Epic | RWJBarnabas HEALTH

WAVE 4

TRAINING CATALOG

(*NON - PROVIDER*)

Features:

▶ **Registration Tip Sheet**

▶ **Epic Training Information**

▶ **Training Vocabulary**

▶ **Curriculum Guides**

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WELCOME TO TRAINING

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

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

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

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

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

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

Training Items in Navy Font = Does Not Require Registration

Training Items in Red Font = Requires Registration

TRAINING TERMS & DEFINITIONS

CREDENTIALED TRAINER

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

EPIC ENVIRONMENTS

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

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

EPIC TOGETHER

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

EUPA

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

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

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

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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** 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 **Symplr Learning** as our LMS Platform.

SYMPLR LEARNING

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

PRINCIPAL TRAINER

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

SERVICE NOW

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

SUPER USER

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

STS

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

TRAINING CENTER

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

TRAINING ENVIRONMENT

The Training Environment refers to the **Epic Training Environment** (also known as TRN).

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

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TRAINING TRACK

A Training Track is a packaged track of learning items (WBTs, VILTs, EUPAs, LABS) bundled together to create the Learning Track that End Users are assigned in the **Symplr Learning System.** Training Tracks are role based and correlate to the Epic Security Template that is assigned to the End User

VILT

Virtual Instructor Led Training is the Training that is delivered through a virtual/simulated environment.

WebEx

WebEx is the **Virtual Training Environment** that RWJBarnabas Health will be using to facilitate Virtual Training in preparation for the **Epic** Go-Live.

WBT

Web Based Training assigned in the Training Tracks

REGISTERING FOR TRAINING IN SYMPLR LEARNING

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

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

Logging-In

1. Log in to https://lms.healthcaresource.com/mynetlearning/Login.aspx?MODE=LOGOUT&ID=1050
2. For RWJ Employees, use your Employee ID as your USER ID and your current NetManager password. For providers, use your email associated with RWJ as your USER ID and your current password.
3. Click **LOGIN**

The To-Do List

The **To-Do List** will show the class/classes (*VILTs*), eLearnings (*WBTs*), tests (*EUPAs*), etc. that the EHR Education team assigned.

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

> *VILTs* and *Labs* require classroom registration.
> *Labs **will not** appear for registration until you complete and pass your necessary EUPA(s) that you will take in the **VILTs.***

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

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

Prerequisites

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

➢ Prerequisite **WBTs** will appear on your **To-Do List** as "eLearnings" and will have a *BLUE* button labeled

Launch

➢ Prerequisite **VILTs** and **LABs** will appear on your **To-Do List** as a "class" and will have a *BLUE* button labeled *"Select Class".*

Launching Assigned eLearnings/WBTs

1. Click **Launch**.

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

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

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

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

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

TRAINING SUPPORT

Training Support Hours

Monday-Friday → 8:00 AM - 5:00 PM

(732)387-3371

Monday - Friday: 8:00 AM - 5:00 PM

https://epictogethernj.org

Service Now Ticketing System
https://rwjbh.service-now.com/sp

CLINICAL OUTPATIENT

AMBULATORY

ABSTRACTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Abstractors as Identified by Leadership

REQUIRED TRAINING

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Finding Patient Information **WBT** – *5:00 Min*
- ➢ Abstractor (Amb) **WBT –** *38:00 Min*
   It's Possible… Secure Chat **WBT** – *2:00 Min*

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

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AMBULATORY CLINICAL SUPPORT (RN, LP, MA)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:30 Hours*

AMBULATORY OB NURSE MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Maternal-Fetal Nurse Manager, OB Outpatient Nurse Manager

REQUIRED TRAINING

PRE GO-LIVE

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

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

- AMB - OB Ambulatory Clinical Support **VILT** – 8:30 Hours
-
- AMB - Clinic Manager **VILT** – *3:00 Hours*

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

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

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- ➢ 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*

- ➢ CAD/PRE - Front Desk Physician Practice PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 3 **VILT** – *4:30 Hours*

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

- ➢ PB - Charge Capture VILT – *8:00 Hours*

- ➢ 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*

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

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*

- AMB - Ambulatory Clinical Support(RN, LP, MA) **VILT** – *8:30 Hours*
- AMB - Ambulatory Urgent Care Clinical Support **VILT –** *3:00 Hours*

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*

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*

- AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:30 Hours*
- AMB - Clinic Manager **VILT** – *3:00 Hours*

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

PRE GO-LIVE

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

- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Overview of the Department Appointments Report **WBT** – *3:00 Min*
- ➢ Overview of the *Snapboard* **WBT** – *3:00 Min*
- ➢ Overview of Workqueues for Access **WBT** – *8:00 Min*
- ➢ Report Setup **WBT** – *9:30 Min*
- ➢ Balancing Your Cash Drawer **WBT** – *6:30 Min*
- ➢ A Patient's Tour of Welcome **WBT** – *6:00 Min*
- ➢ Overview of MyChart **WBT** – *7:30 Min*
- ➢ Activating Patients for MyChart **WBT** – *5:00 Min*
- ➢ Handling Appointments from MyChart **WBT** – *2:00 Min*
- ➢ Overview of Referrals **WBT** – *5:00 Min*

- ➢ CAD/PRE - Template Builder **VILT** – *4:00 Hours*

- ➢ CAD/PRE - Front Desk Physician Practice PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 3 **VILT** – *4:30 Hours*

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

- ➢ PB - Charge Capture VILT – *8:00 Hours*

- ➢ 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*

➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

OB AMBULATORY CLINICAL SUPPORT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Maternal-Fetal Clinical Support, OB Outpatient Clinical Support

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ AMB - OB Ambulatory Clinical Support **VILT** – 8:30 Hours

AUDIOLOGIST (INPATIENT/OUTPATIENT)

TRACK DESCRIPTION:

This learning track is designed for the Audiologist and the Audiology Extern working in the Outpatient and Inpatient setting

EXPECTED END USERS:

Audiologist and Audiology Extern

REQUIRED TRAINING

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

It's Possible video catalog

- Office Visit Demonstration **WBT** – *7:30 Min*
- Overview of Writing Notes **WBT** – *9:30 Min*
- Using Patient Manager Activities **WBT** – *4:00 Min*
- Using Patient Review Activities **WBT** – *2:30 Min*
- Review and Create Notes **WBT** – *3:30 Min*
- Using Simple Dictation in Haiku **WBT** – *2:30 Min*
- File Professional Charges **WBT** – *4:00 Min*
- Communicating via Telemedicine in Canto **WBT** – *4:00 Min*
- Communicating with Staff and Patients **WBT** – *9:00 Min*
- Overview of Hyperspace **WBT** – *12:00 Min*
- Finding Patient Information **WBT** – *4:30 Min*
- Introduction to Patient History **WBT** – *4:00 Min*
- Overview of In Basket **WBT** – *7:30 Min*
- EpicCare Ambulatory: Wrapping Up a Visit **WBT** – *8:00 Min*
- EpicCare Ambulatory: Writing Notes for Office Visits **WBT** – *10:00 Min*
- Introduction to Communication Workflows **WBT** – *10:00 Min*
- EpicCare Inpatient: Finding Patient Information **WBT** – *6:00 Min*
- Epic EMR Success **WBT** – *14:00 Min*

- AMB - Audiologist (Inpatient/Outpatient) **VILT** – *4:30 Hours*

PRE GO-LIVE

- ➢ It's Possible…Chart Search in Storyboard **WBT** – *1:30 Min*
- ➢ It's Possible…Wrap Up Tips **WBT –** *1:00 Min*
- ➢ It's Possible…QuickActions: QuickNotes **WBT –** *1:00 Min*
- ➢ It's Possible…InBasket: My Lists **WBT –** *1:30 Min*
- ➢ It's Possible…InBasket: Telephone Encounter **WBT –** *7:00 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 Smart Phrases **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*

DIETITIAN (OUTPATIENT)

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 document specific Nutrition screenings and questionnaires, as well as complete a dietitian note in Epic.

EXPECTED END USERS:

Outpatient Dietitians

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*
- Overview of Writing Notes **WBT** – *9:30 Min*
- Wrapping Up a Visit **WBT** – *8:00 Min*
- Overview of In Basket **WBT** – *7:30 Min*
- In Basket: Telephone Encounters **WBT** – *7:00 Min*
- Introduction to Communication Workflows **WBT** – *10:00 Min*

- AMB - Outpatient Dietitian **VILT** – 4:30 Hours

PRE GO-LIVE

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

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WOUND CARE NURSE (OUTPATIENT)

TRACK DESCRIPTION:

This track will cover workflows specific to the Clinical Support Staff in the wound care setting. There is a pre-requisite to complete Clinical Support Staff Part 1 & 2 prior to attending this class. This track will include placing wound care orders documenting a wound care assessment and treatment, documenting a hyperbaric oxygen therapy treatment plan and ordering of wound care supplies.

EXPECTED END USERS:

MA, LPN & RN working in the Wound Care Setting

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:30 Hours*
- ➢ Wound Care Image Association **WBT** – *4:30 Min*
- ➢ AMB - Wound Care Clinical Support **VILT** – *2:00 Hours*

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:

Outpatient Technologist/ Ambulatory X-Ray Technologist

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
➢ Overview of the Technologist Work List **WBT** – *3:00 Min*

> ➢ HOS - Imaging Outpatient X-Ray Technologist **VILT** – *4:30 Hours*

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

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REHAB ABSTRACTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Therapy Managers

PRE GO-LIVE

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*
- Rehab Abstractor **WBT –** *30:00 Min*

CARDIOLOGY

CARDIAC REHAB THERAPY (INPATIENT/OUTPATIENT)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiac Rehab Therapist, Exercise Physiologist

REQUIRED TRAINING

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

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

- Cardiac Rehab Therapy (Inpatient/Outpatient) **VILT** – 5*:00 Hours*

PRE GO-LIVE

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

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

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

CARDIOLOGY CLINIC NURSE

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

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

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT**– *9:30 Min*
- ➢ Office Visit Demonstration **WBT** – *8:00 Min*
- ➢ 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
- ➢ Overview of Therapy Plans Nurse **WBT** – *4:00 Min*

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*

- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

- ➢ CUP - Cardiology Clinic Nurse **VILT** – *6:00 Hours*

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

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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*
- ➢ 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*
  - ➢ AMB - Ambulatory Clinical Support(RN, LP, MA) **VILT** – *8:00 Hours*
- ➢ 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*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

  - ➢ CUP - Cardiology Clinic Technician **VILT -** *3:00 Hours*

CARDIOLOGY 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:

Cardiology Clinic Manager

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Clinical Support Visit **WBT** – *9:00 Min*
- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Office Visit Demonstration **WBT** – *8:00 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*
- ➢ Activating Patients for MyChart **WBT** – *5:00 Min*
- ➢ Overview of Therapy Plans - Nurse **WBT** – *4:00 Min*
- ➢ Cardiology Clinic Manager Overview – **WBT** – *11:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*
- ➢ AMB - Clinic Manager **VILT** – *3:00 Hours*

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

- Overview of the Interactive Face Sheet – **WBT** – *3:30 Min*
- It's Possible... Secure Chat **WBT** – *2:00 Min*

- Overview of Making Appointments **WBT** – *6:300 Min*
- Interpreting Provider Schedules **WBT** – *3:30 Min*
- Overview of the Department Appointments Report **WBT** – *3:00 Min*
- Overview of the *Snapboard* **WBT** – *3:00 Min*
- Overview of Workqueues for Access **WBT** – *8:00 Min*
- Report Setup **WBT** – *9:30 Min*
- Balancing Your Cash Drawer **WBT** – *6:30 Min*
- A Patient's Tour of Welcome **WBT** – *6:00 Min*
- Overview of MyChart **WBT** – *7:30 Min*
- Activating Patients for MyChart **WBT** – *5:00 Min*
- Handling Appointments from MyChart **WBT** – *2:00 Min*
- Overview of Referrals **WBT** – *5:00 Min*

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

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

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

- 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*

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

NON-INVASIVE SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Front Desk, Non-Invasive Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

- ➤ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➤ Overview of the Snapboard **WBT** – *3:00 Min*
- ➤ Overview of Report Settings **WBT** – *4:30 Min*
- ➤ Introduction to Ancillary Orders **WBT** – *3:00 Min*

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

POST GO-LIVE

- ➤ Introduction to Radar **WBT** – *6:00 Min*

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Overview of the Technologist Work List **WBT** – *3:00 Min*

- ➢ HOS - Imaging Outpatient X-Ray Technologist **VILT** – *4:30 Hours*

ONCOLOGY

HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - 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*

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

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

- CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** – *8:00 Hours*
- BCN - 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*
- Completing Authorization and Certification **WBT** – *8:30 Min*
- Overview of Referrals **WBT** – *5:00 Min*
- Overview of Benefit Collection **WBT** – *3:30 Min*

- CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*

ONCOLOGY CLINIC NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Outpatient Oncology Clinic Nurses

REQUIRED TRAINING

PRE GO-LIVE

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

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

- AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*
- BCN - Oncology Clinic Nurse **VILT** – *4:00 Hours*

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

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ONCOLOGY INFUSION NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Outpatient Oncology Infusion Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

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

- AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*

- BCN - Oncology Infusion Nurse **VILT** – *4:00 Hours*
- CLD - IV Pump Integration Simulation LAB- 3:00 Hours

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

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RADIATION ONCOLOGY NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiation Oncology Nurse (Outpatient/Inpatient)

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*

- ➢ Introduction to MyChart Bedside **WBT** – *1:30 Min*
- ➢ Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
- ➢ Using Pump Rate Verify **WBT** – *5:00 Min*

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

- ➢ BCN - Radiation Oncology Nurse **VILT** – *2:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

RADIOLOGY ONCOLOGY - VIEW/PRINT ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiation Therapist, Chief Therapist, Dosimetrist

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

ORTHOPEDIC

ORTHOPEDIC 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:

Orthopedic Clinic Manager

REQUIRED TRAINING

PRE GO-LIVE

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

- Clinical Support Visit **WBT** – *9:00 Min*
- Granting Proxy Access to MyChart **WBT** – *4:00 Min*
- Sending and Reviewing Patient Questionnaires **WBT** – *7:00 Min*
- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- Office Visit Demonstration **WBT** – *8:00 Min*
- Finding Patient Information **WBT** – *5:00 Min*
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – *9:00 Min*
- 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*

- HOS - Orthopedic Clinic Support Staff **VILT** – *7:00 Hours*

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

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- AMB - Clinic Manager **VILT** – *3:00 Hours*

- Overview of Hyperspace in for Revenue Access Products **– WBT** – *11:30 Min*
- Overview of the Interactive Face Sheet – **WBT** – *3:30 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*
- Overview of Making Appointments **WBT** – *6:300 Min*
- Interpreting Provider Schedules **WBT** – *3:30 Min*
- Overview of the Department Appointments Report **WBT** – *3:00 Min*
- Overview of the *Snapboard* **WBT** – *3:00 Min*
- Overview of Workqueues for Access **WBT** – *8:00 Min*
- Report Setup **WBT** – *9:30 Min*
- Balancing Your Cash Drawer **WBT** – *6:30 Min*
- A Patient's Tour of Welcome **WBT** – *6:00 Min*
- Overview of MyChart **WBT** – *7:30 Min*
- Activating Patients for MyChart **WBT** – *5:00 Min*
- Handling Appointments from MyChart **WBT** – *2:00 Min*
- Overview of Referrals **WBT** – *5:00 Min*

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

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

- PB - Charge Capture VILT – *8:00 Hours*

- 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*

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

ORTHOPEDIC CLINIC SUPPORT

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:

Orthopedic Nurse, Orthopedic Certified Medical Assistant, Orthopedic Manager

REQUIRED TRAINING

PRE GO-LIVE

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

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

- HOS - Orthopedic Clinic Support Staff **VILT** – *7:00 Hours*

- Clinical Support Visit **WBT** – *9:00 Min*
- Granting Proxy Access to MyChart **WBT** – *4:00 Min*
- Sending and Reviewing Patient Questionnaires **WBT** – *7:00 Min*

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

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

PHARMACY (OUTPATIENT)

MAIL ORDER PHARMACY TECHNICIAN WITH REPORTING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Pharmacy Technician – Mail Order

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

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

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

MAIL ORDER PHARMACY TECHNICIAN WITHOUT REPORTING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Pharmacy Technician – Mail Order

REQUIRED TRAINING

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

PRE GO-LIVE

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

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

OUTPATIENT PHARMACY INVENTORY

TRACK DESCRIPTION:

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

PREREQUISITES TO THIS TRACK:

The prerequisite to this track is that the End User completes one of the following tracks:

➢ *Pharmacy Technician – Mail Order*

EXPECTED END USERS:

Ambulatory Pharmacy Technician

	REQUIRED TRAINING
PRE GO-LIVE	➢ WAMB - Outpatient Pharmacy Inventory **VILT** – *4:00 Hours*

RETAIL PHARMACY TECHNICIAN WITH REPORTING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Ambulatory Pharmacy Technician

REQUIRED TRAINING

PRE GO-LIVE

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

- Review New Electronic Prescriptions **WBT** – *4:30 Min*
- Verify Fills **WBT** – *3:30 Min*
- 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*

- WAMB - Retail Pharmacy Technician VILT – *8:00 Hours*

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

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

RETAIL PHARMACY TECHNICIAN WITHOUT REPORTING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Ambulatory Pharmacy Technician

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Review New Electronic Prescriptions **WBT** – *4:30 Min*
➢ Verify Fills **WBT** – *3:30 Min*
➢ 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*

➢ WAMB - Retail Pharmacy Technician VILT – *8:00 Hours*

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

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POPULATION HEALTH

CARE MANAGER NURSE / SUPERVISOR

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

EXPECTED END USERS:
Care Manager Nurse, Care Manager Supervisor

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- Finding Patient Information **WBT** – *5:00 Min*
- Overview of In Basket – *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*

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

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

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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, Medication Therapy Management Pharmacist and Ambulatory Care Pharmacist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Finding Patient Information **WBT** – *5:00 Min*
- ➢ Overview of In Basket **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*

- ➢ HP - Social Care **VILT** – *5:00 Hours*

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

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REHAB

FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

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

➢ CAD/PRE - 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*

- CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours

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

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THERAPIST (OUTPATIENT)

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

PRE GO-LIVE

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

- ➢ Overview of Hyperspace **WBT** – *12:00 Min*
- ➢ Finding Patient Information **WBT** – *5:00 Min*
- ➢ Introduction to Communication Workflows **WBT** – *10:00 Min*
- ➢ Overview of InBasket **WBT** – *7:30 Min*
- ➢ Overview of Writing Notes **WBT** – *9:30 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ Epic EMR Success **WBT** – *14:00 Min*
- ➢ Wrapping up a Visit **WBT** – *8:00 Min*
- ➢ EpicCare Ambulatory: Writing Notes for Office Visits **WBT** – *10:00 Min*

- ➢ REH - Rehab Therapist (Outpatient) **VILT** – *7:00 Hours*

POST GO-LIVE

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

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

THERAPIST CLINIC MANAGER (OUTPATIENT)

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

PRE GO-LIVE

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

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

- ➢ REH - Rehab Therapist (Outpatient) **VILT** – *7:00 Hours*

- AMB - Clinic Manager **VILT** – *3:00 Hours*

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

- CAD/PRE - Registration Basics **VILT** – *4:30 Hours*

- Overview of Making Appointments **WBT** – *6:300 Min*
- Interpreting Provider Schedules **WBT** – *3:30 Min*
- Overview of the Department Appointments Report **WBT** – *3:00 Min*
- Overview of the *Snapboard* **WBT** – *3:00 Min*
- Overview of Workqueues for Access **WBT** – *8:00 Min*
- Report Setup **WBT** – *9:30 Min*
- Balancing Your Cash Drawer **WBT** – *6:30 Min*
- A Patient's Tour of Welcome **WBT** – *6:00 Min*
- Overview of MyChart **WBT** – *7:30 Min*
- Activating Patients for MyChart **WBT** – *5:00 Min*
- Handling Appointments from MyChart **WBT** – *2:00 Min*
- Overview of Referrals **WBT** – *5:00 Min*

- CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** – *8:00 Hours*

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

- 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*

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

REHAB AUTHORIZATION USER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Rehab Front Desk users who work with authorization

PRE GO-LIVE

REQUIRED TRAINING

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

- CAD/PRE - 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*

- CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours

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

- CAD/PRE - Rehab Authorization User **VILT** – *4:00 Hours*

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, Orthopedics Manager, Transplant Nurse Manager

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- ➢ Overview of the Appointment Desk **WBT** – *3:00 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Building Schedules Using Edit Template **WBT** – *19:00 Min*
- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting the Provider Utilization Health Record **WBT** – *7:30 Min*

- ➢ CAD/PRE - Template Builder **VILT** – *8:00 Hours*

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

> **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*

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

REPORTING POWER USER

TRACK DESCRIPTION:

In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn more options for report criteria, including using date range, adding display columns, adding a summary, and printing reports. Details of SlicerDicer will also be explored. Upon completion of this class Reporting Users are considered Power Users.

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

<div style="transform: rotate(-90deg)">PRE GO-LIVE</div>

- ➤ 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*

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

SLICERDICER - *(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	➢ COG - SLICERDICER **LAB** – 1:00 Hour
POST GO-LIVE	➢ ***There are No Post-Go-Live Required Learning Items for this Role.***

RESEARCH

RESEARCH COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

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

- ➢ RSH - Research Coordinator VILT – 7:00 Hours
- ➢ RSH - Research Coordinator User Settings **LAB** – 4*:00 Hours*

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

PRE GO-LIVE

SCHEDULING & REGISTRATON

CENTRAL SCHEDULING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Central Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - Registration Basics **VILT** – *4:30 Hours*

- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Overview of Workqueues for Access **WBT** – *8:00 Min*
- ➢ Report Setup **WBT** – *9:30 Min*
- ➢ Overview of MyChart **WBT** – *7:30 Min*
- ➢ Activating Patients for MyChart **WBT** – *5:00 Min*

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

FRONT DESK – PHYSICIAN PRACTICE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Physician Practice Front Desk End User, Non-Invasive Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

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

- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Overview of the Department Appointments Report **WBT** – *3:00 Min*
- ➢ Overview of the *Snapboard* **WBT** – *3:00 Min*
- ➢ Overview of Workqueues for Access **WBT** – *8:00 Min*
- ➢ Report Setup **WBT** – *9:30 Min*
- ➢ Balancing Your Cash Drawer **WBT** – *6:30 Min*
- ➢ A Patient's Tour of Welcome **WBT** – *6:00 Min*
- ➢ Overview of MyChart **WBT** – *7:30 Min*
- ➢ Activating Patients for MyChart **WBT** – *5:00 Min*
- ➢ Handling Appointments from MyChart **WBT** – *2:00 Min*
- ➢ Overview of Referrals **WBT** – *5:00 Min*

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

FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - 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*

- ➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk HOD PART 2 **VILT** – *8:00 Hours*

HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

Prerequisites to this Training Track are one of the following:

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

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*

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

HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ 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*

- ➢ CAD/PRE - 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*

- ➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk HOD PART 2 **VILT** – *8:00 Hours*
- ➢ BCN - Oncology Scheduler **Lab** – *1:00 Hours*

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

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

- ➢ CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*

SCHEDULE ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Population Health, and others as determined by Management.

REQUIRED TRAINING

PRE GO-LIVE

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

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

- CAD/PRE - Schedule Only **VILT** – *3:00 Hours*

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, Orthopedics Manager, Transplant Nurse Manager

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- ➢ Overview of the Appointment Desk **WBT** – *3:00 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Building Schedules Using Edit Template **WBT** – *19:00 Min*
- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting the Provider Utilization Health Record **WBT** – *7:30 Min*

- ➢ CAD/PRE - Template Builder **VILT** – *4:00 Hours*

TRANSPLANT

ABDOMINAL 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, Pre, or Post Transplant Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ HOS - Abdominal Transplant Coordinator **VILT** – *7:00 Hours*

HEART 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:

Heart Transplant Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ HOS - Heart Transplant Coordinator **VILT –** *7:00 Hours*

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, Clinic Manager, Ops Manager, and Database Manager in the Transplant Department

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

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

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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

PRE GO-LIVE

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

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

- ➢ HOS - Transplant Care Team **VILT – 4:00 Hours**

OPHTHAMOLOGY CLINICAL SUPPORT

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 completing an eye exam and using imaging and procedures.

EXPECTED END USERS:

Ophthalmology Nurse, Ophthalmology Certified Medical Assistant, Ophthalmology 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 Outpatient Setting WBT – 9:30 Min
- ➢ Office Visit Demonstration WBT – 8:00 Min
- ➢ Finding Patient Information WBT – 5:00 Min
- ➢ EpicCare Ambulatory: Ordering in an Outpatient Context WBT – 9:00 Min
- ➢ Wrapping Up a Visit WBT – 8:00 Min
- ➢ Overview of In Basket WBT – 7:30 Min
- ➢ Ophthalmology Office Visit Demonstration WBT- 7:30 Min
- ➢ Introduction to Imaging and Procedures WBT-4:00 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
- ➢ 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

- ➢ KAL - Ophthalmology Clinical Support **VILT** – *7:00 Hours*

POST GO-LIVE

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

OPHTHALMOLOGY 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:

Ophthalmology Clinic Manager

REQUIRED TRAINING

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

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

- KAL - Ophthalmology Clinical Support **VILT** – *7:00 Hours*
- AMB - Clinic Manager **VILT** – *3:00 Hours*

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

PRE GO-LIVE

- ➢ Overview of the Interactive Face Sheet – **WBT** – *3:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Overview of the Department Appointments Report **WBT** – *3:00 Min*
- ➢ Overview of the *Snapboard* **WBT** – *3:00 Min*
- ➢ Overview of Workqueues for Access **WBT** – *8:00 Min*
- ➢ Report Setup **WBT** – *9:30 Min*
- ➢ Balancing Your Cash Drawer **WBT** – *6:30 Min*
- ➢ A Patient's Tour of Welcome **WBT** – *6:00 Min*
- ➢ Overview of MyChart **WBT** – *7:30 Min*
- ➢ Activating Patients for MyChart **WBT** – *5:00 Min*
- ➢ Handling Appointments from MyChart **WBT** – *2:00 Min*
- ➢ Overview of Referrals **WBT** – *5:00 Min*

- ➢ CAD/PRE - Template Builder **VILT** – *4:00 Hours*

- ➢ CAD/PRE - Front Desk Physician Practice PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 2 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk Physician Practice PART 3 **VILT** – *4:30 Hours*

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

- ➢ PB - Charge Capture **VILT** – *8:00 Hours*

- ➢ 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*

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

CLINICAL INPATIENT

ANCILLARY CLINICAL

INPATIENT CHILD LIFE

TRACK DESCRIPTION:

This track is designed for all Inpatient Child Life Program End Users. This course will provide an overview of Epic Hyperspace, how to locate patients, complete a chart review, document assessments, treatments, and complete consults and or progress notes.

EXPECTED END USERS:

Child Life Specialists, Child Life Assistants, Family Centered Coordinator, Art Therapists, Music Therapist

	REQUIRED TRAINING
PRE GO-LIVE	➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ EpicCare Inpatient: Finding Patient Information **WBT** – *5:00 Min* ➢ CLD - Inpatient Child Life **VILT** – *3:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***
ADDITIONAL RESOURCES	***Search for the following web-based training activities in Symplr 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* ➢ Overview of Writing Notes **WBT** – *9:30 Min*

INPATIENT CLINICAL VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

As Determined by Management

	REQUIRED TRAINING
PRE GO-LIVE	➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ EpicCare Inpatient: Finding Patient Information **WBT** – *5:00 Min*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***
ADDITIONAL RESOURCES	***Search for the following web-based training activities in Symplr Learning under Learning Opportunities*** ➢ It's Possible … Storyboard **WBT** – *2:30 Min* ➢ Nurse Reviewing in the Chart **WBT** – *4:00 Min* ➢ Documenting in Flowsheets **WBT** – *7:00 Min* ➢ Administering Medications on the MAR **WBT** – *5:00 Min* ➢ Overview of Writing Notes **WBT** – *9:30 Min* ➢ Introduction to Radar **WBT** – *6:00 Min* ➢ Overview of Reporting **WBT** – *4:00 Min* ➢ Run and Manage Reports **WBT** – *7:00 Min*

INPATIENT DIETITIAN

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Dietitian, Inpatient Nutritionist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min (Optional)*
- ➢ Nurse Managing Orders **WBT** – *6:30 Min (Optional)*
- ➢ EpicCare Inpatient: Writing Notes **WBT** – *3:00 Min (Optional)*

- ➢ CLD - Inpatient Dietitian **VILT** – *5:00 Hours*

POST GO-LIVE

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

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

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INPATIENT MDS COORDINATOR

TRACK DESCRIPTION:

This track is designed for the Inpatient MDS Coordinator of the Transitional Care Unit and LTC units. This course will provide an overview of Epic Hyperspace, how to complete a thorough chart review and document an admission, 5 day and discharge assessments.

EXPECTED END USERS:

MDS Nurse

	REQUIRED TRAINING
PRE GO-LIVE	➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ EpicCare Inpatient Finding Patient Information WBT—6:00 Min ➢ CLD – Inpatient MDS Coordinator **VILT** – 4:30 Hours
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

INPATIENT MENU TECHNICIAN VIEW ONLY

TRACK DESCRIPTION:

In this training track, the end user will learn about finding patient information in hyperspace and how to setup and maintain patient lists

EXPECTED END USERS:

Menu technicians, Diet Aide

REQUIRED TRAINING

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Diet Aide Maintaining Patient List Quick Start Guide **WBT**
- ➢ EpicCare Inpatient Finding Patient Information WBT—6:00 Min

POST GO-LIVE

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

INPATIENT PATIENT CARE TECHNICIAN

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Patient Care Tech, Clinical Care Technician

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min*

- ➢ CLD - Inpatient Patient Care Technician **VILT** – *4:00 Hours*

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- ➢ Sex, Gender, and Clinical Decision Support **WBT** – *6:30 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 | Items Listed in Red = Requires Registration

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

INPATIENT QUALITY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ EpicCare Inpatient**:** Finding Patient Information **WBT** – *6:00 Min*

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

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- ➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*
- ➢ Modifying the Search Criteria of a Report **WBT** – *9:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ EpicCare Inpatient: Medication Reconciliation **WBT** – *11:00 Min*
- ➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

INPATIENT RESPIRATORY THERAPY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Respiratory Therapy Student, Respiratory Therapist, Respiratory Therapy Supervisor

REQUIRED TRAINING

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*

➢ CLD - Inpatient Respiratory Therapy Part 1 **VILT** – *8:00 Hours*
➢ CLD – Inpatient Respiratory Therapy Part 2 **VILT** – *4:00 Hours*

➢

POST GO-LIVE

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

ADDITIONAL RESOURCES

Search for the following web-based training activities in Symplr 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
➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
➢ Administering Medications on the MAR **WBT** – *5:00 Min*

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

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- Documenting in Flowsheets **WBT** – *7:00 Min*
- Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
- Patient Pass **WBT** – *14:00 Min*

INPATIENT SPIRITUAL CARE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Spiritual Care/Services

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

POST GO-LIVE

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

ADDITIONAL

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

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

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

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

INPATIENT TECH – ECG

TRACK DESCRIPTION:

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

EXPECTED END USERS:

ECG Technician

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*

- ➢ CUP - Inpatient Tech – ECG **VILT** – *2:30 Hours*

POST GO-LIVE

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

ADDITIONAL

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

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

INPATIENT TECH – PROCEDURAL & DIAGNOSTIC

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Neurology Technologist and Pulmonary Technologist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- ➢ Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
- ➢ Overview of Charge Capture Workflows **WBT** – *8:00 Min*

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

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INPATIENT TELEMETRY MONITOR TECHNICIAN

TRACK DESCRIPTION:

In this Learning Track, End Users will learn how to document cardiac rhythms observed on the monitor and write notes as needed

EXPECTED END USERS:

Inpatient Telemetry Monitor Technician

REQUIRED TRANSING

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** *–9:00 Min*
- ➢ Finding Patient Information **WBT***-5:00 Min (Optional)*
- ➢ Overview of Writing Notes **WBT***- 9:30 Min (Optional)*

- ➢ CLD - Inpatient Telemetry Monitor Technician **VILT** *– 2:00 Hours*

POST GO-LIVE

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

INPATIENT UNIT CLERK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Unit Coordinator, Inpatient Unit Clerk

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
➢ Overview of Unit Manager **WBT** – *5:00 Min*

➢ CLD - Inpatient Unit Clerk **VILT** – *4:30 Hours*

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

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

INPATIENT REMOTE VIDEO MONITOR TECHNICIAN

TRACK DESCRIPTION:

In this Learning Track, End Users will learn how to log patient behavior and document other remote monitoring tech actions in Epic

EXPECTED END USERS:

Inpatient Video Monitor Technicians, RMAs, Avasys/Avasure Monitor Technicians

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 Information **WBT**-*5:00 Min*
➢ CLD – Inpatient Remote Video Monitor **VILT** – *2:00 Hours*

POST GO-LIVE

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

CARDIOLOGY

DEDICATED ECG TECHNOLOGIST

TRACK DESCRIPTION:

In this Training Track, the End User will learn tasks related to performing an ECG within Epic.

EXPECTED END USERS:

Cardiology Dedicated ECG Technologist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Overview of 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*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

- ➢ CUP - Cardiology Non-Invasive Dedicated ECG Technologist **WBT** – *30 Min*

POST GO-LIVE

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

INVASIVE CHARGE ENTRY

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

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

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
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 Invasive Charge Entry **WBT** – *4:00 Min* ➢ Invasive Cardiology Workflow Overview **WBT** – *13:30 Min* ➢ CUP - Cardiology Invasive Charge Entry **VILT** – *4:00 Hours*
POST GO-LIVE	➢ Introduction to Radar **WBT** – *6:00 Min*

INVASIVE INTRA PROCEDURE CARE WITH SIM LAB

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Invasive Nurse

REQUIRED TRAINING

> **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 Patients and 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*
- ➢ Patient Pass **WBT** – *14:00 Min*
- ➢ Overview of Case Creation **WBT** – *3:00 Min*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Viewing a Patient's Care Everywhere Information **WBT** – *7:30 Min*
- ➢ Overview of the Narrator **WBT** – *3:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*

- ➢ CLD - Inpatient Adult Nurse Part 1 **VILT** – *8:30 Hours*
- ➢ CLD - Inpatient Adult Nurse Part 2 **VILT** – *8:30 Hours*
- ➢ CUP - Cardiology Invasive Intra Procedure Care **VILT** – *7:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

INVASIVE INTRA PROCEDURE CARE WITHOUT SIM LAB

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Invasive Tech

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Finding Patient sand Beginning Charting **WBT** – *8:00 Min*
- ➢ Overview of the Procedure Log **WBT** – *3:30 Min*
- ➢ Overview of the Navigator **WBT** – *3:30 Min*
- ➢ Invasive Cardiology Workflow Overview **WBT** – *13:30 Min*
- ➢ Patient Pass **WBT** – *14:00 Min*
- ➢ Overview of Case Creation **WBT** – *3:00 Min*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Overview of the Narrator **WBT** – *3:00 Min*

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

POST GO-LIVE

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

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

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 Inpatient Setting **WBT** – *9:00 Min*
- Overview of the Manager Dashboard **WBT** – *5:00 Min*
- Overview of Invasive Charge Entry **WBT** – *4:00 Min*
- Invasive Cardiology Workflow Overview **WBT** – *13:30 Min*
- Patient Pass **WBT** – *14:00 Min*

- CLD - Inpatient Adult Nurse Part 1 **VILT** – *8:30 Hours*
- CLD - Inpatient Adult Nurse Part 2 **VILT** – *8:30 Hours*
- CUP - Cardiology Invasive Intra Procedure Care **VILT** – *7:00 Hours*
- CUP - Cardiology Invasive Manager **VILT** – *4:00 Hours*

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

- 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*

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

➢ Invasive Manager Post Go-Live **Lab** – *2:00 Hour*

➢ COG - SLICERDICER **LAB** – *1:00 Hour*

INVASIVE PREP & RECOVERY NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Prep & Recovery Nurses (New Brunswick Location Only)

REQUIRED TRAINING

> **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 Patients and 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*
- ➢ Patient Pass **WBT** – *14:00 Min*
- ➢ Overview of Case Creation **WBT** – *3:00 Min*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Viewing a Patient's Care Everywhere Information **WBT** – *7:30 Min*
- ➢ Overview of the Narrator **WBT** – *3:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*

- ➢ CLD - Inpatient Adult Nurse Part 1 **VILT** – *8:30 Hours*
- ➢ CLD - Inpatient Adult Nurse Part 2 **VILT** – *8:30 Hours*
- ➢ CUP - Cardiology Invasive Prep & Recovery Nurse **VILT** – *6:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- 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 | Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = 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.

NOTE*: If the scheduler also registers patients, they will need to attend the Front Desk Hospital Outpatient Department (under Patient Access).*

EXPECTED END USERS:

Cardiology Invasive Lab Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CUP - Cardiology Invasive Scheduler **VILT** – *4:00 Hours*

POST GO-LIVE

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

NON-INVASIVE ECHO / VASCULAR SONOGRAPHER

TRACK DESCRIPTION:

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

NOTE: If the technologist also schedules patients, they will need to attend the Non-Invasive Scheduler class.

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*
➢ Overview of the Snapboard **WBT** – *3:00 Min*

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

POST GO-LIVE

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

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

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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 Inpatient Setting **WBT** – *9:00 Min*
- Overview of the Manager Dashboard **WBT** – *5:00 Min*
- Patient Pass **WBT** – *14:00 Min*
- Overview of the Snapboard **WBT** – *3:00 Min*

- CUP - Cardiology Non-Invasive Echo/Vascular Sonographer **VILT** – *4:00 Hours*
- CUP - Cardiology Non-Invasive Manager **VILT** – *4:00 Hours*

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

- 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*

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

PRE GO-LIVE

POST GO-LIVE

- ➢ COG - Non-Invasive Manager Post Go-Live **Lab** – *2:00 Hour*

- ➢ COG - SLICERDICER **LAB** – *1:00 Hour*

NON-INVASIVE NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cardiology Nurse

REQUIRED TRAINING

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 Report Settings **WBT** – *4:30 Min*
- ➢ Overview of the Narrator **WBT** – *3:00 Min*
- ➢ Overview of the Navigator **WBT** – *3:30 Min*
- ➢ Viewing a Patient's Care Everywhere Information **WBT** – *7:30 Min*
- ➢ Patient Pass **WBT** – *14:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Technologist Worklist **WBT** – *3:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*

- ➢ CLD - Inpatient Adult Nurse Part 1 **VILT** – *8:30 Hours*
- ➢ CLD - Inpatient Adult Nurse Part 2 **VILT** – *8:30 Hours*
- ➢ CUP - Cardiology Non-Invasive Nurse **VILT** – *5:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- *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   Items Listed in Red = Requires Registration
WBT = Web Based Training | *VILT = Virtual Instructor Led Training* | *LAB = Hands-On Labs*

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NON-INVASIVE 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.

NOTE: If the scheduler also registers patients, they will need to attend the Front Desk Hospital Outpatient Department (under Patient Access).

EXPECTED END USERS:

Cardiology Front Desk, Non-Invasive Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Overview of Report Settings **WBT** – *4:30 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

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

POST GO-LIVE

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

NON-INVASIVE STRESS TECHNOLOGIST

TRACK DESCRIPTION:

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

NOTE: If the technologist also schedules patients, they will need to attend the Non-Invasive Scheduler class.

EXPECTED END USERS:

Cardiology Stress Technologist, Cardiology Dedicated ECG Technologist (this class is not necessary for nurses or ancillary staff performing ECG's; only DEDICATED ECG Technologists reporting to the Cardiology Department)

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 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*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*

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

POST GO-LIVE

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

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

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REGISTRY ABSTRACTOR

TRACK DESCRIPTION:

In this Training Track, the End User will learn tasks related to obtaining and submitting information to the Registries from Epic.

EXPECTED END USERS:

Cardiology Registry Abstractor

REQUIRED TRAINING

PRE GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
➢ Overview of Report Settings **WBT** – *4:30 Min*
➢ Invasive Cardiology Workflow Overview WBT – 13:30 Min
➢ Overview of the Cardiology Registries **WBT** – 8*:30 Min*

➢ CUP - Cardiology Registry Abstractor **VILT** – *3:00 Hours*

POST GO-LIVE

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

CASE MANAGEMENT

INPATIENT CASE MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Case and Utilization Manager, Case Manager, Case Manager Supervisor

REQUIRED TRAINING

PRE GO-LIVE

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

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

> CLD -Inpatient Case Manager Part 1 / Social Worker **VILT** – *8:00 Hours*
> CLD - Inpatient Case Manager Part 2 / Utilization Reviewer **VILT** – *5:00 Hours*

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

> EpicCare Inpatient: Writing Notes **WBT** – *3:00 Min*
> Documenting in Flowsheets **WBT** – *7:00 Min*

INPATIENT SOCIAL WORKER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Social Worker

REQUIRED TRAINING

PRE GO-LIVE

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

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

➢ CLD - Inpatient Case Manager Part 1 / Social Worker **VILT** – *8:00 Hours*

POST GO-LIVE

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

INPATIENT UTILIZATION MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Case Manager and Utilization Manager – Including the domestic HURC (Healthcare Utilization Review Corp) 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* ➢ CLD - Inpatient Case Manager Part 2 / Utilization Reviewer **VILT** – *5:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

INPATIENT UTILIZATION REVIEW *(HURC International Only)*

TRACK DESCRIPTION:

This track is designed for the Non-Domestic Healthcare Utilization Review Corporation (HURC) Nurse who performs Utilization Review for RWJBH.

EXPECTED END USERS:

International HURC Nurse who Performs Utilization Review for RWJBH.

REQUIRED TRAINING

PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ CLD - Inpatient Utilization Review (HURC International Only) **REMOTE VILT** – *5:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

EMERGENCY DEPARTMENT

ED CLERK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

ED Clerk

REQUIRED TRAINING

PRE GO-LIVE

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

> ➢ Overview of Hyperspace for *ASAP* Users **WBT** – *6:00 Min*
> ➢ 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*
>
> ➢ ASAP - ED Clerk **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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ED NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

ED Nurse and PESS Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace for ASAP Users **WBT** – *6:00 Min*
- Signing in and Getting up to Speed **WBT** – *6:30 Min*
- Introduction to the ED Narrator **WBT** – *6:30 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*
- 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*
- Overview of Inpatient Care with Rover WBT 7:30 Min
- *Document in Flowsheets using Rover WBT – 4:30 Min*
- Patient Tracking **WBT** – *4:30 Min optional*
- Arrival and Patient Search **WBT –** *4:30 Min (optional)*
- Clinical Information Review **WBT** – *8:00 Min (optional)*
- Introduction to Radar **WBT** – *6:00 Min (optional)*
- Overview of Reporting **WBT** – *4:00 Min(optional)*
- Run and Manage Reports **WBT** – *7:00 Min(optional)*
- Modifying the Search Criteria of a Report **WBT –** *9:00 Min(optional)*

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

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

POST GO-LIVE

➢ ASAP - ED Nurse Part 2 **VILT** – *8:00 Hours*
➢ ASAP - ED Nurse Simulation **LAB** – *2:00 Hours*
➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

ED UNIT 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.

PRE-REQUISITE TRACKS REQUIRED TO BE COMPLETED BEFORE:

- ED NURSE
- BH CRISIS WORKER

EXPECTED END USERS:

ED Managers, Directors and Educators

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ Introduction to Radar **WBT** – *6:00 Min*
- ➢ Overview of Reporting **WBT** – *4:00 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*
- ➢ Using Reporting Workbench to Run Reports WBT – 5:30 Min
- ➢ Modifying the Search Criteria of a Report **WBT** – *9:00 Min*

- ➢ ASAP - ED Manger VILT – 4:00 Hours

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

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

POST GO-

- ➢ COG – Slicerdicer **LAB** – 1:00 Hour

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

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

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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 and PESS Mental Health Associates

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for *ASAP* Users **WBT** – *6:00 Min*
- ➢ Introduction to the ED Narrator **WBT** – *6:30 Min*
- ➢ Overview of Shift Change **WBT** – *3:00 Min*

- ➢ ASAP - ED Technician **VILT** – *4:00 Hours*

POST GO-LIVE

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

ED VIEW-ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

As Determined by Leadership

	REQUIRED TRAINING
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Overview of Hyperspace for *ASAP* Users **WBT** – *6:00 Min* ➢ Patient Tracking **WBT** – *4:30 Min*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

HOSPITAL OUTPATIENT DEPARTMENT

ABSTRACTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Abstractor, Trauma Registry

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Finding Patient Information **WBT** – *5:00 Min*
- ➢ Abstractor (Amb) **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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WBT = Web Based Training | *VILT = 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-

➢ 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

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

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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*

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:30 Hours*

- AMB - Clinic Manager **VILT** *– 3:00 Hours*

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

- CAD/PRE - Registration Basics **VILT** *– 4:30 Hours*

- Overview of Making Appointments **WBT** *– 6:300 Min*
- Interpreting Provider Schedules **WBT** *– 3:30 Min*
- Overview of the Department Appointments Report **WBT** *– 3:00 Min*
- Overview of the *Snapboard* **WBT** *– 3:00 Min*
- Overview of Workqueues for Access **WBT** *– 8:00 Min*
- Report Setup **WBT** *– 9:30 Min*
- Balancing Your Cash Drawer **WBT** *– 6:30 Min*
- A Patient's Tour of Welcome **WBT** *– 6:00 Min*
- Overview of MyChart **WBT** *– 7:30 Min*
- Activating Patients for MyChart **WBT** *– 5:00 Min*
- Handling Appointments from MyChart **WBT** *– 2:00 Min*
- Overview of Referrals **WBT** *– 5:00 Min*

- CAD/PRE - Front Desk HOD PART 1 **VILT** *– 8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** *– 8:00 Hours*

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

- PB - Charge Capture VILT *– 8:00 Hours*

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

POST GO-LIVE

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

- COG - SLICERDICER **LAB** – *1:00 Hour*

FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - 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*

- ➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours

POST GO-LIVE

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

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

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

HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

Prerequisites to this Training Track are one of the following:

➢ 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* ➢ CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

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

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HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER

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*

➢ CAD/PRE - 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*

➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
➢ CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours
➢ BCN - Oncology Scheduler **Lab** – *1:00 Hours*

PRE GO-LIVE

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

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

- ➢ CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*

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

TEMPLATE BUILDER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

PRE GO-LIVE

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

- ➢ CAD/PRE - Template Builder **VILT** – *8:00 Hours*

POST GO-LIVE

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

INFECTION PREVENTION

INFECTION PREVENTIONIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Infection Preventionist

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

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

- BUG - Infection Preventionist PART 2 **VILT** – *5:00 Hours*
- COG - Reporting in Epic **VILT** – *4:30 Hours*
- COG - Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

INPATIENT NURSING

INPATIENT ANCILLARY NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Ancillary Nurse, Stroke Coordinator, Bariatric Nurse Coordinator, Ortho Nurse Coordinator, Diabetes Educator, Palliative Care Nurse, VNA (Visiting Nurse Association) Nurse and VNA Hospice 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*
- Nurse Writing Notes **WBT** – *2:30 Min*

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- Nurse Managing Orders **WBT** – *6:30 Min*
- Manage the Care Plan **WBT** – *11:00 Min*
- Document Patient Education **WBT** – *7:30 Min*
- Introduction to Radar **WBT** – *6:00 Min*
- Create a New View of a Radar Dashboard **WBT** – *7:00 Min*
- Modifying the Search Criteria of a Report **WBT** – *9:00 Min*

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

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

- It's Possible … Storyboard **WBT** – *2:30 Min*
- Run and Manage Reports **WBT** – *7:00 Min*
- Overview of Inpatient Care with Rover WBT 7:30 Min
- *Document in Flowsheets using Rover WBT – 4:30 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
-

INPATIENT ADULT NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ Document Infusion Volume **WBT** – *6:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*

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

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

- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

ADDITIONAL

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

- ➢ Nurse Managing Orders **WBT** – *6:30 Min*

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

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

- ➢ Use the Admission Navigator **WBT** – *5:30 Min*
- ➢ Wound Care Image Association **WBT** – *4:30 Min*
- ➢ Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- ➢ Nurse Specimen Collection **WBT** – *6:00 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
- ➢ Overview of Unit Manager **WBT** – *5:00 Min*
- ➢ Overview of the Brain **WBT** – *7:30 Min*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*
- ➢ Patient Pass **WBT** – *14:00 Min*

INPATIENT DIALYSIS NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

> ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
> ➢ Overview of the Snapboard **WBT** – *11:00 Min*

> ➢ CLD - Inpatient Dialysis Nurse **VILT** – *8:00 Hours*

> ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

> ➢ Nurse Reviewing in the Chart **WBT** – *4:00 Min*
> ➢ Administering Blood Products **WBT** – *6:00 Min*
> ➢ Manage the Care Plan **WBT** – *11:00 Min*
> ➢ Document Patient Education **WBT** – *7:30 Min*
> ➢ Document Infusion Volume **WBT** – *6:00 Min*
> ➢ Nurse Managing Orders **WBT** – *6:30 Min*
> ➢ Overview of Inpatient Care with Rover WBT 7:30 Min
> ➢ *Document in Flowsheets using Rover WBT – 4:30 Min*
> ➢ Enter Hospital Charges **WBT** – *4:30 Min*
> ➢ Documenting in Flowsheets **WBT** – *7:00 Min*

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

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

- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ Nurse Specimen Collection **WBT** – *6:00 Min*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢

INPATIENT NURSE MANAGER

TRACK DESCRIPTION:

This track is designed as an additional learning track for Nurse Leaders, Managers, and Supervisors. In this track, the End User will learn how to review the chart, audit for compliance, run reports, and monitor patient safety measures.

PREREQUISITES: *The prerequisite to this track includes to complete one of the following tracks:*

➢ *Inpatient Nurse*
➢ *Inpatient Nurse – Dialysis*
➢ *Inpatient Nurse – Labor and Delivery*
➢ *Inpatient Nurse – Couplet Care (Mother/Baby)*
➢ *Inpatient Nurse – NICU*
➢ *Inpatient Nurse – Pediatric*
➢ *Inpatient Nurse – Oncology*

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

➢ CLD - Inpatient Nurse Manager **VILT** – *5:00 Hours*

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
➢ Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – *6:00 Min*
➢ Overview of the Enterprise Encounter Charge Reconciliation **Report WBT** – *4:30 Min*
➢
➢ Overview of Reporting **WBT** – *4:00 Min*
➢ Introduction to Radar **WBT** – *6:00 Min*

POST GO-LIVE

➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

➢ SLICERDICER **LAB** – *1:00 Hour*

ADDITIONAL RESOURCES

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

➢ Account Maintenance for Clinical Department Managers **WBT** – *7:30 Min*
➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*
➢ Modifying the Search Criteria of a Report **WBT** – *9:00 Min*
➢ Create a New View of a Radar Dashboard **WBT** – *7:00 Min*
➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
➢ EpicCare Inpatient**:** Finding Patient Information **WBT** – *6:00 Min*
➢ Run and Manage Reports **WBT** – *7:00 Min*

INPATIENT VASCULAR ACCESS NURSE

TRACK DESCRIPTION:

This track is desiged for the Inpatient IV Nurses. This course will provide an overview of Epic Hyperspace, how to locate patients require vascaular access device insertion, removal and maintenance. You will also learn how to complete procedural documention , education, write notes and enter orders.

EXPECTED END USERS:

IV Nurse, PICC Nurse, Vascular Access Nurse performing bedside access devices insertion

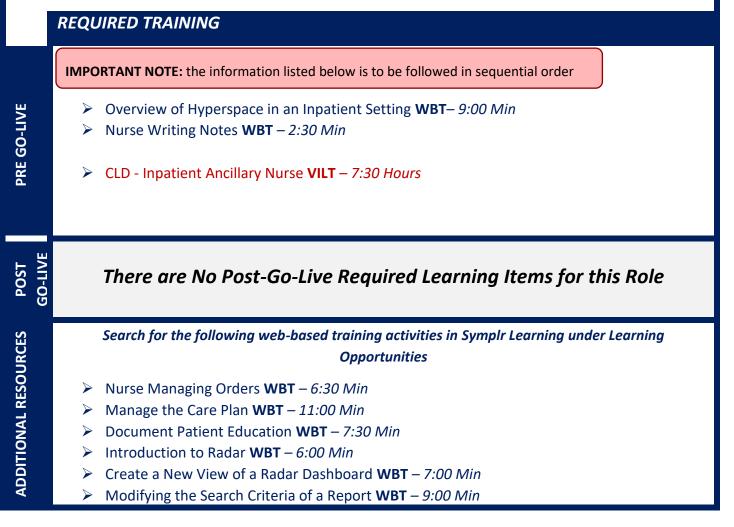|	REQUIRED TRAINING
PRE GO-LIVE	➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min* ➢ EpicCare Inpatient Finding Patient Information WBT—6:00 Min ➢ CLD – Inpatient Vascular Access Nurse **VILT** – 4:30 Hours
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

INPATIENT WOUND CARE NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Wound Care Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- Wound Care Image Association **WBT** – *4:30 Min*

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- Run and Manage Reports **WBT** – *7:00 Min*
- Overview of Inpatient Care with Rover **WBT** 7:30 Min
- *Document in Flowsheets using Rover* **WBT** – *4:30 Min*
- Administer Medications using Rover **WBT**- 4:00 Min
- Introduction to Radar **WBT –** *6:00 Min*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Nurse Managing Orders **WBT** – *6:30 Min*
- Documenting in Flowsheets **WBT** – *7:00 Min*
- Nurse Writing Notes **WBT** – *2:30 Min*
-

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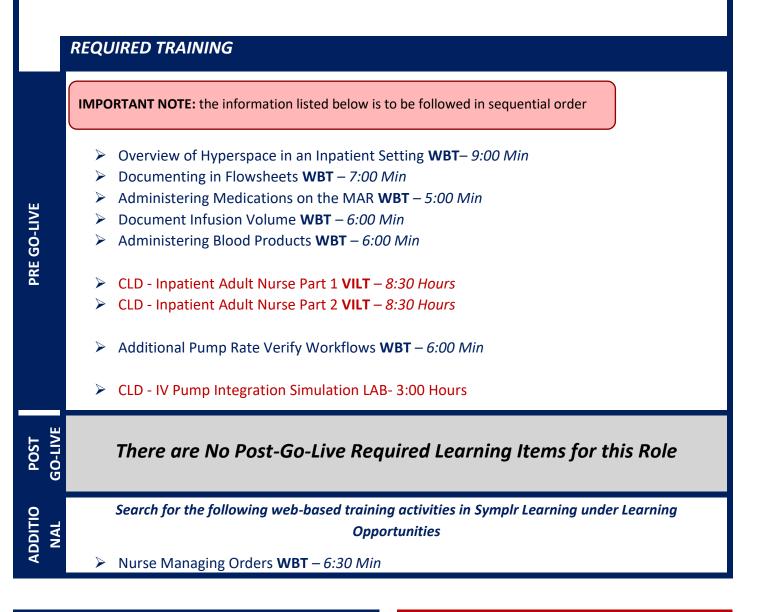
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INPATIENT PEDIATRIC NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Inpatient Pediatric Nurse from Pediatrics and PICU. Inpatient Pediatric Nurse Managers (except L&D, NICU and Special Care Nursery)

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ Document Infusion Volume **WBT** – *6:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*

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

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

- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

ADDITIONAL

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

- ➢ Nurse Managing Orders **WBT** – *6:30 Min*

- ➢ Overview of Unit Manager **WBT** – *5:00 Min*
- ➢ Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- ➢ Use the Admission Navigator **WBT** – *5:30 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*
- ➢ Validating Monitor Data **WBT** – *11:30 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
- ➢ Patient Pass **WBT** – *14:00 Min*

LAB

LAB AP TECH

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Histotechs, Cytotechs

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ BEAK - Lab AP Tech **VILT** – *7:00 Hours*
- ➢ BEAK - Lab AP Tech Practice and Login **LAB** – *2:00 Hours (Optional)*

POST GO-LIVE

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

LAB AP TRANSCRIPTIONIST

TRACK DESCRIPTION:

In this Learning Track, you will learn about resulting a case and modifying a signed-out case (amendments and addendums), receiving anatomic pathology specimens from a submitter, processing send-outs, viewing information in Case Inquiry. You will also be provided an overview of other workflows such as specimen collection and the Follow-Up Work List.

EXPECTED END USERS:

Anatomic Pathology Transcriptionist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of Beaker Anatomic Pathology **WBT** – *6:30 Min*
- ➢ 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*

- ➢ BEAK - Lab AP Transcriptionist **VILT** – *7:00 Hours*
- ➢ BEAK - Lab AP Transcriptionist Practice and Login **LAB** – *2:00 Hours (Optional)*

POST GO-LIVE

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

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

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BLOOD BANK TECH

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Blood Technologist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➤ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➤ Overview of Beaker Clinical Pathology **WBT** – *8:00 Min*
- ➤ Administering Blood Products **WBT** – *6:00 Min*
- ➤ Collecting Specimens **WBT** – *4:00 Min*
- ➤ Receiving Specimens **WBT** – *4:30 Min*
- ➤ Navigating the Outstanding List **WBT** – *4:00 Min*
- ➤ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➤ BEAK - Blood Bank Tech **VILT** – *4:00 Hours*

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

POST GO-

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

CYTOGENETICS / MOLECULAR TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cytogenetic Molecular Technologists

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ BEAK - Cytogenetics/Molecular Technologist **VILT** – *4:00 Hours*
- ➢ BEAK - Medical Technologist – Additional Workflows **VILT** – *7:00 Hours*
- ➢ BEAK - Cytogenetics/Molecular Technologist Practice and Login **LAB** – *2:00 Hours (Optional)*

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

POST GO-LIVE

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

CYTOTECH

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Cytotechs

REQUIRED TRANSING

PRE GO-LIVE

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

> - Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
> - Overview of Beaker Anatomic Pathology **WBT** – *6:30 Min*
> - Documenting Pre-Testing Tasks **WBT** – *6:30 Min*
> - Navigating the Outstanding List **WBT** – *4:00 Min*
> - Building a Case **WBT** - *4:00 Min*
>
> - BEAK - Lab Cytotech **VILT** – *7:00 Hours*
> - BEAK - Lab AP Tech Practice and Login **LAB** – *2:00 Hours (Optional)*

POST GO-LIVE

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

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

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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

<div style="transform: rotate(-90deg)">PRE GO-LIVE</div>

- ➢ 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*

- ➢ CAD/PRE - 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*

- ➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours

- ➢ 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*

- ➢ BEAK - Lab Support **VILT**– *9:00 Hours*
- ➢ BEAK - Lab Support Practice and Login **LAB** – *2:00 Hours (Optional)*
- ➢ Beaker Downtime Specimen Processing **WBT**– *4:00 Min*

POST GO-LIVE

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

LAB SUPPORT WITHOUT FRONT DESK HOD

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Lab Front Desk, Processors and Client Services

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of Beaker Clinical Pathology **WBT** – *8:00 Min*
- ➢ Receiving Specimens **WBT** – *5:00 Min*

- ➢ BEAK - Lab Support **VILT**– *9:00 Hours*
- ➢ BEAK - Lab Support Practice and Login **LAB** – *2:00 Hours (Optional)*

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

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LAB PHLEBOTOMIST WITH FRONT DESK HOD (REGISTRATION)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Lab Phlebotomist

REQUIRED TRAINING

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

PRE GO-LIVE

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

- CAD/PRE - 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*

- CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of Beaker Clinical Pathology **WBT** – *8:00 Min*
- ➢ Collecting Specimens **WBT** – *4:00 Min*
- ➢ Receiving Specimens **WBT** – *4:30 Min*
- ➢ Collecting Specimens with *Rover* for *iOS* **WBT** – *5:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ BEAK - Lab Phlebotomist Part 1—**VILT** – *7:00 Hours*
- ➢ BEAK - Lab Phlebotomist Part 2 – **VILT** – *4:00 Hours*
- ➢ BEAK - Lab Phlebotomist Practice and Login **LAB** – *2:00 Hours (Optional)*

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

POST GO-LIVE

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

LAB PHLEBOTOMIST WITHOUT FRONT DESK HOD (REGISTRATION)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Lab Phlebotomist

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of Beaker Clinical Pathology **WBT** – *8:00 Min*
- ➢ Collecting Specimens **WBT** – *4:00 Min*
- ➢ Receiving Specimens **WBT** – *4:30 Min*
- ➢ Collecting Specimens with *Rover* for *iOS* **WBT** – *5:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ BEAK - Lab Phlebotomist Part 1 --**VILT** – *7:00 Hours*
- ➢ BEAK - Lab Phlebotomist Part 2 – **VILT** – *4:00 Hours*
- ➢ BEAK -Lab Phlebotomist Practice and Login **LAB** – *2:00 Hours (Optional)*

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

POST GO-LIVE

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

LAB SUPERVISOR / MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Lab Supervisor, Lab Anatomic Pathology Manager

REQUIRED TRAINING

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*

- ➢ BEAK -Lab Supervisor / Manager **VILT** – *4:00 Hours*

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

- ➢ Overview of Reporting **WBT** – *4:00 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*

PRE GO-LIVE

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

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

- ➢ COG - SLICERDICER **LAB** – *1:00 Hour*

MEDICAL TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Medical Technologist

REQUIRED TRAINING

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

PRE GO-LIVE

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

- BEAK - Medical Technologist **VILT** – *7:00 Hours*
- BEAK - Medical Technologist – Additional Workflows **VILT** – *7:00 Hours*
- BEAK - Medical Technologist Practice and Login **LAB** – *2:00 Hours (Optional)*

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

POST GO-LIVE

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

MICROBIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Microbiology Technologist

REQUIRED TRAINING

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

PRE GO-LIVE

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

- ➢ BEAK - Microbiology Technologist **VILT** – *4:00 Hours*
- ➢ BEAK - Medical Technologist – Additional Workflows **VILT** – *7:00 Hours*
- ➢ BEAK - Microbiology Technologist Practice and Login **LAB** – *2:00 Hours (Optional)*

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

POST GO-LIVE

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

LABOR & DELIVERY

COUPLET CARE (MOTHER / BABY) NURSE MANAGER

TRACK DESCRIPTION:

In this Learning Track, the mother-Baby and Nursery Nurse will explore the basics of hyperspace, learn how to find and move patients, document assessments, review the delivery summary, review orders, and explore the MAR. , blood product administration and discharging patients for both mothers and babies. 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.

Applicable users will learn about CPN (Centricity Perinatal)Connect – 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, Nurse Director– Couplet Care (Mother/Baby)

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*

- ➢ STK - Couplet Care Nurse PART 1 VILT – *5:00 Hours*
- ➢ STK - Couplet Care Nurse PART 2 VILT – *8:00 Hours*
- ➢ STK - CPN Training VILT – 3:00 Hours
- ➢ CLD - IV Pump Integration Simulation **LAB**- *2:00 Hour*

- ➢ 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*

- ➢ CLD - Inpatient Nurse Manager **VILT** – *5:00 Hours*

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

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

ADDITIONAL RESOURCES

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

- ➢ Advanced Medication Administration on the MAR **WBT** – *11:30 Min*
- ➢ It's Possible: Care Everywhere **WBT** – *1:30 Min*
- ➢ Annotating to the Fetal Strip **WBT** (GE)
- ➢ Bi-Directional Interfaces **WBT** (GE)
- ➢ Connect Compact View **WBT** (GE)
- ➢ Context Sharing **WBT** (GE)
- ➢ Document Patient Education **WBT** – *7:30 Min*
- ➢ Using Infusion Verify **WBT** – *9:30 Min*
- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *10:00 Min*

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

- ➢ Advanced Medication Administration on the Web MAR **WBT –** *12:00 Min*
- ➢ EpicCare Inpatient: Phases of Care **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*
- ➢ It's Possible … Care Everywhere **WBT** – *1:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ EpicCare Inpatient: Finding Patient Information **WBT** – *6:00 Min*
- ➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*

COUPLET CARE (MOTHER / BABY) NURSE WITH CPN

TRACK DESCRIPTION:

In this Learning Track, the mother-Baby and Nursery Nurse will explore the basics of hyperspace, learn how to find and move patients, document assessments, review the delivery summary, review orders, and explore the MAR. , blood product administration and discharging patients for both mothers and babies. . 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.

In addition to learning Epic. users will learn about CPN (Centricity Perinatal)Connect – 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.

OB Inpatient Nurse – Couplet Care (Mother/Baby)

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*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *11:30 Min*
- ➢ Manage the Care Plan **WBT** – *11:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Overview of Inpatient Care with Rover **WBT** 7:30 Min
- ➢ *Document in Flowsheets using Rover* **WBT** – *4:30 Min*

- ➢ STK - Couplet Care Nurse PART 1 **VILT** – *5:00 Hours*
- ➢ STK - Couplet Care Nurse PART 2 **VILT** –*8:00 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 Symplr Learning under Learning Opportunities

➢ Advanced Medication Administration on the MAR **WBT** – *11:30 Min*
➢ It's Possible: Care Everywhere **WBT** – *1:30 Min*
➢ Annotating to the Fetal Strip **WBT** (GE)
➢ Bi-Directional Interfaces **WBT** (GE)
➢ Connect Compact View **WBT** (GE)
➢ Context Sharing **WBT** (GE)

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

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

COUPLET CARE (MOTHER / BABY) NURSE WITHOUT CPN

TRACK DESCRIPTION:

In this Learning Track, the mother-Baby and Nursery Nurse will explore the basics of hyperspace, learn how to find and move patients, document assessments, review the delivery summary, review orders, and explore the MAR. , blood product administration and discharging patients for both mothers and babies. 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. **EXPECTED END USERS:**

OB Inpatient Nurse – Couplet Care (Mother/Baby)

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*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *11:30 Min*
- ➢ Manage the Care Plan **WBT** – *11:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Overview of Inpatient Care with Rover **WBT** 7:30 Min
- ➢ Document in Flowsheets using Rover **WBT** – *4:30 Min*

- ➢ STK - Couplet Care Nurse PART 1 **VILT** – *5:00 Hours*
- ➢ STK - Couplet Care Nurse PART 2 **VILT** – *8:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

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

➢ Advanced Medication Administration on the MAR WBT – *11:30 Min*
➢ It's Possible: Care Everywhere WBT – *1:30 Min*

LABOR & DELIVERY NURSE

TRACK DESCRIPTION:

In this Learning Track, the L&D Nurse will explore the basics of hyperspace, learn how to find and move patients, review orders, medication administration, triage, care plans, and explore assessment flowsheets. The User will also get a deeper dive into documenting in Epic, learning scheduling appointments and cases, documenting a delivery summary, admitting a baby, and blood product administration. In addition, the L&D Nurse will be introduced to Navigators and flowsheets used in both Postpartum and the Nursery in the event floating to these units is necessary. . 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.
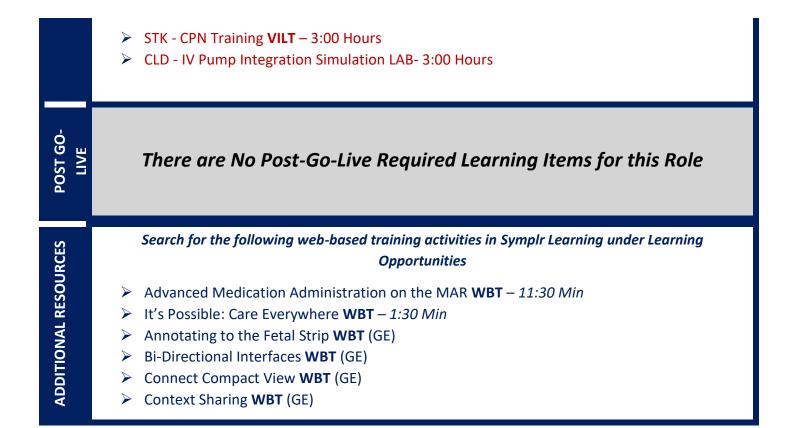
Users will be learning about CPN (Centricity Perinatal) – CPN (known to some of you as Centricity or QS) is the fetal monitoring application that we will be continuing to use with our conversion to Epic. You will learn the new features that accompany the complete integration with Epic. You will explore 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*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *11:30 Min*
- ➢ Manage the Care Plan **WBT** – *11:00 Min*
- ➢ Administering Blood Products **WBT** – *6:00 Min*
- ➢ Overview of Inpatient Care with Rover **WBT** 7:30 Min

- ➢ Document in Flowsheets using Rover **WBT** – 4:30 Min
- ➢ Administering Blood Products **WBT** – *6:00 Min*

- ➢ STK - Labor & Delivery Nurse PART 1 **VILT** – 5:00 Hours
- ➢ STK - Labor & Delivery Nurse PART 2 **VILT** – 8:00 Hours
- ➢ STK - Labor & Delivery Nurse PART 3 **VILT** – 4:00 Hours
- ➢ STK - CPN Training **VILT** – 3:00 Hours
- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

ADDITIONAL RESOURCES

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

- ➢ Advanced Medication Administration on the MAR **WBT** – *11:30 Min*
- ➢ It's Possible: Care Everywhere **WBT** – *1:30 Min*
- ➢ Annotating to the Fetal Strip **WBT** (GE)
- ➢ Bi-Directional Interfaces **WBT** (GE)
- ➢ Connect Compact View **WBT** (GE)
- ➢ Context Sharing **WBT** (GE)

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 User will also get a deeper dive into documenting in Epic, learning scheduling appointments and cases, documenting a delivery summary, admitting a baby, and blood product administration. In addition, the L&D Nurse will be introduced to Navigators and flowsheets used in both Postpartum and the Nursery in the event floating to these units is necessary. . 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.

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, Nurse Director– Labor & Delivery

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in a Labor and Delivery Setting **WBT** – *9:00 Min*
- ➢ Overview of the L&D Grease Board **WBT** – *3:30 Min*
- ➢ Overview of the L&D Manager **WBT** – *5:30 Min*
- ➢ 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*

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

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

- Nurse Writing Notes **WBT** – *2:30 Min*
- Nurse Managing Orders **WBT** – *6:30 Min*
- Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- Documenting IV Fluids and Medication Drips **WBT** – *11:30 Min*
- Manage the Care Plan **WBT** – *11:00 Min*
- Administering Blood Products **WBT** – *6:00 Min*
- Overview of Inpatient Care with Rover **WBT** 7:30 Min
- Document in Flowsheets using Rover **WBT** – *4:30 Min*

- STK - Labor & Delivery Nurse PART 1 VILT – 5:00 Hours
- STK - Labor & Delivery Nurse PART 2 VILT – 8:00 Hours
- STK - Labor & Delivery Nurse PART 3 **VILT** – 4:00 Hours
- STK - CPN Training **VILT** – 3:00 Hours
- CLD - IV Pump Integration Simulation LAB- 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*

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

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

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

Additional Resources

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

- Advanced Medication Administration on the MAR **WBT** – *11:30 Min*
- It's Possible: Care Everywhere **WBT** – *1:30 Min*
- Annotating to the Fetal Strip **WBT** (GE)
- Bi-Directional Interfaces **WBT** (GE)
- Connect Compact View **WBT** (GE)
- Context Sharing **WBT** (GE)
- Document Patient Education **WBT** – *7:30 Min*
- Using Infusion Verify **WBT** – *9:30 Min*

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

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

POST GO-LIVE

- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *10:00 Min*
- ➢ Advanced Medication Administration on the Web MAR **WBT –** *12:00 Min*
- ➢ EpicCare Inpatient: Phases of Care **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*
- ➢ It's Possible … Care Everywhere **WBT** – *1:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ EpicCare Inpatient: Finding Patient Information **WBT** – *6:00 Min*
- ➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*

- ➢ COG - SLICERDICER **LAB** – *1:00 Hour*

LABOR & DELIVERY UNIT CLERK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

OB Unit Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in a Labor and Delivery Setting **WBT** – *9:00 Min*
- ➢ Overview of the L&D Grease Board **WBT** – *3:30 Min*
- ➢ Overview of the L&D Manager **WBT** – *5:30 Min*
- ➢ Enter Hospital Charges **WBT** – *4:30 Min*

- ➢ STK - Labor & Delivery Unit Clerk **VILT** – *5:00 Hours*

POST GO-LIVE

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

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

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LACTATION CONSULTANT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

OB Lactation Consultant

REQUIRED TRAINING

PRE GO-LIVE

➢ 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*

➢ STK - Lactation Consultant VILT – 7:00 Hours

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

POST GO-LIVE

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

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

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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:

Inpatient Nurses - NICU

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*
- Overview of the Brain **WBT** – *7:30 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*
- Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- Administering Blood Products **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*

- STK - NICU Nurse Part 1 **VILT** – *8:00 Hours*
- STK - NICU Nurse Part 2 **VILT** – *8:00 Hours*
- CLD - IV Pump Integration Simulation LAB- *3:00 Hours*

PRE GO-LIVE

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

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POST GO-LIVE

Additional Resources

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

- ➢ Managing the Care Plan for Nurses **WBT** – *9:00 Min*
- ➢ Document Patient Education **WBT** – *7:30 Min*
- ➢ Using Infusion Verify **WBT** – *9:30 Min*
- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *10:00 Min*
- ➢ Advanced Medication Administration on the Web MAR **WBT –** *12:00 Min*
- ➢ EpicCare Inpatient: Phases of Care **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*

NICU NURSE MANAGER

TRACK DESCRIPTION:

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

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:

Inpatient Nurse Manager, Director, - NICU

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*
- ➢ Overview of the Brain **WBT** – *7:30 Min*
- ➢ Documenting in Flowsheets **WBT** – *7:00 Min*
- ➢ Administering Medications on the MAR **WBT** – *5:00 Min*
- ➢ Document Infusion Volume **WBT** – *6:00 Min*
- ➢ Nurse Specimen Collection **WBT** – *6:00 Min*
- ➢ Manage LDAs Using the LDA Avatar **WBT** – *3:30 Min*
- ➢ Administering Blood Products **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*

- ➢ STK - NICU Nurse Part 1 **VILT** – *8:00 Hours*
- ➢ STK - NICU Nurse Part 2 **VILT** – 8:00 Hours
- ➢ CLD - IV Pump Integration Simulation LAB- 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*

- ➢ CLD - Inpatient Nurse Manager **VILT** – *5:00 Hours*

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

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

- ➢ COG - SLICERDICER **LAB** – *1:00 Hour*

Additional Resources

- ➢ Managing the Care Plan for Nurses **WBT** – *9:00 Min*
- ➢ Document Patient Education **WBT** – *7:30 Min*
- ➢ Using Infusion Verify **WBT** – *9:30 Min*
- ➢ Additional Pump Rate Verify Workflows **WBT** – *6:00 Min*
- ➢ Documenting IV Fluids and Medication Drips **WBT** – *10:00 Min*
- ➢ Advanced Medication Administration on the Web MAR **WBT –** *12:00 Min*
- ➢ EpicCare Inpatient: Phases of Care **WBT** – *6:00 Min*
- ➢ Validating Monitor Data **WBT** – *11:30 Min*
- ➢ It's Possible … Care Everywhere **WBT** – *1:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ EpicCare Inpatient: Finding Patient Information **WBT** – *6:00 Min*
- ➢ EpicCare Inpatient: Managing Orders **WBT** – *9:00 Min*

ONCOLOGY

HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ 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*

- ➢ CAD/PRE - 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*

- ➢ CAD/PRE - Front Desk HOD PART 1 **VILT** – *8:00 Hours*

- CAD/PRE - Front Desk HOD PART 2 **VILT** – 8:00 Hours
- BCN - 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*
- Completing Authorization and Certification **WBT** – *8:30 Min*
- Overview of Referrals **WBT** – *5:00 Min*
- Overview of Benefit Collection **WBT** – *3:30 Min*

- CAD/PRE - Hospital Authorization User **VILT** – *4:30 Hours*

POST GO-LIVE

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

PEDIATRIC ONCOLOGY NURSE (INPATIENT)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Pediatric Oncology Inpatient Nurse, Pediatric 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*
- 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*

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

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

- CLD - IV Pump Integration Simulation LAB- 3:00 Hours

- Overview of Beacon Treatment Plans **WBT** – *5:00 Min*
- Overview of Therapy Plans – Nurse **WBT** – *4:00 Min*

ADDITIONAL RESOURCES

Search for the following web-based training activities in Symplr 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

INPATIENT ONCOLOGY NURSE

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*

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

- ➢ BCN - Inpatient Oncology Nurse **VILT** – *4:00 Hours*

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

- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

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

RADIATION ONCOLOGY NURSE (INPATIENT/OUTPATIENT)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiation Oncology Nurse (Outpatient/Inpatient)

REQUIRED TRAINING

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

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

AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:00 Hours*

- Introduction to MyChart Bedside **WBT** – *1:30 Min*
- Sex, Gender, and Clinical Decision Support **WBT** – *6:30 Min*
- Using Pump Rate Verify **WBT** – *5:00 Min*
- Overview of MyChart Bedside **WBT** – *5:00 Min*

PRE GO-LIVE

- ➢ 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*

- ➢ BCN - Radiation Oncology Nurse **VILT** – *2:00 Hours*
- ➢ CLD - IV Pump Integration Simulation LAB- 3:00 Hours

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

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

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

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

TUMOR REGISTRAR (INPATIENT/OUTPATIENT)

TRACK DESCRIPTION:

This track is designed for the Tumor Registrars.

EXPECTED END USERS:

Tumor Registrars

	REQUIRED TRAINING
PRE GO-LIVE	➤ BCN - Tumor Registrar **Lab** – *1:00 Hour*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

PATIENT ACCESS

FINANCIAL COUNSELOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Financial Counselor, PB Financial Counselor, Transplant Financial Counselor

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE- Registration Basics **VILT** *– 4:30 Hours*

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

- ➢ CAD/PRE- Financial Counselor **VILT** *– 4:00 Hours*

- ➢ Check-In and Register Appointments in an HOD **WBT –** *7:00 Min*
- ➢ Checking-In a Patient with Incorrect Registration Information **WBT** *– 6:00 Min*

POST GO-LIVE

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

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

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FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE- 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*

- ➢ CAD/PRE- Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE- Front Desk HOD PART 2 **VILT** – *8:00 Hours*

POST GO-LIVE

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

HOSPITAL AUTHORIZATION USER - WITH PREREQUISITES

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Central Scheduler, Patient Access Rep, Hospital Outpatient Departments

Prerequisites to this Training Track are one of the following:

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

REQUIRED TRAINING
PRE GO-LIVE
➢ Completing Authorization and Certification **WBT** – _8:30 Min_
➢ Overview of Referrals **WBT** – _5:00 Min_
➢ Overview of Benefit Collection **WBT** – _3:30 Min_
➢ CAD/PRE- Hospital Authorization User **VILT** – _4:30 Hours_
POST GO-LIVE
There are No Post-Go-Live Required Learning Items for this Role

HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ 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*

- ➢ CAD/PRE- 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*

- ➢ CAD/PRE- Front Desk HOD PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE- Front Desk HOD PART 2 **VILT** – 8:00 Hours
- ➢ BCN-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*
- ➢ Completing Authorization and Certification **WBT** – *8:30 Min*
- ➢ Overview of Referrals **WBT** – *5:00 Min*
- ➢ Overview of Benefit Collection **WBT** – *3:30 Min*

- ➢ CAD/PRE- Hospital Authorization User **VILT** – *4:30 Hours*

POST GO-LIVE

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

PATIENT ACCESS

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE- Registration Basics **VILT** – *4:30 Hours*

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

- ➢ CAD/PRE- Patient Access PART 1 **VILT** – *8:00 Hours*
- ➢ CAD/PRE- Patient Access PART 2 **VILT** – *7:00 Hours*

POST GO-LIVE

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

PATIENT ACCESS ADMISSION SUPERVISOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

PRE GO-LIVE

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

- CAD/PRE- Registration Basics **VILT** – *4:30 Hours*

- Overview of Workqueues for Access **WBT** – *8:00 Min*
- Overview of Event Management **WBT** – *6:30 Min*
- Overview of Patient Station for Access Users **WBT** – *4:00 Min*
- Overview of Reporting **WBT** – *4:00 Min*
- Document ADT Events During a Downtime using BCA Web Data Entry **WBT** – *6:30 Min*

- Overview of the L&D Manager **WBT** – *5:30 Min*
- Overview of the L&D Grease Board – *3:30 Min*
- Arrival and Patient Search **WBT** – *4:30 Min*

- CAD/PRE- Patient Access PART 1 **VILT** – *8:00 Hours*
- CAD/PRE- Patient Access PART 2 **VILT** – *7:00 Hours*

➤ CAD/PRE- Patient Access Admission Supervisor **VILT** – *3:00 Hours*

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

PATIENT MOVEMENT

BED PLANNER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Bed Planner

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Patient Station for Access Users **WBT** – *4:00 Min*
- Overview of Bed Planning **WBT** – *8:30 Min*
- Discharging Patients **WBT** – *6:00 Min*

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

- Overview of Event Management **WBT** – *6:30 Min*
- Transferring and Updating Patients **WBT** – *10:00 Min*
- Overview of Unit Manager **WBT** – *5:00 Min*
- Document ADT Events During a Downtime Using BCA Web Data Entry **WBT** – *6:30 Min*
- 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*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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 ➢ GC-EVS Staff **VILT** – *2:30 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***
Additional Resources	***Add the previous WBTs here for reference***

EVS MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Environmental Services Supervisor, Environmental Services Manager

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ GC-EVS Manager **VILT** – *3:30 Hours*

POST GO-LIVE

- ➢

HOSPITAL INFO DESK - VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Hospital Info Desk Users

	REQUIRED TRAINING
PRE GO-LIVE	➢ Hospital Information Desk – Patients and Patient Lookup **TIPSHEET** ➢ Hospital Information Desk – Service Tasks **TIPSHEET**
POST GO-LIVE	*There are No Post-Go-Live Required Learning Items for this Role*

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 ➢ GC-Transporter **VILT** – *2:30 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***
Additional Resources	***Add the previous WBTs here for reference***

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
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Managing Transport **WBT** – *11:00 Min* ➢ GC-Transport Manager **VILT** – *4:30 Hours*
POST GO-LIVE	

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*

- ➢ WIP - Inpatient Pharmacy Technician **VILT** – *5:00 Hours*

POST GO-LIVE

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

PHARMACY STUDENT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Pharmacy Student

REQUIRED TRAINING

PRE GO-LIVE

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

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

POST GO-LIVE

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

QUALITAS - VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Qualitas Read Only Pharmacy Associates

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace **WBT** – *12:00 Min*
- ➢ Clinical Information Review – **WBT** – *8:00*
- ➢ Finding Patient Information **WBT** – *4:30 Min*
- ➢ Complete Common Pharmacy Tasks **WBT** – *9:00 Min*

POST GO-LIVE

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

RADIOLOGY

BREAST IMAGING COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Breast Imaging Coordinator, Breast Imaging Nurse, Lung Screening Coordinator

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ RAD/END - Breast Imaging Coordinator **VILT** – *5:00 Hours*

POST GO-LIVE

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

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

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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

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Technologists Work List **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Radiant Appointment Follow Up Needed **WBT** – 6:00 Min
- ➢
- ➢ RAD/END - Breast Imaging Technologist **VILT** – *5:00 Hours*

POST GO-LIVE

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

INTERVENTIONAL NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiology Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ RAD/END - Interventional Nurse **VILT** – *7:00 Hours*

POST GO-LIVE

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

INTERVENTIONAL TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Interventional Radiology Technologist, Radiology Lead Interventional Technologist

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- Overview of Report Settings **WBT** – *4:30 Min*
- Introduction to Ancillary Orders **WBT** – *3:00 Min*
- Overview of the Technologists Work List **WBT** – *3:00 Min*
- Overview of the Snapboard **WBT** – *3:00 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*
- Radiant Appointment Follow Up Needed **WBT** – 6:00 Min
- Radiant Patient Rad Status **WBT** – 3:00 Min

- RAD/END - Interventional Technologist **VILT** – *5:00 Hours*

POST GO-LIVE

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

NON-INVASIVE RADIOLOGY TECHNOLOGIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Technologists Work List **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Radiant Appointment Follow Up Needed **WBT** – 6:00 Min
- ➢ Radiant Patient Rad Status **WBT** – 3:00 Min

- ➢ RAD/END - Non-Invasive Radiology Technologist **VILT** – *7:00 Hours*

POST GO-LIVE

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

RADIOLOGY FRONT DESK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiology Front Desk, Radiology File Room

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Radiant Appointment Follow Up Needed **WBT** – 6:00 Min
- ➢ Radiant Patient Rad Status **WBT** – 3:00 Min

- ➢ RAD/END - Radiology Front Desk / File Room Clerk **VILT** – *4:00 Hours*

- ➢ HIM - Acute Care Scanning **VILT** – *4:00 Hours*

POST GO-LIVE

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

RADIOLOGY MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Radiology Manager

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Outpatient Setting **WBT** – *9:30 Min*
- ➢ Overview of the Manager Dashboard **WBT** – *5:00 Min*
- ➢ Overview of Charge Capture Workflows **WBT** – *8:00 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ Overview of the Technologist Worklist **WBT** – *3:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Radiant Appointment Follow Up Needed **WBT** – 6:00 Min
- ➢ Radiant Patient Rad Status **WBT** – 3:00 Min

- ➢ RAD/END - Radiology Manager **VILT** – *4:00 Hours*

- ➢ OP/AN - Charge Poster **VILT** – *3:00 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*

- ➢ 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*

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

POST GO-LIVE

REHAB

INPATIENT THERAPIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Occupational Therapist, Physical Therapist, Speech & Language Pathologist, Certified Occupational Therapy Assistant, Therapy Student
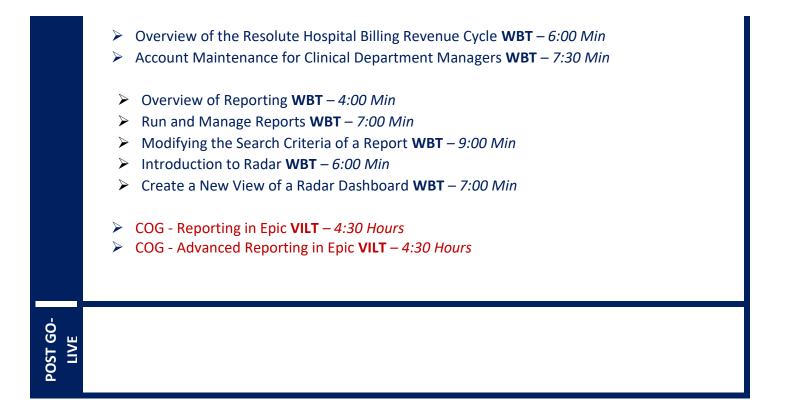
REQUIRED TRAINING

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

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*
- Nurse Reviewing in the Chart **WBT** – *4:00 Min*
- Overview of Writing Notes **WBT** – *9:30 Min*
- Nurse Writing Notes **WBT** – *2:30 Min*
- Overview of the Snapboard **WBT** – *3:00 Min*
- Enter Hospital Charges **WBT** – *4:30 Min*
- Epic EMR Success **WBT** – *14:00 Min*

- REH - Inpatient Therapist **VILT** – *4:30 Hours*

POST GO-LIVE

- It's Possible … Chart Search in Storyboard **WBT** – *1:30 Min*
- It's Possible … Wrap-Up Tips **WBT** – *1:00 Min*
- It's Possible … QuickActions: QuickNotes **WBT** – *1:00 Min*
- It's Possible … InBasket: My Lists **WBT** – *1:30 Min*

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

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

- ➢ 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*

INPATIENT THERAPY 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 unit and those you manage, to help improve efficiency in your unit.

EXPECTED END USERS:

Inpatient Therapy Managers

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*

- ➢ REH - Inpatient Therapist **VILT** – *4:30 Hours*
- ➢ HB Biller **VILT :**
- ➢ HB Power User **VILT :**

POST GO-LIVE

- ➢ It's Possible … Chart Search in Storyboard **WBT** – *1:30 Min*
- ➢ It's Possible … Wrap-Up Tips **WBT** – *1:00 Min*
- ➢ It's Possible … QuickActions: QuickNotes **WBT** – *1:00 Min*

- It's Possible **…** InBasket: My Lists **WBT** – *1:30 Min*
- It's Possible … InBasket Personalization **WBT** – *1:30 Min*
- It's Possible … Personalize Your Space – Storyboard **WBT** – *2:00 Min*
- It's Possible … Sharing SmartPhrases **WBT** – *1:30 Min*
- It's Possible … Keyboard Shortcuts Part 1 **WBT** – *1:00 Min*
- It's Possible … Keyboard Shortcuts Part 2 **WBT** – *1:00 Min*
- It's Possible … Care Everywhere WBT – *1:30 Min*

REPORTING

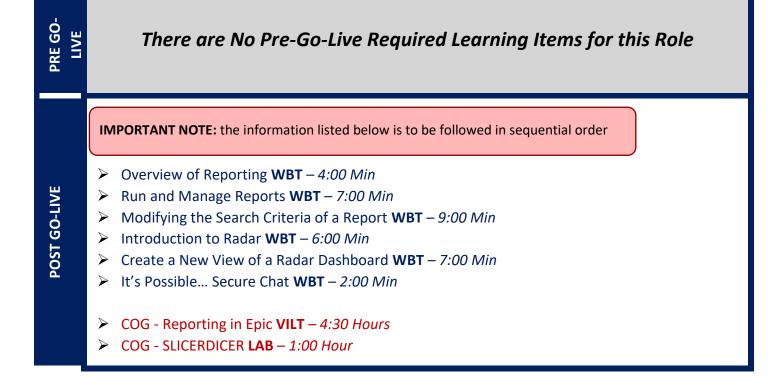## MANAGER REPORTING

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Department Managers that do Reporting

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

REQUIRED TRAINING

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*

- ➢ COG - Reporting in Epic **VILT** – *4:30 Hours*
- ➢ COG - SLICERDICER **LAB** – *1:00 Hour*

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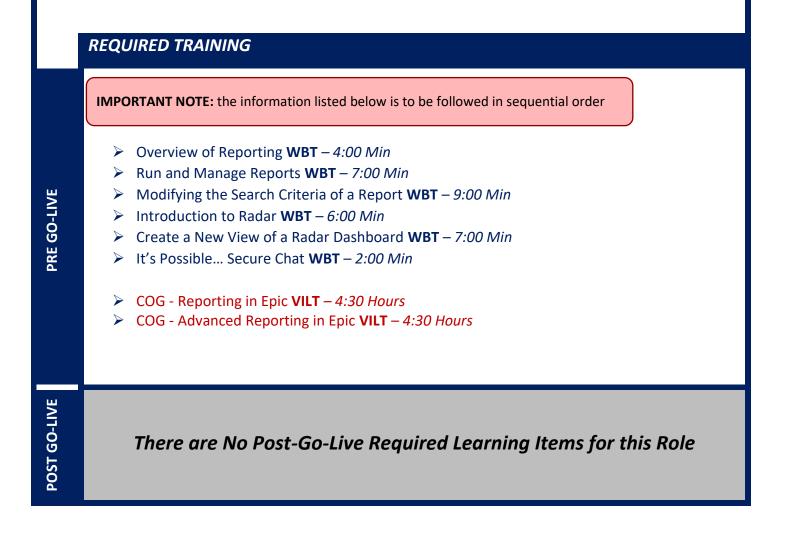
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REPORTING POWER USER

TRACK DESCRIPTION:

In this learning track, the End User will learn an overview of the reporting functionality. Reporting Users will learn more options for report criteria, including using date range, adding display columns, adding a summary, and printing reports. Details of SlicerDicer will also be explored. Upon completion of this class Reporting Users are considered Power Users.

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*

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

POST GO-LIVE

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

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

SLICERDICER - *(Voluntary Track)*

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Voluntary Track

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

RESEARCH

RESEARCH COORDINATOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

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

- RSH - Research Coordinator VILT – 9:00 Hours
- RSH - 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*

PRE GO-LIVE

SURGICAL SERVICES

CHARGE POSTER

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to capture and post charges in Epic. Facilitate management of OR & procedural documentation errors.

EXPECTED END USERS:

Charge Poster and Materials Management

	REQUIRED TRAINING
PRE GO-LIVE	**IMPORTANT NOTE:** the information listed below is to be followed in sequential order ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min* ➢ Capturing Charges in OpTime **WBT** – *5:00 Min* ➢ It's Possible… Secure Chat **WBT** – *2:00 Min* ➢ OP/AN - Charge Poster **VILT** – *3:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

DAY SURGERY NURSE

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to document Pre-Arrival documentation, overview of Care Everywhere, document assessments, medications, & case tracking events. Preoperative check list, order entry, document preprocedural call, and discharge documentation process. Documenting and entering POCT Labs, Phase Documentation.

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ OP/AN - Day Surgery Nurse **VILT** – *4:00 Hours*

POST GO-LIVE

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

ENDOSCOPY NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Endoscopy Nurse

REQUIRED TRAINING

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

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*
- ➢ Administering Blood Products **WBT** – *6:00 Min*

- ➢ OP/AN - Day Surgery Nurse **VILT** – *4:00 Hours*
- ➢ RAD/END - Endoscopy Nurse **VILT** – *7:00 Hours*
- ➢ OP/AN - PACU Nurse **VILT** – *6:00 Hours*

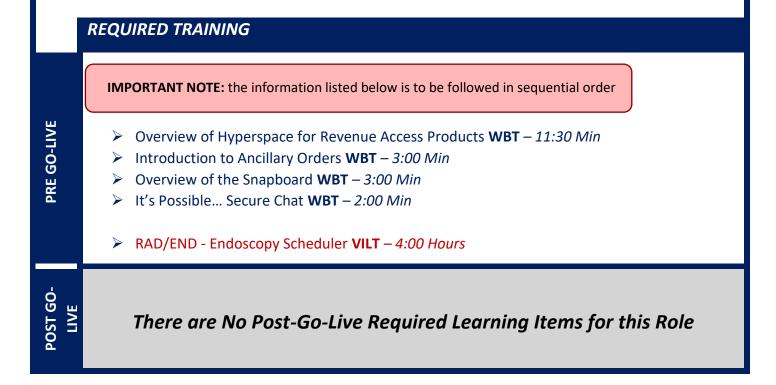*There are No Post-Go-Live Required Learning Items for this Role*

ENDOSCOPY SCHEDULER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Endoscopy Scheduler

REQUIRED TRANSLATION

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for Revenue Access Products **WBT** – *11:30 Min*
- ➢ Introduction to Ancillary Orders **WBT** – *3:00 Min*
- ➢ Overview of the Snapboard **WBT** – *3:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ RAD/END - Endoscopy Scheduler **VILT** – *4:00 Hours*

POST GO-LIVE

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

INTRA-OP NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ OP/AN - Intra-Op Nurse **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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MATERIALS MANAGEMENT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Materials Management

REQUIRED TRAINING

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

PRE GO-LIVE

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

POST GO-LIVE

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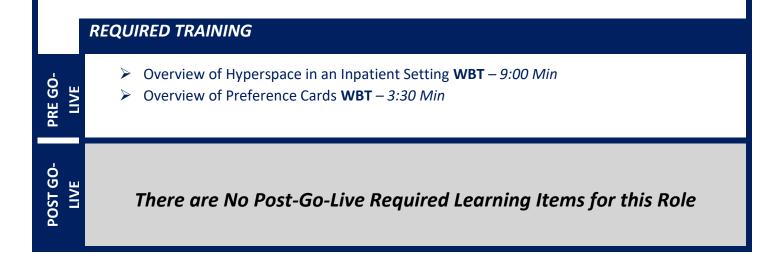
OPTIME ANESTHESIA VIEW-ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Anesthesia Tech, Anesthesia Admin, Anesthesia 3rd Party Billers

	REQUIRED TRAINING
PRE GO-LIVE	➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min* ➢ Overview of Preference Cards **WBT** – *3:30 Min*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

OR MANAGER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

OR Manager, Endoscopy Manager, OR Scheduling Manager, PACU Nurse Manager, Pre-Op Manager, OR Service Lead (OR Service lead will not need reporting in EPIC or SLICERDICER Lab)

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ 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*

- ➢ OP/AN - OR Manager **VILT** – *3:00 Hours*
- ➢ OP/AN - Charge Poster **VILT** – *3:00 Hours*

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

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

OR - VIEW ONLY

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to print schedules or preference cards. This Training track will allow the End User to have Epic View Only Access.

EXPECTED END USERS:

OR Techs and Central Sterile Staff

REQUIRED TRAINING

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Overview of the Navigator **WBT** – *3:30 Min*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Case Creation and Scheduling **WBT** – *6:30 Min*

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

PACU NURSE

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to find a patient using the Status Board, document Events, Orders Management, document Assessments and Monitoring, and discharge documentation for the patient. Blood administration, medication administration, device integration as well as case tracking events & anesthesia handoff.

EXPECTED END USERS:

PACU Nurse, PACU Nurse Manager, Preop Nurse, Endoscopy Nurse

REQUIRED TRAINING

PRE GO-LIVE

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

➢ 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*

➢ OP/AN - PACU Nurse **VILT** – *5:00 Hours*

POST GO-LIVE

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

PAT NURSE

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Chart Prep Nurse, PAT Nurse, Peri-op Nurse Practitioners

REQUIRED TRAINING

PRE GO-LIVE

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

- 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*
- Preprocedural 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*

- OP/AN - PAT Nurse **VILT** – *4:00 Hours*

POST GO-LIVE

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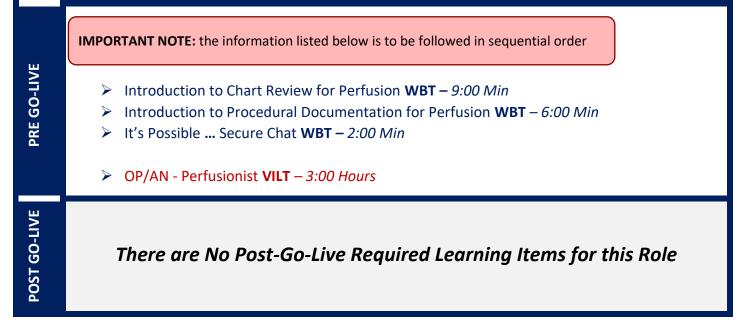
PERFUSIONIST

TRACK DESCRIPTION:

This class is specifically designed for the Perfusionist.

The class will introduce the perfusionist to the Hyperspace tools to; Find their patient, Review Patient Information, Document important Events and Monitor Perfusion patients throughout their OR case.

EXPECTED END USERS:

Perfusionists

REQUIRED TRAINING

PRE GO-LIVE

➢ Introduction to Chart Review for Perfusion **WBT –** *9:00 Min*
➢ Introduction to Procedural Documentation for Perfusion **WBT –** *6:00 Min*
➢ It's Possible **…** Secure Chat **WBT –** *2:00 Min*

➢ OP/AN - Perfusionist **VILT –** *3:00 Hours*

POST GO-LIVE

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

PREFERENCE CARD BUILDER

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to create, maintain, and update preference cards using the Preference Card Activity. The End User will learn how to use Global Substitution activity to update supplies and medications. The End User will learn how to use the In Basket activity for preference card update request , Preference Card Activity, and Preference Card Maintenance Dashboard.
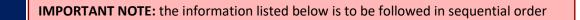
EXPECTED END USERS:

Charge Nurse, OR Service Lead, Preference Card Builder, Surgical Techs, and OR Nurse Manager

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Overview of Preference Cards **WBT** – *3:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ OP/AN - Preference Card Builder **VILT** – *3:30 Hours*

POST GO-LIVE

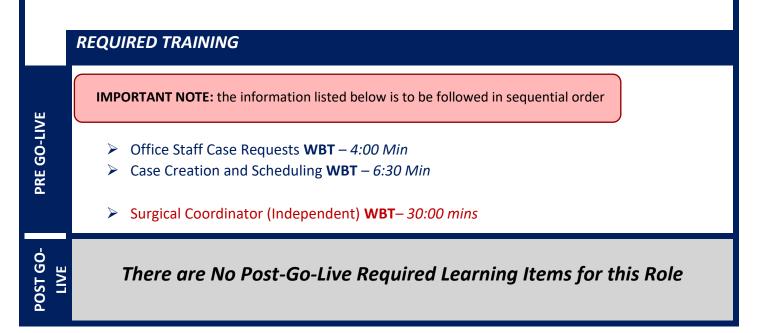### *There are No Post-Go-Live Required Learning Items for this Role*

SURGICAL COORDINATOR (INDEPENDENT)

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use Prep for Procedure Case Entry. Placing a case request order that will then get routed to the hospital onsite surgical staff to be placed in an OR .

EXPECTED END USERS:

Users that request surgical cases in both independent. They do not work in the hospital scheduling desk.

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Office Staff Case Requests **WBT** – *4:00 Min*
- ➢ Case Creation and Scheduling **WBT** – *6:30 Min*

- ➢ Surgical Coordinator (Independent) **WBT** – *30:00 mins*

POST GO-LIVE

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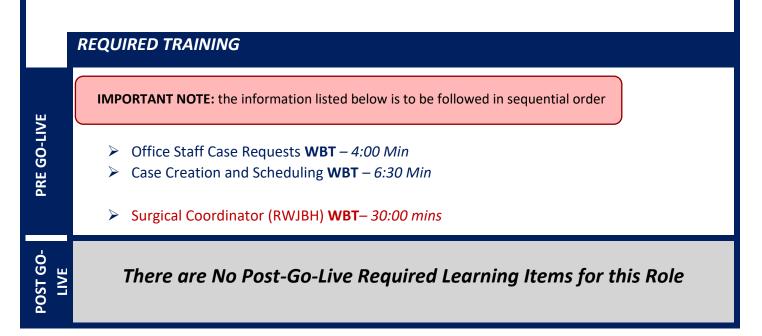

SURGICAL COORDINATOR (RWJBH)

TRACK DESCRIPTION:

In this Training Track, the End User will learn how to use Prep for Procedure Case Entry. Placing a case request order that will then get routed to the hospital onsite surgical staff to be placed in an OR .

EXPECTED END USERS:

Users that request surgical cases in owned offices. They do not work in the hospital scheduling desk.

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Office Staff Case Requests **WBT** – *4:00 Min*
➢ Case Creation and Scheduling **WBT** – *6:30 Min*

➢ Surgical Coordinator (RWJBH) **WBT**– *30:00 mins*

POST GO-LIVE

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

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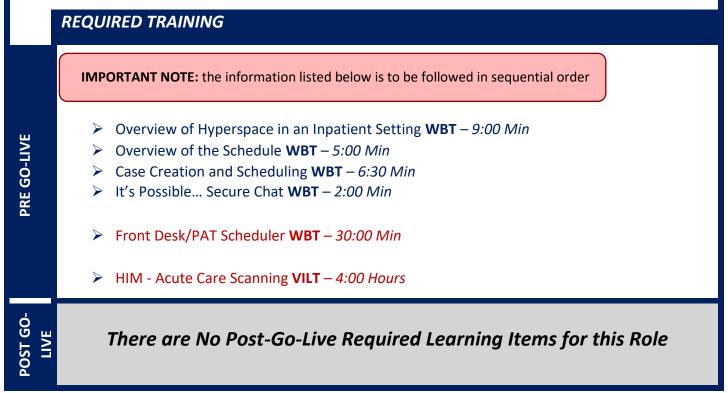
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OR FRONT DESK / PAT SCHEDULER

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:

PAT Schedulers and Unit on-site Front Desk Staff

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT** – *9:00 Min*
- ➢ Overview of the Schedule **WBT** – *5:00 Min*
- ➢ Case Creation and Scheduling **WBT** – *6:30 Min*
- ➢ It's Possible... Secure Chat **WBT** – *2:00 Min*

- ➢ Front Desk/PAT Scheduler **WBT** – *30:00 Min*

- ➢ HIM - Acute Care Scanning **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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

OR SURGERY SCHEDULER

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.

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*

➢ OP/AN – OR Surgery Scheduler **VILT** – *3:00 Hours*

➢ HIM - Acute Care Scanning **VILT** – *4:00 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH

EMERGENCY SCREENING

CRISIS/PESS INTERVENTION SPECIALIST

TRACK DESCRIPTION:

In this learning track, the Crisis Intervention Specialist will learn how to chart the intervention, stabilization, and treatment provided to patients who present to the Emergency Screening Department.

EXPECTED END USERS:

Crisis Worker Mental Health Screener

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*
➢ Arrival and Patient Search **WBT** – *4:30 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*

➢ BH - Crisis Intervention Specialist **VILT** – *7:30 Hours*

POST GO-LIVE

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

CRISIS/PESS INTERVENTION MANAGER

TRACK DESCRIPTION:

In this learning track, the Crisis Intervention Specialist will learn how to chart the intervention, stabilization, and treatment provided to patients who present to the Emergency Screening Department.

EXPECTED END USERS:

Crisis Worker Mental Health Screener

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace for *ASAP* Users **WBT** – *6:00 Min*
- Patient Tracking **WBT** – *4:30 Min*
- Arrival and Patient Search **WBT** – *4:30 Min*
- 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*

- BH - Crisis Intervention Specialist **VILT** – *7:30 Hours*
- BH – Mobile Screener **VILT** – 8*:00 Hours*
- BH – Manager Workshop **VILT** – *3:00 Hours*

- 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*

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

POST GO-LIVE

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

MOBILE SCREENING

TRACK DESCRIPTION:

In this learning track, the Crisis Intervention Specialist will learn how to chart the intervention, stabilization, and treatment provided to patients supported through Mobile Outreach.

EXPECTED END USERS:

Mental Health Screener and Mobile Screeners

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for *ASAP* Users **WBT** – *6:00 Min*
- ➢ Patient Tracking **WBT** – *4:30 Min*
- ➢ Arrival and Patient Search **WBT** – *4:30 Min*
- ➢ 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*

- ➢ BH - Crisis Intervention Specialist **VILT** – *7:30 Hours*
- ➢ BH – Mobile Screener **VILT** – 8*:00 Hours*

POST GO-LIVE

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

INPATIENT

BEHAVIORAL HEALTH CLINICIAN (INPATIENT)

TRACK DESCRIPTION:

This track is designed for the Social Worker who work in the inpatient hospital setting.

EXPECTED END USERS:

Social Worker, Psychologist, Patient Navigator, Co-occurring Disorder Specialist, Mental Health Worker and Mental Health Clinician

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ EpicCare Inpatient: Writing Notes WBT – 3:00 Min
- ➢ It's Possible…Care Everywhere 1:30 Min
- ➢ Document Patient Education WBT – 7:30 Min
- ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

- ➢ BH – Clinicians Part 1 (Inpatient) **VILT** – *4:00 Hours*
- ➢ BH – Clinicians Part 2 (Inpatient) **VILT** – *4:00 Hours*
- ➢ BH – Clinicians Part 3 (Inpatient) **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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

BEHAVIORAL HEALTH LICENSED PRACTICAL NURSE (INPATIENT)

TRACK DESCRIPTION:

In this course, students learn to use Epic tools needed for daily patient care documentation and management. Topics include how to document and review worklist tasks, specimen collections, notes, groups, flowsheets, and MAR.

EXPECTED END USERS:

Licensed Practical Nurse (LPN) working in a Behavioral Health Inpatient unit

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ Documenting in Flowsheets WBT – 7:00 Min
- ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min
- ➢ Overview of the Brain WBT – 7:30 Min
- ➢ Administering Medications on the MAR WBT – 5:00 Min

- ➢ BH – Mental Health Associate (Inpatient) **VILT** – 6*:30 Hours*
- ➢ BH – MAR for the LPN **VILT** – 1:30 Hours

POST GO-LIVE

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

BEHAVIORAL HEALTH REGISTERED NURSE (INPATIENT)

TRACK DESCRIPTION:

In this course, students learn to utilize the documentation tools needed to admit, transfer, discharge and manage patients' day-to-day care.

EXPECTED END USERS:

Registered Nurses and Nurse Managers working in a Behavioral Health inpatient unit.

REQUIRED TRAINING

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

PRE GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
➢ Overview of Unit Manager WBT – 5:00 Min
➢ Overview of the Brain WBT – 7:30 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
➢ Nurse Specimen Collection WBT – 6:00 Min
➢ Validating Monitor Data WBT – 11:30 Min

➢ BH – Nurse Part 1 (Inpatient) **VILT** – *7:00 Hours*
➢ BH – Nurse Part 2 (Inpatient) **VILT** – *7:00 Hours*
➢ BH – Nurse Part 3 (Inpatient) **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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BEHAVIORAL HEALTH NURSE MANAGER (INPATIENT)

TRACK DESCRIPTION:

This track is designed as an additional learning track for Nurse Leaders, Managers, and Supervisors. In this track you will learn how to review the chart, audit for compliance, run reports, and monitor patient safety measures.

EXPECTED END USERS:

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

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- Overview of Unit Manager WBT – 5:00 Min
- Overview of the Brain WBT – 7:30 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
- Nurse Specimen Collection WBT – 6:00 Min
- Validating Monitor Data WBT – 11:30 Min

- BH – Nurse Part 1 (Inpatient) **VILT** – *7:00 Hours*
- BH – Nurse Part 2 (Inpatient) **VILT** – *7:00 Hours*
- BH – Nurse Part 3 (Inpatient) **VILT** – *4:00 Hours*
- BH – Manager Workshop **Lab** – *3:00 Hours*

- 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*

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

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

BEHAVIORAL HEALTH MENTAL HEALTH ASSOCIATE (INPATIENT)

TRACK DESCRIPTION:

In this course, students learn to use the Epic tools needed for daily patient care documentation and management. Topics include how to document and review worklist tasks, specimen collections, notes, groups, and flowsheets.

EXPECTED END USERS:

Mental Health Associate (MHA), Patient Care Associate (PCA), Patient Safety Associate (PSA) and Mental Health Specialist (MHS)

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ Documenting in Flowsheets WBT – 7:00 Min
- ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

- ➢ BH – Mental Health Associate (Inpatient) **VILT** – 6*:30 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH PROFESSIONAL (INPATIENT)

TRACK DESCRIPTION:

EXPECTED END USERS:

Adjunct Therapist, Case Manager , Habilitation Counselor and Peer Support Staff

REQUIRED TRAINING

PRE GO-LIVE

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

> ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
> ➢ Documenting in Flowsheets WBT – 7:00 Min
> ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min
>
> ➢ BH – Professionals (Inpatient) **VILT** – *8:00 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH UNIT CLERK (INPATIENT)

TRACK DESCRIPTION:

This track is designed for the unit coordinator/clerk who works in the Inpatient Behavioral Health units. Topics include how to navigate unit manager and discharge planning tools in Epic.

EXPECTED END USERS:

Behavioral Health Unit Coordinator and Unit Clerk

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting **WBT**– *9:00 Min*
- ➢ Overview of Unit Manager **WBT** – *5:00 Min*

- ➢ BH – Unit Clerk (Inpatient) **VILT** – 1:00 *Hour*
- ➢ BH – Post Discharge Agencies for the Unit Clerk **VILT** – 1:00 Hour

POST GO-LIVE

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

OUTPATIENT

BEHAVIORAL HEALTH CLINICIAN (OUTPATIENT)

TRACK DESCRIPTION:

EXPECTED END USERS:

Social Worker, Psychologist, Patient Navigator, Co-occurring Disorder Specialist, Mental Health Worker and Mental Health Clinician

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - Schedule Only **VILT** – *3:00 Hours*

- ➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- ➢ Finding Patient Information WBT – 5:00 Min
- ➢ Office Visit Demonstration WBT – 8:00 Min
- ➢ Clinical Support Visit WBT – 9:00 Min
- ➢ Wrapping Up a Visit WBT – 8:00 Min
- ➢ Overview of In Basket WBT – 7:30 Min

- ➢ BH – Clinicians Part 1 (Outpatient) **VILT** – 4:*00 Hours*
- ➢ BH – Clinicians Part 2 (Outpatient) **VILT** – 4:*00 Hours*
- ➢ BH – Clinicians Part 3 (Outpatient) **VILT** – 4:*00 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH CLINIC MANAGER (OUTPATIENT)

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:

Clinical Informaticist, Ambulatory Clinic Manager, Director, Assistant Director in the behavioral health departments

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- ➢ Finding Patient Information WBT – 5:00 Min
- ➢ Office Visit Demonstration WBT – 8:00 Min
- ➢ Clinical Support Visit WBT – 9:00 Min
- ➢ Wrapping Up a Visit WBT – 8:00 Min
- ➢ Overview of In Basket WBT – 7:30 Min

- ➢ BH – Clinicians Part 1 (Outpatient) **VILT** – 4*:00 Hours*
- ➢ BH – Clinicians Part 2 (Outpatient) **VILT** – 4*:00 Hours*
- ➢ BH – Clinicians Part 3 (Outpatient) **VILT** – 4*:00 Hours*
- ➢ BH – Manager Workshop **VILT** – 3*:00 Hours*

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

POST GO-LIVE

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

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

BEHAVIORAL HEALTH NURSE (OUTPATIENT)

TRACK DESCRIPTION:

In this course, students learn to utilize Epic tools needed for daily patient care documentation and management. Topics include how to document care plans/treatment plans, group therapy, and enter/edit results.

EXPECTED END USERS:

RN and LPN

REQUIRED TRAINING

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

PRE GO-LIVE

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

- ➢ CAD/PRE - Schedule Only **VILT** – *3:00 Hours*

- ➢ 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
- ➢ 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*

- ➢ AMB - Ambulatory Clinical Support (RN, LP, MA) **VILT** – *8:30 Hours*
- ➢ BH – Nurse (Outpatient) **VILT** – 4:30 *Hours*

POST GO-LIVE

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

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

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BEHAVIORAL HEALTH OFFICE MANAGER (OUTPATIENT)

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:

Office Managers - Outpatient Clinic

REQUIRED TRAINING

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

PRE GO-LIVE

- ➢ Overview of Hyperspace in an Outpatient Setting WBT – 9:30 Min
- ➢ Finding Patient Information WBT – 5:00 Min
- ➢ Office Visit Demonstration WBT – 8:00 Min
- ➢ Clinical Support Visit WBT – 9:00 Min
- ➢ Wrapping Up a Visit WBT – 8:00 Min
- ➢ Overview of In Basket WBT – 7:30 Min

- ➢ BH – Clinic Manager **VILT** – 3*:00 Hours*

- ➢ Overview of Hyperspace in for Revenue Access Products **– WBT** – *11:30 Min*
- ➢ Overview of the Interactive Face Sheet – **WBT** – *3:30 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*
- ➢ Overview of Making Appointments **WBT** – *6:300 Min*
- ➢ Interpreting Provider Schedules **WBT** – *3:30 Min*
- ➢ Overview of the Department Appointments Report **WBT** – *3:00 Min*
- ➢ Overview of the *Snapboard* **WBT** – *3:00 Min*
- ➢ Overview of Workqueues for Access **WBT** – *8:00 Min*
- ➢ Report Setup **WBT** – *9:30 Min*
- ➢ Balancing Your Cash Drawer **WBT** – *6:30 Min*

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

- CAD/PRE - Template Builder **VILT** – *4:00 Hours*

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

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

- PB - Charge Capture VILT – *8:00 Hours*

- 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*

- HIM - Ambulatory Scanning **VILT** – *3:00 Hours*
- COG – Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH PROFESSIONAL (OUTPATIENT)

TRACK DESCRIPTION:

In this course, students learn to utilize Epic tools needed for daily patient care documentation and management. Topics include how to document care plans/treatment plans, group therapy, and enter/edit results.

EXPECTED END USERS:

Adjunct Therapist, Case Manager, Habilitation Counselor and Peer Support Staff

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ CAD/PRE - Schedule Only **VILT** – *3:00 Hours*

- ➢ BH – Professional (Outpatient) **VILT** – 4:30 *Hours*

POST GO-LIVE

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

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

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RESIDENTIAL

BEHAVIORAL HEALTH CLINICIAN (RESIDENTIAL)

TRACK DESCRIPTION:

In this course, students learn to use the Epic tools needed for daily patient care documentation and management.

EXPECTED END USERS:

Mental Health Workers

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ EpicCare Inpatient: Writing Notes WBT – 3:00 Min
- ➢ It's Possible…Care Everywhere 1:30 Min
- ➢ Document Patient Education WBT – 7:30 Min
- ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

- ➢ BH – Clinician Part 1 (Inpatient) **VILT** – 7:00 Hours
- ➢ BH – Clinician Part 2 (Residential) **VILT** – 8:00 Hours

POST GO-LIVE

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

BEHAVIORAL HEALTH CLINICIAN MANAGER (RESIDENTIAL)

TRACK DESCRIPTION:

This track is designed as an additional learning track for Nurse Leaders, Managers, and Supervisors. In this track you will learn how to review the chart, audit for compliance, run reports, and monitor patient safety measures.

EXPECTED END USERS:

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

REQUIRED TRAINING

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

PRE GO-LIVE

➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
➢ EpicCare Inpatient: Writing Notes WBT – 3:00 Min
➢ It's Possible…Care Everywhere 1:30 Min
➢ Document Patient Education WBT – 7:30 Min
➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

➢ BH – Clinician Part 1 (Inpatient) **VILT** – 7:00 Hours
➢ BH – Clinician Part 2 (Residential) **VILT** – 8:00 Hours
➢ BH – Treatment Planning (Inpatient) **Lab** – 4:30 Hours
➢ BH – Manager Workshop **Lab** – 3:00 Hours

➢ 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

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

POST GO-LIVE

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

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

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

BEHAVIORAL HEALTH MENTAL HEALTH ASSOCIATE (RESIDENTIAL)

TRACK DESCRIPTION:

In this course, students learn to use the Epic tools needed for daily patient care documentation and management. Topics include how to document and review worklist tasks, specimen collections, notes, groups, and flowsheets.

EXPECTED END USERS:

Therapeutic Techs

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ Documenting in Flowsheets WBT – 7:00 Min
- ➢ Sex, Gender, and Clinical Decision Support WBT – 6:30 Min

- ➢ BH – Mental Health Associate (Inpatient) **VILT** – *7:00 Hours*
- ➢ BH – Mental Health Associate (Residential) **VILT** – *7:00 Hours*

POST GO-LIVE

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

BEHAVIORAL HEALTH NURSE (RESIDENTAL)

TRACK DESCRIPTION:

In this course, students learn to utilize the documentation tools needed to admit, transfer, discharge and manage patients' day-to-day care.

EXPECTED END USERS:

Nurses and Nurse Managers working in a Behavioral Health residential program.

REQUIRED TRAINING

PRE GO-LIVE

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

- ➢ Overview of Hyperspace in an Inpatient Setting WBT– 9:00 Min
- ➢ Overview of the Brain WBT – 7:30 Min
- ➢ Nurse Reviewing in the Chart WBT – 4:00 Min
- ➢ Documenting in Flowsheets WBT – 7:00 Min

- ➢ BH – Nurse Part 1 (Inpatient) **VILT** – *7:00 Hours*
- ➢ BH – Nurse Part 2 (Residential) **VILT** – *7:00 Hours*

POST GO-LIVE

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

REVENUE CYCLE

HIM & IDENTITY

CDI SPECIALIST

TRACK DESCRIPTION:

In this learning track, the End User will learn how to navigate in Epic to review clinical documentation and send queries to physicians.

EXPECTED END USERS:

HIM CDI Staff, HIM CDI Manager

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ HIM - CDI Specialist **VILT** – *3:30 Hours*

POST GO-LIVE

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

DATA INTEGRITY SPECIALIST

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue and Access Products **WBT** - *11:30 Min*
- Managing Non-Patient Identifiers **WBT** - *5:30 Min*
- Explore the Chart Correction Workspace **WBT** – *4:30 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

- HIM - Data Integrity Specialist PART 1 **VILT** – *4:00 Hours*
- HIM - Data Integrity Specialist PART 2 **VILT** – *4:00 Hours*
- HIM - OnBase Chart Correction **VILT** – *2:30 Hours*

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

POST GO-LIVE

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

DATA INTEGRITY CONVERSION ERRORS

TRACK DESCRIPTION:

In this track, end users will learn how to troubleshoot and resolve conversion errors related to patient data.

EXPECTED END USERS:

Data Integrity Analysts

	REQUIRED TRAINING
PRE GO-LIVE	➢ HIM Data Conversion Error **WBT -** *11:00 Min*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

DEFICIENCY ANALYST - INPATIENT

TRACK DESCRIPTION:

This track will provide the overview of Deficiency tracking episodes, how to complete initial analysis on discharged patients, perform concurrent analysis and verify that documentation is complete after physician completes deficiencies. The End User will additionally learn how to address transcription errors, provide Physician support, act on deficiencies sent back to the End User and track productivity.

EXPECTED END USERS:

HIM Deficiency Analyst, HIM Deficiency Manager, HIM MD Support

REQUIRED TRAINING

PRE GO-LIVE

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

- Run and Manage Reports **WBT** – *7:00 Min*
- Overview of Hyperspace for Revenue and Access Products **WBT** - *11:30 Min*
- Automatic Deficiency Creation and Initial Analysis **WBT –** *5:30 Min*
- Overview of Workqueues for HIM **WBT** – *3:30 Min*
- Ambulatory Scanning **WBT** Part 4 - Front Office Scanning/Integrating Scanning- *12:35 Min*

- HIM - Deficiency Analyst PART 1 **VILT** – *4:00 Hours*
- HIM - Deficiency Analyst PART 2 **VILT** – *4:00 Hours*

POST GO-LIVE

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

HIM ACUTE CARE SCANNING

TRACK DESCRIPTION:

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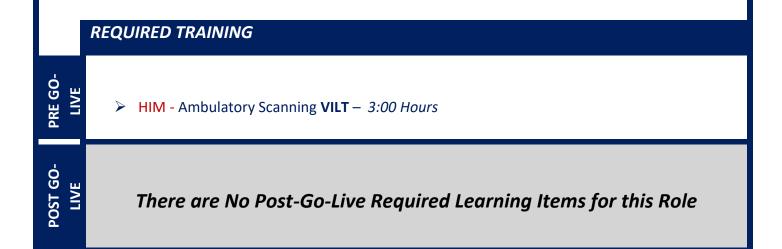
EXPECTED END USERS:

HIM Centralized Scanner

	REQUIRED TRAINING
PRE GO-LIVE	➢ HIM - Acute Care Scanning **VILT** – *4:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

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** – *3:00 Hours*
POST GO-LIVE	***There are No Post-Go-Live Required Learning Items for this Role***

HIM CODER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

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

PRE GO-LIVE

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

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

POST GO-LIVE

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

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

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HIM DIRECTOR INPATIENT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ HIM - Director (Inpatient) **VILT** – *4:30 Hours*
- ➢ COG – Reporting in Epic **VILT** – *4:30 Hours*
- ➢ COG - Advanced Reporting in Epic **VILT** – *4:30 Hours*

POST GO-LIVE

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

HIM DIRECTOR - OUTPATIENT

TRACK DESCRIPTION:

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

EXPECTED END USERS:

HIM Director- Outpatient

	REQUIRED TRAINING

PRE GO-LIVE

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

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

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

POST GO-LIVE

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

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HIM VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

➢ HIM Chart Review **WBT** – 14:00 Min

POST GO-LIVE

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

PRIVACY OFFICER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

HIM Privacy Officer and Compliance Officers

REQUIRED TRAINING

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

- ➢ HIM - Privacy Officer **VILT** – *4:00 Hours*

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

POST GO-LIVE

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

ROI CLERK

TRACK DESCRIPTION:

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

EXPECTED END USERS:

HIM ROI Staff, HIM ROI Manager

REQUIRED TRAINING

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 - ROI Clerk **VILT** – *5:00 Hours*

- Quick Disclosure **WBT** – *4:00 Min*
- Run and Manage Reports **WBT** – *7:00 Min*

POST GO-LIVE

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

HOSPITAL BILLING

HOSPITAL BILLING – INSURANCE FOLLOW-UP

TRACK DESCRIPTION:

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

EXPECTED END USERS:

HB Insurance Follow-Up

REQUIRED TRAINING

PRE GO-LIVE

- ➢ 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** – *4:00 Hours*

POST GO-LIVE

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

HOSPITAL BILLING – REVENUE INTEGRITY

TRACK DESCRIPTION:

In this training track, the end user will learn entering and reviewing charges, identifying potential revenue, and working in revenue guardian workqueues.

EXPECTED END USERS:

HB Revenue Integrity, HB Revenue Integrity Director

REQUIRED TRAINING

PRE GO-LIVE

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

➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
➢ Overview of the Resolute Hospital Billing Revenue Cycle **WBT** – *6:00 Min*
➢ Introduction to Epic's Charge Description Master **WBT** – *13:00 Min*
➢ Life of a Charge **WBT** – *10:00 Min*
➢ Facility Structure **WBT** – *8:30 Min*
➢ Assigning Cost Centers Dynamically **WBT** – *10:30 Min*
➢ Account Maintenance for Billers **WBT** – *11:00 Min*
➢ Overview of the Enterprise Encounter Charge Reconciliation **Report WBT** – *4:30 Min*
➢ Overview of Charge Review Tools **WBT –** *7:30 Min*

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

POST GO-LIVE

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

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

PRE GO-LIVE

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

- ➢ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- ➢ Overview of Registration in a Hospital Setting **WBT** – *6:00 Min*
- ➢ Overview of a Single Billing Office **WBT** – *6:00 Min*
- ➢ Run and Manage Reports **WBT** – *7:00 Min*
- ➢ Overview of Charge Review Tools **WBT** – *6:30 Min*
- ➢ Overview of Claims **WBT** – *2:30 Min*
- ➢ Using Claim Edit Work Queues **WBT** – *7:00 Min*
- ➢ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➢ PB - Charge Capture **VILT** – *8:00 Hours*

POST GO-LIVE

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

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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

PRE GO-LIVE

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

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

- ➢ PB - Claims **VILT** – *3:30 Hours*

POST GO-LIVE

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

PROFESSIONAL BILLING - CODER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

PB Coder

REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- Overview of a Single Billing Office **WBT** – *6:00 Min*
- Run and Manage Reports **WBT** – *7:00 Min*
- Introduction to Account Maintenance **WBT** – *6:30 Min*
- Overview of Charge Review Tools **WBT** – *6:30 Min*
- Overview of Claims **WBT** – *2:30 Min*
- Using Claim Edit work queues **WBT** – *7:00 Min*
- Correcting Charges on Denials **WBT** – *5:00 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

- PB - Coder **VILT** – *4:00 Hours*

POST GO-LIVE

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

PROFESSIONAL BILLING - INSURANCE FOLLOW-UP

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

POST GO-LIVE

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

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PROFESSIONAL BILLING - MANAGER / DIRECTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

PB Billing Office Manager, Revenue Cycle Director

REQUIRED TRAINING

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

- ➤ Overview of Hyperspace for Revenue and Access Products **WBT** – *11:30 Min*
- ➤ Overview of Registration in a Hospital Setting **WBT** – *6:00 Min*
- ➤ Overview of a Single Billing Office **WBT** – *6:00 Min*
- ➤ Run and Manage Reports **WBT** – *7:00 Min*
- ➤ Overview of Charge Review Tools **WBT** – *6:30 Min*
- ➤ Overview of Claims **WBT** – *2:30 Min*
- ➤ Using Claim Edit Work Queues **WBT** – *7:00 Min*
- ➤ It's Possible… Secure Chat **WBT** – *2:00 Min*

- ➤ PB - Charge Capture **VILT** – *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** – *4:00 Hours*
- ➤ PB - Claims **VILT** – *3:30 Hours*
- ➤ SBO - Credits **VILT** – *4:00 Hours*

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

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

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

SINGLE BILLING OFFICE

REVENUE CYCLE MANAGER / DIRECTOR

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Revenue Cycle Manager or Director

REQUIRED TRAINING

PRE GO-LIVE

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

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

- ➢ PB - Claims **VILT** – *3:30 Hours*

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

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

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

- SBO - Credits **VILT** – *4:00 Hours*

  - Posting Guarantor Payments **WBT** – *13:00 Min*
  - Overview of Payment Posting **WBT** – *4:00 Min*
  - Overview of Claim Edit Work Queues **WBT** – *3:00 Min*
  - Overview of Electronic Remittance **WBT** – *5:00 Min*
  - Cash Management and Remittance **WBT** – *8:00 Min*

  - SBO - Payment Poster Part 1 **VILT** – *8:00 Hours*
  - SBO - Payment Poster Part 2 **VILT** – *4:00 Hours*

  - Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT** – *10:30 Min*
  - Overview of Account Activities **WBT** – *7:00 Min*
  - Posting Adjustments **WBT** – *5:00 Min*

  - SBO - Customer Service VILT – *9:00 Hours*

  - Overview of Account Activities **WBT** – *7:00 Min*
  - Posting Adjustments **WBT** – *5:00 Min*
  - Overview of Account Workqueues **WBT** – *5:00 Min*
  - Overview of Account Errors and Flags **WBT** – *4:00 Min*
  - Overview of Charge Review Workqueues **WBT** – *4:00 Min*
  - Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – *12:00 Min*

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

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

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

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

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

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

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

REVENUE CYCLE VIEW ONLY

TRACK DESCRIPTION:

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

EXPECTED END USERS:

As determined by Management

REQUIRED TRAINING

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

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

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

SINGLE BILLING OFFICE – CLAIMS/BILLING USER

TRACK DESCRIPTION:

Claims Users for Professional and Hospital Billing. Additionally, have responsibility for PB Registration Charge Review edits and PB Insurance Follow Up Denials.

EXPECTED END USERS:

Claims Users for Professional and Hospital Billing

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*
- Run and Manage Reports **WBT** – *7:00 Min*
- *SmartTools* for the Billing Office – *6:30 Min*
- Overview of Follow-Up Work Queues **WBT** – *6:30 Min*
- Correcting Charges on Denials **WBT** – *5:00 Min*
- It's Possible… Secure Chat **WBT** – *2:00 Min*

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

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

- PB - Claims **VILT** – *3:30 Hours*

- PB - Charge Capture **VILT** – *8:00 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*
- Overview of Account Workqueues **WBT** – *3:30 Min*
- Run and Manage Reports **WBT** – *7:00 Min*

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

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

PRE GO-LIVE

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

➢ SBO - Customer Service VILT – 9:00 Hours

POST GO-LIVE

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

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

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SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS

TRACK DESCRIPTION:

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

EXPECTED END USERS:

SBO Credit Specialist

REQUIRED TRAINING

PRE GO-LIVE

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

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

➢ SBO - Customer Service Vendor **VILT** – *4:30 Hours*

POST GO-LIVE

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

SINGLE BILLING OFFICE - CREDITS

TRACK DESCRIPTION:

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

EXPECTED END USERS:

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

REQUIRED TRAINING

PRE GO-LIVE

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

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

➢ SBO - Credits **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

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SINGLE BILLING OFFICE - PAYMENT POSTER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

SBO Payment Poster

REQUIRED TRAINING

PRE GO-LIVE

- 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*

- SBO - Payment Poster Part 1 **VILT** – *8:00 Hours*
- SBO - Payment Poster Part 2 **VILT** – *4:00 Hours*

POST GO-LIVE

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

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

303

SINGLE BILLING OFFICE - REVENUE CYCLE END USER

TRACK DESCRIPTION:

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

EXPECTED END USERS:

Patient Accounts Representative (as identified by Revenue Cycle Management)

REQUIRED TRAINING

PRE GO-LIVE

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

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

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

- PB - Claims **VILT** – *3:30 Hours*

- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT** – *10:30 Min*
- Overview of Account Activities **WBT** – *7:00 Min*
- Posting Adjustments **WBT** – *5:00 Min*

- SBO - Customer Service VILT – *9:00 Hours*

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

- SBO-Credits **VILT** – *4:00 Hours*

- HB - Biller - Account VILT – 4:00 Hours
- HB - Biller Claims **VILT** – *4:00 Hours*
- HB - Insurance Follow-Up VILT – 4:00 Hours

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

INDEX

Expected Learner	Track Title
ABSTRACTOR	ABSTRACTOR
ACCOUNTS RECEIVABLE SPECIALIST	PROFESSIONAL BILLING - INSURANCE FOLLOW-UP
ACCOUNTS RECEIVABLE SPECIALIST	SINGLE BILLING OFFICE - GUARANTOR & PB CREDITS
ACUTE TRANSFER CENTER STAFF	ACUTE TRANSFER CENTER USER
AMBULATORY CLINIC MANAGER	CLINIC MANAGER- OUTPATIENT CLINIC
AMBULATORY CLINIC MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
AMBULATORY CLINIC MANAGER	TEMPLATE BUILDER
AMBULATORY CLINIC MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT
AMBULATORY CLINIC MANAGER	PROFESSIONAL BILLING - CHARGE CAPTURE REPRESENTATIVE
AMBULATORY CLINIC SCHEDULING/REGISTRATION MANAGER	PROFESSIONAL BILLING - CHARGE CAPTURE REPRESENTATIVE
AMBULATORY PHARMACY TECHNICIAN	OUTPATIENT PHARMACY INVENTORY
AMBULATORY PHARMACY TECHNICIAN	RETAIL PHARMACY TECHNICIAN WITH REPORTING
AMBULATORY PHARMACY TECHNICIAN	RETAIL PHARMACY TECHNICIAN WITHOUT REPORTING
AMBULATORY RETAIL NURSE	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
AMBULATORY RETAIL NURSE	NURSE SHARED (RN, LP, MA)
AMBULATORY VIEW-ONLY USER	AMBULATORY VIEW-ONLY
AMBULATORY X-RAY TECHNOLOGIST	OUTPATIENT TECHNOLOGIST
ANATOMIC PATHOLOGY TRANSCRIPTIONIST	LAB AP TRANSCRIPTIONIST
ANCILLARY NURSE	INPATIENT ANCILLARY NURSE
ANCILLARY USER	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
ANCILLARY USER	NURSE SHARED (RN, LP, MA)
ANESTHESIA 3RD PARTY BILLER	OPTIME ANESTHESIA VIEW-ONLY
ANESTHESIA ADMIN	OPTIME ANESTHESIA VIEW-ONLY
ANESTHESIA TECH	OPTIME ANESTHESIA VIEW-ONLY
ART/MUSIC THERPIST	INPATIENT CHILD LIFE

ASSISTANT & CHIEF NURSING OFFICER	INPATIENT NURSE MANAGER
ATHLETIC TRAINER	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
ATHLETIC TRAINER	NURSE SHARED (RN, LP, MA)
AUDIOLOGIST	OUTPATIENT AUDIOLOGIST
AUDIOLOGY EXTERN	OUTPATIENT AUDIOLOGIST
BARIATRIC NURSE COORDINATOR	INPATIENT ANCILLARY NURSE
BED PLANNER	BED PLANNER
BEHAVIORAL HEALTH TRANSFER CENTER STAFF	BEHAVIORAL HEALTH TRANSFER CENTER USER
BILLING SPECIALIST	PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE
BLOOD TECHNOLOGIST	BLOOD BANK TECH
BREAST IMAGING COORDINATOR	BREAST IMAGING COORDINATOR
BREAST IMAGING NURSE	BREAST IMAGING COORDINATOR
BREAST IMAGING TECHNOLOGIST	BREAST IMAGING TECHNOLOGIST
CARDIAC REHAB THERAPIST	CARDIAC REHAB THERAPY
CARDIAC REHAB THERAPIST	OUTPATIENT THERAPIST
CARDIOLOGY DEDICATED ECG TECHNOLOGIST	NON-INVASIVE STRESS TECHNOLOGIST
CARDIOLOGY FRONT DESK	NON-INVASIVE SCHEDULER
CARDIOLOGY INVASIVE LAB MANAGER	INVASIVE CHARGE ENTRY
CARDIOLOGY INVASIVE LAB MANAGER	INVASIVE MANAGER
CARDIOLOGY INVASIVE LAB MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
CARDIOLOGY INVASIVE LAB SCHEDULER	INVASIVE SCHEDULER
CARDIOLOGY INVASIVE NURSE	INVASIVE INTRA PROCEDURE CARE WITH SIM LAB
CARDIOLOGY INVASIVE TECH	INVASIVE INTRA PROCEDURE CARE WITHOUT SIM LAB
CARDIOLOGY MANAGER	NON-INVASIVE MANAGER
CARDIOLOGY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
CARDIOLOGY NURSE	NON-INVASIVE NURSE
CARDIOLOGY REGISTRY ABSTRACTOR	REGISTRY ABSTRACTOR
CARDIOLOGY STRESS TECHNOLOGIST	NON-INVASIVE STRESS TECHNOLOGIST
CARDIOLOGY TECH	NON-INVASIVE ECHO / VASCULAR SONOGRAPHER
CARE MANAGER NURSE	CARE MANAGER NURSE / SUPERVISOR
CARE MANAGER SUPERVISOR	CARE MANAGER NURSE / SUPERVISOR

CASE & UTILIZATION MANAGER	INPATIENT CASE MANAGER
CASE & UTILIZATION MANAGER	INPATIENT UTILIZATION MANAGER
CASE MANAGER	INPATIENT CASE MANAGER
CASE MANAGER SUPERVISOR	INPATIENT CASE MANAGER
CENTRAL SCHEDULER	CENTRAL SCHEDULING
CENTRAL SCHEDULER	HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES
CENTRAL STERILE STAFF	OR - VIEW ONLY
CERTIFIED MEDICAL ASSISTANT TRANSPLANT DEPT	TRANSPLANT ASSISTANT
CERTIFIED OCCUPATIONAL THERAPY ASSISTANT	OUTPATIENT THERAPIST
CERTIFIED OCCUPATIONAL THERAPY ASSISTANT	INPATIENT THERAPIST
CHARGE ENTRY END USER	INVASIVE CHARGE ENTRY
CHARGE POSTER	CHARGE POSTER
CHART PREP NURSE	PAT NURSE
CHIEF THERAPIST	RADIOLOGY ONCOLOGY - VIEW/PRINT ONLY
CHILD LIFE ASSISTANT	INPATIENT CHILD LIFE
CHILD LIFE SPECIALIST	INPATIENT CHILD LIFE
CLINIC CARDIAC IMAGING MEDICAL ASSISTANT	CARDIOLOGY CLINIC TECHNICIAN
CLINIC CARDIAC IMAGING NURSE	CARDIOLOGY CLINIC NURSE
CLINIC CARDIAC TECHNOLOGIST	CARDIOLOGY CLINIC TECHNICIAN
CLINIC MANAGER	TRANSPLANT ASSISTANT
CLINIC MEDICAL ASSISTANT	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
CLINIC MEDICAL ASSISTANT	NURSE SHARED (RN, LP, MA)
CLINIC NURSE	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
CLINIC NURSE	NURSE SHARED (RN, LP, MA)
CLINIC NURSE STUDENT	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
CLINIC NURSE STUDENT	NURSE SHARED (RN, LP, MA)
CLINICAL CARE TECHNICIAN	INPATIENT PATIENT CARE TECHNICIAN
CLINICAL DATA REPOSITORY (CDR) PHYSICIAN	INPATIENT QUALITY
CLINICAL INFORMATICIST	INPATIENT NURSE MANAGER
CLINICAL RESEARCH NURSE	RESEARCH COORDINATOR
CODING MANAGER	HIM DIRECTOR INPATIENT
CODING SPECIALIST	HIM CODER

COMPLIANCE OFFICER	PRIVACY OFFICER
CRISIS WORKER	BEHAVIORAL HEALTH CRISIS WORKER
CYTOGENETIC MOLECULAR TECHNOLOGIST	CYTOGENETICS / MOLECULAR TECHNOLOGIST
CYTOTECH	LAB AP Tech
CYTOTECH	CYTOTECH
DATA INTEGRITY ANALYST	DATA INTEGRITY CONVERSION ERRORS
DATABASE MANAGER TRANSPLANT DEPT	TRANSPLANT ASSISTANT
DEFICIENCY MANAGER	HIM DIRECTOR INPATIENT
DENTAL CLINIC MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
DENTAL CLINIC MANAGER	TEMPLATE BUILDER
DENTAL CLINIC MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT
DEPARTMENT MANAGER	MANAGER REPORTING
DIABETES EDUCATOR	INPATIENT ANCILLARY NURSE
DIALYSIS INPATIENT NURSE	INPATIENT NURSE - DIALYSIS
DIALYSIS INPATIENT NURSE MANAGER	INPATIENT NURSE - DIALYSIS
DIETICIAN	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
DIETICIAN	TRANSPLANT CARE TEAM
DOSIMETRIST	RADIOLOGY ONCOLOGY - VIEW/PRINT ONLY
ECG TECHNICIAN	INPATIENT TECH – ECG
ED CLERK	ED CLERK
ED NURSE	ED NURSE
ED TECHNICIAN	ED TECH
EMERGENCY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
EMERGENCY REGISTRAR	PATIENT ACCESS
EMERGENCY REGISTRAR SUPERVISOR	PATIENT ACCESS ADMISSION SUPERVISOR
ENDOSCOPY MANAGER	OR MANAGER
ENDOSCOPY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
ENDOSCOPY NURSE	ENDOSCOPY NURSE
ENDOSCOPY SCHEDULER	ENDOSCOPY SCHEDULER
ENVIRONMENTAL SERVICES MANAGER	EVS MANAGER

ENVIRONMENTAL SERVICES STAFF	EVS STAFF
ENVIRONMENTAL SERVICES SUPERVISOR	EVS MANAGER
EXERCISE PHYSIOLOGIST	CARDIAC REHAB THERAPY
EXERCISE PHYSIOLOGIST	OUTPATIENT THERAPIST
FAMILY CENTERED COORDINATOR	INPATIENT CHILD LIFE
FINANCIAL COUNSELOR	FINANCIAL COUNSELOR
HB INSURANCE FOLLOW-UP	HOSPITAL BILLING – INSURANCE FOLLOW-UP
HB INSURANCE FOLLOW-UP VENDOR	HOSPITAL BILLING – INSURANCE FOLLOW-UP FOR VENDORS
HB REVENUE INTEGRITY	HOSPITAL BILLING – REVENUE INTEGRITY
HB REVENUE INTEGRITY DIRECTOR	HOSPITAL BILLING – REVENUE INTEGRITY
HEART TRANSPLANT COORDINATOR	HEART TRANSPLANT COORDINATOR
HIM CDI MANAGER	ED NURSE MANAGER
HIM CDI MANAGER	CDI SPECIALIST
HIM CDI STAFF	ED NURSE MANAGER
HIM CDI STAFF	CDI SPECIALIST
HIM CENTRALIZED SCANNER	HIM ACUTE CARE SCANNING
HIM CHART CORRECTION ANALYST	DATA INTEGRITY SPECIALIST
HIM CODER	HIM CODER
HIM CODING MANAGER	HIM CODER
HIM DEFICIENCY ANALYST	DEFICIENCY ANALYST - INPATIENT
HIM DEFICIENCY MANAGER	DEFICIENCY ANALYST - INPATIENT
HIM DIRECTOR	HIM CODER
HIM DIRECTOR INPATIENT	HIM DIRECTOR INPATIENT
HIM DIRECTOR OUTPATIENT	HIM DIRECTOR OUTPATIENT
HIM MD SUPPORT	DEFICIENCY ANALYST - INPATIENT
HIM PRIVACY OFFICER	PRIVACY OFFICER
HIM QUALITY OFFICER	HIM CODER
HIM ROI MANAGER	ROI CLERK
HIM ROI STAFF	ROI CLERK
HIM TECH	DATA INTEGRITY SPECIALIST
HIM TECH	HIM TECH
HIM TECH/SCANNER	HIM AMBULATORY SCANNING

HISTOTECH	LAB AP Tech
HOSPITAL INFORMATION DESK USER	HOSPITAL INFO DESK - VIEW ONLY
HOSPITAL OUTPATIENT FRONT DESK/SCHEDULER	FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)
HOSPITAL OUTPATIENT FRONT DESK/SCHEDULER-ONCOLOGY	HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER
HURC NURSE UTILIZATION REVIEW	INPATIENT UTILIZATION REVIEW *(HURC International Only)*
IDENTITY MANAGER	DATA INTEGRITY SPECIALIST
IDENTITY MANAGER	HIM DIRECTOR INPATIENT
INDEPENDENT/OWNED OFFICES SURGERY CASE REQUESTER	SURGERY CASE REQUEST
INFECTION PREVENTIONIST	INFECTION PREVENTIONIST
INPATIENT ADULT NURSE	INPATIENT ADULT NURSE (EXCEPT L&D, NICU)
INPATIENT DIETITIAN	INPATIENT DIETITIAN
INPATIENT NURSE MANAGER	INPATIENT ADULT NURSE (EXCEPT L&D, NICU)
INPATIENT NURSE MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
INPATIENT NUTRITIONIST	INPATIENT DIETITIAN
INPATIENT PATIENT CARE TECHNICIAN	INPATIENT PATIENT CARE TECHNICIAN
INPATIENT QUALITY ASSURANCE	INPATIENT QUALITY
INPATIENT QUALITY/COMPLIANCE	INPATIENT QUALITY
INPATIENT SOCIAL WORKER	INPATIENT SOCIAL WORKER
INPATIENT SPIRITUAL CARE	INPATIENT SPIRITUAL CARE
INPATIENT TELEMETRY MONITOR TECHNICIAN	INPATIENT MONITOR TECHNICIAN
INPATIENT THERAPY MANAGER	INPATIENT THERAPY MANAGER
INPATIENT THERAPY MANAGER	REHAB ABSTRACTOR
INPATIENT UNIT CLERK	INPATIENT UNIT CLERK
INPATIENT UNIT COORDINATOR	INPATIENT UNIT CLERK
INTERVENTIONAL RADIOLOGY TECHNOLOGIST	INTERVENTIONAL TECHNOLOGIST
L&D REGISTRAR	PATIENT ACCESS
L&D REGISTRAR	PATIENT ACCESS ADMISSION SUPERVISOR
LAB ANATOMIC PATHOLOGY MANAGER	LAB SUPERVISOR / MANAGER

LAB ANATOMIC PATHOLOGY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
LAB FRONT DESK	LAB SUPPORT WITH FRONT DESK HOD
LAB FRONT DESK	LAB SUPPORT WITHOUT FRONT DESK HOD
LAB PHLEBOTOMIST	LAB PHLEBOTOMIST WITH FRONT DESK HOD
LAB PHLEBOTOMIST	LAB PHLEBOTOMIST WITHOUT FRONT DESK HOD
LAB SUPERVISOR	LAB SUPERVISOR / MANAGER
LIVING DONOR TRANSPLANT COORDINATOR	ABDOMINAL TRANSPLANT COORDINATOR
LUNG SCREENING COORDINATOR	BREAST IMAGING COORDINATOR
MATERIALS MANAGEMENT	CHARGE POSTER
MATERIALS MANAGEMENT	MATERIALS MANAGEMENT
MATERIALS MANAGEMENT	MATERIALS MANAGEMENT LEADER (SUPERVISOR, MANAGER, DIRECTOR)
MATERNAL-FETAL CLINICAL SUPPORT	OB AMBULATORY CLINICAL SUPPORT
MATERNAL-FETAL NURSE MANAGER	AMBULATORY OB NURSE MANAGER
MEDICAL TECHNOLOGIST	MEDICAL TECHNOLOGIST
MENTAL HEALTH ASSOCIATE	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
MENTAL HEALTH ASSOCIATE	NURSE SHARED (RN, LP, MA)
MICROBIOLOGY TECHNOLOGIST	MICROBIOLOGY TECHNOLOGIST
NEPHROLOGY NURSE REGISTRATION	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
NEPHROLOGY NURSE REGISTRATION	NURSE SHARED (RN, LP, MA)
NEUROLOGY TECHNOLOGIST	INPATIENT TECH – PROCEDURAL & DIAGNOSTIC
NICU NURSE	NICU NURSE
NON-INVASIVE RADIOLOGY TECHNOLOGIST	NON-INVASIVE RADIOLOGY TECHNOLOGIST
NON-INVASIVE SCHEDULER	NON-INVASIVE SCHEDULER
NON-INVASIVE SCHEDULER	FRONT DESK – PHYSICIAN PRACTICE
NURSE DIRECTOR	INPATIENT NURSE MANAGER
NURSE MANAGER	INPATIENT NURSE MANAGER
NURSE SUPERVISOR	INPATIENT NURSE MANAGER
NURSE-FRONT DESK/TECHNOLOGIST	NURSE SHARED (RN, LP, MA)
NUTRITIONIST	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
OB INPATIENT NURSE- COUPLET CARE	COUPLET CARE & MOTHER / BABY NURSE WITH CPN

OB INPATIENT NURSE- COUPLET CARE	COUPLET CARE & MOTHER / BABY NURSE WITHOUT CPN
OB INPATIENT NURSE- LABOR & DELIVERY	COUPLET CARE & MOTHER / BABY / L&D NURSE WITH CPN
OB INPATIENT NURSE- LABOR & DELIVERY	LABOR & DELIVERY NURSE
OB INPATIENT NURSE MANAGER- COUPLET CARE	COUPLET CARE & MOTHER / BABY NURSE MANAGER
OB INPATIENT NURSE MANAGER- LABOR & DELIVERY	LABOR & DELIVERY NURSE MANAGER
OB LACTATION CONSULTANT	LACTATION CONSULTANT
OB OUTPATIENT CLINICAL SUPPORT	OB AMBULATORY CLINICAL SUPPORT
OB OUTPATIENT NURSE MANAGER	AMBULATORY OB NURSE MANAGER
OB SONOGRAPHER	NON-INVASIVE RADIOLOGY TECHNOLOGIST
OB UNIT COORDINATOR	LABOR & DELIVERY UNIT CLERK
OCCUPATIONAL THERAPIST	OUTPATIENT THERAPIST
OCCUPATIONAL THERAPIST	INPATIENT THERAPIST
ONCOLOGY INPATIENT NURSE	INPATIENT NURSE - ONCOLOGY
ONCOLOGY INPATIENT NURSE	ONCOLOGY SCHEDULER
ONCOLOGY INPATIENT NURSE MANAGER	INPATIENT NURSE - ONCOLOGY
ONCOLOGY INPATIENT NURSE MANAGER	ONCOLOGY SCHEDULER
ONCOLOGY INPATIENT NURSE MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
ONCOLOGY NURSE NAVIGATOR	INPATIENT NURSE - ONCOLOGY
ONCOLOGY NURSE NAVIGATOR	ONCOLOGY SCHEDULER
ONCOLOGY OUTPATIENT NURSE MANAGER	CLINIC MANAGER- OUTPATIENT CLINIC
ONCOLOGY OUTPATIENT NURSE MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
ONCOLOGY OUTPATIENT NURSE MANAGER	TEMPLATE BUILDER
ONCOLOGY OUTPATIENT NURSE MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT
ONCOLOGY RESEARCH COORDINATOR	RESEARCH COORDINATOR
OP/IP DIETICIAN	NURSE SHARED (RN, LP, MA)
OP/IP NUTRITIONIST	NURSE SHARED (RN, LP, MA)
OPHTHALMOLOGY CLINIC MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
OPHTHALMOLOGY CLINIC MANAGER	TEMPLATE BUILDER
OPHTHALMOLOGY CLINIC MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT

OPS MANAGER	TRANSPLANT ASSISTANT
OR CHARGE NURSE	INTRA-OP NURSE
OR CHARGE NURSE	PREFERENCE CARD BUILDER
OR CHARGE NURSE	SURGERY SCHEDULER HOSPITAL BASED
OR CIRCULATING NURSE	INTRA-OP NURSE
OR FRONT DESK	SURGERY SCHEDULER HOSPITAL BASED
OR MANAGER	INTRA-OP NURSE
OR MANAGER	OR MANAGER
OR MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
OR NURSE MANAGER	PREFERENCE CARD BUILDER
OR SCHEDULING MANAGER	OR MANAGER
OR SCHEDULING MANAGER	SURGERY SCHEDULER HOSPITAL BASED
OR SERVICE LEAD	INTRA-OP NURSE
OR SERVICE LEAD	OR MANAGER
OR SERVICE LEAD	PREFERENCE CARD BUILDER
OR SURGERY OFFICE	SURGERY SCHEDULER HOSPITAL BASED
OR TECH	OR - VIEW ONLY
ORTHO NURSE COORDINATOR	INPATIENT ANCILLARY NURSE
ORTHOPEDIC CERTIFIED MEDICAL ASSISTANT	ORTHOPEDIC CLINIC SUPPORT
ORTHOPEDIC CLINIC MANAGER	ORTHOPEDIC CLINIC MANAGER
ORTHOPEDIC MANAGER	ORTHOPEDIC CLINIC SUPPORT
ORTHOPEDIC MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
ORTHOPEDIC MANAGER	TEMPLATE BUILDER
ORTHOPEDIC MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT
ORTHOPEDIC NURSE	ORTHOPEDIC CLINIC SUPPORT
OUTPATIENT DIETITIAN	OUTPATIENT DIETITIAN
OUTPATIENT ONCOLOGY CLINIC NURSE	ONCOLOGY CLINIC NURSE
OUTPATIENT ONCOLOGY INFUSION NURSE	ONCOLOGY INFUSION NURSE
OUTPATIENT TECHNOLOGIST	OUTPATIENT TECHNOLOGIST
PACU NURSE	PACU NURSE
PACU NURSE MANAGER	OR MANAGER

PACU NURSE MANAGER	PACU NURSE
PALLIATIVE CARE NURSE	INPATIENT ANCILLARY NURSE
PAT NURSE	PAT NURSE
PATIENT ACCESS ADMISSION SUPERVISOR	PATIENT ACCESS ADMISSION SUPERVISOR
PATIENT ACCESS REPRESENTATIVE	HOSPITAL AUTHORIZATION USER – WITH PREREQUISITES
PATIENT ACCESS USER	PATIENT ACCESS
PATIENT ACCESS USER	PATIENT ACCESS ADMISSION SUPERVISOR
PATIENT ACCOUNT REPRESENTATIVE	PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE
PATIENT ACCOUNT REPRESENTATIVE	PROFESSIONAL BILLING - INSURANCE FOLLOW-UP
PATIENT ACCOUNT REPRESENTATIVE	SINGLE BILLING OFFICE - GUARANTOR & PB CREDITS
PATIENT ACCOUNT REPRESENTATIVE	SINGLE BILLING OFFICE - REVENUE CYCLE END USER
PB BILLING OFFICE MANAGER	PROFESSIONAL BILLING - MANAGER / DIRECTOR
PB CODER	PROFESSIONAL BILLING - CODER
PB FINANCIAL COUNSELOR	FINANCIAL COUNSELOR
PEDIATRIC INPATIENT NURSE MANAGER	INPATIENT PEDIATRIC NURSE (EXCEPT L&D, NICU)
PEDIATRIC ONCOLOGY INPATIENT NURSE	INPATIENT PEDIATRIC ONCOLOGY NURSE
PEDIATRIC ONCOLOGY INPATIENT NURSE MANAGER	INPATIENT PEDIATRIC ONCOLOGY NURSE
PEDIATRIC ONCOLOGY OUTPATIENT NURSE	OUTPATIENT PEDIATRIC ONCOLOGY NURSE
PEDIATRIC ONCOLOGY OUTPATIENT NURSE MANAGER	OUTPATIENT PEDIATRIC ONCOLOGY NURSE
PEDIATRIC/PICU INPATIENT NURSE	INPATIENT PEDIATRIC NURSE (EXCEPT L&D, NICU)
PERFUSIONIST	PERFUSIONIST
PERI-OP NURSE PRACTITIONER	PAT NURSE
PHARMACY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
PHARMACY STUDENT	PHARMACY STUDENT
PHARMACY TECHNICIAN	INPATIENT PHARMACY TECHNICIAN
PHARMACY TECHNICIAN- MAIL ORDER	MAIL ORDER PHARMACY TECHNICIAN WITH REPORTING
PHARMACY TECHNICIAN- MAIL ORDER	MAIL ORDER PHARMACY TECHNICIAN WITHOUT REPORTING
PHASE II NURSE	DAY SURGERY NURSE
PHYSICAL THERAPIST	OUTPATIENT THERAPIST

PHYSICAL THERAPIST	INPATIENT THERAPIST
PHYSICIAN PRACTICE FRONT DESK END USER	FRONT DESK – PHYSICIAN PRACTICE
POPULATION HEALTH	SCHEDULE ONLY
PRE/POST TRANSPLANT COORDINATOR	ABDOMINAL TRANSPLANT COORDINATOR
PRE/POST TRANSPLANT COORDINATOR	NURSE SHARED (RN, LP, MA)
PREFERENCE CARD BUILDER	PREFERENCE CARD BUILDER
PRE-OP MANAGER	OR MANAGER
PRE-OP NURSE	DAY SURGERY NURSE
PRE-OP NURSE MANAGER	DAY SURGERY NURSE
PREP & RECOVERY NURSES (NBR ONLY)	INVASIVE PREP & RECOVERY NURSE
PROCESSORS AND CLIENT SERVICES	LAB SUPPORT WITH FRONT DESK HOD
PROCESSORS AND CLIENT SERVICES	LAB SUPPORT WITHOUT FRONT DESK HOD
PSYCH RN	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
PSYCH RN	NURSE SHARED (RN, LP, MA)
PULMONARY TECHNOLOGIST	INPATIENT TECH – PROCEDURAL & DIAGNOSTIC
QUALITAS READ ONLY PHARMACY ASSOCIATE	QUALITAS - VIEW ONLY
RADIATION ONCOLOGY NURSE (OUTPATIENT/INPATIENT)	RADIATION ONCOLOGY NURSE
RADIATION THERAPIST	RADIOLOGY ONCOLOGY - VIEW/PRINT ONLY
RADIOLOGY FILE ROOM	RADIOLOGY FRONT DESK
RADIOLOGY FRONT DESK	RADIOLOGY FRONT DESK
RADIOLOGY LEAD INTERVENTIONAL TECHNOLOGIST	INTERVENTIONAL TECHNOLOGIST
RADIOLOGY LEAD NON-INVASIVE TECHNOLOGIST	NON-INVASIVE RADIOLOGY TECHNOLOGIST
RADIOLOGY MANAGER	RADIOLOGY MANAGER
RADIOLOGY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER
RADIOLOGY NURSE	INTERVENTIONAL NURSE
REHAB FRONT DESK WITH AUTHORIZATIONS	REHAB AUTHORIZATION USER
REI NURSE	AMBULATORY CLINICAL SUPPORT (RN, LP, MA)
REI NURSE	NURSE SHARED (RN, LP, MA)
REPORTING POWER USER	REPORTING POWER USER
REPORTING USER	*SLICERDICER - (Voluntary Track)*
RESEARCH BILLER	CINJ RESEARCH BILLER

RESEARCH COORDINATOR	RESEARCH COORDINATOR
RESEARCH DATA COORDINATOR	RESEARCH COORDINATOR
RESEARCH MANAGER	RESEARCH COORDINATOR
RESEARCH PhD INVESTIGATOR	RESEARCH COORDINATOR
RESPIRATORY THERAPIST	INPATIENT RESPIRATORY THERAPY
RESPIRATORY THERAPY STUDENT	INPATIENT RESPIRATORY THERAPY
RESPIRATORY THERAPY SUPERVISOR	INPATIENT RESPIRATORY THERAPY
REVENUE CYCLE DIRECTOR	PROFESSIONAL BILLING - MANAGER / DIRECTOR
REVENUE CYCLE MANAGER OR DIRECTOR	REVENUE CYCLE MANAGER / DIRECTOR
ROI MANAGER	HIM DIRECTOR INPATIENT
SBO (PB) CLAIMS REPRESENTATIVE	PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE
SBO CREDIT SPECIALIST	SINGLE BILLING OFFICE - CUSTOMER SERVICE / SELF-PAY FOLLOW-UP REPRESENTATIVE
SBO CREDIT SPECIALIST VENDOR	SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS
SBO PAYMENT POSTER	SINGLE BILLING OFFICE - PAYMENT POSTER
SBO REPRESENTATIVE	HOSPITAL BILLING – ACCOUNT
SBO REPRESENTATIVE	HOSPITAL BILLING – CLAIMS
SOCIAL CARE PROFESSIONAL	SOCIAL CARE WITH SCHEDULE ONLY
SOCIAL CARE PROFESSIONAL	SOCIAL CARE
SOCIAL CARE SUPERVISOR	SOCIAL CARE WITH SCHEDULE ONLY
SOCIAL CARE SUPERVISOR	SOCIAL CARE
SOCIAL CARE WORKER	SOCIAL CARE WITH SCHEDULE ONLY
SOCIAL CARE WORKER	SOCIAL CARE
SOCIAL WORKER	TRANSPLANT CARE TEAM
SPECIALTY PHARMACIST TECHNICIAN	INPATIENT PHARMACY TECHNICIAN
SPEECH & LANGUAGE PATHOLOGIST	OUTPATIENT THERAPIST
SPEECH & LANGUAGE PATHOLOGIST	INPATIENT THERAPIST
STROKE COORDINATOR	INPATIENT ANCILLARY NURSE
SURGICAL TECH	PREFERENCE CARD BUILDER
TEMPLATE BUILDER	TEMPLATE BUILDER
THERAPY MANAGER	HOSPITAL BILLING – CLINICAL DEPARTMENT MANAGER

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

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THERAPY STUDENT	OUTPATIENT THERAPIST
THERAPY STUDENT	INPATIENT THERAPIST
TRANSPLANT BILLERS	HOSPITAL BILLING – TRANSPLANT BILLING
TRANSPLANT CARE TEAM	TRANSPLANT CARE TEAM
TRANSPLANT CLINIC ASSISTANT	NURSE SHARED (RN, LP, MA)
TRANSPLANT FINANCIAL COUNSELOR	FINANCIAL COUNSELOR
TRANSPLANT NURSE MANAGER	OUTPATIENT THERAPIST CLINIC MANAGER
TRANSPLANT NURSE MANAGER	TEMPLATE BUILDER
TRANSPLANT NURSE MANAGER	CLINIC MANAGER- HOSPITAL OUTPATIENT DEPARTMENT
TRANSPORT MANAGER	TRANSPORT MANAGER
TRANSPORT STAFF	TRANSPORTER
TRAUMA REGISTRY	ABSTRACTOR
TUMOR REGISTRAR	TUMOR REGISTRAR
URGENT CARE CLINICAL SUPPORT	AMBULATORY URGENT CARE CLINICAL SUPPORT
VIEW ONLY AMBULATORY USER	AMBULATORY VIEW-ONLY
VIEW ONLY EMERGENCY DEPARTMENT USER	ED VIEW-ONLY
VIEW ONLY HIM USER	HIM VIEW ONLY
VIEW ONLY INPATIENT CLINICAL USER	INPATIENT CLINICAL VIEW ONLY
VIEW ONLY REVENUE CYCLE USER	REVENUE CYCLE VIEW ONLY
WOUND CARE INPATIENT NURSE	INPATIENT NURSE – WOUND CARE
WOUND CARE INPATIENT NURSE MANAGER	INPATIENT NURSE – WOUND CARE
WOUND CARE INPATIENT NURSE STUDENT	INPATIENT NURSE – WOUND CARE
WOUND CARE MA/LPN/RN	OUTPATIENT WOUND CARE NURSE