (Clinical) – 1:00 Hour**
  - Slicer Dicer **LAB (Non-Clinical) – 1:00 Hour**
- **ED Nurse Thrive After Go-Live LAB – 3:00 Hours**
- **ED Nurse What to Do After Go-Live LAB – 1:00 Hour**

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training  
**VILT** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs  
Items Listed in Red = Requires Registration
ED TECH

TRACK DESCRIPTION:
In this learning track, the ED Technician will watch several videos to familiarize themselves with EPIC's ED Module ASAP. These videos will serve as an introduction to the functionality and look of EPIC. The concepts in this track will be built upon in class for greater comprehension of workflows in the ED.

EXPECTED END USERS:
Emergency Department Technicians

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for ASAP Users WBT – 6:00 Min
➢ Overview of the ED Map WBT – 5:00 Min
➢ Introduction to the ED Narrator WBT – 6:30 Min
➢ Overview of Shift Change WBT – 3:00 Min
➢ ED Tech Pre-Class Workbook
➢ ED Technician VILT SU – 4:00 Hours
➢ ED Super User VILT – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs
# ED VIEW-ONLY

**TRACK DESCRIPTION:**

This learning track is designed for roles that need ‘View-Only Access’ in ASAP.

**EXPECTED END USERS:**

As Determined by Leadership

## REQUIRED TRAINING

<table>
<thead>
<tr>
<th>PRE GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Overview of Hyperspace for ASAP Users <strong>WBT – 6:00 Min</strong></td>
</tr>
<tr>
<td>➢ Overview of the ED Map <strong>WBT – 5:00 Min</strong></td>
</tr>
<tr>
<td>➢ Patient Tracking <strong>WBT – 4:30 Min</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>POST GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are No Post-Go-Live Required Learning Items for this Role</td>
</tr>
</tbody>
</table>
ABSTRACTOR

TRACK DESCRIPTION:

In this Learning Track, the End User will learn how to create a patient chart in EPIC. You will be guided through adding historical information from an existing patient chart into Epic so the provider will have the information they need when these patients are first seen in the new system.

EXPECTED END USERS:

Abstractor, Trauma Registry

REQUIRED TRAINING

PRE-GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
AMBULATORY VIEW-ONLY

**TRACK DESCRIPTION:**
This learning track will enable end users to see the Ambulatory View of Epic.

**EXPECTED END USERS:**
As Determined by Management

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**REQUIRED TRAINING**

- Ambulatory – View Only VIDEO

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There are No Post-Go-Live Required Learning Items for this Role
**TRACK DESCRIPTION:**

In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

**EXPECTED END USERS:**

Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager Sub template, Transplant Nurse Manager

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 7:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Overview of Therapy Plans - Nurse **WBT** – 4:00 Min
- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
Clinic Manager **VILT SU – 3:00 Hours**

- Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
- Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
- Overview of Patient Registration in a Hospital Setting – **WBT – 6:00 Min**
- Check-In and Register Appointments in an HOD – **WBT – 7:00 Min**
- Checking in a Patient with Incorrect Registration Information – **WBT – 6:00 Min**
- Overview of the Appointment Desk – **WBT – 3:00 Min**
- It’s Possible... Secure Chat **WBT – 2:00 Min**

**Registration Basics VILT SU – 4:30 Hours**

- Overview of Making Appointments **WBT – 6:30 Min**
- Interpreting Provider Schedules **WBT – 3:30 Min**
- Overview of the Department Appointments Report **WBT – 3:00 Min**
- Overview of the **Snapboard WBT – 3:00 Min**
- Overview of Workqueues for Access **WBT – 8:00 Min**
- Report Setup **WBT – 9:30 Min**
- Balancing Your Cash Drawer **WBT – 6:30 Min**
- A Patient's Tour of Welcome **WBT – 6:00 Min**
- Overview of MyChart **WBT – 7:30 Min**
- Activating Patients for MyChart **WBT – 5:00 Min**
- Handling Appointments from MyChart **WBT – 2:00 Min**
- Overview of Referrals **WBT – 5:00 Min**

- **Front Desk HOD PART 1 VILT SU – 8:00 Hours**
- **Front Desk HOD PART 2 VILT SU – 8:00 Hours**

- Overview of Registration in a Clinic Setting **WBT – 6:00 Min**
- Introduction to Account Maintenance **WBT – 6:30 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Run and Manage Reports **WBT – 7:00 Min**
- Overview of Charge Review Tools **WBT – 6:30 Min**
- Overview of Claims **WBT – 2:30 Min**
- Using Claim Edit Workqueues **WBT – 7:00 Min**

- **HB Clinical Department Manager VILT SU – 3:00 Hours**
- **HB Clinical Department Manager LAB – 1:00 Hour**

- Overview of the Resolute Hospital Billing Revenue Cycle **WBT – 6:00 Min**
- Overview of the Enterprise Encounter Charge Reconciliation **WBT** – 4:30 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min

**POST GO-LIVE**

- Overview of Reporting **WBT** – 4:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min

- Reporting Power User (POST LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:
This track is designed for the Front Desk End User in a Hospital Outpatient Department. End Users will learn about patient and encounter level registration, new patient creation, pre-registration, and guarantor accounts and coverages. The end user will also learn how to schedule basic and advanced appointments.

EXPECTED END USERS:
Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Check-In and Register Appointments in an HOD WBT – 7:00 Min
➢ Checking-In a Patient with Incorrect Registration Information WBT – 6:00 Min
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Appointment Desk WBT – 3:00 Min
➢ Overview of the Interactive Face Sheet WBT – 3:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min

➢ Registration Basics VILT SU – 4:30 Hours
➢ Overview of Making Appointments WBT – 6:30 Min
➢ Interpreting ProviderSchedulers WBT – 3:30 Min
➢ Overview of the Department Appointments Report WBT – 3:00 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Overview of Workqueues for Access WBT – 8:00 Min
➢ Report Setup WBT – 9:30 Min
➢ Balancing Your Cash Drawer WBT – 6:30 Min
➢ A Patient’s Tour of Welcome WBT – 6:00 Min
➢ Overview of MyChart WBT – 7:30 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Handling Appointments from MyChart WBT – 2:00 Min

➢ Front Desk HOD PART 1 VILT SU – 8:00 Hours
Front Desk HOD PART 2 VILT SU – 8:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES

TRACK DESCRIPTION:
This track is designed for anyone who will need to authorize appointments, understand authorized appointments from IPAS, authorize and collect benefit information for preadmission and work with authorization and certification records. The Prerequisite to taking this Training Track is to complete one of the following: Front Desk HOD Training Track, Central Scheduling Training Track, or the Patient Access Training Track.

EXPECTED END USERS:
Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

REQUIRED TRAINING

Prerequisites to this Training Track are one of the following:
➢ Front Desk HOD Training Track
➢ Central Scheduling Training Track
➢ Patient Access Training Track
➢ Completing Authorization and Certification WBT – 8:30 Min
➢ Overview of Referrals WBT – 5:00 Min
➢ Overview of Benefit Collection WBT – 3:30 Min
➢ Hospital Authorization User VILT SU – 4:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
**TEMPLATE BUILDER**

**TRACK DESCRIPTION:**
This learning track is designed for Practice/Office Managers and any other office staff that will need to build and maintain templates (schedules) for providers and resources.

**EXPECTED END USERS:**
Template Builder, Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager, Transplant Nurse Manager

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Building Schedules Using Edit Template **WBT** – 19:00 Min
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting the Provider Utilization Health Record **WBT** – 7:30 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min
- Template Builder **VILT SU** – 8:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
NURSE SHARED (RN, LP, MA)

TRACK DESCRIPTION:
In this Learning Track, the End User will get an overview of Hyperspace in an Outpatient Setting, observe an Office Visit, learn how to identify and room the patients you will be caring for, how to wrap up a visit in Epic, and how to manage In Basket and MyChart. The course also covers how to place orders, how to document encounters and results, and includes lessons on anticoagulation and therapy plans for those who need them.

EXPECTED END USERS:
Ambulatory Retail Nurse, Ancillary User, Athletic Trainer, Clinic Medical Assistant, Clinic Nurse, Clinic Nurse Student, Mental Health Associate, Nephrology Nurse Registration, Nurse/Front Desk, Nurse/Technologist, OP / IP Dietitian, OP / IP Nutritionist, Post-Transplant Coordinator, Pre-Transplant Coordinator, Psych RN, REI Nurse, Transplant Clinic Assistant

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket WBT – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 6:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Overview of Therapy Plans Nurse WBT – 4:00 Min
- Clinical Support Visit WBT – 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
- It’s Possible… Secure Chat WBT – 2:00 Min

- Nurse Shared Part 1 (RN, LP, MA) VILT SU – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) VILT SU – 5:00 Hours
There are No Post-Go-Live Required Learning Items for this Role
INFECTION PREVENTION

INFECTION PREVENTIONIST

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about clinical documentation and workflows that an Infection Preventionist will utilize within Epic.

EXPECTED END USERS:
Infection Preventionist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Manage LDAs Using the LDA Avatar WBT – 3:30 Min
➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min

➢ Infection Preventionist PART 1 VILT SU – 4:30 Hours
➢ Exporting Cases from Epic WBT – 4:00 Min
➢ Reporting on Infection Cases WBT – 12:00 Min
➢ Report on Lab Results WBT – 11:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Infection Preventionist PART 2 VILT SU – 5:00 Hours
➢ Reporting in Epic (PRE-LIVE) VILT – 4:30 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs
Advanced Reporting in Epic (POST-LIVE)  **VILT – 4:30 Hours**
INPATIENT NURSING

INPATIENT NURSE

TRACK DESCRIPTION:
This track is designed for the Inpatient Nurse. In this track, the End User will learn about the Inpatient Nurse role and functionality in Epic.

EXPECTED END USERS:
Inpatient Nurse (except L&D, NICU and Special Care Nursery), Inpatient Nurse Manager (except L&D, NICU and Special Care Nursery)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting **WBT – 9:00 Min**
➢ Overview of Unit Manager **WBT – 5:00 Min**
➢ Documenting in Flowsheets **WBT – 7:00 Min**
➢ Administering Medications on the MAR **WBT – 5:00 Min**
➢ Nurse Reviewing in the Chart **WBT – 4:00 Min**
➢ Document Infusion Volume **WBT – 6:00 Min**
➢ Nurse Specimen Collection **WBT – 6:00 Min**
➢ Overview of the Brain **WBT – 7:30 Min**
➢ Manage LDAs Using the LDA Avatar **WBT – 3:30 Min**
➢ Administering Blood Products **WBT – 6:00 Min**
➢ Validating Monitor Data **WBT – 11:30 Min**

➢ Inpatient Nurse Super User Part 1 **VILT SU – 8:30 Hours**
➢ Inpatient Nurse Super User Part 2 **VILT SU – 8:30 Hours**
➢ Inpatient Nurse Super User Part 3 **VILT SU – 4:00 Hours**

➢ Additional Pump Rate Verify Workflows **WBT – 6:00 Min**
There are No Post-Go-Live Required Learning Items for this Role

Search for the following web-based training activities in Net Learning under Learning Opportunities

- Nurse Managing Orders  **WBT** – 6:30 Min
- Use the Admission Navigator **WBT** – 5:30 Min
- Wound Care Image Association **WBT** – 4:30 Min
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Using Pump Rate Verify **WBT** – 5:00 Min
- Overview of MyChart Bedside **WBT** – 5:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Document Patient Education **WBT** – 7:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Overview of Inpatient Care with Rover WBT 7:30 Min
- Document in Flowsheets using Rover **WBT** – 4:30 Min
- Administer Medications using Rover WBT- 4:00 Min
LAB AP TECH / GROSS ASSISTANT

**TRACK DESCRIPTION:**

In this Learning Track, the End User will learn about building and processing a case, collecting and receiving specimens, receiving anatomic pathology specimens from a submitter, sendouts, the Follow-Up Work List and how to view information in Case Inquiry.

**EXPECTED END USERS:**

Histotechs, Cytotechs, Gross Assistants

**REQUIRED TRAINING**

- **IMPORTANT NOTE:** the information listed below is to be followed in sequential order

**PRE GO-LIVE**

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Anatomic Pathology **WBT** – 6:30 Min
- Documenting Pre-Testing Tasks **WBT** – 6:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min
- Building a Case **WBT** - 4:00 Min

- Lab AP Tech / Gross Assistant **VILT SU** – 8:00 Hours
- Beaker Anatomical Pathology Super User **VILT** - 2:00 Hours
- Lab AP Tech / Gross Assistant Practice and Login **LAB** – 2:00 Hours
- Beaker Anatomical Pathology Super User Refresher **LAB**- 2:00 Hours

**POST GO-LIVE**

*There are No Post-Go-Live Required Learning Items for this Role*
LAB AP TRANSCRIPTIONIST

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about resulting a case and modifying a signed-out case (amendments and addendums), viewing information in Specimen Inquiry and be provided an overview of other workflows such as specimen collection, and the Follow-Up Work List.

EXPECTED END USERS:
Anatomic Pathology Transcriptionist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Anatomic Pathology **WBT** – 6:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min
- Building a Case **WBT** - 4:00 Min
- Resulting and Signing out a Case **WBT** – 5:30 Min

- Lab AP Transcriptionist **VILT SU**– 4:00 Hours
- Beaker Anatomical Pathology Super User **VILT**- 3:00 Hours
- Lab AP Transcriptionist Practice and Login **LAB** – 2:00 Hours
- Beaker Anatomical Pathology Super User Refresher **LAB**- 2:00 Hours

*There are No Post-Go-Live Required Learning Items for this Role*
**TRACK DESCRIPTION:**

In this Learning Track, the End User will learn about placing orders, collecting, and receiving specimens, entering results, reviewing test and patient information, administering blood and running reports, and special requirements for blood documentation.

**EXPECTED END USERS:**

Blood Technologist

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Clinical Pathology **WBT** – 8:00 Min
- Administering Blood Products **WBT** – 6:00 Min
- Collecting Specimens **WBT** – 4:00 Min
- Receiving Specimens **WBT** – 4:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min

- Blood Bank Tech **VILT SU**– 2:00 Hours
- Beaker Clinical Pathology Super User **VILT**- 3:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours

- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

**There are No Post-Go-Live Required Learning Items for this Role**
**TRACK DESCRIPTION:**

In this Learning Track, the End User will learn about Customer Relationship Management, requisition entry, overview of scheduling/registration, receiving of specimens, send-outs, and viewing information in Specimen Inquiry.

**EXPECTED END USERS:**

Lab Front Desk and Client Services

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Clinical Pathology **WBT** – 8:00 Min
- Overview of Registration in a Clinic Setting **WBT** – 4:30 Min
- Receiving Specimens **WBT** – 5:00 Min
- Registration Basics **VILT SU** – 4:30 Hours
- Lab Support **VILT SU** – 8:00 Hours
- Beaker Clinical Pathology Super User **VILT**- 3:00 Hours
- Lab Support Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

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**There are No Post-Go-Live Required Learning Items for this Role**

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Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT SU** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
LAB PHLEB / PROCESSOR

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about receiving specimens, requisition entry, sendouts, collection in inpatient and outpatient contexts, overview of scheduling and registration, and finding information in Specimen Inquiry.

EXPECTED END USERS:
Lab Phlebotomist, Lab Processor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Overview of Beaker Clinical Pathology WBT – 8:00 Min
- Collecting Specimens WBT – 4:00 Min
- Receiving Specimens WBT – 4:30 Min
- Collecting Specimens with Rover for iOS WBT – 5:30 Min
- Lab Phleb / Processor VILT SU – 8:00 Hours
- Beaker Clinical Pathology Super User VILT- 3:00 Hours
- Lab Phleb / Processor Practice and Login LAB – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher LAB- 2:00 Hours
- Beaker Downtime Specimen Processing WBT – 4:00 Min

POST GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs

Items Listed in Red = Requires Registration
**LAB SUPERVISOR / MANAGER**

**TRACK DESCRIPTION:**
*In this Learning Track, the End User will learn about reporting, quality control and charging.*

**EXPECTED END USERS:**
Lab Supervisor, Lab Anatomic Pathology Manager

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Clinical Pathology **WBT** – 8:00 Min
- Collecting Specimens **WBT** – 4:00 Min
- Receiving Specimens **WBT** – 4:30 Min
- Documenting Pre-Testing Tasks **WBT** – 6:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min
- Entering Results (CP) **WBT** – 2:30 Min
- Collecting Specimens with Rover for iOS **WBT** – 5:30 Min

- Lab Supervisor / Manager **VILT SU** – 4:00 Hours
- Beaker Clinical Pathology Super User **VILT** – 3:00 Hours

- Beaker Downtime Specimen Processing **WBT** – 4:00 Min
- Quality Control Parallel Lots **WBT** – 5:00 Min
- Beaker Revenue Generation and Tracking **WBT** – 8:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Overview of the Enterprise Encounter Charge Reconciliation Report **WBT** – 4:30 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min
- Run and Manage Reports **WBT** – 7:00 Min

- HB Clinical Department Manager **VILT SU** – 3:00 Hours
- HB Clinical Department Manager **LAB** – 1:00 Hour
Beaker Clinical Pathology Super User Refresher **LAB - 2:00 Hours**

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
MEDICAL TECHNOLOGIST

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about resulting tests, quality control, finding information in Specimen Inquiry, and additional workflows such as receiving, sendouts, container storage and reporting.

EXPECTED END USERS:
Medical Technologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Overview of Beaker Clinical Pathology WBT – 8:00 Min
➢ Collecting Specimens WBT – 4:00 Min
➢ Receiving Specimens WBT – 4:30 Min
➢ Navigating the Outstanding List WBT – 4:00 Min
➢ Entering the Results (CP) WBT – 2:30 Min
➢ Collecting Specimens with Rover for iOS WBT – 5:30 Min

➢ Medical Technologist VILT SU – 8:00 Hours
➢ Beaker Clinical Pathology Super User VILT - 3:00 Hours
➢ Medical Technologist Practice and Login LAB – 2:00 Hours
➢ Beaker Clinical Pathology Super User Refresher LAB- 2:00 Hours

➢ Beaker Downtime Specimen Processing WBT – 4:00 Min
➢ Quality Control: Parallel Lots WBT – 5:00 Min

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration
MICROBIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about plating and resulting microbiology tests, quality control, finding information in Specimen Inquiry, and additional workflows such as receiving specimens in the lab and reporting.

EXPECTED END USERS:
Microbiology Technologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Overview of Beaker Clinical Pathology WBT – 8:00 Min
- Collecting Specimens WBT – 4:00 Min
- Receiving Specimens WBT – 4:30 Min
- Navigating the Outstanding List WBT – 4:00 Min
- Entering the Results (CP) WBT – 2:30 Min
- Collecting Specimens with Rover for iOS WBT – 5:30 Min
- Documenting Pre-Testing Tasks WBT – 6:30 Min
- Microbiology Technologist VILT SU – 4:00 Hours
- Beaker Clinical Pathology Super User VILT- 3:00 Hours
- Microbiology Technologist Practice and Login LAB – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher LAB- 2:00 Hours
- Beaker Downtime Specimen Processing WBT – 4:00 Min

There are No Post-Go-Live Required Learning Items for this Role
COUPLETS CARE & MOTHER / BABY NURSE MANAGER

TRACK DESCRIPTION:

In this Learning Track, the Mother-Baby and Nursery Nurse will explore the basics of hyperspace. Learn how to find and move patients, document assessments, review orders, and explore the MAR. Additionally, the nurse will dive deeper into documenting in Epic, learn how Centricity (CPN) works in Epic, blood product administration and discharging patients. At the conclusion of this course, every nurse will be given an assessment to test basic knowledge. A score of 80 must be achieved to complete the course. Lastly, End Users will learn about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore the different methods of charting and how to navigate between the two applications. This course is required for every in-patient nurse that will be doing fetal monitoring.

In the Management portion of the Training, End Users will learn how to review the chart, audit for compliance, run reports and monitor patient safety measures. Additionally, End Users will learn about the Reporting Functionality in Epic. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:

OB Inpatient Nurse Manager – Couplet Care

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in a Labor and Delivery Setting WBT – 9:00 Min
➢ Overview of the L&D Grease Board WBT – 3:30 Min
➢ Overview of the L&D Manager WBT – 5:30 Min
➢ Overview of the Results Console WBT – 3:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Administering Medications on the MAR WBT – 5:00 Min
➢ Nurse Writing Notes WBT – 2:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Manage LDAs Using the LDA Avatar **WBT** – 3:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Administering Blood Products **WBT** – 6:00 Min

- **Couplet Care / Mother-Baby Nurse PART 1** **VILT SU** – 5:00 Hours
- **Couplet Care / Mother-Baby Nurse PART 2** **VILT SU** – 8:00 Hours
- **CPN Training** **VILT SU** – 3:00 Hours

- **It’s Possible … Care Everywhere** **WBT** – 1:30 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- EpicCare Inpatient: Finding Patient Information **WBT** – 6:00 Min
- EpicCare Inpatient: Managing Orders **WBT** – 9:00 Min
- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min

- **Inpatient Nurse Manager** **VILT SU** – 5:00 Hours

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Overview of the Enterprise Encounter Charge Reconciliation Report **WBT** – 4:30 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min

- **Stork Super User** **VILT- 2:00 Hours**

- **HB Clinical Department Manager VILT SU** – 4:00 Hours
- **HB Clinical Department Manager LAB** – 1:30 Hour

- **IV Pump Integration Simulation** **LAB- 2:00 Hours**

- Overview of Reporting **WBT** – 4:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min
➢ Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours
➢ One of the Following:
  o Slicer Dicer LAB (Clinical) – 1:00 Hour
  o Slicer Dicer LAB (Non-Clinical) – 1:00 Hour
COUPLETCARE & MOTHER / BABY NURSE WITH CPN

TRACK DESCRIPTION:

In this Learning Track, the Mother-Baby and Nursery Nurse will explore the basics of hyperspace. Learn how to find and move patients, document assessments, review orders, and explore the MAR. Additionally, the nurse will dive deeper into documenting in Epic, learn how Centricity (CPN) works in Epic, blood product administration and discharging patients. Lastly, End Users will be learning about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore the different methods of charting and how to navigate between the two applications. This additional CPN course is required for every in-patient nurse that will be doing fetal monitoring.

EXPECTED END USERS:

OB Inpatient Nurse – Couplet Care

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting WBT – 9:00 Min
- Overview of the L&D Grease Board WBT – 3:30 Min
- Overview of the L&D Manager WBT – 5:30 Min
- Overview of the Results Console WBT – 3:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Administering Medications on the MAR WBT – 5:00 Min
- Nurse Writing Notes WBT – 2:30 Min
- Nurse Managing Orders WBT – 6:30 Min
- Enter Hospital Charges WBT – 4:30 Min
- Manage LDAs Using the LDA Avatar WBT – 3:30 Min
- Documenting IV Fluids and Medication Drips WBT – 11:30 Min
- Advanced Medication Administration on the MAR WBT – 11:30 Min
- Manage the Care Plan WBT – 11:00 Min
- Administering Blood Products WBT – 6:00 Min
- Couplet Care / Mother-Baby Nurse PART 1 **VILT** SU – 5:00 Hours
- Couplet Care / Mother-Baby Nurse PART 2 **VILT** SU – 8:00 Hours
- CPN Training **VILT** SU – 3:00 Hours
- Stork Super User **VILT** – 2:00 Hours
- It’s Possible … Care Everywhere **WBT** – 1:30 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- IV Pump Integration Simulation **LAB** – 2:00 Hours

**POST-GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role
COUPLETCARE & MOTHER / BABY NURSE WITHOUT CPN

TRACK DESCRIPTION:
In this Learning Track, the Mother/Baby or Couplet Care Nurse will explore the basics of hyperspace, learn how to find and move patients, review orders, medication administration, triage, care plans, patient education, and explore assessment flowsheets. The End User will also learn how to addend a delivery summary, collect labs, blood product administration and discharging patients.

EXPECTED END USERS:
OB Inpatient Nurse – Couplet Care

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting WBT – 9:00 Min
- Overview of the L&D Grease Board WBT – 3:30 Min
- Overview of the L&D Manager WBT – 5:30 Min
- Overview of the Results Console WBT – 3:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Administering Medications on the MAR WBT – 5:00 Min
- Nurse Writing Notes WBT – 2:30 Min
- Nurse Managing Orders WBT – 6:30 Min
- Enter Hospital Charges WBT – 4:30 Min
- Manage LDAs Using the LDA Avatar WBT – 3:30 Min
- Documenting IV Fluids and Medication Drips WBT – 11:30 Min
- Advanced Medication Administration on the MAR WBT – 11:30 Min
- Manage the Care Plan WBT – 11:00 Min
- Administering Blood Products WBT – 6:00 Min

- Couplet Care / Mother-Baby Nurse PART 1 VILT SU – 5:00 Hours
- Couplet Care / Mother-Baby Nurse PART 2 VILT SU – 5:00 Hours
- Stork Super User VILT- 2:00 Hours

- It’s Possible … Care Everywhere WBT – 1:30 Min
- Create a New View of a Radar Dashboard WBT – 7:00 Min
IV Pump Integration Simulation **LAB- 2:00 Hours**

**There are No Post-Go-Live Required Learning Items for this Role**
COUPLEТ CARE / MOTHER & BABY / LABOR & DELIVERY
NURSE WITH CPN

**TRACK DESCRIPTION:**

In this Learning Track, the L&D Nurse will explore the basics of hyperspace, learn how to find and move patients, review orders, medication administration, triage, care plans, and explore assessment flowsheets. The End User will also get a deeper dive into documenting in Epic, learning scheduling appointments and cases, and how Centricity (CPN) works in Epic, documenting a delivery summary, admitting a baby, and blood product administration. Lastly, End Users will be learning about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore the different methods of charting and how to navigate between the two applications. This course is required for every in-patient nurse that will be doing fetal monitoring.

**EXPECTED END USERS:**

OB Inpatient Nurse – Labor & Delivery

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- Overview of the Results Console **WBT** – 3:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Manage LDAs Using the LDA Avatar **WBT** – 3:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Administering Blood Products **WBT** – 6:00 Min
➢ Labor & Delivery Nurse PART 1 **VILT** SU – 5:00 Hours
➢ Labor & Delivery Nurse PART 2 **VILT** SU – 9:00 Hours

➢ Labor & Delivery / Couplet Care Crosstrain PART 3 **VILT** SU – 4:00 Hours
➢ CPN Training **VILT** SU – 3:00 Hours
➢ Stork Super User **VILT** - 2:00 Hours

➢ It’s Possible ... Care Everywhere **WBT** – 1:30 Min
➢ Create a New View of a Radar Dashboard **WBT** – 7:00 Min

➢ IV Pump Integration Simulation **LAB**- 2:00 Hours

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**There are No Post-Go-Live Required Learning Items for this Role**
**LABOR & DELIVERY NURSE**

**TRACK DESCRIPTION:**

In this Learning Track, the L&D Nurse will explore the basics of hyperspace, learn how to find and move patients, review orders, medication administration, triage, care plans, and explore assessment flowsheets. The End User will also get a deeper dive into documenting in Epic, learning scheduling appointments and cases, and how Centricity (CPN) works in Epic, documenting a delivery summary, admitting a baby, and blood product administration. Lastly, End Users will be learning about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore the different methods of charting and how to navigate between the two applications. This course is required for every in-patient nurse that will be doing fetal monitoring.

**EXPECTED END USERS:**

OB Inpatient Nurse – Labor & Delivery

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- Overview of the Results Console **WBT** – 3:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Manage LDAs Using the LDA Avatar **WBT** – 3:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Administering Blood Products **WBT** – 6:00 Min
➢ Labor & Delivery Nurse PART 1 **VILT** SU – 5:00 Hours
➢ Labor & Delivery Nurse PART 2 **VILT** SU – 9:00 Hours
➢ CPN Training **VILT** SU – 3:00 Hours
➢ Stork Super User **VILT**- 2:00 Hours

➢ It’s Possible ... Care Everywhere **WBT** – 1:30 Min
➢ Create a New View of a Radar Dashboard **WBT** – 7:00 Min

➢ IV Pump Integration Simulation **LAB**- 2:00 Hours

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**POST GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role
LABOR & DELIVERY NURSE MANAGER

TRACK DESCRIPTION:

In this Learning Track, the L&D Nurse will explore the basics of hyperspace, learn how to find and move patients, review orders, medication administration, triage, care plans, and explore assessment flowsheets. The End User will also get a deeper dive into documenting in Epic, learning scheduling appointments and cases, and how Centricity (CPN) works in Epic, documenting a delivery summary, admitting a baby, and blood product administration. Lastly, End Users will be learning about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore the different methods of charting and how to navigate between the two applications. This course is required for every in-patient nurse that will be doing fetal monitoring.

In the Management portion of the Training, End Users will learn how to review the chart, audit for compliance, run reports and monitor patient safety measures. Additionally, End Users will learn about the Reporting Functionality in Epic. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:

OB Inpatient Nurse Manager – Labor & Delivery

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- Overview of the Results Console **WBT** – 3:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Manage LDAs Using the LDA Avatar **WBT** – 3:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
<table>
<thead>
<tr>
<th>Item</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>Advanced Medication Administration on the MAR <strong>WBT – 11:30 Min</strong></td>
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</tr>
<tr>
<td>Manage the Care Plan <strong>WBT – 11:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Administering Blood Products <strong>WBT – 6:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Labor &amp; Delivery Nurse PART 1 <strong>VILT SU – 5:00 Hours</strong></td>
<td></td>
</tr>
<tr>
<td>Labor &amp; Delivery Nurse PART 2 <strong>VILT SU – 9:00 Hours</strong></td>
<td></td>
</tr>
<tr>
<td>CPN Training <strong>VILT SU – 3:00 Hours</strong></td>
<td></td>
</tr>
<tr>
<td>It’s Possible ... Care Everywhere <strong>WBT – 1:30 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Create a New View of a Radar Dashboard <strong>WBT – 7:00 Min</strong></td>
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<tr>
<td>EpicCare Inpatient: Finding Patient Information <strong>WBT – 6:00 Min</strong></td>
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<tr>
<td>EpicCare Inpatient: Managing Orders <strong>WBT – 9:00 Min</strong></td>
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</tr>
<tr>
<td>Overview of Reporting <strong>WBT – 4:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Run and Manage Reports <strong>WBT – 7:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Inpatient Nurse Manager <strong>VILT SU – 5:00 Hours</strong></td>
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</tr>
<tr>
<td>Stork Super User <strong>VILT – 2:00 Hours</strong></td>
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</tr>
<tr>
<td>Overview of Hyperspace for Revenue and Access Products <strong>WBT – 11:30 Min</strong></td>
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<tr>
<td>Overview of the Resolute Hospital Billing Revenue Cycle <strong>WBT – 6:00 Min</strong></td>
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<tr>
<td>Overview of the Enterprise Encounter Charge Reconciliation <strong>Report WBT – 4:30 Min</strong></td>
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<tr>
<td>Account Maintenance for Clinical Department Managers <strong>WBT – 7:30 Min</strong></td>
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<tr>
<td>HB Clinical Department Manager <strong>VILT SU – 4:00 Hours</strong></td>
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</tr>
<tr>
<td>HB Clinical Department Manager <strong>LAB – 1:30 Hour</strong></td>
<td></td>
</tr>
<tr>
<td>Overview of Reporting <strong>WBT – 4:00 Min</strong></td>
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</tr>
<tr>
<td>Modifying the Search Criteria of a Report <strong>WBT – 9:00 Min</strong></td>
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</tr>
<tr>
<td>Introduction to Radar <strong>WBT – 6:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Create a New View of a Radar Dashboard <strong>WBT – 7:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>It’s Possible... Secure Chat <strong>WBT – 2:00 Min</strong></td>
<td></td>
</tr>
<tr>
<td>Reporting in Epic (POST GO-LIVE) <strong>VILT – 4:30 Hours</strong></td>
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<tr>
<td>One of the Following:</td>
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<tr>
<td>- Slicer Dicer <strong>LAB (Clinical) – 1:00 Hour</strong></td>
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<tr>
<td>- Slicer Dicer <strong>LAB (Non-Clinical) – 1:00 Hour</strong></td>
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</tbody>
</table>
LABOR & DELIVERY UNIT CLERK

TRACK DESCRIPTION:
In this Learning Track, the L&D Nurse will explore the basics of hyperspace, learn how to find and move patients, schedule appointments and c-sections, and manage charges.

EXPECTED END USERS:
OB Unit Coordinator

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Labor & Delivery Unit Clerk **VILT SU** – 5:00 Hours
- Stork Super User **VILT** - 2:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
**WBT** = Web Based Training

Items Listed in Red = Requires Registration
**VILT SU** = Virtual Instructor Led Training
**LAB** = Hands-On Labs
LACTATION CONSULTANT

TRACK DESCRIPTION:
The lactation consultant will explore the basics of hyperspace, learn how to find patients, perform a lactation consult, schedule appointments, and document in flowsheets.

EXPECTED END USERS:
OB Lactation Consultant

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in a Labor and Delivery Setting WBT – 9:00 Min
➢ Overview of the L&D Grease Board WBT – 3:30 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Lactation Consultant VILT SU – 7:00 Hours
➢ Stork Super User VILT - 2:00 Hours
➢ It’s Possible … Care Everywhere WBT – 1:30 Min

There are No Post-Go-Live Required Learning Items for this Role
ONCOLOGY

INPATIENT NURSE - ONCOLOGY

TRACK DESCRIPTION:
In this Learning Track, the End User will learn about the Inpatient Nurse role and functionality in Epic. This track is designed for the Inpatient Nurse who specializes in Oncology.

EXPECTED END USERS:
Oncology Inpatient Nurse, Oncology Nurse Navigator, Oncology Inpatient Nurse Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Unit Manager **WBT** – 5:00 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Nurse Reviewing in the Chart **WBT** – 4:00 Min
- Document Infusion Volume **WBT** – 6:00 Min
- Nurse Specimen Collection **WBT** – 6:00 Min
- Use the Admission Navigator **WBT** – 5:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Document Patient Education **WBT** – 7:30 Min
- Overview of the Brain **WBT** – 7:30 Min
- Manage LDAs Using the *LDA Avatar* **WBT** – 3:30 Min
- Administering Blood Products **WBT** – 6:00 Min
- Validating Monitor Data **WBT** – 11:30 Min

- Inpatient Nurse Super User Part 1 **VILT SU** – 8:30 Hours
➢ Inpatient Nurse Super User Part 2 **VILT SU – 8:30 Hours**
➢ Inpatient Nurse Super User Part 3 **VILT SU – 4:00 Hours**

➢ Inpatient Oncology Nurse **VILT SU – 4:00 Hours**

➢ Sex, Gender, and Clinical Decision Support **WBT – 6:30 Min**
➢ Using Pump Rate Verify **WBT – 5:00 Min**
➢ Overview of *MyChart Bedside* **WBT – 5:00 Min**
➢ Additional Pump Rate Verify Workflows **WBT – 6:00 Min**
➢ Modifying the Search Criteria of a Report **WBT – 9:00 Min**
➢ Nurse Writing Notes **WBT – 2:30 Min**
➢ Documenting IV Fluids **WBT – 11:30 Min**
➢ Advanced Medication Administration on the MAR **WBT – 11:30 Min**

➢ IV Pump Integration Simulation **LAB – 2:00 Hours**

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**There are No Post-Go-Live Required Learning Items for this Role**

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**POST GO-LIVE**

<table>
<thead>
<tr>
<th>Items Listed in Navy = No Registration Required</th>
<th>Items Listed in Red = Requires Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WBT</strong> = Web Based Training</td>
<td><strong>VILT SU</strong> = Virtual Instructor Led Training</td>
</tr>
<tr>
<td><strong>LAB</strong> = Hands-On Labs</td>
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</tr>
</tbody>
</table>
RADIATION ONCOLOGY NURSE

TRACK DESCRIPTION:
In this learning track the end user will learn about the inpatient/outpatient Radiation Oncology Nurse Role, functionality in Epic and Radiation Oncology Workflows in Epic

EXPECTED END USERS:
Radiation Oncology Nurse (Outpatient/Inpatient)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
➢ Clinic-Administered Medications WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Handling Refill Requests WBT – 7:00 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ In Basket: Following up on Results Messages WBT – 6:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Overview of Therapy Plans Nurse WBT – 4:00 Min
➢ Clinical Support Visit WBT – 9:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Nurse Shared Part 1 (RN, LP, MA) VILT SU – 5:00 Hours
➢ Nurse Shared Part 2 (RN, LP, MA) VILT SU – 5:00 Hours

➢ Introduction to MyChart Bedside WBT – 1:30 Min

Items Listed in Navy = No Registration Required
WBT = Web Based Training

Items Listed in Red = Requires Registration
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Using Pump Rate Verify **WBT** – 5:00 Min
- Overview of MyChart Bedside **WBT** – 5:00 Min
- Additional Pump Rate Verify Workflows **WBT** – 6:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Document Patient Education **WBT** – 7:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Radiation Oncology Nurse **VILT SU** – 2:00 Hours
- IV Pump Integration Simulation **LAB** - 2:00 Hours

**There are No Post-Go-Live Required Learning Items for this Role**
**ONCOLOGY SCHEDULER**

**TRACK DESCRIPTION:**
In this Learning Track, the End User will get an overview of registration using Epic. The end user will learn about patient and encounter-level registration, new patient creation, pre-registration, guarantor accounts and coverages.

**EXPECTED END USERS:**
Oncology Inpatient Nurse, Oncology Nurse Navigator, Oncology Inpatient Nurse Manager

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Overview of the Interactive Face Sheet **WBT** – 3:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of Registration in a Clinic Setting **WBT** – 4:30 Min

- Registration Basics **VILT SU** – 4:30 Hours

- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Overview of the SnapBoard **WBT** – 3:00 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Handling Appointments from MyChart **WBT** – 2:00 Min
- Report Setup **WBT** – 9:30 Min

- Front Desk HOD PART 1 **VILT SU** – 8:00 Hours

- Overview of the Department Appointments Report **WBT** – 3:00 Min
Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration

➢ Overview of Referrals WBT – 5:00 Min
➢ Create a Referral WBT – 7:30 Min
➢ Balancing Your Cash Drawer WBT – 6:30 Min
➢ A Patient’s Tour of Welcome WBT – 6:00 Min

➢ Front Desk HOD PART 2 VILT SU – 8:00 Hours
➢ Oncology Scheduler Lab – 1:00 Hours

➢ Check in and Register Appointments in an HOD WBT – 7:00 Min
➢ Checking in a Patient with Incorrect Registration Information WBT – 6:00 Min
➢ Overview of Patient Station for Access WBT – 4:00 Min

There are No Post-Go-Live Required Learning Items for this Role
TUMOR REGISTRAR

TRACK DESCRIPTION:
This track is designed for the Tumor Registrars.

EXPECTED END USERS:
Tumor Registrars

REQUIRED TRAINING

PRE-GO-LIVE
➢ Tumor Registrar Lab – 1:00 Hour

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
PATIENT ACCESS

FINANCIAL COUNSELOR

TRACK DESCRIPTION:
This track is designed for the Hospital-based Financial Counselors. In this track, the End Users will get an overview of registration, pre-registration and guarantor accounts and coverages. Additionally, End Users will learn how to create and work financial assistance cases, update guarantor and coverage information, and create and utilize trackers for follow-up.

EXPECTED END USERS:
Financial Counselor, PB Financial Counselor, Transplant Financial Counselor

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Appointment Desk WBT – 3:00 Min
➢ Overview of the Interactive Face Sheet WBT – 3:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min

➢ Registration Basics VILT SU – 4:30 Hours
➢ Overview of Workqueues for Access WBT – 8:00 Min
➢ Overview of Patient Satisfaction for Access Users WBT – 4:00 Min
➢ Completing Authorization and Certification WBT – 8:30 Min
➢ Overview of Reporting – WBT – 4:00 Min
➢ Document ADT Events During a Downtime Using BCA Web Data Entry WBT – 6:30 Min

➢ Financial Counselor VILT SU – 4:00 Hours
➢ Check-In and Register Appointments in an HOD WBT – 7:00 Min
➢ Checking-In a Patient with Incorrect Registration Information WBT – 6:00 Min

Items Listed in Navy = No Registration Required
WBT = Web Based Training

Items Listed in Red = Requires Registration
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs

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POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:
This track is designed for the Front Desk End User in a Hospital Outpatient Department. End Users will learn about patient and encounter level registration, new patient creation, pre-registration, and guarantor accounts and coverages. The end user will also learn how to schedule basic and advanced appointments.

EXPECTED END USERS:
Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Check-In and Register Appointments in an HOD WBT – 7:00 Min
- Checking-In a Patient with Incorrect Registration Information WBT – 6:00 Min
- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of the Appointment Desk WBT – 3:00 Min
- Overview of the Interactive Face Sheet WBT – 3:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Registration Basics VILT SU – 4:30 Hours
- Overview of Making Appointments WBT – 6:30 Min
- Interpreting Provider Schedulers WBT – 3:30 Min
- Overview of the Department Appointments Report WBT – 3:00 Min
- Overview of the Snapboard WBT – 3:00 Min
- Overview of Workqueues for Access WBT – 8:00 Min
- Report Setup WBT – 9:30 Min
- Balancing Your Cash Drawer WBT – 6:30 Min
- A Patient’s Tour of Welcome WBT – 6:00 Min
- Overview of MyChart WBT – 7:30 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Handling Appointments from MyChart WBT – 2:00 Min
- Front Desk HOD PART 1 VILT SU – 8:00 Hours
- Front Desk HOD PART 2 VILT SU – 8:00 Hours
There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL AUTHORIZATION USER - WITH PREREQUISITES

TRACK DESCRIPTION:
This track is designed for anyone who will need to authorize appointments, understand authorized appointments from IPAS, authorize and collect benefit information for preadmission and work with authorization and certification records. The Prerequisite to taking this Training Track is to complete one of the following: Front Desk HOD Training Track, Central Scheduling Training Track, or the Patient Access Training Track.

EXPECTED END USERS:
Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

REQUIRED TRAINING

Prerequisites to this Training Track are one of the following:
➢ Front Desk HOD Training Track
➢ Central Scheduling Training Track
➢ Patient Access Training Track
➢ Completing Authorization and Certification WBT – 8:30 Min
➢ Overview of Referrals WBT – 5:00 Min
➢ Overview of Benefit Collection WBT – 3:30 Min
➢ Hospital Authorization User VILT SU – 4:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
PATIENT ACCESS

TRACK DESCRIPTION:
This track is designed for Patient Access users to learn the fundamentals of preadmitting and admitting patients. Users will also learn how to register L&D patients once they have been admitted. Topics will also include how to check in & schedule a walk-in patient in an outpatient department setting. In the final courses, the focus will be on registration workflows for the Emergency Department and how to fix registration errors, including DNB checks and denials.

EXPECTED END USERS:
Emergency Registrar, L&D Registrar, and Patient Access Users

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Check-In and Register Appointments in an HOD **WBT** – 7:00 Min
➢ Checking-In a Patient with Incorrect Registration Information **WBT** – 6:00 Min
➢ Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
➢ Overview of the Appointment Desk **WBT** – 3:00 Min
➢ Overview of the Interactive Face Sheet **WBT** – 3:30 Min
➢ Overview of Registration in a Hospital Setting **WBT** – 6:00 Min

➢ Registration Basics **VILT SU** – 4:30 Hours

➢ Overview of Workqueues for Access **WBT** – 8:00 Min
➢ Overview of Event Management **WBT** – 6:30 Min
➢ Overview of Patient Station for Access Users **WBT** – 4:00 Min
➢ Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
➢ Overview of Reporting **WBT** – 4:00 Min
➢ Document ADT Events During a Downtime using BCA Web Data Entry **WBT** – 6:30 Min
➢ Overview of the L&D Manager **WBT** – 5:30 Min
➢ Overview of the L&D Grease Board – 3:30 Min
➢ Arrival and Patient Search **WBT** – 4:30 Min
➢ Patient Access PART 1 **VILT SU** – 8:00 Hours
➢ Patient Access PART 2 **VILT SU** – 5:00 Hours

**WBT** = Web Based Training  **VILT SU** = Virtual Instructor Led Training  **LAB** = Hands-On Labs
There are No Post-Go-Live Required Learning Items for this Role

Patient Access PART 3 VILT SU – 5:00 Hours
PATIENT ACCESS ADMISSION SUPERVISOR

TRACK DESCRIPTION:

This track is designed for Patient Access users to learn the fundamentals of preadmitting and admitting patients. Users will also learn how to register L&D patients once they have been admitted. Topics will also include how to check in & schedule a walk-in patient in an outpatient department setting. End Users will also learn about registration workflows for the Emergency Department and how to fix registration errors, including DNB checks and denials. Lastly, the End User will learn about a variety of reports that are available to Patient Access Leadership and how to remove incorrect guarantor accounts and coverages.

EXPECTED END USERS:

Emergency Registrar, L&D Registrar, Patient Access Admissions Supervisors, and Patient Access Users

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Check-In and Register Appointments in an HOD **WBT** – 7:00 Min
- Checking-In a Patient with Incorrect Registration Information **WBT** – 6:00 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Overview of the Interactive Face Sheet **WBT** – 3:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min

- Registration Basics **VILT SU** – 4:30 Hours

- Overview of Workqueues for Access **WBT** – 8:00 Min
- Overview of Event Management **WBT** – 6:30 Min
- Overview of Patient Station for Access Users **WBT** – 4:00 Min
- Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
- Overview of Reporting **WBT** – 4:00 Min
- Document ADT Events During a Downtime using BCA Web Data Entry **WBT** – 6:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- Overview of the L&D Grease Board – 3:30 Min
- Arrival and Patient Search **WBT** – 4:30 Min
There are No Post-Go-Live Required Learning Items for this Role
PATIENT MOVEMENT

BED PLANNER

TRACK DESCRIPTION:
In this Learning Track, the End User will learn the basics of the Bed Planning module in Epic, as well as key workflows needed to perform their duties as Bed Planners. End Users will be able to navigate Bed Planning, customize it to their preferences and be able to manage workflows efficiently. End Users will become proficient in room assignments, managing hospital census/occupancy and basic reporting functions.

EXPECTED END USERS:
Bed Planner

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Patient Station for Access Users WBT – 4:00 Min
➢ Overview of Reporting WBT – 4:00 Min
➢ Overview of Bed Planning WBT – 8:30 Min
➢ Discharging Patients WBT – 6:00 Min
➢ Bed Planner VILT SU – 5:30 Hours
➢ Overview of Event Management WBT – 6:30 Min
➢ Transferring and Updating Patients WBT – 10:00 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Document ADT Events During a Downtime Using BCA Web Data Entry WBT – 6:30 Min
➢ Documenting Gender, Sex, and Sexual Orientation WBT – 5:00 Min
➢ It’s Possible … Care Everywhere WBT – 1:30 Min
➢ Viewing a Patient’s Care Everywhere Information WBT – 7:30 Min
➢ Making an Admission Reservation WBT – 7:00 Min
POST GO.

➢ Bed Planner POST Go-Live LAB – 2:00 Hours
EVS STAFF

TRACK DESCRIPTION:
In this Learning Track, the End User will learn how to perform their duties utilizing the EVS module in Epic either via Hyperspace or on their mobile device, Rover. Users will be able to perform both patient and non-patient cleaning tasks as well as navigate through their Rover device.

EXPECTED END USERS:
Environmental Services Staff

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products \(\text{WBT} – 11:30\) Min
- Working with Cleaning Products \(\text{WBT} – 6:00\) Min
- EVS Staff \(\text{VILT SU} – 2:30\) Hours

There are No Post-Go-Live Required Learning Items for this Role
# EVS MANAGER

## TRACK DESCRIPTION:

In this Learning Track, the End User will learn how to perform their duties utilizing the EVS module in Epic either via Hyperspace or on their mobile device, Rover. Users will be able to perform both patient and non-patient cleaning tasks as well as navigate through their Rover device. Additionally, Users will learn how to navigate the EVS Command Center, manage EVS staff members, and learn how to use reporting functions. By the end of this Learning Track, users should be able to efficiently manage all aspects of EVS staff members and the command center.

## EXPECTED END USERS:

Environmental Services Supervisor, Environmental Services Manager

## REQUIRED TRAINING

### IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Working with Cleaning Products **WBT** – 6:00 Min
- EVS Staff **VILT SU** – 2:30 Hours
- Managing Environmental Services **WBT** – 14:30 Min
- EVS Manager **VILT SU** – 3:30 Hours

### PRE GO-LIVE

- EVS Manager Post Go-Live **LAB** – 2:00 Hours
- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

### POST GO-LIVE

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
- Slicer Dicer **LAB** (Clinical) – **1:00 Hour**
- Slicer Dicer **LAB** (Non-Clinical) – **1:00 Hour**
TRANSFER CENTER USER

TRACK DESCRIPTION:

In this Learning Track, End Users will learn to navigate all aspects of the Transfer Center module, familiarizing themselves with the Transfer Center navigator. Users will learn how to create transfer requests, document patient, clinical and transport information as well as reporting tools needed for statistical analysis. By the end of class, users will be able to perform all Transfer Center tasks electronically via Epic's Transfer Center navigator.

EXPECTED END USERS:

Transfer Center Staff

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
➢ Overview of Patient Station for Access Users **WBT – 4:00 Min**
➢ Overview of Reporting **WBT – 4:00 Min**
➢ Overview of Bed Planning **WBT – 8:30 Min**
➢ Transfer Center User Behavioral Health **VILT SU – 4:30 Hours**

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
ACUTE TRANSFER CENTER USER

TRACK DESCRIPTION:
In this Learning Track, End Users will learn to navigate all aspects of the Transfer Center module, familiarizing themselves with the Transfer Center navigator. Users will learn how to create transfer requests, document patient, clinical and transport information as well as reporting tools needed for statistical analysis. By the end of class, users will be able to perform all Transfer Center tasks electronically via Epic's Transfer Center navigator.

EXPECTED END USERS:
Transfer Center Staff

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
➢ Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
➢ Overview of Patient Station for Access Users **WBT** – 4:00 Min
➢ Overview of Reporting **WBT** – 4:00 Min
➢ Overview of Bed Planning **WBT** – 8:30 Min
➢ Acute Transfer Center User **VILT SU** – 2:00 Hours

POST GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
**WBT** = Web Based Training
**VILT SU** = Virtual Instructor Led Training
**LAB** = Hands-On Labs
Items Listed in Red = Requires Registration
TRANSPORT MANAGER

TRACK DESCRIPTION:
In this Learning Track, End Users will learn the basics of transport. This includes familiarizing themselves with the transport module in Epic (Hyperspace/Rover) and how to perform both patient and non-patient transport requests. Additionally, End Users will learn how to navigate the command center, manage transport staff, and utilize reporting tools. By the end of this Training Track, End Users will be able to utilize the transport command center to keep track of transport staff productivity, assist with all transport related requests, and use reporting functions for metrics.

EXPECTED END USERS:
Transport Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Transporting Patients and Non-Patients WBT – 6:00 Min
➢ Transporter VILT SU – 2:30 Hours
➢ Managing Transport WBT – 11:00 Min
➢ Transport Manager VILT SU – 4:30 Hours

POST GO-LIVE

➢ Transport Manager Post Go-Live LAB – 2:00 Hours
➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
➢ Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
➢ One of the Following:
  o Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  o Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
TRANSPORTER

TRACK DESCRIPTION:
In this Learning Track, End Users will learn the basics of transport. This includes familiarizing themselves with the transport module in Epic (Hyperspace/Rover) and how to perform both patient and non-patient transport requests. By the end of this Training Track, users will be able to utilize Rover for all transport related tasks.

EXPECTED END USERS:
Transport Staff

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Transporting Patients and Non-Patients **WBT** – 6:00 Min
- Transporter **VILT SU** – 2:30 Hours

POST-GO-LIVE

*There are No Post-Go-Live Required Learning Items for this Role*
INPATIENT PHARMACY TECHNICIAN

TRACK DESCRIPTION:
In this Learning Track, End Users will learn how to utilize Epic to complete their daily tasks. Basic workflows will be covered, and users will become comfortable navigating hyperspace. Topics will include cart fills, dispensing, compounding, and monitoring in-basket messages.

EXPECTED END USERS:
Pharmacy Tech, Specialty Pharmacist Technician

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Complete Common Pharmacy Tasks **WBT** – 9:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Inpatient Pharmacy Technician **VILT SU** – 5:00 Hours
- Inpatient Pharmacy Technician Simulation **LAB** – 2:00 Hour

There are No Post-Go-Live Required Learning Items for this Role
### TRACK DESCRIPTION:

In this Learning Track, End Users will get an overview of Hyperspace, and learn about the Clinical Information Review and Finding a Patient workflows in Epic.

### EXPECTED END USERS:

Pharmacy Student

### REQUIRED TRAINING

<table>
<thead>
<tr>
<th></th>
<th>Pre-GO-Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Hyperspace</td>
<td>WBT – 12:00 Min</td>
</tr>
<tr>
<td>Clinical Information</td>
<td>WBT – 8:00 Min</td>
</tr>
<tr>
<td>Finding Patient</td>
<td>WBT – 4:30 Min</td>
</tr>
</tbody>
</table>

**There are No Post-Go-Live Required Learning Items for this Role**
QUALITAS - VIEW ONLY

TRACK DESCRIPTION:
In this Learning Track, End Users will get an overview of Hyperspace, Finding Patient Information, and Completing Common Pharmacy Tasks in Epic.

EXPECTED END USERS:
Qualitas Read Only Pharmacy Associates

REQUIRED TRAINING

PRE-GO-LIVE
➢ Overview of Hyperspace WBT – 12:00 Min
➢ Clinical Information Review – WBT – 8:00
➢ Finding Patient Information WBT – 43:30 Min
➢ Complete Common Pharmacy Tasks WBT – 9:00 Min

POST-GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role
BREAST IMAGING COORDINATOR

TRACK DESCRIPTION:
In this Learning Track, End Users will explore the dashboard, exams, recommendations, letters, follow-up for breast imaging exams. Navigate MQSA statistics. Simulation lab.

EXPECTED END USERS:
Breast Imaging Coordinator, Breast Imaging Nurse, Lung Screening Coordinator

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
➢ Update Missing Required Data **WBT** – 3:00 Min
➢ Track and Update Result Letters **WBT** – 2:30 Min
➢ Overview of the Manager Dashboard **WBT** – 5:00 Min
➢ Reporting on MQSA Statistics in Hyperspace **WBT** – 6:00 Min
➢ Overview of the Snapboard **WBT** – 3:00 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min

POST GO-LIVE

➢ Breast Imaging Coordinator **VILT SU** – 8:00 Hours
➢ Radiant Breast Imaging Super User **VILT**- 2:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
**BREAST IMAGING TECHNOLOGIST**

**TRACK DESCRIPTION:**
In this Learning Track, End Users will learn about entering orders, prepare for exams, document details and end exams in a breast imaging department

**EXPECTED END USERS:**
Breast Imaging Technologist

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT – 9:30 Min**
- Introduction to Ancillary Orders **WBT – 3:00 Min**
- Overview of the Technologists Work List **WBT – 3:00 Min**
- Overview of the Snapboard **WBT – 3:00 Min**
- It’s Possible… Secure Chat **WBT – 2:00 Min**

- Breast Imaging Technologist **VILT SU – 4:00 Hours**
- Radiant Breast Imaging Super User **VILT - 2:00 Hours**

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**There are No Post-Go-Live Required Learning Items for this Role**

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Items Listed in Navy = No Registration Required

**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
INTERVENTIONAL NURSE

TRACK DESCRIPTION:
In this Learning Track, End Users will learn how to enter the Preprocedure, Intraprocedure, and Post procedure Navigators to complete the full IR nursing documentation workflow.

EXPECTED END USERS:
Radiology Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Finding Patients and Beginning Charting **WBT** – 8:00 Min
- Documenting Vitals and Patient Assessments in Navigator **WBT** – 7:00 Min
- Prep-Procedure Phone Call **WBT** – 7:00 Min
- Post-Procedure Phone Call **WBT** – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Mn
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of the Narrator **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Interventional Nurse **VILT SU** – 8:00 Hours
- Radiant Interventional Super User **VILT** - 2:00 Hours

- IV Pump Integration Simulation **LAB**- 2:00 Hours
There are No Post-Go-Live Required Learning Items for this Role
INTERVENTIONAL TECHNOLOGIST

TRACK DESCRIPTION:
In this Learning Track, End Users will learn how to document Interventional Radiology exams using the Begin and End Exam Navigators. Document a completed exam and contrast from Meds Admin section.

EXPECTED END USERS:
Interventional Radiology Technologist, Radiology Lead Interventional Technologist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE
- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Overview of Report Settings WBT – 4:30 Min
- Introduction to Ancillary Orders WBT – 3:00 Min
- Overview of the Technologists Work List WBT – 3:00 Min
- Overview of the Snapboard WBT – 3:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min
- Interventional Technologist VILT SU – 4:00 Hours
- Radiant Interventional Super User VILT- 2:00 Hours

POST-GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role
NON-INVASIVE RADIOLOGY TECHNOLOGIST

**TRACK DESCRIPTION:**
In this Learning Track, End Users will learn how to document CT, US, MRI, nuclear medicine, and x-ray exams using the Begin and End Exam Navigators. Document an exam completed with and without contrast. Administer contrast from Meds Admin section.

**EXPECTED END USERS:**
Non-Invasive Radiology Technologist, Radiology Lead Non-Invasive Technologist, OB Sonographer

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Technologists Work List **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Non-Invasive Radiology Technologist **VILT SU** – 5:00 Hours
- Radiant Non-Invasive Super User **VILT**- 2:00 Hours

**POST GO-LIVE**
There are No Post-Go-Live Required Learning Items for this Role
RADIOLOGY FRONT DESK / FILE ROOM CLERK

TRACK DESCRIPTION:
In this Learning Track, End Users will learn how to enter orders for appointments, schedule, reschedule and cancel appointments. Check in patients.

EXPECTED END USERS:
Radiology Front Desk, Radiology File Room

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Radiology Front Desk / File Room Clerk **VILT SU** – 4:30 Hours

POST GO-LIVE

*There are No Post-Go-Live Required Learning Items for this Role*
RADIOLOGY MANAGER

TRACK DESCRIPTION:
In this Learning Track, End Users will get an overview of the Radiant workflows. Review Department reports and statistics, correct documentation errors, and resolve incomplete work. Additionally, End users will get an overview the reporting functionality. Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports. Lastly, End Users will learn about manual charge entry and how each department enters charges into the system. Identifying potential revenue through Revenue Guardian Workqueues will also be covered.

EXPECTED END USERS:
Radiology Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Overview of the Manager Dashboard WBT – 5:00 Min
➢ Overview of Charge Capture Workflows WBT – 8:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Introduction to Ancillary Orders WBT – 3:00 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Overview of the Technologist Worklist WBT – 3:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min
➢ Radiology Manager VILT SU – 5:00 Hours

➢ Using Reporting Workbench to Run Reports WBT – 5:30 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Clinic Setting WBT – 4:30 Min
➢ Overview of Enterprise Encounter Charge Reconciliation Report WBT – 4:30 Min
➢ Overview of the Resolute Hospital Billing Revenue Cycle WBT – 6:00 Min
➢ Account Maintenance for Clinical Department Managers WBT – 7:30 Min
➢ HB Clinical Department Manager VILT SU – 4:00 Hours
➢ HB Clinical Department Manager LAB – 1:30 Hour

POST GO-LIVE

➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min

➢ Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours
➢ One of the Following:
  o Slicer Dicer LAB (Clinical) – 1:00 Hour
  o Slicer Dicer LAB (Non-Clinical) – 1:00 Hour
INPATIENT THERAPIST

TRACK DESCRIPTION:
This learning track is designed for the OT, PT, SLP, PTA, COTA or Therapy Student working in the Inpatient Hospital Setting

EXPECTED END USERS:
Occupational Therapist, Physical Therapist, Speech & Language Pathologist, Certified Occupational Therapy Assistant, Therapy Student

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ Introduction to Communication Workflows WBT – 10:00 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Overview of InBasket WBT – 7:30 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Nurse Reviewing in the Chart WBT – 4:00 Min
➢ Overview of Writing Notes WBT – 9:30 Min
➢ Nurse Writing Notes WBT – 2:30 Min
➢ Nurse Managing Notes WBT – 6:30 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Epic EMR Success WBT – 14:00 Min
➢ Inpatient Therapist VILT SU – 3:00 Hours
POST GO-LIVE

- It’s Possible … Chart Search in Storyboard **WBT** – 1:30 Min
- It’s Possible … Wrap-Up Tips **WBT** – 1:00 Min
- It’s Possible … QuickActions: QuickNotes **WBT** – 1:00 Min
- It’s Possible … InBasket: My Lists **WBT** – 1:30 Min
- It’s Possible … InBasket Personalization **WBT** – 1:30 Min
- It’s Possible … Personalize Your Space – Storyboard **WBT** – 2:00 Min
- It’s Possible … Sharing SmartPhrases **WBT** – 1:30 Min
- It’s Possible … Keyboard Shortcuts Part 1 **WBT** – 1:00 Min
- It’s Possible … Keyboard Shortcuts Part 2 **WBT** – 1:00 Min
- It’s Possible … Care Everywhere **WBT** – 1:30 Min
REPORTING

MANAGER REPORTING

TRACK DESCRIPTION:
In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:
Department Managers that do Reporting
*This is already built into the Learning Track if it is a part of another Learning Track

REQUIRED TRAINING

There are No Pre-Go-Live Required Learning Items for this Role

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours
➢ One of the Following:
  o Slicer Dicer LAB (Clinical) – 1:00 Hour
  o Slicer Dicer LAB (Non-Clinical) – 1:00 Hour

Items Listed in Navy = No Registration Required  |  Items Listed in Red = Requires Registration

WBT = Web Based Training  |  VILT SU = Virtual Instructor Led Training  |  LAB = Hands-On Labs
REPORTING POWER USER

TRACK DESCRIPTION:
In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:
Reporting Power Users
*This is already built into the Learning Track if it is a part of another Learning Track

REQUIRED TRAINING

PRE-GO-LIVE

➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ Reporting in Epic (PRE-LIVE) VILT SU – 4:30 Hours

POST-GO-LIVE

➢ Advanced Reporting in Epic (POST-LIVE) VILT – 4:30 Hours

IMPORTANT NOTE: the information listed below is to be followed in sequential order

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs

Items Listed in Navy = No Registration Required  Items Listed in Red = Requires Registration
SLICER DICER - *(Voluntary Track)*

**TRACK DESCRIPTION:**

In this learning track, the End User will get a hands-on experience to apply the Epic Reporting workflows to their department.

**EXPECTED END USERS:**

Voluntary Track

**REQUIRED TRAINING**

*There are No Pre-Go-Live Required Learning Items for this Role*

- Slicer Dicer **LAB** (Clinical) – 1:00 Hour
- Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
RESEARCH

RESEARCH COORDINATOR

**TRACK DESCRIPTION:**
*In this learning track, the End User will learn patient recruitment, running reports maintenance of study records, and overall management of patients enrolled in research studies.*

**EXPECTED END USERS:**
Clinical Research Nurse, Research Coordinator, Research Data Coordinator, Research Manager, Research PhD Investigator, Oncology Research Coordinator

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – **11:30 Min**
- Overview of Registration in a Clinic Setting **WBT** – **4:30 Min**
- Overview of Registration in a Hospital Setting **WBT** – **6:00 Min**
- Overview of a Single Billing Office **WBT** – **6:00 Min**
- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT** – **10:30 Min**
- Overview of Account Activities **WBT** – **7:00 Min**
- Overview of the Research Billing Review Activity **WBT** – **3:00 Min**
- Overview of In Basket **WBT** – **7:30 Min**
- Overview of Research Studies in Epic **WBT** – **9:00 Min**
- It’s Possible… Secure Chat **WBT** – **2:00 Min**

- Research Coordinator **VILT SU** – **9:00 Hours**
- Research Coordinator User Settings **LAB** – **2:00 Hours**

- Run and Manage Reports **WBT** – **7:00 Min**
- Modifying the Search Criteria of a Report **WBT** – **9:00 Min**

Items Listed in Navy = No Registration Required  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs  
Items Listed in Red = Requires Registration
There are No Post-Go-Live Required Learning Items for this Role
SURGICAL SERVICES

CHARGE POSTER

TRACK DESCRIPTION:
In this Training Track, the End User will learn how to capture and post charges in Epic.

EXPECTED END USERS:
Charge Poster and Materials Management

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Overview of the Navigator WBT – 3:30 Min
➢ Capturing Charges in OpTime WBT – 5:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min
➢ Charge Poster VILT SU – 4:00 Hours
➢ Optime Super User VILT - 2:00 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
Items Listed in Red = Requires Registration

WBT = Web Based Training  VILT SU = Virtual Instructor Led Training  LAB = Hands-On Labs
DAY SURGERY NURSE

**TRACK DESCRIPTION:**
In this Training Track, the End User will learn how to document Pre-Arrival documentation, overview of Care Everywhere, document assessments, document medications, order entry, document preprocedure call, and discharge documentation process.

**EXPECTED END USERS:**
PACU Nurse, Pre-Op Nurse, Pre-Op Nurse Manager, Endoscopy Nurse

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Finding Patients and Beginning Charting **WBT** – 8:00 Min
- Documenting Vitals and Patient Assessments in a Navigator **WBT** – 7:00 Min
- Preprocedure Phone Call **WBT** – 7:00 Min
- Post-Procedure Phone Call **WBT** – 6:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning - 12:35 Min

- Day Surgery Nurse **VILT SU** – 7:00 Hours
- Optime Super User **VILT** - 2:00 Hours
- IV Pump Integration Simulation **LAB** - 2:00 Hours

**POST-GO-LIVE**

*There are No Post-Go-Live Required Learning Items for this Role*
ENDOSCOPY NURSE

TRACK DESCRIPTION:
In this Training Track, the End User will learn how to document Pre-Arrival documentation, overview of Care Everywhere, document assessments, document medications, order entry, document preprocedural call, and discharge documentation process. Additionally, End Users will learn how to use the Endoscopy Intra-procedure Narrator to complete Endoscopy nursing documentation for the intra-procedure phase of care. Lastly, End Users will learn how to find a patient using the Status Board, document Events, Orders Management, document Assessments and Monitoring, and discharge documentation for the patient.

EXPECTED END USERS:
Endoscopy Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Overview of the Navigator WBT – 3:30 Min
- Nurse Managing Orders WBT – 6:30 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Administering Medications on the MAR WBT – 5:00 Min
- Finding Patients and Beginning Charting WBT – 8:00 Min
- Documenting Vitals and Patient Assessments in a Navigator WBT – 7:00 Min
- Pre-procedure Phone Call WBT – 7:00 Min
- Post-Procedure Phone Call WBT – 6:00 Min
- Documenting IV Fluids and Medication Drips WBT – 11:30 Min
- Validating Monitor Data WBT – 11:30 Min
- It’s Possible… Secure Chat WBT – 2:00 Min

- Day Surgery Nurse VILT SU – 7:00 Hours
- Endoscopy Nurse VILT SU – 5:00 Hours
- PACU Nurse VILT SU – 6:00 Hours

- Optime Super User VILT- 2:00 Hours
- IV Pump Integration Simulation LAB- 2:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs
There are No Post-Go-Live Required Learning Items for this Role
ENDOSCOPY SCHEDULER

TRACK DESCRIPTION:
In this Learning Track, End Users will learn to enter orders for appointments, schedule, cancel, reschedule appointments, and check-in patients.

EXPECTED END USERS:
Surgery Scheduler, Endoscopy Scheduler

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
➢ Overview of Hyperspace for Revenue Access Products WBT – 11:30 Min
➢ Introduction to Ancillary Orders WBT – 3:00 Min
➢ Overview of the Snapboard WBT – 3:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min

➢ Endoscopy Scheduler VILT SU – 4:30 Hours
➢ Surgery Scheduler VILT SU – 4:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
INTRA-OP NURSE

TRACK DESCRIPTION:
In this Training Track, the End User will learn how to use the Status Board to find a patient, document Events in the Periop area, document pre-incision, procedure documentation, and closing documentation.

EXPECTED END USERS:
Charge Nurse, Circulating Nurse, OR Manager, and OR Service Lead

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Finding Patients and Beginning Charting **WBT** – 8:00 Min
- Documenting Vitals and Patient Assessments in a Navigator **WBT** – 7:00 Min
- Interoperative Documentation **WBT** – 8:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Intra-Op Nurse **VILT SU** – 4:00 Hours
- Optime Super User **VILT** – 2:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
MATERIALS MANAGEMENT

TRACK DESCRIPTION:

In this Training Track is designed for the End Users who are responsible for managing materials used in the Operating Room. End Users will learn how to run reports on supply and implant usage, how to access the surgical schedule and print preference/case cards to aid in case picking, and manage inventory items in a third party system or in Epic, and be able to view these items in Epic.

EXPECTED END USERS:
Materials Management

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Overview of the Navigator WBT – 3:30 Min
- Capturing Charges in OpTime WBT – 5:00 Min
- Overview of Preference Cards WBT – 3:30 Min
- It’s Possible… Secure Chat WBT – 2:00 Min
- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle WBT – 6:00 Min
- Overview of the Enterprise Encounter Charge Reconciliation Report WBT – 4:30 Min
- Account Maintenance for Clinical Department Managers WBT – 7:30 Min
- Run and Manage Reports WBT – 7:00 Min

- HB Clinical Department Manager VILT SU – 4:00 Hours
- HB Clinical Department Manager LAB – 1:30 Hour

There are No Post-Go-Live Required Learning Items for this Role
OPTIME ANESTHESIA VIEW-ONLY

**TRACK DESCRIPTION:**
This Training Track is designed for the Anesthesia Tech who will need View Only Access in Epic.

**EXPECTED END USERS:**
Anesthesia Tech, Anesthesia Admin, Anesthesia 3rd Party Billers

**REQUIRED TRAINING**

**PRE GO-LIVE**
- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Preference Cards **WBT** – 3:30 Min

**POST GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required

**WBT** = Web Based Training

**VILT** = Virtual Instructor Led Training

**LAB** = Hands-On Labs

Items Listed in Red = Requires Registration
OR MANAGER

**TRACK DESCRIPTION:**

In this Training Track, the End User will learn how to use dashboard, My Reports, Library, and Chart Search. The End User will learn Reporting Basics and Manual Blood Release. End Users will also learn about manual charge entry and how each department enters charges into the system and identifying potential revenue through Revenue Guardian Workqueues is also covered. Lastly, End Users will get an overview of the Reporting Tools and functionality in Epic. End users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

**EXPECTED END USERS:**

OR Manager, Endoscopy Manager, OR Scheduling Manager, PACU Nurse Manager, Pre-Op Manager

**REQUIRED TRAINING**

- **IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the OpTime Manager Dashboard **WBT** – 4:30 Min
- Overview of Reporting **WBT** – 4:00 Min
- Capturing Charges in OpTime **WBT** – 5:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
- OR Manager **VILT SU** – 3:00 Hours
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Overview of the Enterprise Encounter Charge Reconciliation Report **WBT** – 4:30 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min
- Run and Manage Reports **WBT** – 7:00 Min
- HB Clinical Department Manager **VILT SU** – 4:00 Hours
- HB Clinical Department Manager **LAB** – 1:30 Hour
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#### PB Charge Capture **VILT SU** – 8:00 Hours

#### Optime Super User **VILT** - 2:00 Hours

#### PB Charge Reconciliation Workshop – 2:00 Hours

#### Modifying the Search Criteria of a Report **WBT** – 9:00 Min

#### Introduction to Radar **WBT** – 6:00 Min

#### Create a New View of a Radar Dashboard **WBT** – 7:00 Min

#### It’s Possible... Secure Chat **WBT** – 2:00 Min

#### Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours

#### Slicer Dicer **LAB** (Clinical) – 1:00 Hour
**OR - VIEW ONLY**

**TRACK DESCRIPTION:**
In this Training Track, the End User will learn how to print schedules or preference cards. This Training track will allow the End User to have Epic View Only Access.

**EXPECTED END USERS:**
OR Techs and Central Sterile Staff

**REQUIRED TRAINING**

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min

*There are No Post-Go-Live Required Learning Items for this Role*
PACU NURSE

TRACK DESCRIPTION:
In this Training Track, the End User will learn how to find a patient using the Status Board, document Events, Orders Management, document Assessments and Monitoring, and discharge documentation for the patient.

EXPECTED END USERS:
PACU Nurse, PACU Nurse Manager, Preop Nurse

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Overview of the Navigator WBT – 3:30 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Administering Medications on the MAR WBT – 5:00 Min
➢ Documenting LDAs, IV Fluids, and Medication Drips WBT – 12:00 Min
➢ Finding Patients and Beginning Charting WBT – 8:00 Min
➢ Documenting Vitals and Patient Assessments in a Navigator WBT – 7:00 Min
➢ Validating Monitor Data WBT – 11:30 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min

➢ PACU Nurse VILT SU – 6:00 Hours
➢ Optime Super User VILT- 2:00 Hours
➢ IV Pump Integration Simulation LAB- 2:00 Hours

➢ There are No Post-Go-Live Required Learning Items for this Role
**PAT NURSE**

**TRACK DESCRIPTION:**
In this Training Track, the End User will learn how to use the Chart Prep Status Board, Use the PAT Call Navigator, document Tasks, use Care Everywhere to review and pull patient information. The End User will learn how to use the PAT Appointment Status Board, update Tasks and required documentation, and practice Order inquiry to collect a specimen.

**EXPECTED END USERS:**
Chart Prep Nurse, PAT Nurse

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Finding Patients and Beginning Charting **WBT** – 8:00 Min
- Documenting Vitals and Patient Assessments in a Navigator **WBT** – 7:00 Min
- Preprocedure Phone Call **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning - 12:35 Min

- PAT Nurse **VILT SU** – 3:00 Hours
- Optime Super User **VILT**- 2:00 Hours

**There are No Post-Go-Live Required Learning Items for this Role**
**PREFERENCE CARD BUILDER**

**TRACK DESCRIPTION:**

In this Training Track, the End User will learn how to create, maintain, and update preference cards using the Preference Card Activity. The End User will learn how to use Global Substitution activity to update supplies and medications. The End User will learn how to use the In Basket, Preference Card Activity, and Preference Card Maintenance Dashboard.

**EXPECTED END USERS:**

Charge Nurse, OR Service Lead, Preference Card Builder and OR Nurse Manager

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Preference Cards **WBT** – 3:30 Min
- Preference Card Builder **VILT SU** – 3:30 Hours

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*There are No Post-Go-Live Required Learning Items for this Role*
SURGERY SCHEDULER - RWJBH EMPLOYED

TRACK DESCRIPTION:
In this Training Track, the End User will learn how to use Case Entry, copy past cases with Open Case, view future cases with Snapboard, and add Snapboard messages. The End User will learn how to manage Block Times (Shuffle, Remove, Cancel, Void), customize and print schedules.

EXPECTED END USERS:
Charge Nurse, OR Front Desk, OR Scheduling Manager, OR Surgery office Front Desk, and Endoscopy Scheduler

REQUIRED TRAINING

> Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
> Overview of the Schedule WBT – 5:00 Min
> Case Creation and Scheduling WBT – 6:30 Min
> Ambulatory Scanning WBT Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
> Surgery Scheduler VILT SU – 4:00 Hours
> Endoscopy Scheduler VILT SU – 4:30 Hours

IMPORTANT NOTE: the information listed below is to be followed in sequential order

There are No Post-Go-Live Required Learning Items for this Role
CRISIS CENTER

BEHAVIORAL HEALTH CRISIS WORKER

TRACK DESCRIPTION:
In this learning track, the Crisis Worker will learn how to chart their support of patients who present to the emergency department through clinical documentation, treatment planning, and disposition.

EXPECTED END USERS:
Crisis Worker

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for ASAP Users WBT – 6:00 Min
- Patient Tracking WBT – 4:30 Min
- Overview of the ED Map WBT – 5:00 Min
- Arrival and Patient Search WBT – 4:30 Min
- Introduction to the ED Narrator WBT – 6:30 Min
- Signing in and Getting up to Speed WBT – 6:30 Min
- It’s Possible ... Care Everywhere WBT – 1:30 Min
- Viewing a Patient’s Care Everywhere Information WBT - 7:30 Min
- It’s Possible... Secure Chat WBT – 2:00 Min
- Behavioral Health Crisis Worker VILT SU – 9:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training

Items Listed in Red = Requires Registration
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
BEHAVIORAL HEALTH OP/PHP/IOP

BEHAVIORAL HEALTH NURSE
Outpatient/PHP/IOP

TRACK DESCRIPTION:
This course builds upon the Nurse Shared Training Track and charts the day in the life of a nurse caring for a behavioral health patient. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.

EXPECTED END USERS:
Nurses and Nurse Managers working at Somerset Outpatient, PHP, IOP, EDU PHP, or EDU IOP care areas.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- Office Visit Demonstration WBT – 8:00 Min
- Finding Patient Information WBT – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- Clinic-Administered Medications WBT – 5:00 Min
- Wrapping Up a Visit WBT – 8:00 Min
- Overview of In Basket WBT – 7:30 Min
- In Basket: Handling Refill Requests WBT – 7:00 Min
- In Basket: Telephone Encounters WBT – 7:00 Min
- In Basket: Following up on Results Messages WBT – 6:00 Min
- Activating Patients for MyChart WBT – 5:00 Min
- Clinical Support Visit WBT – 9:00 Min
- Granting Proxy Access to MyChart WBT – 4:00 Min
- Querying for a Patient’s Outside Record WBT – 7:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min
- Sex, Gender, and Clinical Decision Support WBT – 6:30 Min
- Overview of Therapy Plans Nurse WBT – 4:00 Min
- Sending and Reviewing Patient Questionnaires WBT – 7:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration
POST GO-LIVE

➢ Nurse Shared Part 1 (RN, LP, MA) VILT SU – 5:00 Hours
➢ Nurse Shared Part 2 (RN, LP, MA) VILT SU – 5:00 Hours
➢ Behavioral Health Nurse (OP, PHP, IOP) VILT SU – 7:30 Hours
➢ EpicCare Ambulatory Super User VILT - 3 Hours

There are No Post-Go-Live Required Learning Items for this Role
BEHAVIORAL HEALTH CLINICIANS
Outpatient/PHP/IOP

**TRACK DESCRIPTION:**

This track is designed for the behavioral health clinician. This course will introduce you to charting, communication, and task management tools to care for your patient’s needs.

**EXPECTED END USERS:**

Social Workers, Therapists, and Adjunct Therapists working at Somerset Outpatient, PHP, IOP, EDU PHP, or EDU IOP care areas.

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min
- Recall a Patient for an Appointment **WBT** – 7:30 Min
- Canceling and Rescheduling Appointments **WBT** – 5:30 Min
- Document Patient Education **WBT** – 7:30 Min
- Querying for a Patient’s Outside Record **WBT** – 7:00 Min
- Overview of Writing Notes **WBT** – 8:30 Min
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Behavioral Health Clinicians (OP/PHP/IOP) Part 1 **VILT SU** – 8:00 Hours
- Behavioral Health Clinicians (OP/PHP/IOP) Part 2 **VILT SU** – 8:00 Hours
- Schedule Only **VILT SU** – 3:00 Hours
- EpicCare Ambulatory Super User **VILT**– 3 Hours
There are No Post-Go-Live Required Learning Items for this Role
BEHAVIORAL DIETITIAN EDU PHP/IOP
Outpatient/PHP/IOP

TRACK DESCRIPTION:

This track is designed for the behavioral health Dietitian. This course will introduce you to charting, communication, and task management tools to care for your patient’s needs. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.

EXPECTED END USERS:

Dietitians working at Somerset EDU PHP or EDU IOP care areas.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
➢ Office Visit Demonstration WBT – 8:00 Min
➢ Finding Patient Information WBT – 5:00 Min
➢ Wrapping Up a Visit WBT – 8:00 Min
➢ Overview of In Basket WBT – 7:30 Min
➢ In Basket: Telephone Encounters WBT – 7:00 Min
➢ Activating Patients for MyChart WBT – 5:00 Min
➢ Granting Proxy Access to MyChart WBT – 4:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min
➢ Recall a Patient for an Appointment WBT – 7:30 Min
➢ Canceling and Rescheduling Appointments WBT – 5:30 Min
➢ Document Patient Education WBT – 7:30 Min
➢ Querying for a Patient’s Outside Record WBT – 7:00 Min
➢ Overview of Writing Notes WBT – 8:30 Min
➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

➢ Behavioral Health Dietitian (EDU PHP/IOP) VILT SU – 9:00 Hours
➢ Schedule Only VILT SU – 3:00 Hours
➢ EpicCare Ambulatory Super User VILT- 3 Hours
There are No Post-Go-Live Required Learning Items for this Role
OCCUPATIONAL THERAPIST
PHP/IOP

**TRACK DESCRIPTION:**

*This course builds upon the Outpatient Therapist Training Track and charts the day in the life of an occupational therapist caring for a behavioral health patient. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.*

**EXPECTED END USERS:**

Occupational Therapist working at Somerset EDU PHP or EDU IOP care areas.

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace **WBT** – 12:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- Introduction to Communication Workflows **WBT** – 10:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Overview of InBasket **WBT** – 7:30 Min
- Overview of Unit Manager **WBT** – 5:00 Min
- Nurse Reviewing in the Chart **WBT** – 4:00 Min
- Overview of Writing Notes **WBT** – 9:30 Min
- Nurse Writing Notes **WBT** – 2:30 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Epic EMR Success **WBT** – 14:00 Min
- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Wrapping up a Visit **WBT** – 8:00 Min
- EpicCare Ambulatory: Writing Notes for Office Visits **WBT** – 10:00 Min

- **Outpatient Therapist** **VILT SU** – 7:00 Hours
- **Sex, Gender, and Clinical Decision Support** **WBT** – 6:30 Min
- **Behavioral Health Occupational Therapist (EDU PHP/IOP)** **VILT SU** – 8:00 Hours
- **Schedule Only** **VILT SU** – 3:00 Hours
➢ EpicCare Ambulatory Super User **VILT- 3 Hours**

**There are No Post-Go-Live Required Learning Items for this Role**
BEHAVIORAL HEALTH CLINIC MANAGER

TRACK DESCRIPTION:

In this learning track, you will learn how to use the different pieces of functionality in Epic using specialty-appropriate departments and patients. Functionality covered includes how to use Reporting Workbench to gather current information about your clinic and advanced In Basket management tools to help improve efficiency in your clinic, and Front Desk operations.

EXPECTED END USERS:

Clinic Managers working at Somerset Outpatient, PHP, IOP, EDU PHP, or EDU IOP care areas.

REQUIRED TRAINING

- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 7:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min
- Behavioral Health Clinicians (OP/PHP/IOP) Part 1 – 8:00 Hours
- Behavioral Health Clinicians (OP/PHP/IOP) Part 2 – 8:00 Hours
- Clinic Manager **VILT SU** – 3:00 Hours
- Overview of Hyperspace in for Revenue Access Products – **WBT** – 11:30 Min
- Overview of the Interactive Face Sheet – WBT – 3:30 Min -- Optional
- Overview of Patient Registration in a Hospital Setting – WBT – 6:00 Min -- Optional
- Check-In and Register Appointments in an HOD – WBT – 7:00 Min -- Optional
- Checking in a Patient with Incorrect Registration Information – WBT – 6:00 Min -- Optional

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order
➢ Overview of the Appointment Desk – **WBT** – 3:00 Min

➢ **Registration Basics VILT SU** – 4:30 Hours -- **Optional**

➢ Overview of Making Appointments **WBT** – 6:30 Min -- **Optional**
➢ Interpreting Provider Schedules **WBT** – 3:30 Min
➢ Overview of the Department Appointments Report **WBT** – 3:00 Min
➢ Overview of the Snapboard **WBT** – 3:00 Min -- Optional
➢ Overview of Workqueues for Access **WBT** – 8:00 Min – Optional
➢ Report Setup **WBT** – 9:30 Min -- Optional
➢ Balancing Your Cash Drawer **WBT** – 6:30 Min -- Optional
➢ A Patient's Tour of Welcome **WBT** – 6:00 Min
➢ Overview of MyChart **WBT** – 7:30 Min
➢ Activating Patients for MyChart **WBT** – 5:00 Min
➢ Handling Appointments from MyChart **WBT** – 2:00 Min
➢ Overview of Referrals **WBT** – 5:00 Min

➢ **Front Desk Physician Practice Part 1 VILT SU** – 8:00 Hours -- **Optional**
➢ **Front Desk Physician Practice Part 2 VILT SU** – 8:00 Hours -- **Optional**
➢ **Front Desk Physician Practice Part 3 VILT SU** – 4:30 Hours -- **Optional**

➢ Overview of Registration in a Clinic Setting **WBT** – 6:00 Min – Optional
➢ Introduction to Account Maintenance **WBT** – 6:30 Min
➢ Overview of a Single Billing Office **WBT** – 6:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Overview of Charge Review Tools **WBT** – 6:30 Min
➢ Overview of Claims **WBT** – 2:30 Min
➢ Using Claim Edit Workqueues **WBT** – 7:00 Min

➢ **PB Charge Capture VILT SU** – 8:00 Hours

➢ Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
➢ Overview of the Enterprise Encounter Charge Reconciliation **Report WBT** – 4:30 Min
➢ Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min

➢ **HB Clinical Department Manager VILT SU** – 4:00 Hours

➢ **EpicCare Ambulatory Super User VILT**- 3 Hours

➢ **Psychiatrist OP/PHP/IOP Behavioral Health** – 9 Hours – **Optional**
POST GO-LIVE

- PB Charge Reconciliation Workshop – 2:00 Hours
- HB Clinical Department Manager LAB – 1:30 Hour

- Overview of Reporting WBT – 4:00 Min
- Run and Manage Reports WBT – 7:00 Min
- Modifying the Search Criteria of a Report WBT – 9:00 Min
- Introduction to Radar WBT – 6:00 Min
- Create a New View of a Radar Dashboard WBT – 7:00 Min
- It’s Possible… Secure Chat WBT – 2:00 Min

- Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours
- One of the Following:
  - Slicer Dicer LAB (Clinical) – 1:00 Hour
  - Slicer Dicer LAB (Non-Clinical) – 1:00 Hour
- Shared Nurse LAB (Post Go-Live) – 2:00 Hours
**MENTAL HEALTH ASSOCIATE**

**Inpatient**

**TRACK DESCRIPTION:**

_In this Training Track, the End User will learn about the Inpatient Mental Health Associate role and functionality in Epic._

**EXPECTED END USERS:**

_Inpatient Mental Health Associates working in either Somerset Hospital Inpatient Behavioral Health or Eating Disorders unit._

---

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Inpatient Mental Health Associate **VILT SU** – 7:30 Hours
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
- Overview of the ED Map **WBT** – 5:00 Min
- Introduction to the ED Narrator **WBT** – 6:30 Min
- Overview of Shift Change **WBT** – 3:00 Min
- ED Tech Pre-Class Workbook
- ED Technician **VILT SU** – 4:00 Hours
There are No Post-Go-Live Required Learning Items for this Role
BEHAVIORAL HEALTH NURSE
Inpatient

TRACK DESCRIPTION:
This track provides insight and education for the Epic user who provides nursing services in an Inpatient behavioral health setting. This training will include navigation and workflow in Hyperspace for the inpatient hospital setting. Additionally, End Users will learn about assessments, orders, flowsheets, documentation workflows, and patient admit and discharge.

EXPECTED END USERS:
Nurses and Nurse Managers working in either Somerset Hospital Inpatient Behavioral Health or Eating Disorders unit.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Enter Hospital Charges WBT – 4:30 Min
➢ Documenting in Flowsheets WBT – 7:00 Min
➢ Administering Medications on the MAR WBT – 5:00 Min
➢ Nurse Managing Orders WBT – 6:30 Min
➢ Nurse Reviewing in the Chart WBT – 4:00 Min
➢ Document Infusion Volume WBT – 6:00 Min
➢ Nurse Specimen Collection WBT – 6:00 Min
➢ Use the Admission Navigator WBT – 5:30 Min
➢ Overview of the Brain WBT – 7:30 Min
➢ Manage LDAs Using the LDA Avatar WBT – 3:30 Min
➢ Administering Blood Products WBT – 6:00 Min
➢ Validating Monitor Data WBT – 11:30 Min
➢ Wound Care Image Association WBT – 4:30 Min

➢ Behavioral Health Nurse (Inpatient) Part 1 VILT SU – 9:00 Hours
➢ Behavioral Health Nurse (Inpatient) Part 2 VILT SU – 9:00 Hours
➢ Behavioral Health Nurse (Inpatient) Part 3 VILT SU – 4:00 Hours
➢ Introduction to MyChart Bedside **WBT** – 1:30 Min
➢ Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
➢ Using Pump Rate Verify **WBT** – 5:00 Min
➢ Overview of MyChart Bedside **WBT** – 5:00 Min
➢ Additional Pump Rate Verify Workflows **WBT** – 6:00 Min
➢ Modifying the Search Criteria of a Report **WBT** – 9:00 Min
➢ Nurse Writing Notes **WBT** – 2:30 Min
➢ Manage the Care Plan **WBT** – 11:00 Min
➢ Document Patient Education **WBT** – 7:30 Min
➢ Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
➢ Advanced Medication Administration on the MAR **WBT** – 11:30 Min

➢ Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
➢ Overview of the ED Map **WBT** – 5:00 Min
➢ Signing in and Getting up to Speed **WBT** – 6:30 Min
➢ Introduction to the ED Narrator **WBT** – 6:30 Min
➢ Patient Tracking **WBT** – 4:30 Min
➢ Overview of History, Home, Medications and Allergies **WBT** – 4:00 Min
➢ Overview of Shift Change **WBT** – 3:00 Min
➢ MAR/Medication Administration **WBT** – 4:30 Min
➢ Arrival and Patient Search **WBT** – 4:30 Min
➢ Clinical Information Review **WBT** – 8:00 Min
➢ It’s Possible ... Care Everywhere **WBT** – 1:30 Min
➢ Viewing a Patient’s Care Everywhere Information **WBT** – 7:30 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min
➢ Introduction to Radar **WBT** – 6:00 Min
➢ Overview of Reporting **WBT** – 4:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ Modifying the Search Criteria of a Report **WBT** – 9:00 Min

➢ **ED Nurse & ED Nurse Manager** **VILT SU** Part 1 – 9:00 Hours

➢ Linking Override Pulls in the ED **WBT** – 4:30 Min

➢ **ED Nurse & ED Nurse Manager** **VILT SU** Part 2 – 9:00 Hours
➢ **ED Nurse Simulation** **LAB** – 2:00 Hours
➢ **IV Pump Integration Simulation** **LAB**- 2:00 Hours
<table>
<thead>
<tr>
<th>POST GO-LIVE</th>
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</thead>
<tbody>
<tr>
<td>➢ ED Nurse <em>Thrive After Go-Live</em> LAB – 3:00 Hours</td>
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</table>

(IV Pump Integration Simulation LAB required for Eating Disorder Nurses Only)

<table>
<thead>
<tr>
<th>Items Listed in Navy = No Registration Required</th>
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</thead>
<tbody>
<tr>
<td><strong>WBT</strong> = Web Based Training</td>
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<tr>
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<tbody>
<tr>
<td><strong>VILT SU</strong> = Virtual Instructor Led Training</td>
</tr>
<tr>
<td><strong>LAB</strong> = Hands-On Labs</td>
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</tbody>
</table>
BEHAVIORAL HEALTH NURSE MANAGER

TRACK DESCRIPTION:
This track is designed as an additional learning track for Nurse Leaders, Managers, and Supervisors. In this track, the End User will learn how to review the chart, audit for compliance, run reports, and monitor patient safety measures.

PREREQUISITES: The prerequisite to this track includes to complete the following tracks:
➢ Behavioral Health Nurse (Inpatient)

EXPECTED END USERS:
Clinical Informaticist, Nurse Supervisor, Nurse Manager, Nurse Director, Assistant and Chief Nursing Officer working in either Somerset Hospital Inpatient Behavioral Health or Eating Disorders unit.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order
➢ Create a New View of Radar Dashboard WBT – 7:00 Min
➢ EpicCare Inpatient: Finding Patient Information WBT – 6:00 Min
➢ EpicCare Inpatient: Managing Orders WBT – 9:00 Min
➢ Overview of Reporting WBT – 4:00 Min

➢ Inpatient Nurse Manager VILT SU – 5:00 Hours
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Resolute Hospital Billing Revenue Cycle WBT – 6:00 Min
➢ Overview of the Enterprise Encounter Charge Reconciliation Report WBT – 4:30 Min
➢ Account Maintenance for Clinical Department Managers WBT – 7:30 Min
➢ Run and Manage Reports WBT – 7:00 Min

➢ HB Clinical Department Manager VILT SU – 4:00 Hours
➢ HB Clinical Department Manager LAB – 1:30 Hour
POST GO-LIVE

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It’s Possible… Secure Chat **WBT** – 2:00 Min

- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
  - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
  - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour
BEHAVIORAL HEALTH CLINICIANS
Inpatient

TRACK DESCRIPTION:
This track is designed for the behavioral health clinician. This course will introduce you to inpatient charting, communication, and task management tools to care for your patient’s needs.

EXPECTED END USERS:
Social Workers, Therapists, and Adjunct Therapists working in either Somerset Hospital Inpatient Behavioral Health or Eating Disorders unit.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
➢ Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
➢ Nurse Reviewing in the Chart **WBT** – 4:00 Min
➢ Querying for a Patient’s Outside Record **WBT** – 7:00 Min
➢ Nurse Writing Notes **WBT** – 2:00 Min
➢ Recall a Patient for an Appointment **WBT** – 7:30 Min
➢ Canceling and Rescheduling Appointments **WBT** – 5:30 Min
➢ Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
➢ Document Patient Education **WBT** – 7:30 Min

➢ Behavioral Health Clinicians (Inpatient) **VILT SU** – 9:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
**TRACK DESCRIPTION:**

This course builds upon the Inpatient Dietitian Training Track and charts the day in the life of a Dietitian caring for a behavioral health patient. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.

**EXPECTED END USERS:**

Dietitians working in the Somerset Hospital Inpatient Eating Disorders Unit.

**PREREQUISITES:** The prerequisite to this track includes to complete the following tracks:

- Inpatient Dietitian

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**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Behavioral Health Dietitian (Inpatient) **VILT SU** – 4:00 Hours

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**POST GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role

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OCCUPATIONAL THERAPIST
Inpatient

TRACK DESCRIPTION:

This course builds upon the Inpatient Therapist Training Track and charts the day in the life of an occupational therapist caring for a behavioral health patient. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.

EXPECTED END USERS:

Occupational Therapist working in the Somerset Hospital Inpatient Eating Disorders Unit.

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace in an Inpatient Setting WBT – 9:00 Min
- Finding Patient Information WBT – 5:00 Min
- Introduction to Communication Workflows WBT – 10:00 Min
- Documenting in Flowsheets WBT – 7:00 Min
- Overview of InBasket WBT – 7:30 Min
- Overview of Unit Manager WBT – 5:00 Min
- Nurse Reviewing in the Chart WBT – 4:00 Min
- Overview of Writing Notes WBT – 9:30 Min
- Nurse Writing Notes WBT – 2:30 Min
- Nurse Managing Notes WBT – 6:30 Min
- Overview of the Snapboard WBT – 3:00 Min
- Enter Hospital Charges WBT – 4:30 Min
- Epic EMR Success WBT – 14:00 Min

- Inpatient Therapist VILT SU – 4:30 Hours
- Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training

Items Listed in Red = Requires Registration
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs

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REVENUE CYCLE

Items Listed in Navy = No Registration Required

\textbf{WBT} = Web Based Training

\textbf{VILT SU} = Virtual Instructor Led Training

\textbf{LAB} = Hands-On Labs

Items Listed in Red = Requires Registration
**HIM & IDENTITY**

### CDI SPECIALIST

**TRACK DESCRIPTION:**

In this learning track, the End User will learn how to navigate in Epic to review clinical documentation and send queries to physicians.

**EXPECTED END USERS:**

HIM CDI Staff, HIM CDI Manager

### REQUIRED TRAINING

<table>
<thead>
<tr>
<th>PRE-GO-LIVE</th>
<th>POST-GO-LIVE</th>
</tr>
</thead>
</table>
| ➢ Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min  
➢ Coding Query and Missing Documentation **WBT** - 10:30 Min  
➢ Overview of Workqueues for HIM **WBT** – 3:30 Min  
➢ Introduction to Radar **WBT** – 6:00 Min  
➢ CDI Specialist **VILT SU** – 3:30 Hours |  |

*There are No Post-Go-Live Required Learning Items for this Role*

*Items Listed in Navy = No Registration Required*  
*Items Listed in Red = Requires Registration*  
**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs
HIM ACUTE CARE SCANNING

TRACK DESCRIPTION:
In this learning track, the End User will learn how to perform scanning using Hyland Onbase and Epic integration so the documentation can be accessed by appropriate parties while reviewing a patient’s chart.

EXPECTED END USERS:
HIM Centralized Scanner

REQUIRED TRAINING

PRE GO-LIVE
➢ HIM Acute Care Scanning VILT SU – 4:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
# HIM AMBULATORY SCANNING

## TRACK DESCRIPTION:
In this learning track, the End User will learn how to perform scanning and process electronic faxes using Hyland Onbase and Epic integration so the documentation can be accessed by appropriate parties while reviewing a patient’s chart.

## EXPECTED END USERS:
Scanners; HIM Techs

## REQUIRED TRAINING

<table>
<thead>
<tr>
<th>PRE GO-LIVE</th>
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<tbody>
<tr>
<td>➢ HIM Ambulatory Scanning <strong>VILT SU</strong> – 2:30 Hours</td>
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<tr>
<th>POST GO-LIVE</th>
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<tbody>
<tr>
<td><strong>There are No Post-Go-Live Required Learning Items for this Role</strong></td>
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</table>
DATA INTEGRITY SPECIALIST

TRACK DESCRIPTION:
In this learning track, the End User will learn how to resolve potential duplicate records in Epic and Manage Chart correction requests. Additionally, End Users will also learn how to use Chart Correction tools, resolve Overlay records and monitor Care Everywhere reports. In OnBase Chart correction end users will learn how to perform corrections on the Scanned documents in OnBase.

EXPECTED END USERS:
HIM Chart Correction Analyst, Identity Manager, HIM Tech (as identified by the Manager)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products WBT - 11:30 Min
➢ Managing Non-Patient Identifiers WBT - 5:30 Min
➢ Explore the Chart Correction Workspace WBT – 4:30 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min
➢ Data Integrity Specialist PART 1 VILT SU – 4:00 Hours
➢ Data Integrity Specialist PART 2 VILT SU – 4:00 Hours
➢ OnBase Chart Correction VILT SU – 2:30 Hours
➢ Data Integrity Specialist Simulation LAB – 3:00 Hour – Optional

➢ Introduction to Radar WBT – 6:00 Min
➢ Run and Manage Reports WBT – 7:00 Min

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
# DATA INTEGRITY CONVERSION ERRORS

**TRACK DESCRIPTION:**

In this track, end users will learn how to troubleshoot and resolve conversion errors related to patient data.

**EXPECTED END USERS:**

Data Integrity Analysts

## REQUIRED TRAINING

<table>
<thead>
<tr>
<th>PRE-GO-LIVE</th>
<th>POST-GO-LIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ HIM Data Conversion Error <strong>WBT - 11:00 Min</strong></td>
<td></td>
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</tbody>
</table>

*There are No Post-Go-Live Required Learning Items for this Role*
DEFICIENCY ANALYST - INPATIENT

TRACK DESCRIPTION:
This track will provide the overview of Deficiency tracking episodes, how to complete initial analysis on discharged patients, perform concurrent analysis and verify that documentation is complete after physician completes deficiencies. The End User will additionally learn how to address transcription errors, provide Physician support, act on deficiencies sent back to the End User and track productivity.

EXPECTED END USERS:
HIM Deficiency Analyst, HIM Deficiency Manager, HIM MD Support

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Run and Manage Reports WBT – 7:00 Min
- Overview of Hyperspace for Revenue and Access Products WBT - 11:30 Min
- Automatic Deficiency Creation and Initial Analysis WBT – 5:30 Min
- Overview of Workqueues for HIM WBT – 3:30 Min
- Ambulatory Scanning WBT Part 4 - Front Office Scanning/Integrating Scanning - 12:35 Min

- Deficiency Analyst PART 1 VILT SU – 4:00 Hours
- Deficiency Analyst PART 2 VILT SU – 4:00 Hours
- HIM Deficiency Analyst Simulation LAB -1:30 Hours –Optional

There are No Post-Go-Live Required Learning Items for this Role
## HIM Coder

### Track Description:
In this learning track, the End User will learn how to learn how to review clinical documentation and code the inpatient, ED, observation and ambulatory surgery cases. End users will also learn how to review and update ED and observation charges. They will learn how to send queries to physician on missing or incomplete documentation. The End User will also learn how to communicate with other departments for issues that prevent coding and how to work Claim edits and Denials related to Coding.

### Expected End Users:
HIM Coders, HIM Coding Managers, HIM Quality Officers, Coding Specialists, HIM directors.

### Required Training

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Introduction to Radar **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Reviewing ED Charges **WBT** – 6:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Coding an Account **WBT** – 7:00 Min
- Coding Query and Missing Documentation **WBT** – 10:30 Min
- Overview of Workqueues for HIM **WBT** – 3:30 Min
- Overview of Claim Edit Workqueues **WBT** – 3:00 Min
- HIM Coder PART 1 **VILT SU** – 3:00 Hours
- HIM Coder PART 2 **VILT SU** – 3:30 Hours
- HIM Coder PART 3 **VILT SU** – 4:30 Hours
- HIM Coder Simulation **LAB** – 2:00 Hours – Optional

### Post Go-Live
There are No Post-Go-Live Required Learning Items for this Role

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**WBT** = Web Based Training  
**VILT SU** = Virtual Instructor Led Training  
**LAB** = Hands-On Labs
HIM DIRECTOR INPATIENT

TRACK DESCRIPTION:
This track provides training on various functionalities that HIM Manager or Director may have access to depending on their role. How to place a chart in legal lock, adding requesters for ROI, suspend providers for delinquency, admin close deficiencies and use reporting tools to manage their day-to-day operations.

EXPECTED END USERS:
Identity Manager, HIM Director- Inpatient, Coding Manager, Deficiency Manager, ROI Manager

REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

### PRE GO-LIVE

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- Reporting in Epic (PRE-LIVE) **VILT SU** – 4:30 Hours
- HIM Director (Inpatient) **VILT SU** – 4:00 Hours

### POST GO-LIVE

- Advanced Reporting in Epic (POST-LIVE) **VILT** – 4:30 Hours
HIM DIRECTOR - OUTPATIENT

TRACK DESCRIPTION:
This track provides training on various functionalities that HIM Manager or Director may have access to depending on their role. How to place a chart in legal lock, adding requesters for ROI, suspend providers for delinquency, admin close deficiencies and use reporting tools to manage their day-to-day operations.

EXPECTED END USERS:
HIM Director

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min

➢ Reporting in Epic (PRE-LIVE) VILT SU – 4:30 Hours
➢ HIM Director (Outpatient) VILT SU – 3:30 Hours

POST GO-LIVE

➢ Advanced Reporting in Epic (POST-LIVE) VILT – 5:30 Hours
**HIM TECH**

**TRACK DESCRIPTION:**
In this learning track, the End User will learn ROI functionality in Epic. End Users will learn how to process a release request using various output formats available in Epic. The End User will also learn how to perform scanning using Hyland Onbase and Epic integration so the documentation can be accessed by appropriate parties while reviewing a patient's chart, and how to monitor clinic deficiency volumes and completion from a Workqueue. It will show tools that managers can utilize to view providers who received notification letters to address their open clinic deficiencies.

**EXPECTED END USERS:**
HIM Tech

**REQUIRED TRAINING**

<table>
<thead>
<tr>
<th>IMPORTANT NOTE: the information listed below is to be followed in sequential order</th>
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<tbody>
<tr>
<td>➢ Managing a Request <strong>WBT</strong> – 7:30 Min</td>
</tr>
<tr>
<td>➢ Overview of Work Queues for HIM <strong>WBT</strong> – 3:30 Min</td>
</tr>
<tr>
<td>➢ Overview of Hyperspace for Revenue and Access Products <strong>WBT</strong> - 11:30 Min</td>
</tr>
<tr>
<td>➢ HIM Ambulatory Scanning <strong>VILT</strong> – 2:30 Hours</td>
</tr>
<tr>
<td>➢ Quick Disclosure <strong>WBT</strong> – 4:00 Min</td>
</tr>
<tr>
<td>➢ Run and Manage Reports <strong>WBT</strong> – 7:00 Min</td>
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</table>

*There are No Post-Go-Live Required Learning Items for this Role*
PRIVACY OFFICER

TRACK DESCRIPTION:

In this learning track, End Users will learn how to navigate a patient’s clinical documentation along with an overview of Reporting tools available in Epic to investigate and monitor inappropriate access. End users will also learn about various tools built in Epic to prevent privacy violations.

EXPECTED END USERS:

HIM Privacy Officer and Compliance Officers

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Modifying the Search Criteria of a Report WBT – 9:00 Min
➢ Introduction to Radar WBT – 6:00 Min
➢ Create a New View of a Radar Dashboard WBT – 7:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min

➢ Reporting in Epic (PRE-LIVE) VILT SU – 4:30 Hours

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min

➢ Privacy Officer VILT SU – 4:00 Hours

➢ Advanced Reporting in Epic (POST-LIVE) VILT – 5:30 Hours
ROI CLERK

**TRACK DESCRIPTION:**
In this learning track, the End User will learn ROI functionality in Epic. End users will learn how to process a release request using various output formats available in Epic.

**EXPECTED END USERS:**
HIM ROI Staff, HIM ROI Manager

---

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Managing a Request **WBT** – 7:30 Min
- Overview of Work Queues for HIM **WBT** – 3:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Deficiency Analyst – Outpatient **WBT** – 20:00 Min
- ROI Clerk **VILT SU** – 5:00 Hours
- ROI Simulation **LAB** – 1:00 Hour – Optional
- Quick Disclosure **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min

**There are No Post-Go-Live Required Learning Items for this Role**

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Items Listed in Navy = No Registration Required

- **WBT** = Web Based Training

Items Listed in Red = Requires Registration

- **VILT** = Virtual Instructor Led Training
- **LAB** = Hands-On Labs
HOSPITAL BILLING

HOSPITAL BILLING – ACCOUNT

TRACK DESCRIPTION:

In this training track, the end user will learn how accounts are prepared for billing, resolving DNBs, combining accounts, and taking action on late charges.

EXPECTED END USERS:

SBO Representative – as assigned by the Revenue Cycle Leadership

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Posting Adjustments **WBT** – 5:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Charge Review Workqueues **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min

- HB Biller - Account **VILT SU** – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL BILLING – ACCOUNT with PRE-LIVE WORKSHOP

TRACK DESCRIPTION:
In this training track, the end user will learn how accounts are prepared for billing, resolving DNBs, combining accounts, and taking action on late charges.

EXPECTED END USERS:
SBO Representative – as assigned by the Revenue Cycle Leadership

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE
- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Overview of a Single Billing Office WBT – 6:00 Min
- Overview of Account Activities WBT – 7:00 Min
- Posting Adjustments WBT – 5:00 Min
- Overview of Account Workqueues WBT – 5:00 Min
- Overview of Account Errors and Flags WBT – 4:00 Min
- Overview of Charge Review Workqueues WBT – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff WBT – 12:00 Min

- HB Biller - Account VILT SU – 4:00 Hours
- Pre-Live Edit Workshop VILT SU – 1:00 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL BILLING – CLAIMS

TRACK DESCRIPTION:
In this training track, which follows HB Billing - Account, the end user will learn claim edits in Epic, resolving UB code claim errors, correcting claim line errors, working claims requiring attachments, and resolving other biller claim edits.

EXPECTED END USERS:
SBO Representative – as assigned by the Revenue Cycle Leadership

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Overview of a Single Billing Office WBT – 6:00 Min
- Overview of Account Activities WBT – 7:00 Min
- Posting Adjustments WBT – 5:00 Min
- Overview of Account Workqueues WBT – 5:00 Min
- Overview of Account Errors and Flags WBT – 4:00 Min
- Overview of Charge Review Workqueues WBT – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff WBT – 12:00 Min

- HB Biller - Account VILT SU – 4:00 Hours
- Overview of Claim Edit Workqueues WBT – 3:00 Min
- HB Biller Claims VILT SU – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER

TRACK DESCRIPTION:

In this Learning Track, the End Users will learn about manual charge entry and how each department enters charges into the system. Identifying potential revenue through Revenue Guardian Workqueues is also covered.

EXPECTED END USERS:

Cardiology Invasive Lab Manager, Cardiology Manager, Emergency Manager, Endoscopy Manager, Inpatient Nurse Manager (Adult Med Surg Unit), Inpatient Nurse Manager (Behavioral Health Unit), Inpatient Nurse Manager (Dialysis Unit), Inpatient Nurse Manager (ICU), Inpatient Nurse Manager (NICU), Inpatient Nurse Manager (Pediatric ICU), Inpatient Nurse Manager (Pediatric Med Surg Unit), Inpatient Nurse Manager (Rehab Unit), Inpatient Nurse Manager (Wound Care Unit), Lab Anatomic Pathology Manager, OB Inpatient Nurse Manager, Oncology Inpatient Nurse Manager Sub template, OR Manager, Pharmacy Manager, Radiology Manager, Therapy Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of the Resolute Hospital Billing Revenue Cycle WBT – 6:00 Min
➢ Overview of the Enterprise Encounter Charge Reconciliation Report WBT – 4:30 Min
➢ Account Maintenance for Clinical Department Managers WBT – 7:30 Min
➢ Run and Manage Reports WBT – 7:00 Min

➢ HB Clinical Department Manager VILT SU – 4:00 Hours
➢ HB Clinical Department Manager LAB – 1:30 Hour

There are No Post-Go-Live Required Learning Items for this Role
CUSTOMER SERVICE/SELF-PAY FOLLOW-UP VENDOR – HB CONTENT

**TRACK DESCRIPTION:**

This lab is designed ONLY for those who took Customer Service / Self-Pay Follow Up Vendor in Wave 1. HB workflows will be taught and practiced.

**EXPECTED END USERS:**

PFS customer service vendor

**REQUIRED TRAINING**

- **PRE-GO-LIVE**
  - Customer Service/ Self-Pay Follow-Up Vendor – HB Content **VILT SU** – 1:30 Hours

- **POST-GO-LIVE**
  - There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL BILLING – INSURANCE FOLLOW-UP

**TRACK DESCRIPTION:**

In this training track, the end user will learn insurance follow-up for hospital billing in Epic. Topics include working denials, following up on outstanding claims, variances, and initiating refunds.

**EXPECTED END USERS:**

HB Insurance Follow-Up

---

**REQUIRED TRAINING**

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Account Follow-Up Records **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- HB Insurance Follow-Up **VILT SU** – 5:00 Hours

---

There are No Post-Go-Live Required Learning Items for this Role
# HOSPITAL BILLING – INSURANCE FOLLOW-UP FOR VENDORS

**TRACK DESCRIPTION:**

In this training track, the end user will learn insurance follow-up for hospital billing in Epic. Topics include working denials, following up on outstanding claims, variances, and initiating refunds.

**EXPECTED END USERS:**

HB Insurance Follow-Up for Vendors

## REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Account Follow-Up Records **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- HB Insurance Follow-Up Vendor **VILT SU** – 5:00 Hours

**POST GO-LIVE**

**There are No Post-Go-Live Required Learning Items for this Role**
HOSPITAL BILLING - PAYMENT POSTER

TRACK DESCRIPTION:
In this training track, the end user will learn posting insurance payments, processing remittance in Epic, handling potential load errors, and handling HB remittance processing errors.

EXPECTED END USERS:
HB Payment Posters

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Overview of Account Errors and flags **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
- Correcting E-Remit Processing Errors **WBT** – 3:30 Min
- Posting Insurance Payments **WBT** – 10:30 Min

- HB Payment Poster **VILT SU** – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
# HOSPITAL BILLING – REVENUE INTEGRITY

**TRACK DESCRIPTION:**

In this training track, the end user will learn entering and reviewing charges, identifying potential revenue, and working in revenue guardian workqueues.

**EXPECTED END USERS:**

HB Revenue Integrity, HB Revenue Integrity Director

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## REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT – 6:00 Min**
- Overview of the Enterprise Encounter Charge Reconciliation Report **WBT – 4:30 Min**
- Account Maintenance for Clinical Department Managers **WBT – 7:30 Min**
- HB Revenue Integrity **VILT SU – 4:30 Hours**

**POST GO-LIVE**

There are No Post-Go-Live Required Learning Items for this Role
HOSPITAL BILLING – VENDOR INSURANCE FOLLOW-UP

TRACK DESCRIPTION:
This track is designed for the HB insurance follow-up vendor. Topics include working denials, following up on outstanding claims, variances, initiating refunds, and correspondence workflow.

EXPECTED END USERS:
Vendor - AGS

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
➢ Overview of Account Activities **WBT** – 7:00 Min
➢ Overview of Account Errors and Flags **WBT** – 4:00 Min
➢ Overview of Account Follow-Up Records **WBT** – 4:00 Min
➢ Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
➢ Overview of Account Workqueues **WBT** – 5:00 Min

➢ HB Vendor Insurance Follow-Up **VILT SU** – 5:00 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role

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**WBT** = Web Based Training  **VILT SU** = Virtual Instructor Led Training  **LAB** = Hands-On Labs

Items Listed in Navy = No Registration Required  Items Listed in Red = Requires Registration
PROFESSIONAL BILLING

PROFESSIONAL BILLING - CHARGE CAPTURE REPRESENTATIVE

TRACK DESCRIPTION:
In this learning track, the End User will learn the Professional Billing Charge Entry workflows and exercises on how to manually enter charges. It also includes discussion on PB Charge Reconciliation reporting. End Users will also learn how to resolve PB Charge Review Registration Edits, PB Claim Registration Edits, and PB Follow-Up Registration Denials by accessing the PB Work Queues.

EXPECTED END USERS:
Ambulatory Clinic Manager, Ambulatory Clinic Scheduling/Registration Manager

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – **11:30 Min**
➢ Overview of Registration in a Hospital Setting **WBT** – **6:00 Min**
➢ Overview of a Single Billing Office **WBT** – **6:00 Min**
➢ Run and Manage Reports **WBT** – **7:00 Min**
➢ Overview of Charge Review Tools **WBT** – **6:30 Min**
➢ Overview of Claims **WBT** – **2:30 Min**
➢ Using Claim Edit Work Queues **WBT** – **7:00 Min**
➢ It’s Possible… Secure Chat **WBT** – **2:00 Min**

➢ PB Charge Capture **VILT SU** – **8:00 Hours**
➢ SBO Revenue Cycle Super User **VILT**- **1:30 Hours**
➢ PB Charge Reconciliation Workshop – **2:00 Hours**
There are No Post-Go-Live Required Learning Items for this Role
PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE

TRACK DESCRIPTION:
This track is designed for the Professional Billing Claims. The track includes working claims with errors by accessing the PB Claim Edit work queues.

EXPECTED END USERS:
SBO (PB) Claims Representative, Patient Account Rep (as assigned by Revenue Cycle Management), Billing Specialist

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Overview of Claims WBT – 2:00 Min
➢ Using Claims Edit Work Queues WBT - 7:00 Min
➢ SmartTools for the Billing Office WBT – 6:30 Min
➢ Correcting Charges on Denials WBT – 5:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ PB Claims VILT SU – 3:30 Hours
➢ SBO Revenue Cycle Super User VILT- 1:30 Hours

POST GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role
PROFESSIONAL BILLING - CODER

TRACK DESCRIPTION:
End Users in this Professional Billing track will learn how to resolve PB Charge Review Coding Edits, PB Claim Coding Edits, and PB Follow-Up Coding Denials by accessing the PB work queues and performing instructor led exercises.

EXPECTED END USERS:
PB Coder

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ Introduction to Account Maintenance WBT – 6:30 Min
➢ Overview of Charge Review Tools WBT – 6:30 Min
➢ Overview of Claims WBT – 2:30 Min
➢ Using Claim Edit work queues WBT – 7:00 Min
➢ Correcting Charges on Denials WBT – 5:00 Min
➢ It’s Possible... Secure Chat WBT – 2:00 Min

➢ PB Coder VILT SU – 4:00 Hours

POST-GO-LIVE
➢ SBO Revenue Cycle Super User VILT - 1:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
PROFESSIONAL BILLING - INSURANCE FOLLOW-UP

TRACK DESCRIPTION:
End Users in this track will learn Professional Billing Insurance Follow-Up on outstanding claims and how to resolve denials by accessing the PB Insurance Follow-Up Work Queues. The track includes reviewing coverage changes and using the retro review work queues to determine whether to edit the filing order after retroactive coverage changes.

EXPECTED END USERS:
Patient Account Rep (as assigned by Revenue Cycle Management), Accounts Receivable Specialist,

REQUIRED TRAINING

**IMPORTANT NOTE:** the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- *SmartTools* for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- It’s Possible... Secure Chat **WBT** – 2:00 Min

- PB Insurance Follow-Up **VILT SU** – 4:00 Hours
- SBO Revenue Cycle Super User **VILT**- 1:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
PROFESSIONAL BILLING - MANAGER / DIRECTOR

TRACK DESCRIPTION:
End Users in this track will learn all areas of Revenue Cycle. Additionally, Managers will also learn about tools that will help them with their daily work as a Manager – how to use Dashboards, Reporting, and Productivity Scorecards for analyzing trends and other billing metrics.

EXPECTED END USERS:
PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Overview of a Single Billing Office WBT – 6:00 Min
- Run and Manage Reports WBT – 7:00 Min
- Overview of Charge Review Tools WBT – 6:30 Min
- Overview of Claims WBT – 2:30 Min
- Using Claim Edit Work Queues WBT – 7:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min

- PB Charge Capture VILT SU – 8:00 Hours

- SmartTools for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues WBT – 6:30 Min
- Correcting Charges on Denials WBT – 5:00 Min

- PB Insurance Follow-Up VILT SU – 4:00 Hours
- PB Claims VILT SU – 3:30 Hours
- SBO Credits VILT SU – 4:00 Hours
- Revenue Cycle Manager LAB SU – 1:30 Hours
- SBO Revenue Cycle Super User VILT- 1:30 Hours
POST GO-LIVE

➢ PB Charge Reconciliation Workshop – 2:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
SINGLE BILLING OFFICE

SINGLE BILLING OFFICE – REVENUE CYCLE END USER

TRACK DESCRIPTION:
In this learning track, the End User will learn the Professional Billing Charge Entry workflows and exercises on how to manually enter charges. It also includes discussion on PB Charge Reconciliation reporting. End Users will also learn how to resolve PB Charge Review Registration Edits, PB Claim Registration Edits, and PB Follow-Up Registration Denials by accessing the PB Work Queues.

EXPECTED END USERS:
Patient Accounts Representative (as identified by Revenue Cycle Management)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
➢ Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
➢ Overview of a Single Billing Office **WBT** – 6:00 Min
➢ Run and Manage Reports **WBT** – 7:00 Min
➢ SmartTools for the Billing Office – 6:30 Min
➢ Overview of Follow-Up Work Queues **WBT** – 6:30 Min
➢ Correcting Charges on Denials **WBT** – 5:00 Min
➢ It’s Possible... Secure Chat **WBT** – 2:00 Min

➢ PB Insurance Follow-Up **VILT SU** – 4:00 Hours

➢ Overview of Claims **WBT** – 2:00 Min
➢ Using Claims Edit Work Queues **WBT** - 7:00 Min

➢ PB Claims **VILT SU** – 3:30 Hours
➢ Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff WBT – 10:30 Min
➢ Overview of Account Activities WBT – 7:00 Min
➢ Posting Adjustments WBT – 5:00 Min
➢ SBO Customer Service VILT SU – 9:00 Hours
➢ Overview of Account Workqueues WBT – 3:30 Min
➢ Run and Manage Reports WBT – 7:00 Min
➢ SBO Credits VILT SU – 4:00 Hours
➢ SBO Revenue Cycle Super User VILT- 1:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
SINGLE BILLING OFFICE – REVENUE CYCLE END USER – HB CONTENT

TRACK DESCRIPTION:
In this learning track, the End User will learn the Professional Billing Charge Entry workflows and exercises on how to manually enter charges. It also includes discussion on PB Charge Reconciliation reporting. End Users will also learn how to resolve PB Charge Review Registration Edits, PB Claim Registration Edits, and PB Follow-Up Registration Denials by accessing the PB Work Queues.

EXPECTED END USERS:
Patient Accounts Representative (as identified by Revenue Cycle Management)

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Overview of Account Activities WBT – 7:00 Min
➢ Posting Adjustments WBT – 5:00 Min
➢ Overview of Account Workqueues WBT – 5:00 Min
➢ Overview of Account Errors and Flags WBT – 4:00 Min
➢ Overview of Charge Review Workqueues WBT – 4:00 Min
➢ Account Maintenance for Billers and Insurance Follow-Up Staff WBT – 12:00 Min

➢ HB Biller - Account VILT SU – 4:00 Hours
➢ Overview of Claim Edit Workqueues WBT – 3:00 Min
➢ HB Biller Claims VILT SU – 4:00 Hours
➢ Overview of Account Follow-Up Records WBT – 4:00 Min
POST-GO-LIVE

➢ HB Insurance Follow-Up VILT SU – 5:00 Hours
➢ Correcting E-Remit Processing Errors WBT – 3:30 Min
➢ Posting Insurance Payments WBT – 10:30 Min
➢ HB Payment Poster VILT SU – 4:00 Hours

There are No Post-Go-Live Required Learning Items for this Role
REVENUE CYCLE MANAGER / DIRECTOR

TRACK DESCRIPTION:

End Users in this track will learn all areas of Revenue Cycle. Additionally, Managers will also learn about tools that will help them with their daily work as a Manager – how to use Dashboards, Reporting, and Productivity Scorecards for analyzing trends and other billing metrics.

EXPECTED END USERS:

PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Overview of a Single Billing Office WBT – 6:00 Min
- Run and Manage Reports WBT – 7:00 Min
- Overview of Claims WBT – 2:00 Min
- Using Claims Edit Work Queues WBT - 7:00 Min
- SmartTools for the Billing Office WBT – 6:30 Min
- Correcting Charges on Denials WBT – 5:00 Min
- It’s Possible… Secure Chat WBT – 2:00 Min
- PB Claims VILT SU – 3:30 Hours
- Overview of Follow-Up Work Queues WBT – 6:30 Min
- PB Insurance Follow-Up VILT SU – 4:00 Hours
- Overview of Account Workqueues WBT – 3:30 Min
- Run and Manage Reports WBT – 7:00 Min
- SBO Credits VILT SU – 4:00 Hours
<table>
<thead>
<tr>
<th>Topic</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Posting Guarantor Payments  <strong>WBT</strong> – <strong>13:00 Min</strong></td>
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<tr>
<td>Overview of Payment Posting  <strong>WBT</strong> – <strong>4:00 Min</strong></td>
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<tr>
<td>Overview of Claim Edit Work Queues  <strong>WBT</strong> – <strong>3:00 Min</strong></td>
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<tr>
<td>Overview of Electronic Remittance  <strong>WBT</strong> – <strong>5:00 Min</strong></td>
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<tr>
<td>Cash Management and Remittance  <strong>WBT</strong> – <strong>8:00 Min</strong></td>
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<tr>
<td><strong>PB &amp; Guarantor Payment Poster</strong>  <strong>VILT SU</strong> – <strong>9:00 Hours</strong></td>
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<tr>
<td>Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff  <strong>WBT</strong> – <strong>10:30 Min</strong></td>
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<tr>
<td>Overview of Account Activities  <strong>WBT</strong> – <strong>7:00 Min</strong></td>
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<tr>
<td>Posting Adjustments  <strong>WBT</strong> – <strong>5:00 Min</strong></td>
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<tr>
<td><strong>SBO Customer Service</strong>  <strong>VILT SU</strong> – <strong>9:00 Hours</strong></td>
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<tr>
<td><strong>SBO Revenue Cycle Super User</strong>  <strong>VILT</strong>- <strong>1:30 Hours</strong></td>
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<tr>
<td>Revenue Cycle Manager  <strong>LAB</strong> – <strong>1:30 Hours</strong></td>
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<tr>
<td><strong>Overview of Reporting</strong>  <strong>WBT</strong> – <strong>4:00 Min</strong></td>
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<tr>
<td>Run and Manage Reports  <strong>WBT</strong> – <strong>7:00 Min</strong></td>
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<tr>
<td>Modifying the Search Criteria of a Report  <strong>WBT</strong> – <strong>9:00 Min</strong></td>
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<tr>
<td>Introduction to Radar  <strong>WBT</strong> – <strong>6:00 Min</strong></td>
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<tr>
<td>Create a New View of a Radar Dashboard  <strong>WBT</strong> – <strong>7:00 Min</strong></td>
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<tr>
<td><strong>Reporting in Epic (POST GO-LIVE)</strong>  <strong>VILT</strong> – <strong>4:30 Hours</strong></td>
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</tr>
<tr>
<td>Slicer Dicer  <strong>LAB (Non-Clinical)</strong> – <strong>1:00 Hour</strong></td>
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</tbody>
</table>
REVENUE CYCLE MANAGER / DIRECTOR – HB CONTENT

TRACK DESCRIPTION:
End Users in this track will learn all areas of Revenue Cycle. Additionally, Managers will also learn about tools that will help them with their daily work as a Manager – how to use Dashboards, Reporting, and Productivity Scorecards for analyzing trends and other billing metrics.

EXPECTED END USERS:
PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Overview of Account Activities WBT – 7:00 Min
➢ Posting Adjustments WBT – 5:00 Min
➢ Overview of Account Workqueues WBT – 5:00 Min
➢ Overview of Account Errors and Flags WBT – 4:00 Min
➢ Overview of Charge Review Workqueues WBT – 4:00 Min
➢ Account Maintenance for Billers and Insurance Follow-Up Staff WBT – 12:00 Min

➢ HB Biller - Account VILT SU – 4:00 Hours

➢ Overview of Claim Edit Workqueues WBT – 3:00 Min

➢ HB Biller Claims VILT SU – 4:00 Hours

➢ Overview of Account Follow-Up Records WBT – 4:00 Min

➢ HB Insurance Follow-Up VILT SU – 5:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

Items Listed in Red = Requires Registration
POST GO-LIVE

- Correcting E-Remit Processing Errors **WBT** – 3:30 Min
- Posting Insurance Payments **WBT** – 10:30 Min
- HB Payment Poster **VILT SU** – 4:00 Hours
- Customer Service/ Self-Pay Follow-Up Vendor – HB Content **VILT SU** – 1:30 Hours
REVENUE CYCLE VIEW ONLY

TRACK DESCRIPTION:
This track is designed for End Users who will need View Only Access in Revenue Cycle.

EXPECTED END USERS:
As determined by Management

REQUIRED TRAINING

PRE-GO-LIVE
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Overview of Reporting WBT – 4:00 Min
➢ Run and Manage Reports WBT – 7:00 Min

POST-GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role
SINGLE BILLING OFFICE - GUARANTOR & PB CREDITS

TRACK DESCRIPTION:
End Users in this track will learn Professional Billing Insurance Follow-Up on outstanding claims and how to resolve denials by accessing the PB Insurance Follow-Up Work Queues. The track includes reviewing coverage changes and using the retro review work queues to determine whether to edit the filing order after retroactive coverage changes.

EXPECTED END USERS:
Patient Account Rep (as assigned by Revenue Cycle Management), Accounts Receivable Specialist,

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

- Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
- Overview of Registration in a Hospital Setting WBT – 6:00 Min
- Overview of a Single Billing Office WBT – 6:00 Min
- Run and Manage Reports WBT – 7:00 Min
- SmartTools for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues WBT – 6:30 Min
- Correcting Charges on Denials WBT – 5:00 Min
- It’s Possible... Secure Chat WBT – 2:00 Min

- SBO Credits VILT SU – 4:00 Hours
- SBO Revenue Cycle Super User VILT- 1:30 Hours

There are No Post-Go-Live Required Learning Items for this Role
SINGLE BILLING OFFICE - CUSTOMER SERVICE / SELF-PAY FOLLOW-UP REPRESENTATIVE

TRACK DESCRIPTION:
This track is for the Single Billing Office (SBO) Customer Service and Self-Pay Follow-Up workflows. The track includes researching balance and statement inquiries, creating payment plans, posting payments over the phone, posting account notes and activities, updating coverage and guarantor information. Review of the Self-pay Follow-Up levels, posting adjustments, flagging accounts for follow-up, and updating guarantor information.

EXPECTED END USERS:
SBO Credit Specialist

REQUIRED TRAINING

GRESSIVE NOTE: the information listed below is to be followed in sequential order

PRE GO-LIVE
➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of Registration in a Hospital Setting WBT – 6:00 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff WBT – 10:30 Min
➢ Overview of Account Activities WBT – 7:00 Min
➢ Posting Adjustments WBT – 5:00 Min
➢ It’s Possible… Secure Chat WBT – 2:00 Min

➢ SBO Customer Service VILT SU – 9:00 Hours
➢ SBO Revenue Cycle Super User VILT - 1:30 Hours

POST GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role

Items Listed in Navy = No Registration Required
WBT = Web Based Training
VILT SU = Virtual Instructor Led Training
LAB = Hands-On Labs
Items Listed in Red = Requires Registration
SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS

TRACK DESCRIPTION:
This learning track is specifically focused on the SBO Customer Service Vendor workflows. This track focuses on researching guarantor balances and statement inquiries, how to create Payment Plan, Post payments over the phone for guarantor balances, how to add, update, or terminate coverages, and how to document an account note and use billing indicators to take action on accounts.

EXPECTED END USERS:
SBO Credit Specialist

REQUIRED TRAINING

> **IMPORTANT NOTE:** the information listed below is to be followed in sequential order

<table>
<thead>
<tr>
<th>PRE-GO-LIVE</th>
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<tbody>
<tr>
<td>➢ Overview of Hyperspace for Revenue and Access Products <strong>WBT</strong> – 11:30 Min</td>
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<tr>
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<td>➢ Posting Adjustments <strong>WBT</strong> – 5:00 Min</td>
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<tr>
<td>➢ It’s Possible... Secure Chat <strong>WBT</strong> – 2:00 Min</td>
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<tr>
<th>POST-GO-LIVE</th>
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<tbody>
<tr>
<td>➢ SBO Customer Service Vendor <strong>VILT SU</strong> – 4:00 Hours</td>
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</tr>
<tr>
<td>➢ SBO Revenue Cycle Super User <strong>VILT</strong>- 1:30 Hours</td>
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There are No Post-Go-Live Required Learning Items for this Role
SINGLE BILLING OFFICE - PAYMENT POSTER

TRACK DESCRIPTION:
This track is for Single Billing Office (SBO) Payment Poster. The PART 1-level VILT SU in the track is for the Single Billing Office (SBO) Manual Guarantor and PB Insurance Payment Posting. The PART 2-level VILT SU includes an overview of remittance processing with Cash Management, processing of clean remittance, and identifying load errors. The PART 3-level VILT SU covers how to use the Remittance Assistant to review and resolve payments with errors in the PB Remittance Workqueues.

EXPECTED END USERS:
SBO Payment Poster

REQUIRED TRAINING

IMPORTANT NOTE: the information listed below is to be followed in sequential order

PRE-GO-LIVE

➢ Overview of Hyperspace for Revenue and Access Products WBT – 11:30 Min
➢ Overview of a Single Billing Office WBT – 6:00 Min
➢ Posting Adjustments WBT – 5:00 Min
➢ Posting Guarantor Payments WBT – 13:00 Min
➢ Overview of Payment Posting WBT – 4:00 Min
➢ Overview of Claim Edit Work Queues WBT – 3:00 Min
➢ Overview of Electronic Remittance WBT – 5:00 Min
➢ Cash Management and Remittance WBT – 8:00 Min

➢ PB & Guarantor Payment Poster VILT SU – 9:00 Hours
➢ SBO Revenue Cycle Super User VILT- 1:30 Hours

POST-GO-LIVE

There are No Post-Go-Live Required Learning Items for this Role