Epic | **RWJBarnabas HEALTH**

TRAINING CATALOG

(*NON - PROVIDER*)

Features:

▶ **Registration Tip Sheet**

▶ **NetLearning Information**

▶ **Training Vocabulary**

▶ **Curriculum Guides**

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

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

CLINICAL INPATIENT 89

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

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

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WELCOME TO TRAINING

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'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

TRAINING TERMS & DEFINITIONS

CREDENTIALED 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 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 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**s in a Training Track. ** Training Tracks that have more than one VILT in the Track will include the EUPA in the PART 4 Level VILT.*

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** 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 **VILTs** and **LABs** at.
TRAINING ENVIRONMENT	The Training Environment refers to the **Epic Training Environment** (also known as TRN).

TRAINING TRACK	A Training Track is a packaged track of learning items (WBTs, VILTs, EUPAs, LABS) bundled together to create the Learning Track that End Users are assigned in the **Net Learning System.** Training Tracks are role based and correlate to the Epic Security Template that is assigned to the End User
VILT	Virtual Instructor Led Training is the Training that is delivered through a virtual/simulated environment.
WebEx	WebEx is the **Virtual Training Environment** that RWJBarnabas Health will be using to facilitate Virtual Training in preparation for the **Epic** Go-Live.
WBT	Web Based Training assigned in the Training Tracks

TRAINING / GO-LIVE TIMELINE

Training Assigned in Net Learning
October 2021 - December 2021

Provider Training
October 2021 - February 2022

End User Training
January 2022 - May 2022

Pre-live Labs
February 2022 - May 2022

GO-LIVE
May 2022

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 **VILTs** 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 **VILTs** 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

1. Log in to https://lms.healthcaresource.com/mynetlearning/Login.aspx?ID=66
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 (**VILTs**), 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** = Virtual Instructor Led Training. These courses contain either VILT 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.

VILTs 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 **VILTs.***

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

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After registering for class, you will see it appear at the top of your **To Do List**:
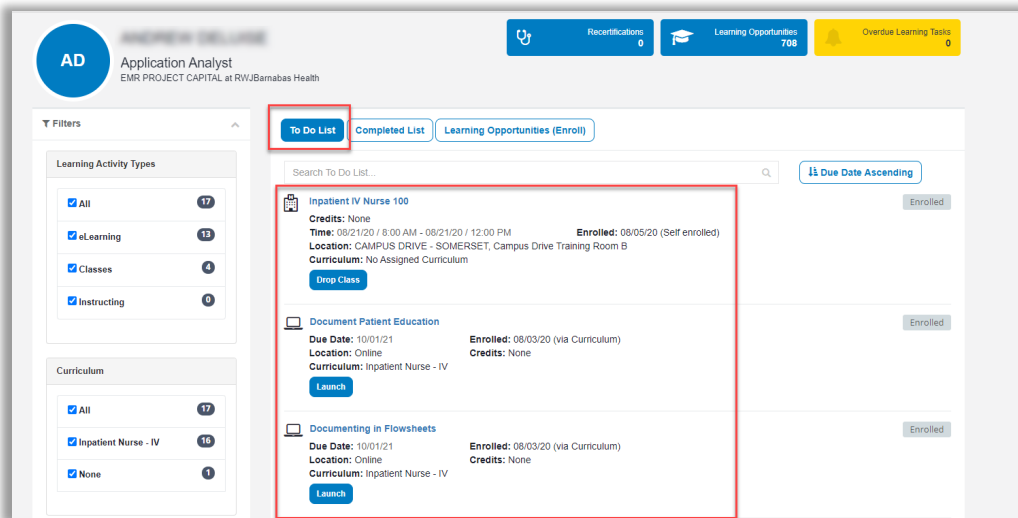
Prerequisites

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 *VILTs* and *LABs* will appear on your **To-Do List** as a "class" and will have a *BLUE* button labeled *"Select Class".*
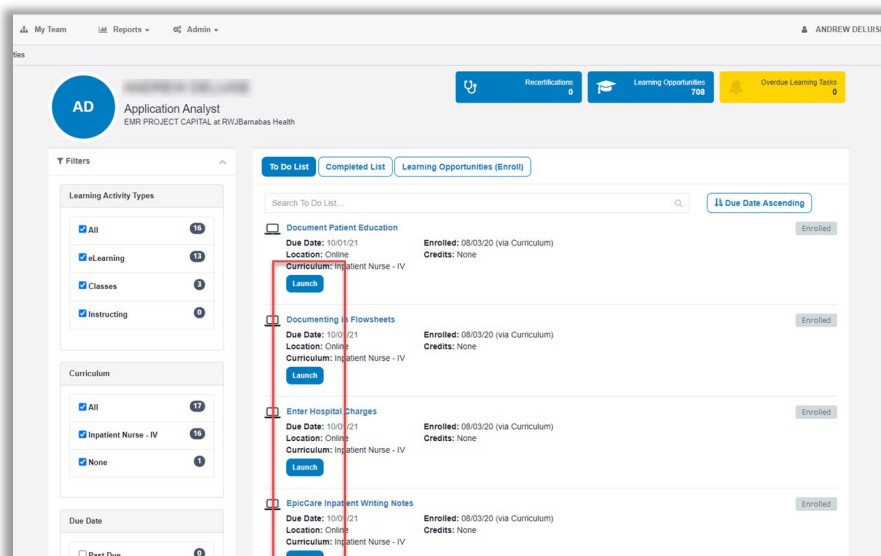
Launching Assigned eLearnings/WBTs

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.

Note that these are interactive. At the conclusion, an assessment will be required but it is built into it. This means that when you click Exit Lesson at the conclusion, you have completed the lesson and assessment.

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

Training Support Hours

Monday-Friday → 8:00 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 https://rwjbh.service-now.com/sp

CLINICAL OUTPATIENT

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:

Abstractors as Identified by Leadership

REQUIRED TRAINING

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- Finding Patient Information **WBT** – *5:00 Min*
- Abstractor (Amb) Wave 2 **WBT –** *38:00 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

REQUIRED TRAINING

PRE GO-

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*

POST GO-LIVE

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

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CLINIC MANAGER- OUTPATIENT CLINIC

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

PRE GO-LIVE

- 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*

- Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
- Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*
- Clinic Manager **VILT** – *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*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- ➢ Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- ➢ **Front Desk Physician Practice PART 2 VILT** – *8:00 Hours*
- ➢ **Front Desk Physician Practice PART 3 VILT** – *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** – *8:00 Hours*
- ➢ **PB Charge Reconciliation Workshop** – *2:00 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:
  - o Slicer Dicer **LAB** (Clinical) – *1:00 Hour*
  - o Slicer Dicer **LAB** (Non-Clinical) – *1:00 Hour*

AMBULATORY CLINICAL SUPPORT (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, Dietician, Nutritionist, and Psych RN, REI 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*
- ➢ 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*

> Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
> Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*

POST GO-LIVE

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

OB AMBULATORY CLINICAL SUPPORT

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 Clinical Support, OB Outpatient Clinical Support

REQUIRED TRAINING

PRE GO-LIVE

> **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 Ambulatory Clinical Support PART 1 **VILT** – 5:00 Hours
- OB Ambulatory Clinical Support PART 2 **VILT** – 5:00 Hours

POST GO-LIVE

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

AMBULATORY 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

PRE GO-LIVE

> **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*

- OB Ambulatory Clinical Support PART 1 **VILT** – *5:00 Hours*
- OB Ambulatory Clinical Support PART 2 **VILT** – *5:00 Hours*
- Clinic Manager **VILT** – *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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- ➢ Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- ➢ Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- ➢ Front Desk Physician Practice PART 3 **VILT** – *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** – *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:
  - 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

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AMBULATORY URGENT CARE CLINICAL SUPPORT

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 Clinical Support

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*
- ➢ 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*

➢ Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
➢ Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*
➢ Ambulatory Urgent Care Clinical Support **VILT –** *3:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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*

- ➢ Outpatient Therapist **VILT** – *7:00 Hours*

PRE GO-LIVE

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

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- ➢ 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*

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

PRE GO-LIVE

- ➤ 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*

- ➤ Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
- ➤ Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*

- ➤ Overview of Report Settings **WBT** – *4:30 Min*
- ➤ Overview of the Navigator **WBT** – *3:30 Min*

- ➤ Cardiology Clinic Nurse **VILT** – *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 | Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

- ➢ 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*

➢ Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
➢ Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *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** - *3:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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

PRE GO-LIVE

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** – *4:30 Hours*

POST GO-LIVE

- ➢ Introduction to Radar **WBT** – *6:00 Min*
- ➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*

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

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

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 X-Ray Technologist

REQUIRED TRAINING

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** – *4:30 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

> **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*

- Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
- Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*
- Oncology Clinic Nurse **VILT** – *4:00 Hours*

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

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

PRE GO-LIVE

> **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** – *6:00 Hours*
- IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

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

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

PRE GO-LIVE

> 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*

- ➢ Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
- ➢ Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *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*

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

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- ➢ 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** – *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

RADIOLOGY ONCOLOGY - VIEW/PRINT ONLY

TRACK DESCRIPTION:

In this Learning Track, the End User will learn how to view and print in the Radiation Oncology workflows of Epic.

EXPECTED END USERS:

Radiation Therapist, Chief Therapist, Dosimetrist

	REQUIRED TRAINING
PRE GO-LIVE	➢ Radiology Oncology – View/Print Only **Lab –** *1:00 Hour*
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

PRE GO-LIVE

> **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** – *7:00 Hours*

- Clinic Manager **VILT** – *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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- Front Desk Physician Practice PART 3 VILT – 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** – *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*

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- ➢ 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*

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

PRE GO-LIVE

- 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** – *7:00 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*

POST GO-LIVE

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

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

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PHARMACY (OUTPATIENT)

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

PRE GO-LIVE

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

- ➢ 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** – *4:00 Hours*
- ➢ Mail Order Pharmacy Technician PART 2 **VILT** – *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*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

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

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

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➤ Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-

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

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

PRE GO-LIVE

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

➢ 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** – *4:00 Hours*
➢ Mail Order Pharmacy Technician PART 2 **VILT** – *5:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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** – *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

PRE GO-LIVE

> **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 – *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*

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

POST GO-LIVE

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

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

PRE GO-LIVE

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

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POPULATION 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

PRE GO-LIVE

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

- Population Health Care Management **VILT** – *5:00 Hours*

POST

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

PRE GO-LIVE

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** – *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** – *5:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

- 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** – *5:00 Hours*

POST GO-LIVE

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

REHAB

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

PRE GO-LIVE

- 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** – *7:00 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*

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** – *7:00 Hours*

PRE GO-LIVE

- Clinic Manager **VILT** – *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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- Front Desk HOD PART 2 **VILT** – *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** – *4:00 Hours*

- HB Revenue Reconciliation Manager **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*

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

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

- ➢ 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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, cancel and reschedule appointments, transcribe orders, and check in.

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

PRE GO-LIVE

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

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

- Overview of the Appointment Desk **WBT** – *3:00 Min*
- Overview of the Interactive Face Sheet **WBT** – *3:30 Min*

- Registration Basics **VILT** – *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** – *8:00 Hours*
- Front Desk HOD PART 2 **VILT** – 8:00 Hours

- 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** – *4:00 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

REQUIRED TRAINING

PRE GO-LIVE

> **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** – *6:300 Min*
- Interpreting the Provider Utilization Health Record **WBT** – *7:30 Min*

- Template Builder **VILT** – *8:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

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

POST GO-LIVE

> **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*

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

> **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** – *4:30 Hours*
- Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

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
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*

CINJ RESEARCH BILLER

TRACK DESCRIPTION:

This training track is geared specifically to the research billers who will be reviewing research charges. This class will cover the basic scenarios that a biller would encounter for research charges. The end user must first complete all HB and/or PB billing classes.

EXPECTED END USERS:

Research Biller

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Overview of Research Studies in Epic **WBT** – *9:00 Min*
➢ Overview of the Research Billing Review Activity **WBT** – *3:00 Min*

➢ CINJ Research Biller VILT – 2:00 Hours

POST GO-LIVE

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

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

PRE GO-LIVE

> **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 – *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 & REGISTRATON

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

PRE GO-LIVE

> **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*

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

- ➢ Overview of Making Appointments **WBT** – *6:300 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*

- ➢ Central Scheduling PART 1 **VILT** – *7:00 Hours*
- ➢ Central Scheduling PART 2 VILT – *7:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

- 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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- Front Desk Physician Practice PART 3 VILT – 4:30 Hours

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, cancel and reschedule appointments, transcribe orders, and check in.

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

> **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*

- ➢ Registration Basics **VILT** – *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** – *8:00 Hours*
- ➢ Front Desk HOD PART 2 **VILT** – *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

Prerequisites to this Training Track are one of the following:

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

REQUIRED TRAINING

PRE GO-LIVE

- ➢ 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** – *4:30 Hours*

POST GO-LIVE

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

PRE GO-LIVE

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

- Overview of the Appointment Desk **WBT** – *3:00 Min*
- Overview of Making Appointments **WBT** – *6:300 Min*
- Interpreting Provider Schedules **WBT** – *3:30 Min*
- Activating Patients for MyChart **WBT** – *5:00 Min*

- Schedule Only **VILT** – *3:00 Hours*

POST GO-LIVE

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

PRE GO-LIVE

> **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** – *6:300 Min*
> - Interpreting the Provider Utilization Health Record **WBT** – *7:30 Min*
>
> - Template Builder **VILT** – *8:00 Hours*

POST GO-LIVE

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

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

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

TRANSPLANT

LIVING DONOR TRANSPLANT COORDINATOR

TRACK DESCRIPTION:

In this learning track, the End User will learn how to document a referral, create a transplant episode, use transplant checklists, prepare for committee review, review surgical documentation, and run transplant specific reports.

EXPECTED END USERS:

Living Donor Transplant Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

- Exploring the Transplant Information Activity **WBT –** *6:30 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Using Workbench for Transplant Reporting **WBT** – *3:30 Min*
- Exploring the Committee Review Encounter **WBT** – *4:00 Min*
- In-Basket: Handling Refill Requests **WBT** – *7:00 Min*
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – *10:00 Min*
- In-Basket: Following up on Results Messages **WBT** – *7:00 Min*
- In-Basket: Patient Advice Request Messages **WBT** – *6:00 Min*
- In-Basket: Telephone Encounters **WBT** – *7:00 Min*
- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*

- Living Donor Transplant Coordinator **VILT** – *7:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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POST-TRANSPLANT COORDINATOR

TRACK DESCRIPTION:

In this learning track, the End User will learn how to create a documentation encounter, review, and update a transplant episode, use transplant checklists, review surgical documentation, and run transplant specific reports.

EXPECTED END USERS:

Post-Transplant Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

- Exploring the Transplant Information Activity **WBT** – *6:30 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Using Workbench for Transplant Reporting **WBT** – *3:30 Min*
- Exploring the Committee Review Encounter **WBT** – *4:00 Min*
- In-Basket: Handling Refill Requests **WBT** – *7:00 Min*
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – *10:00 Min*
- In-Basket: Following up on Results Messages **WBT** – *7:00 Min*
- In-Basket: Patient Advice Request Messages **WBT** – *6:00 Min*
- In-Basket: Telephone Encounters **WBT** – *7:00 Min*
- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*

- Post-Transplant Coordinator **VILT** – *7:00 Hours*

POST GO-LIVE

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

PRE-TRANSPLANT COORDINATOR

TRACK DESCRIPTION:

In this learning track, the End User will learn how to document a referral, create a transplant episode, use transplant checklists, prepare for committee review, document an organ offer and run transplant specific reports.

EXPECTED END USERS:

Pre-Transplant Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

- Exploring the Transplant Information Activity **WBT** – *6:30 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Using Workbench for Transplant Reporting **WBT** – *3:30 Min*
- Exploring the Committee Review Encounter **WBT** – *4:00 Min*
- In-Basket: Handling Refill Requests **WBT** – *7:00 Min*
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – *10:00 Min*
- In-Basket: Following up on Results Messages **WBT** – *7:00 Min*
- In-Basket: Patient Advice Request Messages **WBT** – *6:00 Min*
- In-Basket: Telephone Encounters **WBT** – *7:00 Min*
- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*

- Pre-Transplant Coordinator **VILT** – *7:00 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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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TRANSPLANT ASSISTANT

TRACK DESCRIPTION:

In this learning track, the End User will learn how to document a referral, create a transplant episode, record vitals, and run transplant specific reports.

EXPECTED END USERS:

Certified Medical Assistant in the Transplant Department

REQUIRED TRAINING

PRE GO-LIVE

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

- Exploring the Transplant Information Activity **WBT** – *6:30 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Using Workbench for Transplant Reporting **WBT** – *3:30 Min*
- Exploring the Committee Review Encounter **WBT** – *4:00 Min*
- In-Basket: Handling Refill Requests **WBT** – *7:00 Min*
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – *10:00 Min*
- In-Basket: Following up on Results Messages **WBT** – *7:00 Min*
- In-Basket: Patient Advice Request Messages **WBT** – *6:00 Min*
- In-Basket: Telephone Encounters **WBT** – *7:00 Min*
- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*

- Transplant Assistant **VILT** – *7:00 Hours*

POST GO-LIVE

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

TRANSPLANT CARE TEAM

TRACK DESCRIPTION:

In this learning track, the End User will learn how to document an evaluation visit, review and update a transplant episode, use transplant checklists, review committee review documentation and run transplant specific reports.

EXPECTED END USERS:

Social Workers, Dietician, Transplant Care Team

REQUIRED TRAINING

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

- ➤ Exploring the Transplant Information Activity *WBT – 6:30 Min*
- ➤ Overview of Reporting *WBT – 4:00 Min*
- ➤ Using Workbench for Transplant Reporting *WBT – 3:30 Min*
- ➤ Exploring the Committee Review Encounter *WBT – 4:00 Min*
- ➤ In-Basket: Handling Refill Requests *WBT – 7:00 Min*
- ➤ EpicCare Ambulatory: Ordering in an Outpatient Context *WBT – 10:00 Min*
- ➤ In-Basket: Following up on Results Messages *WBT – 7:00 Min*
- ➤ In-Basket: Patient Advice Request Messages *WBT – 6:00 Min*
- ➤ In-Basket: Telephone Encounters *WBT – 7:00 Min*
- ➤ Overview of Hyperspace in an Outpatient Setting *WBT – 9:30 Min*

- ➤ Transplant Care Team **VILT** – *7:00 Hours*

PRE GO-LIVE

POST GO-LIVE

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

CLINICAL INPATIENT

ANCILLARY CLINICAL

INPATIENT CHILD LIFE

TRACK DESCRIPTION:

Holding Place for Description

EXPECTED END USERS:

Holding Place for Description

REQUIRED TRAINING

PRE GO-LIVE

- Holding Place for WBTs

- Inpatient Child Life **VILT** – *3:00 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

- It's Possible … Storyboard **WBT** – *2:30 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Documenting in Flowsheets **WBT** – *7:00 Min*
- Administering Medications on the MAR **WBT** – *5:00 Min*
- Overview of Writing Notes **WBT** – *9:30 Min*
- Introduction to Radar **WBT** – *6:00 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Run and Manage Reports **WBT** – *7:00 Min*

INPATIENT CLINICAL VIEW ONLY

TRACK DESCRIPTION:

This Learning Track is designed for those End Users who need Inpatient View Only Access in Epic.

EXPECTED END USERS:

As Determined by Management

REQUIRED TRAINING

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- EpicCare Inpatient: Finding Patient Information **WBT** – *5:00 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

- It's Possible … Storyboard **WBT** – *2:30 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Documenting in Flowsheets **WBT** – *7:00 Min*
- Administering Medications on the MAR **WBT** – *5:00 Min*
- Overview of Writing Notes **WBT** – *9:30 Min*
- Introduction to Radar **WBT** – *6:00 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Run and Manage Reports **WBT** – *7:00 Min*

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

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

INPATIENT DIETITIAN

TRACK DESCRIPTION:

In this learning track, the End User will learn how to identify patients that have 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

PRE GO-LIVE

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** – *5:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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, Clinical Care Technician

REQUIRED TRAINING

PRE GO-LIVE

> **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 Patient Care Technician **VILT** – *4:00 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 | Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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INPATIENT QUALITY

TRACK DESCRIPTION:

This track is designed for the Inpatient Quality user. In this lesson the End User will learn how to complete a concurrent and retrospective chart review. A thorough review of the patient record will be reviewed, finding patients and running reports.

EXPECTED END USERS:

Clinical Data Repository (CDR) Physician, Inpatient Quality / Compliance, Inpatient Quality Assurance

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**:** Finding Patient Information **WBT** – *6:00 Min*
- EpicCare Inpatient: Writing Notes **WBT** – *3:00 Min*
- Introduction to Radar **WBT** – *6:00 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Run and Manage Reports **WBT** - *7:00 Min*

- Inpatient Quality **VILT** – *3:30 Hours*

- Modifying the Search Criteria of a Report **WBT** – *9:00 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** – *4:30 Hours*
- Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

- ➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*
- ➢ Modifying the Search Criteria of a Report **WBT** – *9:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ EpicCare Inpatient: Medication Reconciliation **WBT** – *11:00 Min*
- ➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*

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

PRE GO-LIVE

- ➢ 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** – *8:00 Hours*
- ➢ Inpatient Respiratory Therapy Part 2 **VILT** – *4:00 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

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

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

INPATIENT SPIRITUAL CARE

TRACK DESCRIPTION:

In this Training Track, the End User will learn about the Spiritual Care role and functionality in Epic.

EXPECTED END USERS:

Inpatient Spiritual Care/Services

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*

- Inpatient Spiritual Care **VILT** – *2:30 Hours*

POST GO-LIVE

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

ADDITIONAL

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

- Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*

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

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

INPATIENT TECH – ECG

TRACK DESCRIPTION:

In this Training Track, the end user will learn how to find patients, view the schedule for the day, complete the exam and enter charges.

EXPECTED END USERS:

ECG Technician

	REQUIRED TRAINING
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min* ➢ Inpatient Tech – ECG **VILT** – *2:30 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***
ADDITIONAL	***Search for the following web-based training activities in Net Learning under Learning Opportunities*** ➢ Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*

INPATIENT TECH – PROCEDURAL & DIAGNOSTIC

TRACK DESCRIPTION:

This Training Track is designed for the Pulmonary Function Tech and the EEG Technologist. In this lesson the end user will learn how to find patients, view the schedule for the day, complete the exam and enter charges.

EXPECTED END USERS:

Neurology Technologist and Pulmonary Technologist

REQUIRED TRAINING

PRE GO-LIVE

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 Snapboard **WBT** – *3:00 Min*
➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*

➢ Inpatient Tech – Procedural and Diagnostic **VILT** – *2:30 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*

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

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

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

PRE GO-LIVE

> **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** – *4:30 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

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 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 Charge Entry **VILT** – *4:00 Hours*

POST GO-LIVE

- ➢ Introduction to Radar **WBT** – *6:00 Min*
- ➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*

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*

INVASIVE INTRA PROCEDURE CARE WITH SIM LAB

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

REQUIRED TRAINING

PRE GO-LIVE

> **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 Part 1 **VILT** – *8:30 Hours*
- ➤ Inpatient Nurse Part 2 **VILT** – *8:30 Hours*
- ➤ Cardiology Invasive Intra Procedure Care **VILT** – *7:00 Hours*
- ➤ IV Pump Integration Simulation LAB- 2:00 Hours

POST GO-LIVE

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

INVASIVE INTRA PROCEDURE CARE WITHOUT SIM LAB

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 Tech

REQUIRED TRAINING

PRE GO-LIVE

> **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 Part 1 **VILT** – *8:30 Hours*
- ➢ Inpatient Nurse Part 2 **VILT** – *8:30 Hours*
- ➢ Cardiology Invasive Intra Procedure Care **VILT** – *7:00 Hours*

POST GO-LIVE

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

PRE GO-LIVE

> **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** – *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** – *4:00 Hours*

- HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*
- 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:
    - Slicer Dicer **LAB** (Clinical) – *1:00 Hour*
    - Slicer Dicer **LAB** (Non-Clinical) – *1:00 Hour*

INVASIVE PREP & RECOVERY NURSE

TRACK DESCRIPTION:

In this Training Track, the End User will learn the Invasive Prep & Recovery role and functionality in Epic. End Users will use exercises to practice documenting Pre & Post Procedure events.

EXPECTED END USERS:

Prep & Recovery Nurses (New Brunswick Location Only)

REQUIRED TRAINING

PRE GO-LIVE

> **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 Navigator **WBT** – *3:30 Min*
- ➢ Invasive Cardiology Workflow Overview **WBT** – *13:30 Min*

- ➢ Inpatient Nurse Part 1 **VILT** – *8:30 Hours*
- ➢ Inpatient Nurse Part 2 **VILT** – *8:30 Hours*
- ➢ Cardiology Invasive Prep & Recovery Nurse **VILT** – *6:00 Hours*
- ➢ IV Pump Integration Simulation LAB- 2:00 Hours

POST GO-LIVE

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

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

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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

PRE GO-LIVE

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** – *4:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

> **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*
- ➢ Overview of the Technologist Worklist **WBT** – *3:00 Min*
- ➢ Overview of the Navigator **WBT** – *3:30 Min*

- ➢ Cardiology Non-Invasive Echo/Vascular Sonographer **VILT** – *4:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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

PRE GO-LIVE

- 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** – *4:00 Hours*

- 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** – *4:00 Hours*

POST GO-LIVE

- HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*
- Non-Invasive Manager Post Go-Live **Lab** – *2:00 Hour*

- Overview of Reporting **WBT** – *4:00 Min*

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

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

- ➢ 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*

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 Part 1 **VILT** – *8:30 Hours*
- Inpatient Nurse Part 2 **VILT** – *8:30 Hours*
- Cardiology Non-Invasive Nurse **VILT** – *5:00 Hours*
- IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

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

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	Items Listed in Red = Requires Registration

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

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

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*

- Cardiology Non-Invasive Scheduler **VILT** – *4:30 Hours*

POST GO-LIVE

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

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

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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

PRE GO-LIVE

> 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*
- ➢ Overview of the Technologist Worklist **WBT** – *3:00 Min*
- ➢ Overview of the Navigator **WBT** – *3:30 Min*

- ➢ Cardiology Non-Invasive Stress Technologist **VILT** – *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 Registries from Epic.

EXPECTED END USERS:

Cardiology Registry Abstractor

REQUIRED TRADING

PRE GO-LIVE	**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* ➢ Overview of the Cardiology Registries **WBT** – *8:30 Min* ➢ Cardiology Registry Abstractor **VILT** – *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

PRE GO-LIVE

> **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 Part 1 / Social Worker **VILT** – *8:00 Hours*
- Inpatient Case Manager Part 2 / Utilization Reviewer **VILT** – *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

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

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

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 Part 1 / Social Worker **VILT** – *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 | Items Listed in Red = Requires Registration
WBT = Web Based Training | **VILT** = Virtual Instructor Led Training | **LAB** = Hands-On Labs

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INPATIENT UTILIZATION MANAGER

TRACK DESCRIPTION:

This track is designed for the End User who completes utilization reviews for the inpatient population. End Users will learn about utilization review, communicating with payors, updating bed days and managing patient class and events.

EXPECTED END USERS:

Case Manager and Utilization Manager

	REQUIRED TRAINING
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ Inpatient Case Manager Part 2 / Utilization Reviewer **VILT** – *5:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

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

REQUIRED TRAINING

PRE GO-LIVE

> **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*
> - Arrival and Patient Search **WBT** – *4:30 Min*
> - Patient Tracking **WBT** – *4:30 Min*
> - Viewing a Patient's Care Everywhere Information **WBT** - *7:30 Min*
> - It's Possible … Care Everywhere **WBT** – *1:30 Min*
>
> - ED Clerk **VILT** – *4:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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

- ED Nurse & ED Nurse Manager **VILT Part 1** – *8:00 Hours*

- Linking Override Pulls in the ED **WBT –** *4:30 Min*

PRE GO-LIVE

POST GO-LIVE

- ED Nurse & ED Nurse Manager **VILT Part 2** – *8:00 Hours*
- ED Nurse Simulation **LAB** – *2:00 Hours*
- IV Pump Integration Simulation **LAB**- *2:00 Hours*

- ED Nurse *Thrive After Go-Live* **LAB** – *3:00 Hours*

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

- ED Nurse & ED Nurse Manager **VILT Part 1** – *8:00 Hours*

PRE GO-LIVE

- ➢ Linking Override Pulls in the ED **WBT –** *4:30 Min*

- ➢ ED Nurse & ED Nurse Manager **VILT Part 2** – *8:00 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** – *4:00 Hours*
- ➢ ED Nurse Simulation **LAB** – *2:00 Hours*
- ➢ IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

- ➢ HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

- ➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*

- ➢ Reporting in Epic (POST GO-LIVE) **VILT** – *4:30 Hours*
- ➢ Slicer Dicer **LAB** (Clinical) – *1:00 Hour*

ADDITIOINAL LEARNING RESOURCES

- ➢ ED Nurse *Thrive After Go-Live* **LAB** – *3:00 Hours*
- ➢ ED Nurse *What to Do After Go-Live* **LAB** – *1:00 Hour*

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

PRE GO-LIVE

> **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 Technician **VILT** – *4:00 Hours*

POST GO-LIVE

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

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Items Listed in Navy = No Registration Required | Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = 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

PRE GO-LIVE

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*
- ➢ Patient Tracking **WBT** – *4:30 Min*

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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

HOSPITAL OUTPATIENT DEPARTMENT

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

> **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*
- ➤ 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

	REQUIRED TRAINING
PRE GO-	➤ Ambulatory – View Only **VIDEO**
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT

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

PRE GO-LIVE

- ➤ 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*

- ➤ Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** – *5:00 Hours*
- ➤ Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** – *5:00 Hours*
- ➤ Clinic Manager **VILT** – *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*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

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

- ➢ Overview of Making Appointments **WBT** – *6:300 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** – *8:00 Hours*
- ➢ Front Desk HOD PART 2 **VILT** – *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** – *4:00 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*

POST GO-LIVE

- ➢ HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

- ➢ Overview of Reporting **WBT** – *4:00 Min*

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

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

- ➢ 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*

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, cancel and reschedule appointments, transcribe orders, and check in.

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

> **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*

- ➢ Registration Basics **VILT** – *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** – *8:00 Hours*
- ➢ Front Desk HOD PART 2 **VILT** – *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 | Items Listed in Red = Requires Registration

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

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. <u>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.</u>

EXPECTED END USERS:

Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

Prerequisites to this Training Track are one of the following:

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

REQUIRED TRAINING

PRE GO-LIVE

➢ 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** – *4:30 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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

PRE GO-LIVE

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*

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

PRE GO-LIVE

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** – *6:300 Min*
- ➢ Interpreting the Provider Utilization Health Record **WBT** – *7:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ Template Builder **VILT** – *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   Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

> **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** – *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** – *5:00 Hours*
- Reporting in Epic (PRE-LIVE) **VILT** – *4:30 Hours*
- Advanced Reporting in Epic **VILT** – *4:30 Hours*

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

INPATIENT NURSING

INPATIENT ANCILLARY NURSE

TRACK DESCRIPTION:

In this learning track, the End User will learn about the Ancillary nurse role and functionality in Epic. This track is for the Stroke Coordinator, Bariatric Nurse Coordinator, Ortho Nurse Coordinator, Diabetes Educator and Palliative Care Nurse.

EXPECTED END USERS:

Ancillary Nurse, Stroke Coordinator, Bariatric Nurse Coordinator, Ortho Nurse Coordinator, Diabetes Educator and Palliative Care Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- Nurse Writing Notes **WBT** – *2:30 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*

- Inpatient Ancillary Nurse **VILT** – *7:30 Hours*

- Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
- Overview of Reporting **WBT** – *4:00 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

- Enter Hospital Charges **WBT** – *4:30 Min*
- Nurse Managing Orders **WBT** – *6:30 Min*
- Manage the Care Plan **WBT** – *11:00 Min*
- Document Patient Education **WBT** – *7:30 Min*
- Introduction to Radar **WBT** – *6:00 Min*
- Create a New View of a Radar Dashboard **WBT** – *7:00 Min*

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

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

- ➢ Modifying the Search Criteria of a Report **WBT** – *9:00 Min*
- ➢ It's Possible … Storyboard **WBT** – *2:30 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*
- ➢ Overview of Inpatient Care with Rover WBT 7:30 Min
- ➢ *Document in Flowsheets using Rover WBT – 4:30 Min*

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

PRE GO-LIVE

> **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 Part 1 **VILT** – *8:30 Hours*
- ➢ Inpatient Nurse Part 2 **VILT** – *8:30 Hours*

- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*

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

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

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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

- 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

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

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

INPATIENT NURSE - DIALYSIS

TRACK DESCRIPTION:

This track is designed for the Inpatient Dialysis Nurse. In this training track the Nurse will learn how to view the dialysis patient schedule, perform a chart review, and using a navigator to document the dialysis treatment. The end user will also learn how to administer medications and blood using barcode scanning, perform specimen collection, document in the care plan and patient education.

EXPECTED END USERS:

Inpatient Nurse (Dialysis), Inpatient Nurse Manager (Dialysis)

REQUIRED TRAINING

PRE GO-LIVE

> **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 Snapboard **WBT** – *11:00 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 Specimen Collection **WBT** – *6:00 Min*

- ➤ Inpatient Nurse Dialysis **VILT** – *8:00 Hours*

- ➤ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*

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

- ➤ Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- ➤ Administering Blood Products **WBT** – *6:00 Min*
- ➤ Manage the Care Plan **WBT** – *11:00 Min*
- ➤ Document Patient Education **WBT** – *7:30 Min*
- ➤ Document Infusion Volume **WBT** – *6:00 Min*
- ➤ Nurse Managing Orders **WBT** – *6:30 Min*
- ➤ Overview of Inpatient Care with Rover WBT 7:30 Min

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

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

➢ *Document in Flowsheets using Rover WBT – 4:30 Min*

INPATIENT 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 one of the following tracks:*

- ➤ *Inpatient Nurse*
- ➤ *Inpatient Nurse – Dialysis*
- ➤ *Inpatient Nurse – Labor and Delivery*
- ➤ *Inpatient Nurse – Oncology*

EXPECTED END USERS:

Clinical Informaticist, Nurse Supervisor, Nurse Manager, Nurse Director, Assistant and Chief Nursing Officer

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*
- ➤ Overview of Reporting **WBT** – *4:00 Min*

- ➤ Inpatient Nurse Manager **VILT** – *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** – *4:00 Hours*

PRE GO-LIVE

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

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- HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

- Overview of Reporting **WBT** – *4:00 Min*
- Run and Manage Reports **WBT** – *7:00 Min*
- Introduction to Radar **WBT** – *6:00 Min*

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

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

- EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*
- Modifying the Search Criteria of a Report **WBT** – *9:00 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	Items Listed in Red = Requires Registration

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

INPATIENT NURSE – WOUND CARE

TRACK DESCRIPTION:

In this learning track, the End User will learn about the Inpatient Wound Care Nurse role and functionality in Epic.

EXPECTED END USERS:

Inpatient Nurse Student – Wound Care, Inpatient Nurse – Wound Care, Inpatient Nurse Manager – Wound Care

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- Nurse Writing Notes **WBT** – *2:30 Min*
- Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Nurse Managing Orders **WBT** – *6:30 Min*
- Documenting in Flowsheets **WBT** – *7:00 Min*
- Wound Care Image Association **WBT** – *4:30 Min*
- Introduction to Radar **WBT –** *6:00 Min*

- Inpatient Nurse – Wound Care **VILT** – *6:00 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

- Run and Manage Reports **WBT** – *7:00 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	Items Listed in Red = Requires Registration

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

LAB

LAB AP TECH

TRACK DESCRIPTION:

In this Learning Track, you 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

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 **VILT** – *7:00 Hours*
- ➢ Lab AP Tech Practice and Login **LAB** – *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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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LAB AP TRANSCRIPTIONIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about resulting a case and modifying a signed-out case (amendments and addendums), receiving anatomic pathology specimens from a submitter, processing send-outs, viewing information in Case Inquiry. You will also 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

PRE GO-LIVE

- ➢ 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** – *7:00 Hours*
- ➢ Lab AP Transcriptionist Practice and Login **LAB** – *2:00 Hours*

POST GO-LIVE

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

BLOOD BANK TECH

TRACK DESCRIPTION:

In this Learning Track, you will learn about placing blood product orders, collecting and receiving specimens, entering results, ordering tests, blood administration and communication workflows, and reviewing test and patient information.

EXPECTED END USERS:

Blood Technologist

REQUIRED TRAINING

PRE GO-LIVE

> **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*
➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

➢ Blood Bank Tech **VILT** – *4:00 Hours*

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

POST GO-

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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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CYTOGENETICS / MOLECULAR TECHNOLOGIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about resulting cytogenetics and molecular tests such as FISH and PCR tests, and additional workflows performed in the lab.

EXPECTED END USERS:

Cytogenetic Molecular Technologists

REQUIRED TRAINING

PRE GO-LIVE

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

- ➤ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➤ Collecting Specimens **WBT** – *4:00 Min*
- ➤ Receiving Specimens **WBT** – *4:30 Min*
- ➤ Navigating the Outstanding List **WBT** – *4:00 Min*
- ➤ Documenting Pre-Testing Tasks **WBT** – *6:30 Min*

- ➤ Cytogenetics/Molecular Technologist **VILT** – *4:00 Hours*
- ➤ Medical Technologist – Additional Workflows **VILT** – *4:00 Hours*
- ➤ Cytogenetics/Molecular Technologist Practice and Login **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

CYTOTECH

TRACK DESCRIPTION:

In this Learning Track, you will learn how to result advance a Cytology Case, result normal and abnormal Paps, and document Case QA and correlation.

EXPECTED END USERS:

Cytotechs

REQUIRED TRAINING

PRE GO-LIVE

> **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*
- ➢ 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 **VILT** – *7:00 Hours*
- ➢ Lab Cytotec **VILT** – *4:00 Hours*
- ➢ Lab AP Tech Practice and Login **LAB** – *2:00 Hours*

POST GO-LIVE

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

LAB SUPPORT WITH FRONT DESK HOD

TRACK DESCRIPTION:

In this Learning Track, you will learn about receiving, requisition entry, one-click walk-ins, receiving of specimens, sendouts, add-ons, container storage, viewing information in Specimen Inquiry and Customer Relationship Management (CRM).

EXPECTED END USERS:

Lab Front Desk, Processors and Client Services

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 the Appointment Desk **WBT** – *3:00 Min*
- ➢ Overview of the Interactive Face Sheet **WBT** – *3:30 Min*

- ➢ Registration Basics **VILT** – *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** – *8:00 Hours*
- ➢ Front Desk HOD PART 2 **VILT** – *8:00 Hours*
- ➢ Lab Support **VILT**– *9:00 Hours*
- ➢ Lab Support Practice and Login **LAB** – *2:00 Hours*

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

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

LAB SUPPORT WITHOUT FRONT DESK HOD

TRACK DESCRIPTION:

In this Learning Track, you will learn about receiving, requisition entry, one-click walk-ins, receiving of specimens, send outs, add-ons, container storage, viewing information in Specimen Inquiry and Customer Relationship Management (CRM).

EXPECTED END USERS:

Lab Front Desk, Processors and Client Services

REQUIRED TRAINING

PRE GO-LIVE

> **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*
> ➢ Receiving Specimens **WBT** – *5:00 Min*
>
> ➢ Lab Support **VILT**– *9:00 Hours*
> ➢ Lab Support Practice and Login **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

LAB PHLEBOTOMIST WITH FRONT DESK HOD

TRACK DESCRIPTION:

In this Learning Track, you will learn about receiving specimens, requisition entry, sendouts, collection in inpatient and outpatient contexts, one-click walk-ins, add-ons, container storage and finding information in Specimen Inquiry.

EXPECTED END USERS:

Lab Phlebotomist

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 the Appointment Desk **WBT** – *3:00 Min*
- Overview of the Interactive Face Sheet **WBT** – *3:30 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*

- 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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

- Lab Phlebotomist Part 1**VILT** – *7:00 Hours*
- Lab Phlebotomist Part 2 – **VILT** – *4:00 Hours*
- Lab Phlebotomist Practice and Login **LAB** – *2:00 Hours*

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

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

LAB PHLEBOTOMIST WITHOUT FRONT DESK HOD

TRACK DESCRIPTION:

In this Learning Track, you will learn about receiving specimens, requisition entry, sendouts, collection in inpatient and outpatient contexts, one-click walk-ins, add-ons, container storage and finding information in Specimen Inquiry.

EXPECTED END USERS:

Lab Phlebotomist

REQUIRED TRAINING

PRE GO-LIVE

> 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*
- ➢ Collecting Specimens with *Rover* for *iOS* **WBT** – *5:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ Lab Phlebotomist Part 1**VILT** – *7:00 Hours*
- ➢ Lab Phlebotomist Part 2 – **VILT** – *4 Hours*
- ➢ Lab Phlebotomist Practice and Login **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

LAB SUPERVISOR / MANAGER

TRACK DESCRIPTION:

In this Learning Track, you will learn about reporting, quality control and charging.

EXPECTED END USERS:

Lab Supervisor, Lab Anatomic Pathology Manager

REQUIRED TRAINING

PRE GO-LIVE

> **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** – *4:00 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** – *4:00 Hours*

➢ HB Revenue Reconciliation Manager **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*
➢ Slicer Dicer **LAB** (Clinical) – *1:00 Hour*

MEDICAL TECHNOLOGIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about resulting tests, quality control, finding information in Specimen Inquiry, and additional workflows such as receiving, sendouts, add-ons, 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** – *7:00 Hours*
- ➢ Medical Technologist – Additional Workflows **VILT** – *4:00 Hours*
- ➢ Medical Technologist Practice and Login **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

MICROBIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about plating and resulting microbiology tests finding information in Specimen Inquiry, and additional workflows, and additional workflows such as receiving, send-outs, add-ons, container storage and reporting.

EXPECTED END USERS:

Microbiology 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*
- ➢ Documenting Pre-Testing Tasks **WBT** – *6:30 Min*

- ➢ Microbiology Technologist **VILT** – *4:00 Hours*
- ➢ Medical Technologist – Additional Workflows **VILT** – *4:00 Hours*
- ➢ Microbiology Technologist Practice and Login **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

LABOR & DELIVERY

COUPLET 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

PRE GO-LIVE

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

- ➢ HB Clinical Department Manager **VILT** – *4:00 Hours*
- ➢ IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

- ➢ HB Revenue Reconciliation Manager **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*
- ➢ Slicer Dicer **LAB** (Clinical) – *1:00 Hour*

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

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

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*

COUPLET CARE & 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

PRE GO-LIVE

- ➢ 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** – *5:00 Hours*
- ➢ Couplet Care / Mother-Baby Nurse PART 2 VILT – *8:00 Hours*

- CPN Training VILT – 3:00 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

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	Items Listed in Red = Requires Registration

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

COUPLET CARE & 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

PRE GO-LIVE

➢ 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** – *5:00 Hours*
➢ Couplet Care / Mother-Baby Nurse PART 2 **VILT** – *5:00 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***
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*

COUPLET 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

PRE GO-LIVE

- ➢ 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 – 6:00 Hours
- Labor & Delivery Nurse PART 2 VILT – 9:00 Hours
- Labor & Delivery / Couplet Care Crosstrain PART 3 VILT – 4:00 Hours
- CPN Training VILT – 3:00 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

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*

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

REQUIRED TRAINING

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

PRE GO-LIVE

- 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 – 6:00 Hours
- Labor & Delivery Nurse PART 2 VILT – 9:00 Hours

- ➤ CPN Training VILT – 3:00 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

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*

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

PRE GO-LIVE

- 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 – 6:00 Hours
- ➢ Labor & Delivery Nurse PART 2 VILT – 9:00 Hours
- ➢ CPN Training VILT – 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** – *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*

- ➢ HB Clinical Department Manager **VILT** – *4:00 Hours*
- ➢ IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

- ➢ HB Revenue Reconciliation Manager **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*
- ➢ Slicer Dicer **LAB** (Clinical) – *1:00 Hour*

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	Items Listed in Red = Requires Registration

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

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

PRE GO-LIVE

> **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** – *5:00 Hours*

POST GO-LIVE

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

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

PRE GO-LIVE

> **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 – 7:00 Hours

- ➢ It's Possible … Care Everywhere **WBT** – *1:30 Min*

POST GO-LIVE

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

NICU NURSE

TRACK DESCRIPTION:

This track is designed for the NICU Nurse. The End User will learn about the NICU Nurse and functionality in EPIC.

EXPECTED END USERS:

Expected End Users

REQUIRED TRAINING

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

- ➢ Request a Patient's Outside Records **WBT** – *8:00 Min*
- ➢ Epic Nursing EHR Success Part 1 **WBT** – *10:00 Min*
- ➢ Epic Nursing EHR Success Part 2 **WBT** – *7:30 Min*
- ➢ Epic Nursing EHR Success Part 3 **WBT** – *5:00 Min*
- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**- *9:30 Min*
- ➢ Overview of the Unit Manager **WBT** – *6:00 Min*
- ➢ Epic Monitor Overview **WBT** – *5:30 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ Nurse Writing Notes **WBT** – *2:30 Min*
- ➢ Inpatient Clinician Managing Orders **WBT** – *6:30 Min*
- ➢ Enter Hospital Charges **WBT** – *4:30 Min*
- ➢ Nurse Reviewing the Chart **WBT** – *4:30 Min*
- ➢ Managing the Care Plan for Nurses **WBT** – *9:00 Min*
- ➢ Document Patient Education **WBT** – *7:30 Min*
- ➢ Document Infusion Volume **WBT** – *6:00 Min*
- ➢ Auto-Program a Pump Using the Hyperspace Web MAR **WBT** – *4:00 Min*
- ➢ Using Infusion Verify **WBT** – *9:30 Min*
- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*
- ➢ Overview of the Brain **WBT** – *7:30 Min*
- ➢ Managing LDAs Using the Avatar **WBT** – *3:30 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *10:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Advanced Medication Administration on the Web MAR **WBT –** *12:00 Min*

- ➢ Validating Monitor Data **WBT** – *11:30 Min*
- ➢ Overview of MyChart Bedside **WBT** – *5:30 Min*
- ➢ Provisioning MyChart Bedside Tablets **WBT** – *3:00 Min*
- ➢ Patient Questionnaires in MyChart Bedside **WBT** – *4:30 Min*
- ➢ Patient Education in MyChart Bedside **WBT** – *2:30 Min*
- ➢ EpicCare Inpatient: Phases of Care **WBT** – *6:00 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** – *3:30 Min*
- ➢ Document a Delivery **WBT** – *6:30 Min*
- ➢ Administer Medications Using Rover **WBT** – *4:00 Min*
- ➢ Document in Flowsheets Using Rover **WBT** – *4:30 Min*

- ➢ NICU Nurse Part 1 **VILT** – *8:00 Hours*
- ➢ NICU Nurse Part 2 **VILT** – *8:00 Hours*

POST GO-LIVE

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 Part 1 **VILT** – *8:30 Hours*
- Inpatient Nurse Part 2 **VILT** – *8:30 Hours*

PRE GO-LIVE

- Inpatient Oncology Nurse **VILT** – *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*

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	Items Listed in Red = Requires Registration

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

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

PRE GO-LIVE

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

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

- ➢ 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** – *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

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	Items Listed in Red = Requires Registration

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

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

PRE GO-LIVE

> **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*

- ➢ Registration Basics **VILT** – *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** – *8:00 Hours*

- ➢ Overview of the *Department Appointments Report* **WBT** – *3:00 Min*
- ➢ 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** – *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

PRE GO-LIVE

> **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*

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

- ➢ 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** – *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*

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, cancel and reschedule appointments, transcribe orders, and check in.

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

> **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*

- ➢ Registration Basics **VILT** – *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** – *8:00 Hours*
- ➢ Front Desk HOD PART 2 **VILT** – *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 | Items Listed in Red = Requires Registration

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

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

Prerequisites to this Training Track are one of the following:

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

REQUIRED TRAINING

PRE GO-LIVE

- ➤ 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** – _4:30 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** = Virtual Instructor Led Training | **LAB** = Hands-On Labs

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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

PRE GO-LIVE

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

- ➢ Overview of the Appointment Desk **WBT** – *3:00 Min*
- ➢ Overview of the Interactive Face Sheet **WBT** – *3:30 Min*

- ➢ Registration Basics **VILT** – *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 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** – *8:00 Hours*
- ➢ Patient Access PART 2 **VILT** – *7:00 Hours*

POST GO-LIVE

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

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 Supervisor, and Patient Access Users

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ Overview of the Appointment Desk **WBT** – *3:00 Min*
- ➢ Overview of the Interactive Face Sheet **WBT** – *3:30 Min*

- ➢ Registration Basics **VILT** – *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 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** – *8:00 Hours*
- ➢ Patient Access PART 2 **VILT** – *7:00 Hours*

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

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> Patient Access Admission Supervisor **VILT** – *4:00 Hours*

POST GO-LIVE

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

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*
➢ Discharging Patients **WBT** – *6:00 Min*

➢ Bed Planner **VILT** – *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*

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

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

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- Working with Cleaning Products **WBT** – *6:00 Min*

- EVS Staff **VILT** – *2:30 Hours*

POST GO-LIVE

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

PRE GO-LIVE

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

> - Managing Environmental Services **WBT** – *14:30 Min*

> - EVS Manager **VILT** – *3:30 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*
> - Slicer Dicer **LAB** (Non-Clinical) – *1:00 Hour*

HOSPITAL INFO DESK - VIEW ONLY

TRACK DESCRIPTION:

In this Learning Track, the End User will learn how to use the Patient Station to look up a Patient Information.

EXPECTED END USERS:

Hospital Info Desk Users

	REQUIRED TRAINING
PRE GO-LIVE	➢ Using Patient Station – Patient Lookup **TIPSHEET**
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:

Acute 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** – *2:00 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH 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:

BH Transfer Center Staff

REQUIRED TRAINING

PRE GO-LIVE

> **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*

- ➢ Transfer Center User Behavioral Health **VILT** – *4:30 Hours*

POST GO-LIVE

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

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

- Managing Transport **WBT** – *11:00 Min*

- Transport Manager **VILT** – *4:30 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*
- 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
PRE GO-LIVE	**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** – *2:30 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

PHARMACY

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

PRE GO-LIVE

> **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** – *5:00 Hours*
- ➤ Inpatient Pharmacy Technician Simulation **LAB** – *2:00 Hour*

POST GO-LIVE

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

PHARMACY STUDENT

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

PRE GO-LIVE

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

- ➢ Overview of Hyperspace **WBT** – *12:00 Min*
- ➢ Clinical Information Review **WBT** – *8:00 Min*
- ➢ Finding Patient Information **WBT** – *4:30 Min*

POST GO-LIVE

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

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

- ➢ 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

RADIOLOGY

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

PRE GO-LIVE

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

➢ 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*

➢ Breast Imaging Coordinator **VILT** – *6:00 Hours*

POST GO-LIVE

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

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*
➢ 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** – *4:00 Hours*

POST GO-LIVE

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

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

PRE GO-LIVE

> **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** – *7:00 Hours*
- ➢ IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

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

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*

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

PRE GO-LIVE

> **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*
> ➤ 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** – *4:00 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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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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

PRE GO-LIVE

> **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** – *4:00 Hours*

POST GO-LIVE

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

RADIOLOGY FRONT DESK

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

PRE GO-LIVE

> **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** – *4:00 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

PRE GO-LIVE

- 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** – *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*

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

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POST GO-LIVE

➢ HB Clinical Department Manager **VILT** – *4:00 Hours*

➢ HB Revenue Reconciliation Manager **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*

➢ 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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REHAB

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** – *4:30 Hours*

PRE GO-LIVE

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- ➢ 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

PRE GO-LIVE

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

POST GO-LIVE

> **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*

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** – *4:30 Hours*
- Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

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

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

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
PRE GO-LIVE	***There are No Pre-Go-Live Required Learning Items for this Role***
POST GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Slicer Dicer **LAB** (Clinical) – *1:00 Hour* ➢ Slicer Dicer **LAB** (Non-Clinical) – *1:00 Hour*

RESEARCH

CINJ RESEARCH BILLER

TRACK DESCRIPTION:

This training track is geared specifically to the research billers who will be reviewing research charges. This class will cover the basic scenarios that a biller would encounter for research charges. The end user must first complete all HB and/or PB billing classes.

EXPECTED END USERS:

Research Biller

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Overview of Research Studies in Epic **WBT** – *9:00 Min*
➢ Overview of the Research Billing Review Activity **WBT** – *3:00 Min*

➢ CINJ Research Biller VILT – 2:00 Hours

POST GO-LIVE

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

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

PRE GO-LIVE

> **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*
- ➢ Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- *12:35 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ Research Coordinator VILT – *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

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

PRE GO-LIVE

> **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*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ Charge Poster **VILT** – *4:00 Hours*

POST GO-LIVE

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

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,

REQUIRED TRAINING

PRE GO-LIVE

> **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** – *7:00 Hours*
- ➢ IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

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

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*

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

PRE GO-LIVE

- 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** – *7:00 Hours*
- Endoscopy Nurse **VILT** – *5:00 Hours*
- PACU Nurse **VILT** – *6:00 Hours*
- IV Pump Integration Simulation **LAB**- *2:00 Hours*

Items Listed in Navy = No Registration Required | Items Listed in Red = Requires Registration
WBT = *Web Based Training* | **VILT** = *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

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 | Items Listed in Red = Requires Registration

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

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

PRE GO-LIVE

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

- 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** – *4:30 Hours*
- Surgery Scheduler **VILT** – *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

PRE GO-LIVE

> **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** – *4:00 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

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

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

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*
➢ 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*

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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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MATERIALS MANAGEMENT LEADER (SUPERVISOR, MANAGER, DIRECTOR)

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

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*
- ➢ 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** – *4:00 Hours*

POST GO-LIVE

- ➢ HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

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

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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***

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

PRE GO-LIVE

- ➢ 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** – *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** – *4:00 Hours*
- ➢ HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

POST GO-LIVE

- 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*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Case Creation and Scheduling **WBT** – *6:30 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, Endoscopy Nurse

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*
- 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** – *6:00 Hours*
- IV Pump Integration Simulation **LAB**- *2:00 Hours*

POST GO-LIVE

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

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*

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, Peri-op Nurse Practitioners

REQUIRED TRAINING

PRE GO-LIVE

> **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** – *3:00 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

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

PERFUSIIONIST

TRACK DESCRIPTION:

EXPECTED END USERS:

	REQUIRED TRAINING
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➤
POST GO-LIVE	*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

REQUIRED TRAINING

PRE GO-LIVE

> **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*
➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

➢ Preference Card Builder **VILT** – *3:30 Hours*

POST GO-LIVE

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

SURGERY FRONT DESK – NON-EMPLOYED

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use Prep for Procedure Case Entry.

EXPECTED END USERS:

Non-Employed Surgery Front Desk

REQUIRED TRADING

PRE GO-LIVE

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

- Office Staff Case Requests **WBT** – *4:00 Min*
- Case Creation and Scheduling **WBT** – *6:30 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

- Non-Employed – Surgery Front Desk **VILT** – *3:00 Hours*

POST GO-LIVE

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 Endo Scheduler

REQUIRED TRAINING

PRE GO-LIVE

> **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 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*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ Surgery Scheduler **VILT** – *4:00 Hours*
- ➢ Endoscopy Scheduler **VILT** – *4:30 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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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BEHAVIORAL HEALTH

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

PRE GO-LIVE

> **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*
➢ 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** – *9:00 Hours*

POST GO-LIVE

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

REVENUE CYCLE

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

PRE GO-LIVE

> **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*
> ➢ 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** – *3:30 Hours*

POST GO-LIVE

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

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** – *4:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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
PRE GO-LIVE	➢ HIM Ambulatory Scanning **VIDEO** – *2:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

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** – *4:00 Hours*
- Data Integrity Specialist PART 2 **VILT** – *4:00 Hours*
- OnBase Chart Correction **VILT** – *2:30 Hours*

- 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 | Items Listed in Red = Requires Registration

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

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
PRE GO-LIVE	➢ HIM Data Conversion Error **WBT -** *11:00 Min*
POST GO-LIVE	***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

PRE GO-LIVE

- ➤ 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** – *4:00 Hours*
- ➤ Deficiency Analyst PART 2 **VILT** – *4:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

> 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** – *3:00 Hours*
- ➢ HIM Coder PART 2 **VILT** – *3:30 Hours*
- ➢ HIM Coder PART 3 **VILT** – *4:30 Hours*

POST GO-LIVE

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

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

PRE GO-LIVE

> **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*

- ➢ Reporting in Epic (PRE-LIVE) **VILT** – *4:30 Hours*
- ➢ HIM Director (Inpatient) **VILT** – *4:30 Hours*
- ➢ Advanced Reporting in Epic **VILT** – *4:30 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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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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- Outpatient

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*

- HIM Director (Outpatient) **VILT** – *4:00 Hours*
- Reporting in Epic (PRE-LIVE) **VILT** – *4:30 Hours*
- Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

HIM TECH

TRACK DESCRIPTION:

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 patients' chart

EXPECTED END USERS:

HIM Tech

REQUIRED TRAINING

PRE GO-LIVE

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*
- ➤ HIM Ambulatory Scanning **VIDEO** – *2:00 Hours*
- ➤ Quick Disclosure **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

HIM VIEW ONLY

TRACK DESCRIPTION:

In this web-based learning, end users will learn how to navigate Epic to view the Clinical documentation on the patients record.

EXPECTED END USERS:

Anyone who wants to learn how to view the Clinical documentation in Epic via Chart Review

	REQUIRED TRAINING
PRE GO-LIVE	➢ HIM Chart Review **WBT**
POST GO-LIVE	***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

PRE GO-LIVE

> **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** – *4:30 Hours*

- Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*

- Privacy Officer **VILT** – *4:00 Hours*
- Advanced Reporting in Epic **VILT –** *4:30 Hours*

POST GO-LIVE

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

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

PRE GO-LIVE

> **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** – *5:00 Hours*

- ➤ Quick Disclosure **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

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

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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

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** – *4:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

> **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** – *4:00 Hours*

- ➢ Overview of Claim Edit Workqueues **WBT** – *3:00 Min*

- ➢ HB Biller Claims **VILT** – *4:00 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 = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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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

PRE GO-LIVE

- 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** – *4:00 Hours*

POST GO-LIVE

- HB Revenue Reconciliation Manager **LAB** – *2:00 Hours*

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

PRE GO-LIVE

> **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** – *5:00 Hours*

POST GO-LIVE

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

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 Insurance Follow-Up Vendor **VILT** – *5:00 Hours*

POST GO-LIVE

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

REQUIRED TRAINING

PRE GO-LIVE

> **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*
- ➢ Introduction to Epic's Charge Description Master **WBT** – *13:00 Min*
- ➢ Life of a Charge **WBT** – *10:00 Min*
- ➢ Facility Structure **WBT** – *8:30 Min*
- ➢ Assigning Cost Centers Dynamically **WBT** – *10:30 Min*
- ➢ Account Maintenance for Billers **WBT** – *11:00 Min*
- ➢ Overview of the Enterprise Encounter Charge Reconciliation **Report WBT** – *4:30 Min*
- ➢ Overview of Charge Review Tools **WBT –** *7:30 Min*

- ➢ HB Revenue Integrity **VILT** – *6:00 Hours*

POST GO-LIVE

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

HOSPITAL BILLING – TRANSPLANT BILLING

TRACK DESCRIPTION:

In this training track, the end user will learn Transplant Billing workflows within Epic.

EXPECTED END USERS:

Transplant Billers

REQUIRED TRAINING

PRE GO-LIVE

> **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** – *4:00 Hours*

- ➢ Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – *6:00 Min*

- ➢ HB Transplant Billing **VILT** – *2:30 Hours*

POST GO-LIVE

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

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

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 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** – *8:00 Hours*
- ➢ PB Charge Reconciliation Workshop – *2:00 Hours*

POST GO-LIVE

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** – *3:30 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** = *Virtual Instructor Led Training* | **LAB** = *Hands-On Labs*

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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

PRE GO-LIVE

> **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 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** – *4:00 Hours*

POST GO-LIVE

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

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*
- *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** – *4:00 Hours*

POST GO-LIVE

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

PRE GO-LIVE

> **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** – *8:00 Hours*
- PB Charge Reconciliation Workshop – *2:00 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** – *4:00 Hours*
- PB Claims **VILT** – *3:30 Hours*
- SBO Credits **VILT** – *4:00 Hours*
- Revenue Cycle Manager **LAB** – *1:30 Hours*

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

SINGLE BILLING OFFICE

CINJ RESEARCH BILLER

TRACK DESCRIPTION:

This training track is geared specifically to the research billers who will be reviewing research charges. This class will cover the basic scenarios that a biller would encounter for research charges. The end user must first complete all HB and/or PB billing classes.

EXPECTED END USERS:

Research Biller

REQUIRED TRAINING

PRE GO-LIVE

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

➤ Overview of Research Studies in Epic **WBT** – *9:00 Min*
➤ Overview of the Research Billing Review Activity **WBT** – *3:00 Min*

➤ CINJ Research Biller 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** = Virtual Instructor Led Training │ **LAB** = Hands-On Labs

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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

PRE GO-LIVE

> **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** – *4:00 Hours*

- ➢ Overview of Claims **WBT** – *2:00 Min*
- ➢ Using Claims Edit Work Queues **WBT** - *7:00 Min*

- ➢ PB Claims **VILT** – *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 – 9:00 Hours

- ➢ Overview of Account Workqueues **WBT** – *3:30 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*

- ➢ SBO Credits **VILT** – *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:

Revenue Cycle Manager or Director

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** – *3:30 Hours*

- Overview of Follow-Up Work Queues **WBT** – *6:30 Min*

- PB Insurance Follow-Up **VILT** – *4:00 Hours*

- Overview of Account Workqueues **WBT** – *3:30 Min*
- Run and Manage Reports **WBT** – *7:00 Min*

- SBO Credits **VILT** – *4:00 Hours*

- 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** – *9:00 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 – 9:00 Hours
- Revenue Cycle Manager **LAB** – *1:30 Hours*

- 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** – *4:00 Hours*

- Overview of Claim Edit Workqueues **WBT** – *3:00 Min*

- HB Biller Claims **VILT** – *4:00 Hours*

- Overview of Account Follow-Up Records **WBT** – *4:00 Min*

- HB Insurance Follow-Up **VILT** – *5:00 Hours*

- Correcting E-Remit Processing Errors **WBT** – *3:30 Min*
- Posting Insurance Payments **WBT** – 10:30 Min

- HB Payment Poster **VILT** – *4:00 Hours*
- Customer Service/ Self-Pay Follow-Up Vendor – HB Content **VILT** – *1:30 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*

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

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

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 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

PRE GO-LIVE

> **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** – *4:00 Hours*

POST GO-LIVE

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

PRE GO-LIVE

> **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 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 – *9:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

> **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 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 Vendor **VILT** – *4:00 Hours*

POST GO-LIVE

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 in the track is for the Single Billing Office (SBO) Manual Guarantor and PB Insurance Payment Posting. The PART 2-level VILT includes an overview of remittance processing with Cash Management, processing of clean remittance, and identifying load errors. The PART 3-level VILT 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

PRE GO-LIVE

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

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