

TRAINING CATALOG

(SUPER USER)

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

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

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

Training Items in Navy Font = Does Not Require Registration

Training Items in Red Font = Requires Registration



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TRAINING TERMS & DEFINITIONS

CREDENTIALIALED TRAINER

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

EPIC ENVIRONMENTS

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

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

EPIC TOGETHER

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

EUPA

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

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

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GO-LIVE

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

LAB

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

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

LEARNING MANAGEMENT SYSTEM

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

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NET LEARNING

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

PRINCIPAL TRAINER

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

SERVICE NOW

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

SUPER USER

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

STS

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

TRAINING CENTER

Training Centers are the physical facilities at RWJBarnabas Health in which the End User will attend **VILT SU s** and **LABs** at.

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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, **VILT** SU s, 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 SU

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

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LAB = Hands-On Labs

TRAINING / GO-LIVE TIMELINE

Training Assigned in Net Learning

October 2021 - December 2021

Provider Training

October 2021 - February 2022

Super User Training

January 2022 - February 2022

End User Training

January 2022 - March 2022

GO-LIVE

April 2, 2022

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REGISTERING FOR TRAINING IN NET LEARNING

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

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

Logging-In

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 (**VILT SU s**), eLearnings (**WBTs**), tests (**EUPAs**), etc. that the EHR Education team assigned. Please email the RWJB Training Team if you feel any assignment is incorrect or missing: RWJBH-EpicTraining@rwjbh.org

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

VILT SU s and **Labs** require classroom registration.

Labs **will not** appear for registration until you complete and pass your necessary EUPA(s) that you will take in the **VILT SU s**.

Items Listed in Navy = No Registration Required

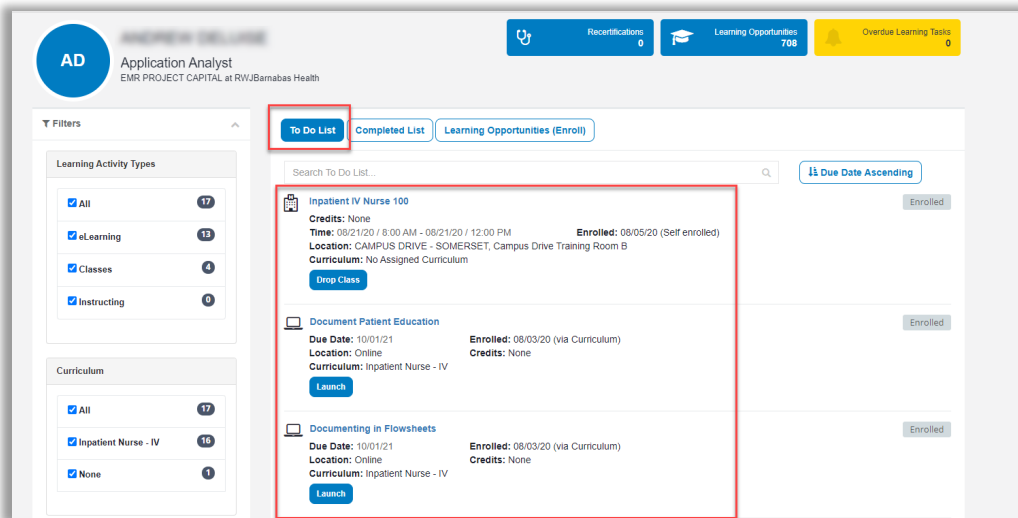
WBT = Web Based Training

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

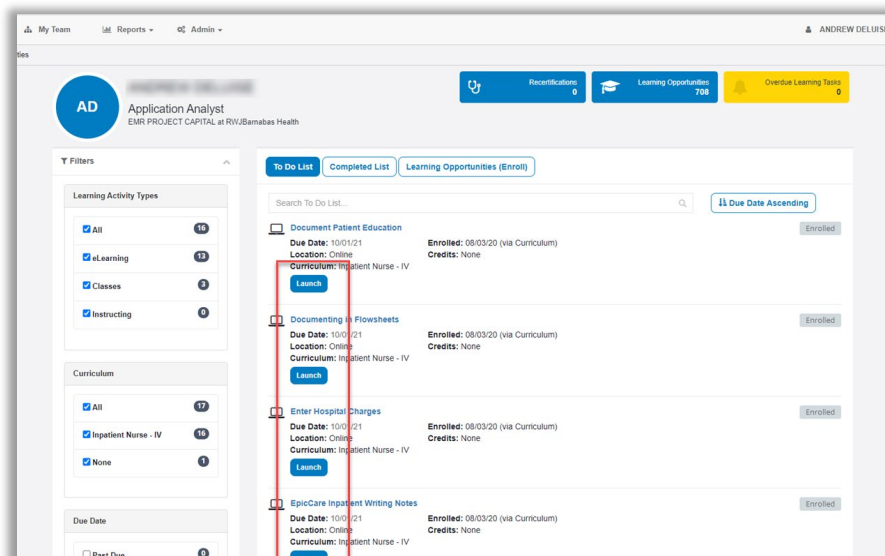


Prerequisites

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



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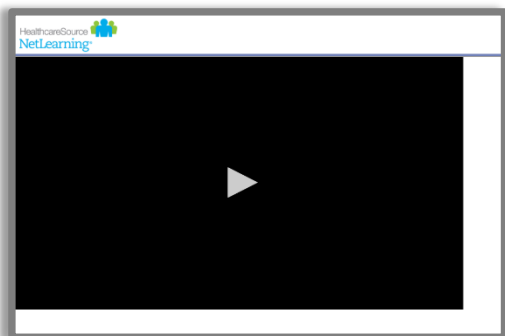
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Launching Assigned eLearnings/WBTs

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

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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>

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CLINICAL OUTPATIENT



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AMBULATORY

ABTRACTOR

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:

Abtractor 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
- Abtractor (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

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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-
LIVE

- 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

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

PRE GO-LIVE

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- Clinic Manager **VILT SU – 3:00 Hours**
- EpicCare Ambulatory Super User **VILT- 3 Hours**

- Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
- Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
- Overview of the Appointment Desk – **WBT – 3:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**

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

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

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

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

- PB Charge Capture **VILT SU – 8:00 Hours**
- PB Charge Reconciliation Workshop – **2:00 Hours**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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, Dietitian, 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- It's Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** SU – 5:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

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

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

- Overview of Hyperspace in for Revenue Access Products – **WBT** – 11:30 Min
- Overview of the Interactive Face Sheet – **WBT** – 3:30 Min
- Overview of the Appointment Desk – **WBT** – 3:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- It's Possible... Secure Chat **WBT** – 2:00 Min
- **Registration Basics VILT SU** – 4:30 Hours
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Overview of the Department Appointments Report **WBT** – 3:00 Min
- Overview of the *Snapboard* **WBT** – 3:00 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Report Setup **WBT** – 9:30 Min
- Balancing Your Cash Drawer **WBT** – 6:30 Min
- A Patient's Tour of Welcome **WBT** – 6:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Handling Appointments from MyChart **WBT** – 2:00 Min
- Overview of Referrals **WBT** – 5:00 Min
- **Front Desk Physician Practice PART 1 VILT SU** – 8:00 Hours
- **Front Desk Physician Practice PART 2 VILT SU** – 8:00 Hours
- **Front Desk Physician Practice PART 3 VILT SU** – 4:30 Hours
- Overview of Registration in a Clinic Setting **WBT** – 6:00 Min
- Introduction to Account Maintenance **WBT** – 6:30 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Charge Review Tools **WBT** – 6:30 Min
- Overview of Claims **WBT** – 2:30 Min
- Using Claim Edit Workqueues **WBT** – 7:00 Min
- **PB Charge Capture VILT SU** – 8:00 Hours
- **PB Charge Reconciliation Workshop** – 2:00 Hours
- **EpicCare Ambulatory Super User VILT-** 3 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Ambulatory Clinical Support Part 1 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Ambulatory Clinical Support Part 2 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Ambulatory Urgent Care Clinical Support **VILT** SU – 3:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Outpatient Therapist **VILT SU** – 7:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

CARDIOLOGY CLINIC NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Clinic Nurse who also perform cardiac imaging exams such as echocardiography and stress.

REQUIRED TRAINING

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led
Training

Items Listed in Red = Requires Registration

LAB = Hands-On Labs

- Nurse Shared Part 2 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Cardiology Clinic Nurse **VILT** SU – 6:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Overview of Report Settings **WBT** – 4:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of Technologist Work List **WBT** – 3:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Cardiology Clinic Technician **VILT SU** - 3:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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

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 Technologist Work List **WBT** – 3:00 Min
- Imaging Outpatient X-Ray Technologist **VILT SU** – 4:30 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ONCOLOGY CLINIC NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Outpatient Oncology Clinic Nurses

REQUIRED TRAINING

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

ONCOLOGY INFUSION NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Outpatient Oncology Infusion Nurse

REQUIRED TRAINING

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

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

- Oncology Infusion Nurse **VILT SU** – 6:00 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

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
- Nurse Shared Part 1 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT SU** – 5:00 Hours
- Introduction to MyChart Bedside **WBT** – 1:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ORTHOPAEDIC

ORTHOPAEDIC CLINIC MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Orthopaedic Clinic Manager

REQUIRED TRAINING

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Orthopaedic Clinic Support Staff **VILT SU – 7:00 Hours**
- Clinic Manager **VILT SU – 3:00 Hours**

- Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
- Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
- Overview of the Appointment Desk – **WBT – 3:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**

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

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

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

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

- **PB Charge Capture VILT SU – 8:00 Hours**
- **PB Charge Reconciliation Workshop – 2:00 Hours**
- **Bones Super User VILT- 4:00 Hours**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 7:00 Hours
- Bones Super User **VILT** - 4:00 Hours
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

PHARMACY (OUTPATIENT)

RETAIL PHARMACY TECHNICIAN WITH INVENTORY

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 and entering paper prescriptions. In addition, end users will also learn about Meds to Beds Workflows. Additionally, the end users will learn Inventory Workflows Which Includes explanation of Inventory Terminology, placing a purchase order, Receiving Inventory, Cycle Counts and Updating balances.

EXPECTED END USERS:

Ambulatory Pharmacy Technician

REQUIRED TRAINING

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

PRE GO-LIVE

- Review New Electronic Prescriptions **WBT** – 4:30 Min
- Verify Fills **WBT** – 3:30 Min
- Convert Prescriptions **WBT** – 6:30 Min
- Introduction of Willow Inventory for Willow Ambulatory **WBT** – 10:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- It's Possible ... Secure Chat **WBT**- 2:00 Min
- It's Possible ... Point of Sale for Outpatient Pharmacies **WBT** – 1:30 Min
- Overview of Adjudication **WBT**- 7:30 Min
- Retail Pharmacy Technician **VILT SU** – 8:00 Hours
- Outpatient Pharmacy Inventory **VILT** – 2:00 Hours
- Overview of Reporting **WBT** – 4:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

RETAIL PHARMACY TECHNICIAN WITHOUT INVENTORY

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, and entering paper prescriptions. In addition, end users will also learn about Meds to Beds Workflows.

EXPECTED END USERS:

Ambulatory Pharmacy Technician

REQUIRED TRAINING

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

PRE GO-LIVE

- Review New Electronic Prescriptions **WBT** – 4:30 Min
- Verify Fills **WBT** – 3:30 Min
- Convert Prescriptions **WBT** – 6:30 Min
- Introduction of Willow Inventory for Willow Ambulatory **WBT** – 10:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- It's Possible ... Secure Chat **WBT**- 2:00 Min
- It's Possible ... Point of Sale for Outpatient Pharmacies **WBT** – 1:30 Min
- Overview of Adjudication **WBT**- 7:30 Min
- Retail Pharmacy Technician **VILT SU** – 8:00 Hours
- Outpatient Pharmacy Super User **VILT**- 2:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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 SU** – 5:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

SOCIAL CARE WITH SCHEDULE ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Social Care Worker, Social Care Supervisor, Social Care Professional

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30**
- Overview of the Appointment Desk **WBT – 3:00 Min**
- Overview of Making Appointments **WBT – 6:30 Min**
- Interpreting Provider Schedules **WBT – 3:30 Min**
- Activating Patients for MyChart **WBT – 5:00 Min**
- **Schedule Only VILT SU – 3:00 Hours**
- Overview of Hyperspace in an Outpatient Setting **WBT – 9:30 Min**
- Finding Patient Information **WBT – 5:00 Min**
- Overview of In Basket **WBT – 7:30 Min**
- Overview of Writing Notes **WBT – 9:30 Min**
- In Basket: Telephone Encounters **WBT – 7:00 Min**
- Introduction to Radar **WBT – 6:00 Min**
- Run and Manage Reports **WBT – 7:00 Min**
- Activating Patients for MyChart **WBT – 5:00 Min**
- Sending and Reviewing Patient Questionnaires **WBT – 7:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- **Social Care VILT SU – 5:00 Hours**

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

SOCIAL CARE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Social Care Worker, Social Care Supervisor, Social Care Professional

REQUIRED TRAINING

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

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

OUTPATIENT THERAPIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

➤ Rehab Outpatient Therapist **VILT SU** – 7:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Rehab Therapist (Outpatient) **VILT SU – 7:00 Hours**
- Clinic Manager **VILT SU – 3:00 Hours**

- Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
- Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
- Overview of the Appointment Desk – **WBT – 3:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**

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

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

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

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

- **HB Clinical Department Manager VILT SU – 4:00 Hours**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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 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
- Completing Authorization and Certification **WBT** – 8:30 Min
- Overview of Referrals **WBT** – 5:00 Min
- Overview of Benefit Collection **WBT** – 3:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

REPORTING POWER USER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Reporting Power Users

**This is already built into the Learning Track if it is a part of another Learning Track*

REQUIRED TRAINING

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

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

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

PRE GO-LIVE

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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 SU 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

RESEARCH COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Clinical Research Nurse, Research Coordinator, Research Data Coordinator, Research Manager, Research PhD Investigator, Oncology Research Coordinator

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Overview of Registration in a Clinic Setting **WBT** – 4:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT** – 10:30 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Overview of the Research Billing Review Activity **WBT** – 3:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- Overview of Research Studies in Epic **WBT** – 9:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
- **Research Coordinator VILT SU – 9:00 Hours**
- **Research Coordinator User Settings LAB – 2:00 Hours**
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

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 SU** – 4:30 Hours
- Overview of Making Appointments **WBT** – 6:30 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Report Setup **WBT** – 9:30 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led
Training

Items Listed in Red = Requires Registration

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

- 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 SU** – 4:30 Hours
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Overview of the Department Appointments Report **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Report Setup **WBT** – 9:30 Min
- Balancing Your Cash Drawer **WBT** – 6:30 Min
- A Patient's Tour of Welcome **WBT** – 6:00 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led
Training

Items Listed in Red = Requires Registration

LAB = Hands-On Labs

- Handling Appointments from MyChart **WBT** – 2:00 Min
- Overview of Referrals **WBT** – 5:00 Min
- Front Desk Physician Practice PART 1 **VILT SU** – 8:00 Hours
- Front Desk Physician Practice PART 2 **VILT SU** – 8:00 Hours
- Front Desk Physician Practice PART 3 **VILT SU** – 4:30 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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:

- 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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

SCHEDULE ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Population Health, and others as determined by Management.

REQUIRED TRAINING

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

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 Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Schedule Only **VILT SU** – 3:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

TEMPLATE BUILDER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Template Builder, Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager, Transplant Nurse Manager

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

- 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 SU **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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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

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 SU VILT** – 7:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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 SU **VILT** – 7:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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 SU **VILT** – 7:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU VILT** – 7:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

CLINICAL INPATIENT



Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

ANCILLARY CLINICAL

INPATIENT CHILD LIFE

TRACK DESCRIPTION:

Holding Place for Description

EXPECTED END USERS:

Holding Place for Description

REQUIRED TRAINING

- Holding Place for WBTs
- Inpatient Child Life **VILT** – 3:00 Hours

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

- 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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 a nutrition services consult order and how to review a patient's chart. You'll also learn how to complete nutrition care documentation using navigators, view and enter orders, document on the care plan and in-patient education, writing notes, and entering charges.

EXPECTED END USERS:

Inpatient Dietitian, Inpatient Nutritionist

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- EpicCare Inpatient: Writing Notes **WBT** – 3:00 Min
- Inpatient Dietitian **VILT SU** – 5:00 Hours

POST GO-LIVE

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

INPATIENT PATIENT CARE TECHNICIAN

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 8:00 Hours
- Inpatient Respiratory Therapy Part 2 **VILT SU** – 6:00 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

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

WBT = Web Based Training

VILT SU = 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

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

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

INVASIVE MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Invasive Lab Manager

REQUIRED TRAINING

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

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 Invasive Charge Entry **WBT** – 4:00 Min
- Invasive Cardiology Workflow Overview **WBT** – 13:30 Min

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

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

- HB Clinical Department Manager **VILT SU** – 4:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

INVASIVE SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Invasive Lab Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NON-INVASIVE ECHO / VASCULAR SONOGRAPHER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Tech (Echo/Vascular Sonographer)

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Technologist Worklist **WBT** – 3:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Cardiology Non-Invasive Echo/Vascular Sonographer **VILT SU** – 4:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NON-INVASIVE MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Manager

REQUIRED TRAINING

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

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of the Manager Dashboard **WBT** – 5:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of Charge Capture Workflows **WBT** – 8:00 Min
- **Cardiology Non-Invasive Manager VILT SU – 4:00 Hours**
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Clinic Setting **WBT** – 4:30 Min
- Overview of Enterprise Encounter Charge Reconciliation Report **WBT** – 4:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Using Reporting Workbench to Run Reports **WBT** – 5:30 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min
- **HB Clinical Department Manager VILT SU – 4:00 Hours**
-

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- HB Revenue Reconciliation Manager LAB – 2:00 Hour
- Non-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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NON-INVASIVE NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Nurse

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of the Narrator **WBT** – 3:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- It's Possible ... Care Everywhere **WBT** – 1:30 Min
- Viewing a Patient's Care Everywhere Information **WBT** – 7:30 Min
- Inpatient Nurse Super User Part 1 **VILT SU** – 8:30 Hours
- Inpatient Nurse Super User Part 2 **VILT SU** – 8:30 Hours
- Inpatient Nurse Super User Part 3 **VILT SU** – 4:00 Hours
- Cardiology Non-Invasive Nurse **VILT SU** – 5:00 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NON-INVASIVE STRESS TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Stress Technologist

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

REGISTRY ABTRACTOR

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 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
- Overview of the Cardiology Registries **WBT** – 8:30 Min
- Cardiology Registry Abstractor **VILT SU** – 3:00 Hours

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

CASE MANAGEMENT

INPATIENT CASE MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Case and Utilization Manager, Case Manager, Case Manager Supervisor

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 / Social Worker PART 1 **VILT SU** – 8:00 Hours
- Inpatient Case Manager / Social Worker PART 2 **VILT SU** – 8:00 Hours

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

EMERGENCY DEPARTMENT

ED CLERK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

ED Clerk

REQUIRED TRAINING

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

PRE GO-LIVE

- 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 SU** – 4:00 Hours
- ED Super User **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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ED NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

ED Nurse

REQUIRED TRAINING

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

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ ED Nurse & ED Nurse Manager VILT SU Part 2 – 9:00 Hours ➤ ED Super User VILT – 4:00 Hours ➤ ED Nurse Simulation LAB – 2:00 Hours ➤ IV Pump Integration Simulation LAB- 2:00 Hours
POST GO-LIVE	<ul style="list-style-type: none"> ➤ 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

PRE GO-LIVE

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- ED Nurse & ED Nurse Manager **VILT SU Part 1 – 9:00 Hours**
- Linking Override Pulls in the ED **WBT – 4:30 Min**
- ED Nurse & ED Nurse Manager **VILT SU Part 2 – 9:00 Hours**
- Using Reporting Workbench to Run Reports **WBT – 5:30 Min**
- Create a New View of a Radar Dashboard **WBT – 7:00 Min**
- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Registration in a Clinic Setting **WBT – 4:30 Min**
- Overview of Enterprise Encounter Charge Reconciliation Report **WBT – 4:30 Min**
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT – 6:00 Min**
- Account Maintenance for Clinical Department Managers **WBT – 7:30 Min**
- ED Super User **VILT – 4:00 Hours**
- HB Clinical Department Manager VILT SU – 4:00 Hours
- 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 Hour
- 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**
- ED Nurse Thrive After Go-Live **LAB – 3:00 Hours**
- ED Nurse What to Do After Go-Live **LAB – 1:00 Hour**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ED TECH

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Emergency Department Technicians

REQUIRED TRAINING

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

PRE GO-LIVE

- 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** SU – 4:00 Hours
- ED Super User **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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

HOSPITAL OUTPATIENT DEPARTMENT

ABTRACTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Abstractor, Trauma Registry

REQUIRED TRAINING

PRE GO-
LIVE

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

POST GO-
LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- **Clinic Manager VILT SU – 3:00 Hours**
- Overview of Hyperspace in for Revenue Access Products – **WBT – 11:30 Min**
- Overview of the Interactive Face Sheet – **WBT – 3:30 Min**
- Overview of the Appointment Desk – **WBT – 3:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- **Registration Basics VILT SU – 4:30 Hours**
- Overview of Making Appointments **WBT – 6:30 Min**
- Interpreting Provider Schedules **WBT – 3:30 Min**
- Overview of the Department Appointments Report **WBT – 3:00 Min**
- Overview of the *Snapboard* **WBT – 3:00 Min**
- Overview of Workqueues for Access **WBT – 8:00 Min**
- Report Setup **WBT – 9:30 Min**
- Balancing Your Cash Drawer **WBT – 6:30 Min**
- A Patient's Tour of Welcome **WBT – 6:00 Min**
- Overview of MyChart **WBT – 7:30 Min**
- Activating Patients for MyChart **WBT – 5:00 Min**
- Handling Appointments from MyChart **WBT – 2:00 Min**
- Overview of Referrals **WBT – 5:00 Min**
- **Front Desk HOD PART 1 VILT SU – 8:00 Hours**
- **Front Desk HOD PART 2 VILT SU – 8:00 Hours**
- Overview of Registration in a Clinic Setting **WBT – 6:00 Min**
- Introduction to Account Maintenance **WBT – 6:30 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Run and Manage Reports **WBT – 7:00 Min**
- Overview of Charge Review Tools **WBT – 6:30 Min**
- Overview of Claims **WBT – 2:30 Min**
- Using Claim Edit Workqueues **WBT – 7:00 Min**
- **HB Clinical Department Manager VILT SU – 3:00 Hours**
- 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**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- HB Revenue Reconciliation Manager **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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST
GO-
LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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:

- 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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

TEMPLATE BUILDER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Template Builder, Ambulatory Clinic Manager, Dental Clinic Manager, Oncology Outpatient Nurse Manager, Ophthalmology Clinic Manager, Orthopaedics Manager, Transplant Nurse Manager

REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NURSE SHARED (RN, LP, MA)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

INFECTION PREVENTION

INFECTION PREVENTIONIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Infection Preventionist

REQUIRED TRAINING

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

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

- Infection Preventionist PART 1 **VILT SU** – 4:30 Hours

- Exporting Cases from Epic **WBT** – 4:00 Min
- Reporting on Infection Cases **WBT** – 12:00 Min
- Report on Lab Results **WBT** – 11:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

INPATIENT NURSING

INPATIENT NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Nurse (except L&D, NICU and Special Care Nursery), Inpatient Nurse Manager (except L&D, NICU and Special Care Nursery)

REQUIRED TRAINING

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

PRE GO-LIVE

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

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- 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 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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, Gross Assistants

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT**– 9:00 Min
- Overview of Beaker Anatomic Pathology **WBT** – 6:30 Min
- Documenting Pre-Testing Tasks **WBT** – 6:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min
- Building a Case **WBT** - 4:00 Min
- Lab AP Tech **VILT SU** – 7:00 Hours
- Lab AP Tech Practice and Login **LAB** – 2:00 Hours
- Beaker Anatomical Pathology Super User Refresher **LAB**- 2:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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 sendouts, viewing information in Specimen 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

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Beaker Anatomic Pathology **WBT** – 6:30 Min
- Navigating the Outstanding List **WBT** – 4:00 Min
- Building a Case **WBT** - 4:00 Min
- Resulting and signing out a Case **WBT** – 5:30 Min
- Lab AP Transcriptionist **VILT SU**– 7:00 Hours
- Lab AP Transcriptionist Practice and Login **LAB** – 2:00 Hours
- Beaker Anatomical Pathology Super User Refresher **LAB**- 2:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

BLOOD BANK TECH

TRACK DESCRIPTION:

In this Learning Track, you will learn about placing 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

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
- 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 SU**– 4:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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
- 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 Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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 Cytotech **VILT** – 4:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

- 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 SU** – 9:00 Hours
- **Lab Support Practice and Login LAB** – 2:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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, 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 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 SU**– 9:00 Hours
- Lab Support Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

- 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**

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

- 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 SU** – 7:00 Hours
- Lab Phlebotomist Part 2 – **VILT SU** – 4:00 Hours
- Lab Phlebotomist Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours

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

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

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

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT**– 9:00 Min
- Overview of Beaker Clinical Pathology **WBT** – 8:00 Min
- Collecting Specimens **WBT** – 4:00 Min
- Receiving Specimens **WBT** – 4:30 Min
- Collecting Specimens with Rover for iOS **WBT** – 5:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Lab Phlebotomist Part 1 **VILT SU** – 7:00 Hours
- Lab Phlebotomist Part 2 – **VILT SU** – 4 Hours
- Lab Phlebotomist Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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

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

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

- Lab Supervisor / Manager **VILT SU** – 4:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB** - 2:00 Hours

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU**– 7:00 Hours
- Medical Technologist – Additional Workflows **VILT SU** - 4:00 Hours
- Medical Technologist Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min
- Quality Control: Parallel Lots **WBT** – 5:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

MICROBIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about plating and resulting microbiology tests and finding information in Specimen Inquiry and additional workflows such as receiving, sendouts, 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 SU** – 4:00 Hours
- Microbiology Technologist Practice and Login **LAB** – 2:00 Hours
- Beaker Clinical Pathology Super User Refresher **LAB**- 2:00 Hours
- Beaker Downtime Specimen Processing **WBT**– 4:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Nurse Managing Orders **WBT** – 6:30 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Manage LDAs Using the LDA Avatar **WBT** – 3:30 Min
- Documenting IV Fluids and Medication Drips **WBT** – 11:30 Min
- Advanced Medication Administration on the MAR **WBT** – 11:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Administering Blood Products **WBT** – 6:00 Min

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

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

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

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

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

- HB Clinical Department Manager **VILT SU** – 4:00 Hours
- CPN Training **VILT** – 3:00 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

POST GO-LIVE

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ Couplet Care / Mother-Baby Nurse PART 1 VILT SU – 5:00 Hours ➤ Couplet Care / Mother-Baby Nurse PART 2 VILT SU – 8:00 Hours ➤ CPN Training VILT– 3:00 Hours ➤ Stork Super User VILT- 2:00 Hours ➤ It's Possible ... Care Everywhere WBT – 1:30 Min ➤ Create a New View of a Radar Dashboard WBT – 7:00 Min ➤ IV Pump Integration Simulation LAB- 2:00 Hours
POST GO-LIVE	<p><i>There are No Post-Go-Live Required Learning Items for this Role</i></p>
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

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

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

WBT = Web Based Training

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

***VILT SU = Virtual Instructor Led
Training***

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ Labor & Delivery Nurse PART 1 VILT SU – 6:00 Hours ➤ Labor & Delivery Nurse PART 2 VILT SU – 9:00 Hours ➤ Labor & Delivery / Couplet Care Crosstrain PART 3 VILT SU – 4:00 Hours ➤ CPN Training VILT – 3:00 Hours ➤ Stork Super User VILT- 2:00 Hours ➤ It's Possible ... Care Everywhere WBT – 1:30 Min ➤ Create a New View of a Radar Dashboard WBT – 7:00 Min ➤ ➤ IV Pump Integration Simulation LAB- 2:00 Hours
POST GO-LIVE	<p><i>There are No Post-Go-Live Required Learning Items for this Role</i></p>
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led Training*

***LAB** = Hands-On Labs*

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ Labor & Delivery Nurse PART 1 VILT SU – 6:00 Hours ➤ Labor & Delivery Nurse PART 2 VILT SU – 9:00 Hours ➤ CPN Training VILT – 3:00 Hours ➤ Stork Super User VILT- 2:00 Hours ➤ It's Possible ... Care Everywhere WBT – 1:30 Min ➤ Create a New View of a Radar Dashboard WBT – 7:00 Min ➤ IV Pump Integration Simulation LAB- 2:00 Hours
POST GO-LIVE	<p><i>There are No Post-Go-Live Required Learning Items for this Role</i></p>
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ADDITIONAL RESOURCES

- Search for the following web-based training activities **WBT** - Learning under Learning Opportunities
- Advanced Federated Administration of the MMS **WBT** - 1:00 Min
- Manage the Care Plan **WBT** - 11:00 Min
- Overview of Inpatient Care with Rover **WBT** 7:30 Min
- Administering Blood Products **WBT** - 6:00 Min
- Document in Flowsheets using Rover **WBT** - 4:30 Min
- Labor & Delivery Nurse PART 1 **VILT SU** - 6:00 Hours
- Labor & Delivery Nurse PART 2 **VILT SU** - 9:00 Hours
- It's Possible ... Care Everywhere **WBT** - 1:30 Min
- Create a New View of a Radar Dashboard **WBT** - 7:00 Min
- EpicCare Inpatient: Finding Patient Information **WBT** - 6:00 Min
- EpicCare Inpatient: Managing Orders **WBT** - 9:00 Min
- Overview of Reporting **WBT** - 4:00 Min
- Run and Manage Reports **WBT** - 7:00 Min
- Inpatient Nurse Manager **VILT SU** - 5:00 Hours
- Stork Super User **VILT**- 2:00 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 SU** - 4:00 Hours
- CPN Training **VILT** - 3:00 Hours

POST GO-LIVE

- HB Revenue Reconciliation Manager **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
- 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 SU = 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

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
- Enter Hospital Charges **WBT** – 4:30 Min
- Labor & Delivery Unit Clerk **VILT SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

LACTATION CONSULTANT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

OB Lactation Consultant

REQUIRED TRAINING

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

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
- Documenting in Flowsheets **WBT** – 7:00 Min
- Lactation Consultant **VILT SU** – 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Unit Manager **WBT** – 5:00 Min
- Enter Hospital Charges **WBT** – 4:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- Administering Medications on the MAR **WBT** – 5:00 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- Nurse Reviewing in the Chart **WBT** – 4:00 Min
- Document Infusion Volume **WBT** – 6:00 Min
- Nurse Specimen Collection **WBT** – 6:00 Min
- Use the Admission Navigator **WBT** – 5:30 Min
- Manage the Care Plan **WBT** – 11:00 Min
- Document Patient Education **WBT** – 7:30 Min
- Overview of the Brain **WBT** – 7:30 Min
- Manage LDAs Using the *LDA Avatar* **WBT** – 3:30 Min
- Administering Blood Products **WBT** – 6:00 Min
- Validating Monitor Data **WBT** – 11:30 Min
- **Inpatient Nurse Super User Part 1 VILT SU – 8:30 Hours**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ Inpatient Nurse Super User Part 2 VILT SU – 8:30 Hours ➤ Inpatient Nurse Super User Part 3 VILT SU – 4:00 Hours ➤ Inpatient Oncology Nurse VILT SU – 4:00 Hours ➤ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min ➤ Using Pump Rate Verify WBT – 5:00 Min ➤ Overview of <i>MyChart Bedside</i> 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	<p><i>There are No Post-Go-Live Required Learning Items for this Role</i></p>
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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

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

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

- Introduction to MyChart Bedside **WBT** – 1:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min ➤ Using Pump Rate Verify WBT – 5:00 Min ➤ Overview of MyChart Bedside WBT – 5:00 Min ➤ Additional Pump Rate Verify Workflows WBT – 6:00 Min ➤ Modifying the Search Criteria of a Report WBT – 9:00 Min ➤ Nurse Writing Notes WBT – 2:30 Min ➤ Manage the Care Plan WBT – 11:00 Min ➤ Document Patient Education WBT – 7:30 Min ➤ Documenting IV Fluids and Medication Drips WBT – 11:30 Min ➤ Advanced Medication Administration on the MAR WBT – 11:30 Min ➤ Radiation Oncology Nurse VILT SU – 2:00 Hours ➤ IV Pump Integration Simulation LAB- 2:00 Hours
POST GO-LIVE	<p><i>There are No Post-Go-Live Required Learning Items for this Role</i></p>
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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

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

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

- Overview of the Department Appointments Report **WBT** – 3:00 Min
- Overview of Referrals **WBT** – 5:00 Min
- Create a Referral **WBT** – 7:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Balancing Your Cash Drawer **WBT** – 6:30 Min
- A Patient's Tour of Welcome **WBT** – 6:00 Min
- Front Desk HOD PART 2 **VILT SU** – 8:00 Hours
- Oncology Scheduler **Lab** – 1:00 Hours
- Check in and Register Appointments in an HOD **WBT** – 7:00 Min
- Checking in a Patient with Incorrect Registration Information **WBT** – 6:00 Min
- Overview of Patient Station for Access **WBT** – 4:00 Min

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

PATIENT ACCESS

FINANCIAL COUNSELOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Financial Counselor, PB Financial Counselor, Transplant Financial Counselor

REQUIRED TRAINING

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

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 Patient Satisfaction for Access Users **WBT** – 4:00 Min
- Completing Authorization and Certification **WBT** – 8:30 Min
- Overview of Reporting – **WBT** – 4:00 Min
- Document ADT Events During a Downtime Using BCA Web Data Entry **WBT** – 6:30 Min
- Financial Counselor **VILT SU** – 4:00 Hours
- Check-In and Register Appointments in an HOD **WBT** – 7:00 Min
- Checking-In a Patient with Incorrect Registration Information **WBT** – 6:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 CLASS ARE ONE OF THE FOLLOWING TRAINING TRACKS:

- 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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

PATIENT ACCESS

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

- 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 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 SU** – 8:00 Hours
- **Patient Access PART 2 VILT SU** – 7:00 Hours

PRE GO-LIVE

POST
GO-
LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

PATIENT ACCESS ADMISSION SUPERVISOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

- 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 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 SU** – 8:00 Hours
- **Patient Access PART 2 VILT SU** – 7:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Patient Access Admission Supervisor **VILT** SU – 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

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

PATIENT MOVEMENT

BED PLANNER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Bed Planner

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Patient Station for Access Users **WBT – 4:00 Min**
- Overview of Reporting **WBT – 4:00 Min**
- Overview of Bed Planning **WBT – 8:30 Min**
- Discharging Patients **WBT – 6:00 Min**

- **Bed Planner VILT SU – 5:30 Hours**

- Overview of Event Management **WBT – 6:30 Min**
- Transferring and Updating Patients **WBT – 10:00 Min**
- Overview of Unit Manager **WBT – 5:00 Min**
- Document ADT Events During a Downtime Using BCA Web Data Entry **WBT – 6:30 Min**
- Documenting Gender, Sex, and Sexual Orientation **WBT – 5:00 Min**
- It's Possible ... Care Everywhere **WBT – 1:30 Min**
- Viewing a Patient's Care Everywhere Information **WBT – 7:30 Min**
- Making an Admission Reservation **WBT – 7:00 Min**

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

EVS MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Environmental Services Supervisor, Environmental Services Manager

REQUIRED TRAINING

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

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 SU** – 2:30 Hours
- Managing Environmental Services **WBT** – 14:30 Min
- EVS Manager **VILT SU** – 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

TRANSFER CENTER USER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Transfer Center Staff

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

TRANSPORT MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Transport Manager

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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 SU** – 2:30 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

QUALITAS - VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Qualitas Read Only Pharmacy Associates

REQUIRED TRAINING

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

BREAST IMAGING COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Breast Imaging Coordinator, Breast Imaging Nurse, Lung Screening Coordinator

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Update Missing Required Data **WBT** – 3:00 Min
- Track and Update Result Letters **WBT** – 2:30 Min
- Overview of the Manager Dashboard **WBT** – 5:00 Min
- Reporting on MQSA Statistics in Hyperspace **WBT** – 6:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- **Breast Imaging Coordinator VILT SU – 8:00 Hours**
-

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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 SU** – 6:00 Hours
-

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

INTERVENTIONAL NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiology Nurse

REQUIRED TRAINING

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

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 Navigator **WBT** – 7:00 Min
- Prep-Procedure Phone Call **WBT** – 7:00 Min
- Post-Procedure Phone Call **WBT** – 7:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Mn
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of the Narrator **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Interventional Nurse **VILT SU** – 8:00 Hours
- 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

INTERVENTIONAL TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Interventional Radiology Technologist, Radiology Lead Interventional Technologist

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Technologists Work List **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Interventional Technologist **VILT SU** – 6:00 Hours
-

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

NON-INVASIVE RADIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Non-Invasive Radiology Technologist, Radiology Lead Non-Invasive Technologist, OB Sonographer

REQUIRED TRAINING

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

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
- **Non-Invasive Radiology Technologist VILT SU** – 6:00 Hours
-

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 5:00 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- HB Clinical Department Manager VILT SU – 4:00 Hours
- HB Revenue Reconciliation Manager LAB – 2:00 Hour
- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- Reporting in Epic (POST GO-LIVE) **VILT** – 4:30 Hours
- One of the Following:
 - Slicer Dicer **LAB** (Clinical) – 1:00 Hour
 - Slicer Dicer **LAB** (Non-Clinical) – 1:00 Hour

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

PRE GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

REPORTING POWER USER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Reporting Power Users

**This is already built into the Learning Track if it is a part of another Learning Track*

REQUIRED TRAINING

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

PRE GO-LIVE

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

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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = 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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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 SU **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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

RESEARCH COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Clinical Research Nurse, Research Coordinator, Research Data Coordinator, Research Manager, Research PhD Investigator, Oncology Research Coordinator

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT - 11:30 Min**
- Overview of Registration in a Clinic Setting **WBT – 4:30 Min**
- Overview of Registration in a Hospital Setting **WBT – 6:00 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT – 10:30 Min**
- Overview of Account Activities **WBT – 7:00 Min**
- Overview of the Research Billing Review Activity **WBT – 3:00 Min**
- Overview of In Basket **WBT – 7:30 Min**
- Overview of Research Studies in Epic **WBT – 9:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- Research Coordinator **VILT SU – 9:00 Hours**
- Research Coordinator User Settings **LAB – 2:00 Hours**
- Run and Manage Reports **WBT – 7:00 Min**
- Modifying the Search Criteria of a Report **WBT – 9:00 Min**

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

SURGICAL SERVICES

CHARGE POSTER

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

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Charge Poster and Materials Management

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

DAY SURGERY NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

PACU Nurse, Pre-Op Nurse, Pre-Op Nurse Manager, Endoscopy Nurse

REQUIRED TRAINING

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

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
- Preprocedure Phone Call **WBT** – 7:00 Min
- Post-Procedure Phone Call **WBT** – 6:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
- Day Surgery Nurse **VILT SU** –7:00 Hours
- OpTime Super User **VILT**- 2:00 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

POST
GO-LIVE

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

ADDITIONAL
RESOURCES

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

***VILT SU = 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

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue Access Products **WBT** – 11:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Endoscopy Scheduler **VILT SU** – 4:30 Hours
- Surgery Scheduler **VILT SU** – 4:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

INTRA-OP NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Charge Nurse, Circulating Nurse, OR Manager, and OR Service Lead

REQUIRED TRAINING

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

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

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

PRE GO-LIVE

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

MATERIALS MANAGEMENT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Materials Management

REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

OPTIME ANESTHESIA VIEW-ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Anesthesia Tech, Anesthesia Admin, Anesthesia 3rd Party Billers

REQUIRED TRAINING

PRE GO-LIVE

-  Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of Preference Cards **WBT** – 3:30 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

OR MANAGER

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use dashboard, My Reports, Library, and Chart Search. The End User will learn Reporting Basics and Manual Blood Release. End Users will also learn about manual charge entry and how each department enters charges into the system and identifying potential revenue through Revenue Guardian Workqueues is also covered. Lastly, End Users will get an overview of the Reporting Tools and functionality in Epic. End users will learn how to choose the right reporting tool, how to navigate dashboards, run reports, and create reports.

EXPECTED END USERS:

OR Manager, Endoscopy Manager, OR Scheduling Manager, PACU Nurse Manager, Pre-Op Manager

REQUIRED TRAINING

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

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the OpTime Manager Dashboard **WBT** – 4:30 Min
- Overview of Reporting **WBT** – 4:00 Min
- Capturing Charges in OpTime **WBT** – 5:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
- **OR Manager VILT SU** – 3:00 Hours
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – 6:00 Min
- Overview of the Enterprise Encounter Charge Reconciliation **Report WBT** – 4:30 Min
- Account Maintenance for Clinical Department Managers **WBT** – 7:30 Min
- Run and Manage Reports **WBT** – 7:00 Min
- **HB Clinical Department Manager VILT SU** – 4:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

	<ul style="list-style-type: none"> ➤ OpTime Super User VILT- 2:00 Hours
POST GO-LIVE	<ul style="list-style-type: none"> ➤ HB Revenue Reconciliation Manager LAB – 2:00 Hours ➤ Modifying the Search Criteria of a Report WBT – 9:00 Min ➤ Introduction to Radar WBT – 6:00 Min ➤ Create a New View of a Radar Dashboard WBT – 7:00 Min ➤ It's Possible... Secure Chat WBT – 2:00 Min ➤ Reporting in Epic (POST GO-LIVE) VILT – 4:30 Hours ➤ Slicer Dicer LAB (Clinical) – 1:00 Hour
ADDITIONAL RESOURCES	<p><i>Search for the following web-based training activities in Net Learning under Learning Opportunities</i></p> <ul style="list-style-type: none"> ➤ Overview of Inpatient Care with Rover WBT 7:30 Min ➤ Document in Flowsheets using Rover WBT – 4:30 Min

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

PRE GO-LIVE

- 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

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

PACU NURSE

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to find a patient using the Status Board, document Events, Orders Management, document Assessments and Monitoring, and discharge documentation for the patient.

EXPECTED END USERS:

PACU Nurse, PACU Nurse Manager, Preop Nurse

REQUIRED TRAINING

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

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 SU** – 6:00 Hours
- OpTime Super User **VILT**- 2:00 Hours
- IV Pump Integration Simulation **LAB**- 2:00 Hours

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

PAT NURSE

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use the Chart Prep Status Board, Use the PAT Call Navigator, document Tasks, use Care Everywhere to review and pull patient information. The End User will learn how to use the PAT Appointment Status Board, update Tasks and required documentation, and practice Order inquiry to collect a specimen.

EXPECTED END USERS:

Chart Prep Nurse, PAT Nurse

REQUIRED TRAINING

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

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
- Finding Patients and Beginning Charting **WBT** – 8:00 Min
- Documenting Vitals and Patient Assessments in a Navigator **WBT** – 7:00 Min
- Preprocedure Phone Call **WBT** – 7:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- 12:35 Min
- PAT Nurse **VILT** SU – 3:00 Hours
- OpTime Super User **VILT**- 2:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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
- Preference Card Builder **VILT**– 3:30 Hours
- OpTime Super User **VILT**- 2:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

SURGERY SCHEDULER - RWJBH EMPLOYED

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use Case Entry, copy past cases with Open Case, view future cases with Snapboard, and add Snapboard messages. The End User will learn how to manage Block Times (Shuffle, Remove, Cancel, Void), customize and print schedules.

EXPECTED END USERS:

Charge Nurse, OR Front Desk, OR Scheduling Manager, OR Surgery office Front Desk, and Endoscopy Scheduler

REQUIRED TRAINING

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 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 SU** – 4:00 Hours
- Endoscopy Scheduler **VILT SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

BEHAVIORAL HEALTH



Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

CRISIS CENTER

BEHAVIORAL HEALTH CRISIS WORKER

TRACK DESCRIPTION:

In this learning track, the Crisis Worker will learn how to chart their support of patients who present to the emergency department through clinical documentation, treatment planning, and disposition.

EXPECTED END USERS:

Crisis Worker

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
- Patient Tracking **WBT** – 4:30 Min
- Overview of the ED Map **WBT** – 5:00 Min
- Arrival and Patient Search **WBT** – 4:30 Min
- Introduction to the ED Narrator **WBT** – 6:30 Min
- Signing in and getting up to Speed **WBT** – 6:30 Min
- It's Possible ... Care Everywhere **WBT** – 1:30 Min
- Viewing a Patient's Care Everywhere Information **WBT** - 7:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Behavioral Health Crisis Worker **VILT SU** – 9:00 Hours

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

BEHAVIORAL HEALTH OP/PHP/IOP

BEHAVIORAL HEALTH NURSE

Outpatient/PHP/IOP

TRACK DESCRIPTION:

This course builds upon the Nurse Shared Training Track and charts the day in the life of a nurse caring for a behavioral health patient. You will also learn how to complete Group Therapy documentation and participate in Treatment Planning in Epic.

EXPECTED END USERS:

Nurses and Nurse Managers working at Somerset Outpatient, PHP, IOP, EDU PHP, or EDU IOP care areas.

REQUIRED TRAINING

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

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
- Clinical Support Visit **WBT** – 9:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Querying for a Patient's Outside Record **WBT** – 7:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Overview of Therapy Plans Nurse **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

WBT = Web Based Training

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Nurse Shared Part 1 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Nurse Shared Part 2 (RN, LP, MA) **VILT** SU – 5:00 Hours
- Behavioral Health Nurse (OP, PHP, IOP) **VILT** SU – 7:30 Hours
- EpicCare Ambulatory Super User **VILT**- 3 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

REVENUE CYCLE



Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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

- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Coding Query and Missing Documentation **WBT** - 10:30 Min
- Overview of Workqueues for HIM **WBT** – 3:30 Min
- Introduction to Radar **WBT** – 6:00 Min
- **CDI Specialist VILT SU – 3:30 Hours**

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

HIM ACUTE CARE SCANNING

TRACK DESCRIPTION:

In this learning track, the End User will learn how to perform scanning using Hyland Onbase and Epic integration so the documentation can be accessed by appropriate parties while reviewing a patient's chart.

EXPECTED END USERS:

HIM Centralized Scanner

REQUIRED TRAINING

PRE GO-
LIVE

➤ HIM Acute Care Scanning **VILT SU** – 4:00 Hours

POST GO-
LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 **VILT** SU – 2:00 Hours

POST GO-
LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

DATA INTEGRITY SPECIALIST

TRACK DESCRIPTION:

In this learning track, the End User will learn how to resolve potential duplicate records in Epic and Manage Chart correction requests. Additionally, End Users will also learn how to use Chart Correction tools, resolve Overlay records and monitor Care Everywhere reports. In OnBase Chart correction end users will learn how to perform corrections on the Scanned documents in OnBase.

EXPECTED END USERS:

HIM Chart Correction Analyst, Identity Manager, HIM Tech (as identified by the Manager)

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Managing Non-Patient Identifiers **WBT** - 5:30 Min
- Explore the Chart Correction Workspace **WBT** – 4:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Data Integrity Specialist PART 1 **VILT SU** – 4:00 Hours
- Data Integrity Specialist PART 2 **VILT SU** – 4:00 Hours
- OnBase Chart Correction **VILT SU** – 2:30 Hours
- Introduction to Radar **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 4:00 Hours
- Deficiency Analyst PART 2 **VILT SU** – 4:00 Hours
- HIM Deficiency Analyst Simulation **LAB** -1:30 Hours –Optional

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

HIM CODER

TRACK DESCRIPTION:

In this learning track, the End User will learn how to review clinical documentation and code the inpatient, ED, observation and ambulatory surgery cases. End users will also learn how to review and update ED and observation charges. They will learn how to send queries to physician on missing or incomplete documentation. The End User will also learn how to communicate with other departments for issues that prevent coding and how to work Claim edits and Denials related to Coding.

EXPECTED END USERS:

HIM Coders, HIM Coding Managers, HIM Quality Officers, Coding Specialists, HIM directors.

REQUIRED TRAINING

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

- Introduction to Radar **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Reviewing ED Charges **WBT** – 6:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Coding an Account **WBT** – 7:00 Min
- Coding Query and Missing Documentation **WBT** – 10:30 Min
- Overview of Workqueues for HIM **WBT** – 3:30 Min
- Overview of Claim Edit Workqueues **WBT** – 3:00 Min

- HIM Coder PART 1 **VILT SU** – 3:00 Hours
- HIM Coder PART 2 **VILT SU** – 3:30 Hours
- HIM Coder PART 3 **VILT SU** – 4:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

HIM DIRECTOR INPATIENT

TRACK DESCRIPTION:

This track provides training on various functionalities that HIM Manager or Director may have access to depending on their role. How to place a chart in legal lock, adding requesters for ROI, suspend providers for delinquency, admin close deficiencies and use reporting tools to manage their day-to-day operations.

EXPECTED END USERS:

Identity Manager, HIM Director- Inpatient, Coding Manager, Deficiency Manager, ROI Manager

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- HIM Director (Inpatient) **VILT SU** – 4:30 Hours
- Reporting in Epic (PRE-LIVE) **VILT SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

HIM DIRECTOR - OUTPATIENT

TRACK DESCRIPTION:

This track provides training on various functionalities that HIM Manager or Director may have access to depending on their role. How to place a chart in legal lock, adding requesters for ROI, suspend providers for delinquency, admin close deficiencies and use reporting tools to manage their day-to-day operations.

EXPECTED END USERS:

HIM Director

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- HIM Director (Outpatient) **VILT SU** – 4:00 Hours
- Reporting in Epic (PRE-LIVE) **VILT SU** – 4:30 Hours
- Advanced Reporting in Epic (POST-LIVE) **VILT** – Privacy 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

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

PRE GO-LIVE

- 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 **VILT** – 2:30 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

PRIVACY OFFICER

TRACK DESCRIPTION:

In this learning track, End Users will learn how to navigate a patient's clinical documentation along with an overview of Reporting tools available in Epic to investigate and monitor inappropriate access. End users will also learn about various tools built in Epic to prevent privacy violations.

EXPECTED END USERS:

HIM Privacy Officer and Compliance Officers

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Privacy Officer **VILT SU** – 4:00 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 SU** – 4:30 Hours
- Advanced Reporting in Epic **VILT** – 4:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

ROI CLERK

TRACK DESCRIPTION:

In this learning track, the End User will learn ROI functionality in Epic. End users will learn how to process a release request using various output formats available in Epic.

EXPECTED END USERS:

HIM ROI Staff, HIM ROI Manager

REQUIRED TRAINING

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

PRE GO-LIVE

- Managing a Request **WBT** – 7:30 Min
- Overview of Work Queues for HIM **WBT** – 3:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Deficiency Analyst – Outpatient **WBT** – 20:00 Min
- ROI Clerk **VILT SU** – 5:00 Hours
- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

HOSPITAL BILLING – CLAIMS

TRACK DESCRIPTION:

In this training track, which follows HB Billing - Account, the end user will learn claim edits in Epic, resolving UB code claim errors, correcting claim line errors, working claims requiring attachments, and resolving other biller claim edits.

EXPECTED END USERS:

SBO Representative – as assigned by the Revenue Cycle Leadership

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Posting Adjustments **WBT** – 5:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Charge Review Workqueues **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min

- **HB Biller - Account VILT SU – 4:00 Hours**

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

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 SU – 4:00 Hours**

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

HOSPITAL BILLING – INSURANCE FOLLOW-UP

TRACK DESCRIPTION:

In this training track, the end user will learn insurance follow-up for hospital billing in Epic. Topics include working denials, following up on outstanding claims, variances, and initiating refunds.

EXPECTED END USERS:

HB Insurance Follow-Up

REQUIRED TRAINING

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

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 VILT SU – 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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU** – 8:00 Hours
- SBO Revenue Cycle Super User **VILT-** 1:30 Hours
- PB Charge Reconciliation Workshop – 2:00 Hours

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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

Items Listed in Navy = No Registration Required

***WBT** = Web Based Training*

Items Listed in Red = Requires Registration

***VILT SU** = Virtual Instructor Led
Training*

***LAB** = Hands-On Labs*

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Claims **WBT** – 2:00 Min
- Using Claims Edit Work Queues **WBT** - 7:00 Min
- *SmartTools* for the Billing Office **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

- PB Claims **VILT SU** – 3:30 Hours
- SBO Revenue Cycle Super User **VILT**- 1:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

*VILT SU = Virtual Instructor Led
Training*

LAB = Hands-On Labs

PROFESSIONAL BILLING - CODER

TRACK DESCRIPTION:

End Users in this Professional Billing track will learn how to resolve PB Charge Review Coding Edits, PB Claim Coding Edits, and PB Follow-Up Coding Denials by accessing the PB work queues and performing instructor led exercises.

EXPECTED END USERS:

PB Coder

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Run and Manage Reports **WBT – 7:00 Min**
- Introduction to Account Maintenance **WBT – 6:30 Min**
- Overview of Charge Review Tools **WBT – 6:30 Min**
- Overview of Claims **WBT – 2:30 Min**
- Using Claim Edit work queues **WBT – 7:00 Min**
- Correcting Charges on Denials **WBT – 5:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- **PB Coder VILT SU – 4:00 Hours**
- **SBO Revenue Cycle Super User VILT- 1:30 Hours**

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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 SU** – 4:00 Hours
- SBO Revenue Cycle Super User **VILT-** 1:30 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

PROFESSIONAL BILLING - MANAGER / DIRECTOR

TRACK DESCRIPTION:

End Users in this track will learn all areas of Revenue Cycle. Additionally, Managers will also learn about tools that will help them with their daily work as a Manager – how to use Dashboards, Reporting, and Productivity Scorecards for analyzing trends and other billing metrics.

EXPECTED END USERS:

PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

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

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 SU – 8:00 Hours**
- *SmartTools* for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- **PB Insurance Follow-Up VILT SU – 4:00 Hours**
- **PB Claims VILT SU – 3:30 Hours**
- **SBO Credits VILT SU – 4:00 Hours**
- **Revenue Cycle Manager LAB SU – 1:30 Hours**
- **SBO Revenue Cycle Super User VILT- 1:30 Hours**

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- PB Charge Reconciliation Workshop – 2:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

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 SU **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

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

SINGLE BILLING OFFICE – REVENUE CYCLE END USER

TRACK DESCRIPTION:

In this learning track, the End User will learn the Professional Billing Charge Entry workflows and exercises on how to manually enter charges. It also includes discussion on PB Charge Reconciliation reporting. End Users will also learn how to resolve PB Charge Review Registration Edits, PB Claim Registration Edits, and PB Follow-Up Registration Denials by accessing the PB Work Queues.

EXPECTED END USERS:

Patient Accounts Representative (as identified by Revenue Cycle Management)

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- *SmartTools* for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

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

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

- **PB Claims VILT SU** – 3:30 Hours

- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT** – 10:30 Min
- Overview of Account Activities **WBT** – 7:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Posting Adjustments **WBT** – 5:00 Min
- SBO Customer Service **VILT** SU – 9:00 Hours
- Overview of Account Workqueues **WBT** – 3:30 Min
- Run and Manage Reports **WBT** – 7:00 Min
- SBO Credits **VILT** SU – 4:00 Hours
- SBO Revenue Cycle Super User **VILT**- 1:30 Hours

POST GO-
LIVE

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

REVENUE CYCLE MANAGER / DIRECTOR

TRACK DESCRIPTION:

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

End Users in this track will learn all areas of Revenue Cycle. Additionally, Managers will also learn about tools that will help them with their daily work as a Manager – how to use Dashboards, Reporting, and Productivity Scorecards for analyzing trends and other billing metrics.

EXPECTED END USERS:

PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Claims **WBT** – 2:00 Min
- Using Claims Edit Work Queues **WBT** - 7:00 Min
- *SmartTools* for the Billing Office **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- **PB Claims VILT SU** – 3:30 Hours
- Overview of Follow-Up Work Queues **WBT** – 6:30 Min
- **PB Insurance Follow-Up VILT SU** – 4:00 Hours
- Overview of Account Workqueues **WBT** – 3:30 Min
- Run and Manage Reports **WBT** – 7:00 Min
- **SBO Credits VILT SU** – 4:00 Hours
- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

- Payment Poster Part 1 **VILT** – 8:00 Hours
- Payment Poster Part 2 **VILT** – 3:00 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 SU** – 9:00 Hours
- SBO Revenue Cycle Super User **VILT**- 1:30 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 SU** – 4:00 Hours
- Overview of Claim Edit Workqueues **WBT** – 3:00 Min
- HB Biller Claims **VILT SU** – 4:00 Hours
- Overview of Account Follow-Up Records **WBT** – 4:00 Min
- HB Insurance Follow-Up **VILT SU** – 5:00 Hours
- Correcting E-Remit Processing Errors **WBT** – 3:30 Min
- Posting Insurance Payments **WBT** – 10:30 Min
- HB Payment Poster **VILT SU** – 4:00 Hours
- Customer Service/ Self-Pay Follow-Up Vendor – HB Content **VILT SU** – 1:30 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

- 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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

REVENUE CYCLE VIEW ONLY

TRACK DESCRIPTION:

This track is designed for End Users who will need View Only Access in Revenue Cycle.

EXPECTED END USERS:

As determined by Management

REQUIRED TRAINING

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs

SINGLE BILLING OFFICE - GUARANTOR & PB CREDITS

TRACK DESCRIPTION:

End Users in this track will learn Professional Billing Insurance Follow-Up on outstanding claims and how to resolve denials by accessing the PB Insurance Follow-Up Work Queues. The track includes reviewing coverage changes and using the retro review work queues to determine whether to edit the filing order after retroactive coverage changes.

EXPECTED END USERS:

Patient Account Rep (as assigned by Revenue Cycle Management), Accounts Receivable Specialist,

REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- *SmartTools* for the Billing Office – 6:30 Min
- Overview of Follow-Up Work Queues **WBT** – 6:30 Min
- Correcting Charges on Denials **WBT** – 5:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

- SBO Credits **VILT SU** – 4:00 Hours
- SBO Revenue Cycle Super User **VILT-** 1:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

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

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 SU** – 9:00 Hours
- SBO Revenue Cycle Super User **VILT-** 1:30 Hours

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

VILT SU = Virtual Instructor Led Training

Items Listed in Red = Requires Registration

LAB = Hands-On Labs

SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS

TRACK DESCRIPTION:

This learning track is specifically focused on the SBO Customer Service Vendor workflows. This track focuses on researching guarantor balances and statement inquiries, how to create Payment Plan, Post payments over the phone for guarantor balances, how to add, update, or terminate coverages, and how to document an account note and use billing indicators to take action on accounts.

EXPECTED END USERS:

SBO Credit Specialist

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Registration in a Hospital Setting **WBT – 6:00 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT – 10:30 Min**
- Overview of Account Activities **WBT – 7:00 Min**
- Posting Adjustments **WBT – 5:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- SBO Customer Service Vendor **VILT SU – 4:00 Hours**
- SBO Revenue Cycle Super User **VILT- 1:30 Hours**

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led Training

LAB = Hands-On Labs

SINGLE BILLING OFFICE - PAYMENT POSTER

TRACK DESCRIPTION:

This track is for Single Billing Office (SBO) Payment Poster. The PART 1-level **VILT** SU in the track is for the Single Billing Office (SBO) Manual Guarantor and PB Insurance Payment Posting. The PART 2-level **VILT** SU includes an overview of remittance processing with Cash Management, processing of clean remittance, and identifying load errors. The PART 3-level **VILT** SU covers how to use the Remittance Assistant to review and resolve payments with errors in the PB Remittance Workqueues.

EXPECTED END USERS:

SBO Payment Poster

REQUIRED TRAINING

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

- 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
- Payment Poster Part 1 **VILT** – 8:00 Hours
- Payment Poster Part 2 **VILT** – 3 Hours
- SBO Revenue Cycle Super User **VILT**- 1:30 Hours

PRE GO-LIVE

POST
GO-LIVE

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

Items Listed in Navy = No Registration Required

WBT = Web Based Training

Items Listed in Red = Requires Registration

VILT SU = Virtual Instructor Led
Training

LAB = Hands-On Labs