

# TRAINING CATALOG

*(NON - PROVIDER)*

## Features:

- ▶ Registration Tip Sheet
- ▶ Epic Training Information
- ▶ Training Vocabulary
- ▶ Curriculum Guides

# Table of Contents

<b>WELCOME TO TRAINING</b> .....	<b>9</b>
<b>TRAINING TERMS &amp; DEFINITIONS</b> .....	<b>10</b>
<b>TRAINING SUPPORT</b> .....	<b>18</b>
<b>CLINICAL OUTPATIENT</b> .....	<b>19</b>
<b>AMBULATORY</b> .....	<b>20</b>
ABTRACTOR .....	20
AMBULATORY CLINICAL SUPPORT (RN, LP, MA).....	21
AMBULATORY OB NURSE MANAGER .....	23
AMBULATORY URGENT CARE CLINICAL SUPPORT .....	25
AMBULATORY VIEW ONLY .....	27
CLINIC MANAGER (OUTPATIENT CLINIC).....	28
OB AMBULATORY CLINICAL SUPPORT .....	31
AUDIOLOGIST .....	32
DIETITIAN (OUTPATIENT) .....	34
WOUND CARE NURSE (OUTPATIENT).....	35
OUTPATIENT TECHNOLOGIST.....	36
REHAB ABTRACTOR – VIEW ONLY .....	37
<b>CARDIOLOGY</b> .....	<b>38</b>
CARDIOLOGY CLINIC SUPPORT .....	38
CARDIOLOGY CLINIC MANAGER (OUTPATIENT CLINIC) .....	39
NON-INVASIVE SCHEDULER .....	41
<b>IMAGING</b> .....	<b>42</b>
OUTPATIENT TECHNOLOGIST.....	42
<b>ONCOLOGY</b> .....	<b>43</b>
HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER .....	43
ONCOLOGY CLINIC NURSE.....	45
ONCOLOGY INFUSION NURSE .....	46

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RADIATION ONCOLOGY NURSE .....	47
RADIATION ONCOLOGY - VIEW/PRINT ONLY .....	49
TUMOR REGISTRAR (INPATIENT/OUTPATIENT) .....	50
<b>ORTHOPEDIC .....</b>	<b>51</b>
ORTHOPEDIC CLINIC MANAGER.....	51
ORTHOPEDIC CLINIC SUPPORT.....	53
<b>PHARMACY (OUTPATIENT) .....</b>	<b>54</b>
MAIL ORDER PHARMACY TECHNICIAN.....	54
RETAIL PHARMACY TECHNICIAN WITHOUT REPORTING .....	55
<b>POPULATION HEALTH .....</b>	<b>56</b>
CARE MANAGER NURSE / SUPERVISOR .....	56
SOCIAL CARE .....	57
<b>REHAB .....</b>	<b>58</b>
CARDIAC REHAB (OUTPATIENT).....	58
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD).....	59
THERAPIST (OUTPATIENT).....	60
THERAPIST CLINIC MANAGER (OUTPATIENT) .....	62
REHAB AUTHORIZATION USER .....	64
TEMPLATE BUILDER.....	65
<b>REPORTING.....</b>	<b>66</b>
MANAGER REPORTING.....	66
REPORTING POWER USER .....	67
SLICERDICER - (Voluntary Track).....	68
<b>RESEARCH.....</b>	<b>69</b>
RESEARCH COORDINATOR .....	69
RESEARCH VIEW ONLY .....	70
<b>SCHEDULING &amp; REGISTRATON .....</b>	<b>71</b>
CENTRAL SCHEDULING .....	71
FRONT DESK – PHYSICIAN PRACTICE .....	72
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD).....	74
HOSPITAL AUTHORIZATION USER .....	75
HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER .....	76
SCHEDULE ONLY .....	78
TEMPLATE BUILDER.....	79

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*

<b>TRANSPLANT .....</b>	<b>80</b>
ABDOMINAL TRANSPLANT COORDINATOR .....	80
HEART TRANSPLANT COORDINATOR .....	81
LUNG TRANSPLANT COORDINATOR .....	82
TRANSPLANT ASSISTANT.....	83
TRANSPLANT CARE TEAM .....	84
OPHTHAMOLOGY CLINICAL SUPPORT .....	85
OPHTHALMOLOGY CLINIC MANAGER .....	86

**CLINICAL INPATIENT .....88**

<b>ANCILLARY CLINICAL .....</b>	<b>89</b>
INPATIENT CHILD LIFE.....	89
INPATIENT CLINICAL VIEW ONLY .....	90
INPATIENT DIETITIAN .....	91
INPATIENT MDS COORDINATOR.....	92
INPATIENT MENU TECHNICIAN VIEW ONLY .....	93
INPATIENT PATIENT CARE TECHNICIAN .....	94
INPATIENT QUALITY .....	95
INPATIENT RESPIRATORY THERAPY .....	96
INPATIENT SPIRITUAL CARE .....	97
INPATIENT TECH – ECG .....	98
INPATIENT TECH – PROCEDURAL & DIAGNOSTIC .....	99
INPATIENT TELEMETRY MONITOR TECHNICIAN.....	100
INPATIENT UNIT CLERK .....	101
INPATIENT REMOTE VIDEO MONITOR TECHNICIAN .....	102

<b>CARDIOLOGY .....</b>	<b>103</b>
DEDICATED ECG TECHNOLOGIST .....	103
INVASIVE CHARGE ENTRY .....	104
INVASIVE INTRA PROCEDURE CARE WITH SIM LAB .....	105
INVASIVE INTRA PROCEDURE CARE WITHOUT SIM LAB.....	106
INVASIVE MANAGER .....	107
INVASIVE PREP & RECOVERY NURSE .....	108
INVASIVE SCHEDULER .....	109
NON-INVASIVE ECHO / VASCULAR SONOGRAPHER .....	110
NON-INVASIVE MANAGER .....	111

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

NON-INVASIVE NURSE .....	112
NON-INVASIVE SCHEDULER .....	113
NON-INVASIVE STRESS TECHNOLOGIST .....	114
REGISTRY ABTRACTOR .....	115
INPATIENT CASE MANAGER .....	116
INPATIENT CASE MANAGER SUPERVISOR .....	117
INPATIENT SOCIAL WORKER .....	118
INPATIENT UTILIZATION MANAGER .....	119
INPATIENT UTILIZATION REVIEW ( <i>HURC International Only</i> ).....	120
<b>EMERGENCY DEPARTMENT .....</b>	<b>121</b>
ED CLERK .....	121
ED NURSE .....	122
ED UNIT MANAGER .....	124
ED TECH & MENTAL HEALTH ASSOCIATE.....	125
ED VIEW ONLY .....	126
<b>HOSPITAL OUTPATIENT DEPARTMENT .....</b>	<b>127</b>
ABTRACTOR .....	127
AMBULATORY VIEW ONLY .....	128
CLINIC MANAGER (HOSPITAL OUTPATIENT DEPARTMENT) .....	129
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD).....	132
HOSPITAL AUTHORIZATION USER .....	133
HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER .....	134
TEMPLATE BUILDER.....	136
<b>INFECTION PREVENTION.....</b>	<b>137</b>
INFECTION PREVENTIONIST .....	137
<b>INPATIENT NURSING .....</b>	<b>138</b>
INPATIENT ANCILLARY NURSE .....	138
INPATIENT ADULT NURSE .....	140
INPATIENT DIALYSIS NURSE .....	142
INPATIENT DIALYSIS TECH.....	143
INPATIENT NURSE MANAGER .....	144
INPATIENT VASCULAR ACCESS NURSE.....	146
INPATIENT WOUND CARE NURSE .....	147
INPATIENT PEDIATRIC NURSE .....	148
<b>LAB.....</b>	<b>150</b>

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

LAB AP TECH .....	150
LAB AP TRANSCRIPTIONIST .....	151
BLOOD BANK TECH .....	152
CYTOGENETICS / MOLECULAR TECHNOLOGIST .....	153
CYTOTECH .....	154
LAB SUPPORT WITH FRONT DESK HOD .....	155
LAB SUPPORT WITHOUT FRONT DESK HOD .....	157
LAB PHLEBOTOMIST WITH FRONT DESK HOD (REGISTRATION) .....	158
LAB PHLEBOTOMIST WITHOUT FRONT DESK HOD (REGISTRATION) .....	160
LAB SUPERVISOR / MANAGER .....	161
MEDICAL TECHNOLOGIST .....	163
MICROBIOLOGY TECHNOLOGIST .....	164
<b>LABOR &amp; DELIVERY .....</b>	<b>165</b>
BIRTH CERTIFICATE REGISTRAR VIEW ONLY .....	165
COUPLET CARE (MOTHER / BABY) NURSE MANAGER .....	166
COUPLET CARE (MOTHER / BABY) NURSE WITH CPN .....	169
COUPLET CARE (MOTHER / BABY) NURSE WITHOUT CPN .....	171
LABOR & DELIVERY NURSE .....	173
LABOR & DELIVERY NURSE MANAGER .....	175
LABOR & DELIVERY UNIT CLERK .....	178
LACTATION CONSULTANT .....	179
NEWBORN HEARING SCREENER VENDOR VIEW ONLY .....	180
NICU NURSE .....	181
NICU NURSE MANAGER .....	183
VON DATABASE ABTRACTOR VIEW ONLY .....	185
<b>ONCOLOGY .....</b>	<b>186</b>
HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER .....	186
PEDIATRIC ONCOLOGY NURSE (INPATIENT) .....	188
INPATIENT ONCOLOGY NURSE .....	190
RADIATION ONCOLOGY NURSE (INPATIENT/OUTPATIENT) .....	192
TUMOR REGISTRAR (INPATIENT/OUTPATIENT) .....	194
<b>PATIENT ACCESS .....</b>	<b>195</b>
FINANCIAL COUNSELOR .....	195
FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD) .....	196
HOSPITAL AUTHORIZATION USER .....	197

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

HOSPITAL OUTPATIENT DEPARTMENT (HOD) ONCOLOGY SCHEDULER .....	198
PATIENT ACCESS .....	200
PATIENT ACCESS ADMISSION SUPERVISOR.....	201
<b>PATIENT MOVEMENT .....</b>	<b>203</b>
BED PLANNER .....	203
EVS TECH.....	204
EVS MANAGER.....	205
HOSPITAL INFORMATION DESK VIEW ONLY .....	206
TRANSPORTER TECH.....	207
TRANSPORT MANAGER.....	208
<b>PHARMACY .....</b>	<b>209</b>
INPATIENT PHARMACY TECHNICIAN .....	209
PHARMACY STUDENT – VIEW ONLY .....	210
QUALITAS - VIEW ONLY .....	211
<b>RADIOLOGY.....</b>	<b>212</b>
BREAST IMAGING COORDINATOR .....	212
BREAST IMAGING TECHNOLOGIST.....	213
INTERVENTIONAL NURSE .....	214
INTERVENTIONAL TECHNOLOGIST.....	215
NON-INVASIVE RADIOLOGY TECHNOLOGIST .....	216
RADIOLOGY FRONT DESK.....	217
RADIOLOGY MANAGER.....	218
<b>REHAB.....</b>	<b>220</b>
INPATIENT THERAPIST.....	220
INPATIENT THERAPY MANAGER.....	222
<b>REPORTING .....</b>	<b>224</b>
MANAGER REPORTING.....	224
REPORTING POWER USER.....	225
SLICERDICER - ( <i>Voluntary Track</i> ).....	226
<b>RESEARCH .....</b>	<b>227</b>
RESEARCH COORDINATOR.....	227
RESEARCH VIEW ONLY .....	228
<b>SURGICAL SERVICES .....</b>	<b>229</b>
CHARGE POSTER.....	229

Items Listed in Navy = No Registration Required

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DAY SURGERY NURSE.....	230
ENDOSCOPY NURSE.....	231
ENDOSCOPY/OR/PAT SCHEDULER.....	233
INTRA-OP NURSE.....	234
MATERIALS MANAGEMENT – VIEW ONLY .....	235
OPTIME ANESTHESIA – VIEW ONLY .....	236
OR MANAGER .....	237
OR - VIEW ONLY.....	239
PACU NURSE .....	240
PAT NURSE.....	241
PERFUSIONIST.....	242
PREFERENCE CARD BUILDER .....	243
SURGICAL COORDINATOR (INDEPENDENT).....	244
SURGICAL COORDINATOR (RWJBH).....	245
OR FRONT DESK.....	246
ENDOSCOPY/OR/PAT SCHEDULER.....	247

## **BEHAVIORAL HEALTH .....248**

### **EMERGENCY SCREENING .....249**

CRISIS/PESS INTERVENTION SPECIALIST.....	249
CRISIS/PESS INTERVENTION MANAGER .....	250
MOBILE SCREENING.....	251

### **INPATIENT.....252**

BEHAVIORAL HEALTH CLINICIAN (INPATIENT) .....	252
BEHAVIORAL HEALTH LICENSED PRACTICAL NURSE (INPATIENT).....	253
BEHAVIORAL HEALTH REGISTERED NURSE (INPATIENT) .....	254
BEHAVIORAL HEALTH NURSE MANAGER (INPATIENT) .....	255
BEHAVIORAL HEALTH MENTAL HEALTH ASSOCIATE (INPATIENT).....	257
BEHAVIORAL HEALTH PROFESSIONAL (INPATIENT).....	258
BEHAVIORAL HEALTH UNIT CLERK (INPATIENT).....	259

### **OUTPATIENT.....260**

BEHAVIORAL HEALTH CLINICIAN (OUTPATIENT).....	260
BEHAVIORAL HEALTH CLINIC MANAGER (OUTPATIENT) .....	261
BEHAVIORAL HEALTH NURSE (OUTPATIENT) .....	262
BEHAVIORAL HEALTH PROFESSIONAL (OUTPATIENT) .....	264

Items Listed in Navy = No Registration Required

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



# REVENUE CYCLE .....265

## HIM & IDENTITY .....266

CDI SPECIALIST.....	266
DATA INTEGRITY SPECIALIST.....	267
DATA INTEGRITY CONVERSION ERRORS – VIEW ONLY.....	268
DEFICIENCY ANALYST - INPATIENT.....	269
HIM ACUTE CARE SCANNING.....	270
HIM AMBULATORY SCANNING.....	271
HIM CODER.....	272
HIM DIRECTOR - INPATIENT.....	273
HIM DIRECTOR - OUTPATIENT.....	274
HIM VIEW ONLY.....	275
PRIVACY OFFICER.....	276
ROI CLERK.....	277

## HOSPITAL BILLING .....278

HOSPITAL BILLING – INSURANCE FOLLOW-UP.....	278
HOSPITAL BILLING – REVENUE INTEGRITY.....	279
HOSPITAL BILLING – TRANSPLANT BILLER.....	280

## PROFESSIONAL BILLING .....281

PROFESSIONAL BILLING - CHARGE CAPTURE REPRESENTATIVE.....	281
PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE.....	282
PROFESSIONAL BILLING - CODER.....	283
PROFESSIONAL BILLING - INSURANCE FOLLOW-UP.....	284
PROFESSIONAL BILLING - MANAGER / DIRECTOR.....	285

## SINGLE BILLING OFFICE .....287

REVENUE CYCLE MANAGER / DIRECTOR.....	287
REVENUE CYCLE VIEW ONLY.....	290
SINGLE BILLING OFFICE – CLAIMS/BILLING USER.....	291
SINGLE BILLING OFFICE - CUSTOMER SERVICE / SELF-PAY FOLLOW-UP REPRESENTATIVE.....	292
SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS.....	293
SINGLE BILLING OFFICE - CREDITS.....	294
SINGLE BILLING OFFICE - PAYMENT POSTER.....	295
SINGLE BILLING OFFICE - REVENUE CYCLE END USER.....	296

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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



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# TRAINING TERMS & DEFINITIONS

## CREDENTIALLED 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 **VILTs** 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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## 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.

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## 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.

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## TRAINING ENVIRONMENT

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

## TRAINING TRACK

A Training Track is a packaged track of learning items (WBTs, 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

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# 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>
  - For RWJ Employees, use your **Employee ID #** as your USERNAME and PASSWORD.
  - If you do not have a RWJBH Employee ID #, use your **RWJBH NETWORK USERNAME (IN ALL CAPS)** as your USERNAME and PASSWORD.
  - If you do not have a RWJBH Network Username, use your **FIRSTNAME.LASTNAME (IN ALL CAPS)** as your USERNAME and PASSWORD.
2. 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.

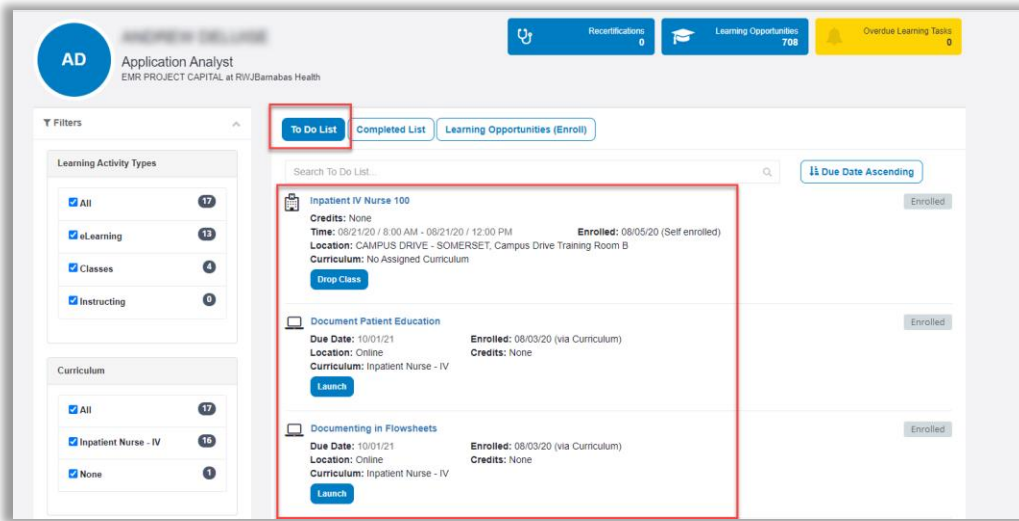
**Labs** **will not** appear for registration until you complete and pass your necessary EUPA(s) that you will take in the **VILTs**.

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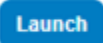
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After registering for class, you will see it appear at the top of your **To Do List**:



## Prerequisites

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

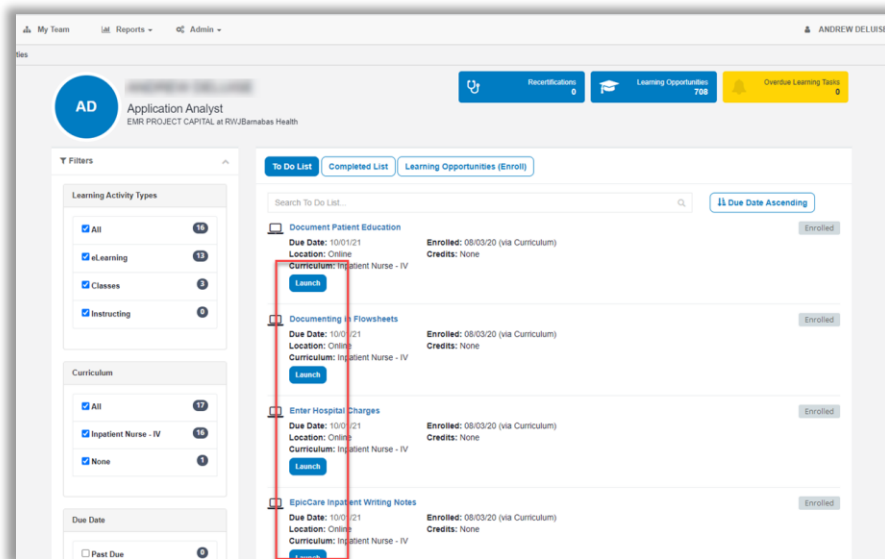
- Prerequisite **WBTs** will appear on your **To-Do List** as “eLearnings” and will have a **BLUE** button labeled 
- Prerequisite **VILTs** and **LABs** will appear on your **To-Do List** as a “class” and will have a **BLUE** button labeled “**Select Class**”.

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## 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.

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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**.

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*

# 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>**

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# CLINICAL OUTPATIENT



Items Listed in Navy = No Registration Required

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# AMBULATORY

## ABTRACTOR

### **TRACK DESCRIPTION:**

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

### **EXPECTED END USERS:**

*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
- Chart Health (Abstractor) **WBT** – 38:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# AMBULATORY CLINICAL SUPPORT (RN, LP, MA)

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- 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

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

- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 1 VILT – 8:00 Hours**
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 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*

# AMBULATORY OB NURSE MANAGER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Maternal-Fetal Nurse Manager, OB Outpatient Nurse Manager

## REQUIRED TRAINING

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

- 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 Part 1 VILT** – 8:00 Hours
- **AMB - OB Ambulatory Clinical Support Part 2 VILT** – 4:00 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



- Overview of 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
- **PB - Charge Reconciliation Workshop** – 3:00 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

- 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

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... Secure Chat **WBT** – 2:00 Min
- **AMB** - Ambulatory Clinical Support (RN, LP, MA) Part 1 **VILT** – 8:00 Hours
- **AMB** - Ambulatory Clinical Support (RN, LP, MA) Part 2 **VILT** – 4:00 Hours
- **AMB** - Ambulatory Urgent Care Clinical Support **VILT** – 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

# 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

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

# 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) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours
- **AMB - Clinic Manager VILT** – 3:00 Hours
  
- Overview of Hyperspace in for Revenue Access Products – **WBT** – 11:30 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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- Overview of the Interactive Face Sheet – **WBT** – 3:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
  
- Overview of Making Appointments **WBT** – 6:30 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 - 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
- **PB - Charge Reconciliation Workshop** – 3:00 Hours
  
- Overview of Reporting **WBT** – 4:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Modifying the Search Criteria of a Report **WBT** – 9:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

Items Listed in Navy = No Registration Required

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

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# OB AMBULATORY CLINICAL SUPPORT

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Maternal-Fetal Clinical Support, OB Outpatient Clinical Support

## REQUIRED TRAINING

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

- 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 Part 1 VILT** – 8:00 Hours
- **AMB - OB Ambulatory Clinical Support Part 2 VILT** – 4:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# AUDIOLOGIST

## 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

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: 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

# 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

**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
- Wound Care Image Association **WBT** – 4:30 Min
  
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours
- **AMB - Wound Care Clinical Support VILT** – 2:00 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

# 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**

**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

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

# REHAB ABTRACTOR – VIEW ONLY

## **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*

## **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 Abtractor **WBT** – 30:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# CARDIOLOGY

## CARDIOLOGY CLINIC SUPPORT

### 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 Support role and functionality in Epic. End Users will use exercises to practice performing and documenting diagnostic exams in Epic.

### EXPECTED END USERS:

Clinic Nurses, MAs, Techs who perform cardiac imaging exams such as echocardiography and stress.

### REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- 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) Part 1 **VILT** – 8:00 Hours
  - **AMB** - Ambulatory Clinical Support (RN, LP, MA) Part 2 **VILT** – 4:00 Hours
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
  - **CUP** - Cardiology Clinic Support (Tech,RN,MA) **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

# 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

**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) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours
- **CUP - Cardiology Clinic Support (Tech,RN,MA) VILT** – 4:00 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

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... Secure Chat **WBT** – 2:00 Min
  
- 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
- PB - Charge Reconciliation Workshop – 3:00 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

# NON-INVASIVE SCHEDULER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cardiology Front Desk, Non-Invasive Scheduler

## REQUIRED TRAINING

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

PRE GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# IMAGING

## OUTPATIENT TECHNOLOGIST

### **TRACK DESCRIPTION:**

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

### **EXPECTED END USERS:**

*Ambulatory X-Ray Technologist*

### **REQUIRED TRAINING**

PRE GO-  
LIVE

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

# 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

- 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 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

- 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ONCOLOGY CLINIC NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Outpatient Oncology Clinic Nurses

## REQUIRED TRAINING

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

PRE GO-LIVE

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

# ONCOLOGY INFUSION NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Outpatient Oncology Infusion Nurse

## REQUIRED TRAINING

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

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Office Visit Demonstration **WBT** – 8:00 Min
- Finding Patient Information **WBT** – 5:00 Min
- EpicCare Ambulatory: Ordering in an Outpatient Context **WBT** – 9:00 Min
- Clinic-Administered Medications **WBT** – 5:00 Min
- Wrapping Up a Visit **WBT** – 8:00 Min
- Overview of In Basket **WBT** – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00
- 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) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours
  
- **BCN - Oncology Infusion Nurse VILT** – 4:00 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

# RADIATION ONCOLOGY NURSE

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*Radiation Oncology Nurse (Outpatient/Inpatient)*

## **REQUIRED TRAINING**

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



- 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# RADIATION ONCOLOGY - 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

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***

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

# 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

**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

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

- **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 – 3:00 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

**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

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

# PHARMACY (OUTPATIENT)

## MAIL ORDER PHARMACY TECHNICIAN

### 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

- 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

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

# RETAIL PHARMACY TECHNICIAN WITHOUT REPORTING

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*Ambulatory Pharmacy Technician*

## **REQUIRED TRAINING**

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

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

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



# POPULATION HEALTH

## CARE MANAGER NURSE / SUPERVISOR

### **TRACK DESCRIPTION:**

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

### **EXPECTED END USERS:**

*Care Manager Nurse, Care Manager Supervisor*

### REQUIRED TRAINING

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

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Finding Patient Information **WBT** – 5:00 Min
- Overview of In Basket – 7:30 Min
- In Basket: Handling Refill Requests **WBT** – 7:00 Min
- In Basket: Telephone Encounters **WBT** – 7:00 Min
- In Basket: Following up on Results Messages **WBT** – 6:00 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
- Granting Proxy Access to MyChart **WBT** – 4:00 Min
- Sending and Reviewing Patient Questionnaires **WBT** – 7:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
- Introduction to Radar **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
  
- **HP - Population Health Care Management 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

# 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**

**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

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

# REHAB

## CARDIAC REHAB (OUTPATIENT)

### TRACK DESCRIPTION:

This learning track is designed for the LPN, RN, Exercise Physiologist, Cardiac Rehab Therapist and Physical Therapist working in the Outpatient Cardiac Rehab Setting.

### EXPECTED END USERS:

Physical Therapist, Therapy Student, Cardiac Rehab Therapist, Exercise Physiologist, Registered Nurse working in Cardiac Rehabilitation

### REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace **WBT** – 12:00 Min
- 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
- 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 – Cardiac Rehab (Outpatient) VILT** – 7:00 Hours

OPTIONAL

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

## REQUIRED TRAINING

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

- 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
- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

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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

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

PRE GO-LIVE

- 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 - 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

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 ... Care Everywhere 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*

# 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

**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 - Therapist (Outpatient) VILT** – 7:00 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

- **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 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*

## REQUIRED TRAINING

PRE GO-LIVE

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

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# 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**

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

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

PRE GO-LIVE

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# REPORTING

## MANAGER REPORTING

### **TRACK DESCRIPTION:**

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

### **EXPECTED END USERS:**

*Department Managers that do Reporting*

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

### **REQUIRED TRAINING**

**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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

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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

- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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.***

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

# 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**
  
- **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

Items Listed in Navy = No Registration Required

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# RESEARCH VIEW ONLY

## **TRACK DESCRIPTION:**

*In this learning track, the end user will learn how to Navigate Hyperspace in both the In-patient and Out-patient settings. They will learn how to navigate a patient chart including research study related information.*

## **EXPECTED END USERS:**

*Research Associates, Research Assistants*

## **REQUIRED TRAINING**

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

- Overview of Research Studies in Epic **WBT** – 9:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min

PRE GO-LIVE

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# 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, tran orders, preadmit patients, create patient estimates and other core scheduling functionality.*

### EXPECTED END USERS:

Central Scheduler

### REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Overview of the Interactive Face Sheet **WBT** – 3:30 Min
- Overview of Making Appointments **WBT** – 6:30 Min
- Overview of Workqueues for Access **WBT** – 8:00 Min
- Report Setup **WBT** – 9:30 Min
- Overview of MyChart **WBT** – 7:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
  
- CAD/PRE - Central Scheduling PART 1 **VILT** – 7:00 Hours
- CAD/PRE - Central Scheduling PART 2 **VILT** – 7:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# FRONT DESK – PHYSICIAN PRACTICE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*Physician Practice Front Desk End User, Non-Invasive Scheduler*

## REQUIRED TRAINING

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

- 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** – 6:30 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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- 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

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

# FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*Hospital Outpatient Front Desk, Hospital Outpatient Scheduler*

## REQUIRED TRAINING

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

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

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

# HOSPITAL AUTHORIZATION USER

## **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

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

- 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 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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

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

# SCHEDULE ONLY

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*Population Health, and others as determined by Management.*

## **REQUIRED TRAINING**

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

- Overview of 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

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

# 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**

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of the Appointment Desk **WBT** – 3:00 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Building Schedules Using Edit Template **WBT** – 19:00 Min
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting the Provider Utilization Health Record **WBT** – 7:30 Min
  
- **CAD/PRE - Template Builder VILT** – 4:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# 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

**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

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

# 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**

**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

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

# LUNG 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:**

*Lung Transplant Coordinator*

## **REQUIRED TRAINING**

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

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

# 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**

**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

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

# TRANSPLANT CARE TEAM

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*Social Workers, Dietician, Transplant Care Team*

## **REQUIRED TRAINING**

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- 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**

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

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



Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

***Search for the following web-based training activities in 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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

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

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

***Search for the following web-based training activities in 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# INPATIENT DIETITIAN

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Inpatient Dietitian, Inpatient Nutritionist

## REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- **CLD - Inpatient Dietitian VILT** – 5:00 Hours

POST GO-LIVE

- Documenting in Flowsheets **WBT** – 7:00 Min
- Nurse Managing Orders **WBT** – 6:30 Min
- EpicCare Inpatient: Writing Notes **WBT** – 3:00 Min

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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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*

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 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***

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 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

**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

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

***Search for the following web-based training activities in 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

**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

PRE GO-LIVE

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

POST GO-LIVE

***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

ADDITIONAL RESOURCES

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 RESPIRATORY THERAPY

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Respiratory Therapy Student, Respiratory Therapist, Respiratory Therapy Supervisor

## REQUIRED TRAINING

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

- Overview of Hyperspace in an Inpatient Setting **WBT**– 9:00 Min
- CLD - Inpatient Respiratory Therapy Part 1 **VILT** – 8:00 Hours
- CLD – Inpatient Respiratory Therapy Part 2 **VILT** – 4:00 Hours

PRE GO-LIVE

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***

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

ADDITIONAL RESOURCES

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 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

**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

PRE GO-LIVE

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 – 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

**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

PRE GO-LIVE

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

POST GO-LIVE

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

ADDITIONAL RESOURCES

- 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

# 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 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 (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.**

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# INPATIENT UNIT CLERK

## TRACK DESCRIPTION:

In this Training Track, the End User will learn about the 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 SympIr 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 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

**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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# INVASIVE CHARGE ENTRY

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cardiology Invasive Lab Manager, Charge Entry End User

## REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Report Settings **WBT** – 4:30 Min
- Overview of Invasive Charge Entry **WBT** – 4:00 Min
- Invasive Cardiology Workflow Overview **WBT** – 13:30 Min
  
- **CUP - Cardiology Invasive Charge Entry VILT** – 4:00 Hours

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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***

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 INTRA PROCEDURE CARE WITHOUT SIM LAB

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cardiology Invasive Tech

## REQUIRED TRAINING

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

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- 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
  
- **CUP - Cardiology Invasive Intra Procedure Care VILT** – 7:00 Hours

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

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

- 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

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

# INVASIVE PREP & RECOVERY NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Prep & Recovery Nurses (New Brunswick Location Only)

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# NON-INVASIVE ECHO / VASCULAR SONOGRAPHER

## TRACK DESCRIPTION:

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

**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

# NON-INVASIVE MANAGER

## TRACK DESCRIPTION:

In this learning track, the (non-nurse) Manager for the Non-Invasive Cardiology Department will learn the Manager role and functionality in Epic. End Users will use exercises to practice correcting documentation errors and resolving incomplete work. 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

**Prerequisites to this Training Track are one of the following:**

- Non-Invasive Echo/Vascular Sonographer
- Non-Invasive Nurse

## REQUIRED TRAINING

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

- 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# NON-INVASIVE NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cardiology Nurse

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# NON-INVASIVE SCHEDULER

## TRACK DESCRIPTION:

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

**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

**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 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***

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# NON-INVASIVE 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# REGISTRY ABTRACTOR

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cardiology Registry Abstractor

## REQUIRED TRAINING

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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# CASE MANAGEMENT

## INPATIENT CASE MANAGER

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Case and Utilization Manager, Case Manager, Case Manager Supervisor

### REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

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

- EpicCare Inpatient: Writing Notes **WBT** – 3:00 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

# INPATIENT CASE MANAGER SUPERVISOR

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Case and Utilization Manager, Case Manager, Case Manager Supervisor

## REQUIRED TRAINING

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

- Overview of Hyperspace in an Inpatient Setting **WBT**– 9:00 Min
- HB Charge Router (Unit) Charge Entry **WBT**
- Overview of Reporting **WBT** – 4:00 Min
- Introduction to Radar **WBT** – 6:00 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
- COG - Reporting in Epic **VILT** – 4:30 Hours
- COG – Advanced Reporting in Epic **VILT** – 4:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# INPATIENT SOCIAL WORKER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Inpatient Social Worker

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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***

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 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***

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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ED NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

ED Nurse and PESS Nurse

## REQUIRED TRAINING

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

- Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
- 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
  
- **ASAP - ED Nurse Part 1 VILT** – 8:00 Hours
  
- Linking Override Pulls in the ED **WBT** – 4:30 Min
  
- **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

PRE GO-LIVE

OPTIONAL

- Patient Tracking **WBT** – 4:30 Min
- Arrival and Patient Search **WBT** – 4:30 Min
- Clinical Information Review **WBT** – 8:00 Min
- Introduction to Radar **WBT** – 6:00 Min

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- 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 Manager VILT** – 4:00 Hours
- Create a New View of a Radar Dashboard **WBT** – 7:00 Min
- **COG - Reporting in Epic VILT** – 4:30 Hours

PRE GO-LIVE

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Items Listed in Red = Requires Registration

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# ED TECH & MENTAL HEALTH ASSOCIATE

## 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

**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 & Mental Health Associate VILT** – 4:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ED VIEW ONLY

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*As Determined by Leadership*

## **REQUIRED TRAINING**

PRE GO-LIVE

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

- Overview of Hyperspace for ASAP Users **WBT** – 6:00 Min
- Patient Tracking **WBT** – 4:30 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HOSPITAL OUTPATIENT DEPARTMENT

## ABTRACTOR

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Abstractor, Trauma Registry

### REQUIRED TRAINING

**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
- Chart Health (Abstractor) **WBT** – 38:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

**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**

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

PRE GO-

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

# 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

- 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) Part 1 VILT** – 8:00 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

- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT – 4:00 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 – 6:30 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 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**

- COG - Reporting in Epic **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*

# FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HOSPITAL AUTHORIZATION USER

## 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

# 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
- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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

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



# TEMPLATE BUILDER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# INFECTION PREVENTION

## INFECTION PREVENTIONIST

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Infection Preventionist

### REQUIRED TRAINING

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

***Search for the following web-based training activities in 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
- 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

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

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 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

**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**

PRE GO-LIVE

POST GO-LIVE

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

ADDITIONAL RESOURCES

***Search for the following web-based training activities in 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

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 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

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 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

**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

PRE GO-LIVE

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***

- 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
- 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

ADDITIONAL RESOURCES

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 DIALYSIS TECH

## TRACK DESCRIPTION:

This track is designed for the Inpatient Dialysis TECH. 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 Tech (Dialysis)

## 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 Snapboard **WBT** – 11:00 Min
- **CLD - Inpatient Dialysis Nurse VILT** – 8:00 Hours

PRE GO-LIVE

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

POST GO-LIVE

***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
- 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

ADDITIONAL RESOURCES

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# INPATIENT NURSE 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

**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**
- **COG - Reporting in Epic 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

*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 designed for the Inpatient IV Nurses. This course will provide an overview of Epic Hyperspace, how to locate patients require vascular access device insertion, removal and maintenance. You will also learn how to complete procedural documentation, 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***

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 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

**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

PRE GO-LIVE

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

POST GO-LIVE

***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

ADDITIONAL RESOURCES

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 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

**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

PRE GO-LIVE

*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

ADDITIONAL RESOURCES

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

## LAB AP TECH

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Histotechs, Cytotechs

### REQUIRED TRAINING

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

- 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)

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LAB AP TRANSCRIPTIONIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Anatomic Pathology Transcriptionist

## REQUIRED TRAINING

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

- 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)

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# 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

**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

PRE GO-LIVE

POST GO-

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# CYTOGENETICS / MOLECULAR TECHNOLOGIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cytogenetic Molecular Technologists

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# CYTOTECH

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Cytotechs

## REQUIRED TRAINING

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

- 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)

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LAB SUPPORT WITH FRONT DESK HOD

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Lab Front Desk, Processors and Client Services

## REQUIRED TRAINING

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

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

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

- 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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LAB PHLEBOTOMIST WITH FRONT DESK HOD (REGISTRATION)

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

Lab Phlebotomist

## **REQUIRED TRAINING**

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

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

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

- 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***

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# LAB 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LAB SUPERVISOR / MANAGER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*Lab Supervisor, Lab Anatomic Pathology Manager*

## REQUIRED TRAINING

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

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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- 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

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

# 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# MICROBIOLOGY TECHNOLOGIST

## TRACK DESCRIPTION:

In this Learning Track, you will learn about plating and resulting microbiology tests 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LABOR & DELIVERY

## BIRTH CERTIFICATE REGISTRAR VIEW ONLY

### TRACK DESCRIPTION:

In this learning track the end user will learn how to access the reports in Epic that contain information needed to complete the NJ State Birth Registry process.

### Expected End User:

Birth Certificate Registrar

### REQUIRED TRAINING

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

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Overview of the L&D Manager **WBT** – 5:30 Min
- It's Possible... Storyboard **WBT** – 2:30 Min
- Birth Registrar PDF

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

# 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

- 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**

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

- 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

***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
- 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

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... Secure Chat **WBT** – 2:00 Min
- EpicCare Inpatient: Finding Patient Information **WBT** – 6:00 Min
- EpicCare Inpatient: Managing Orders **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

# 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

- 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**

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

- **STK - CPN Training VILT – 3:00 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***

- **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

- 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**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

*Search for the following web-based training activities in 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

- 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**

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

- 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 Sympplr 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

# 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

**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

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



- 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

***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

- 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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LABOR & DELIVERY UNIT CLERK

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*OB Unit Coordinator*

## REQUIRED TRAINING

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# LACTATION CONSULTANT

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

OB Lactation Consultant

## REQUIRED TRAINING

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

- Overview of Hyperspace in a Labor and Delivery Setting **WBT** – 9:00 Min
- Overview of the L&D Grease Board **WBT** – 3:30 Min
- Documenting in Flowsheets **WBT** – 7:00 Min
- **STK - Lactation Consultant VILT** – 7:00 Hours
- It's Possible ... Care Everywhere **WBT** – 1:30 Min

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# NEWBORN HEARING SCREENER VENDOR VIEW ONLY

## TRACK DESCRIPTION:

In this learning track, designed specifically for the Newborn Hearing Vendors, the end user will learn how to find and access a patient's chart and how to document a Newborn hearing screen.

## EXPECTED END USERS:

Newborn Hearing Screening Vendors (Only)

## REQUIRED TRAINING

PRE GO-LIVE

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

- Overview of Hyperspace in an Inpatient Setting **WBT**– 9:00 Min
- Newborn Hearing Screening Vendor Training Tipsheet

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

# 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** – 6:00 Hours
- **STK - NICU Nurse Part 2 VILT** – 6:00 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

***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

- 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** – 6:00 Hours
- **STK - NICU Nurse Part 2 VILT** – 6:00 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



- 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
  
- 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

# VON DATABASE ABTRACTOR VIEW ONLY

## **TRACK DESCRIPTION:**

*In this learning tract the end user will learn how to abstract the patient information required for submission to the Von Database.*

## **EXPECTED END USERS:**

*Von Database Abstractors*

## **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
- Von Database Training Slides

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ONCOLOGY

## 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
- 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

- 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

***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

- 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

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

- **BCN - Inpatient Oncology Nurse VILT – 3:00 Hours**

***Search for the following web-based training activities in Sympplr 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

- 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

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

- 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) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours
  
- Introduction to MyChart Bedside **WBT** – 1:30 Min
- Sex, Gender, and Clinical Decision Support **WBT** – 6:30 Min
- Using Pump Rate Verify **WBT** – 5:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

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

# 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***

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

# PATIENT ACCESS

## FINANCIAL COUNSELOR

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Financial Counselor, PB Financial Counselor, Transplant Financial Counselor

### REQUIRED TRAINING

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

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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# FRONT DESK HOSPITAL OUTPATIENT DEPARTMENT (HOD)

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Hospital Outpatient Front Desk, Hospital Outpatient Scheduler

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HOSPITAL AUTHORIZATION USER

## **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

# 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
- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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

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



# PATIENT ACCESS

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PATIENT ACCESS ADMISSION SUPERVISOR

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

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

PRE GO-LIVE

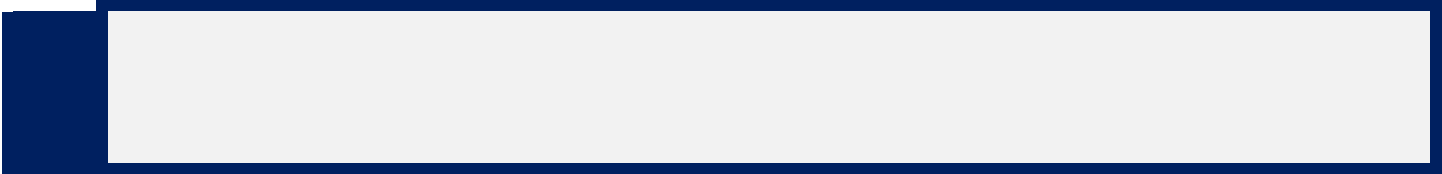
POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



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*

# PATIENT MOVEMENT

## BED PLANNER

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Bed Planner

### REQUIRED TRAINING

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

- Overview of 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
- It's Possible... Secure Chat **WBT** – 2:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# EVS TECH

## 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

- Practice Quiz - Working with Cleaning Requests Using a Mobile Device **WBT**
- Working with Cleaning Requests Using a Mobile Device **WBT**
- GC-EVS Tech **Lab** – 1:00 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***

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

# 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

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 INFORMATION 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***

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

# TRANSPORTER TECH

## 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

- Practice Quiz - Working with Transport Assignments Using a Mobile Device **WBT**
- Working with Transport Assignments Using a Mobile Device **WBT**
- GC-Transporter **LAB** – 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*

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



# 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

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

## 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***

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 STUDENT – VIEW ONLY

## **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***

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

# 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***

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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# BREAST IMAGING TECHNOLOGIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*Breast Imaging Technologist*

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# INTERVENTIONAL NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Radiology Nurse

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# INTERVENTIONAL TECHNOLOGIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Interventional Radiology Technologist, Radiology Lead Interventional Technologist

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# NON-INVASIVE RADIOLOGY TECHNOLOGIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# RADIOLOGY FRONT DESK

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Radiology Front Desk, Radiology File Room

## REQUIRED TRAINING

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

- 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** – 3:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# RADIOLOGY MANAGER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Radiology Manager

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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

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 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

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 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

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

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 ... Personalize Your Space – Storyboard **WBT** – 2:00 Min
- It's Possible ... Sharing SmartPhrases **WBT** – 1:30 Min
- It's Possible ... Keyboard Shortcuts Part 1 **WBT** – 1:00 Min
- It's Possible ... Keyboard Shortcuts Part 2 **WBT** – 1:00 Min
- It's Possible ... Care Everywhere **WBT** – 1:30 Min

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# REPORTING

## MANAGER REPORTING

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Department Managers that do Reporting

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

### REQUIRED TRAINING

PRE GO-  
LIVE

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

POST GO-LIVE

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

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

# 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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

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

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

# 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**
  
- **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

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

# RESEARCH VIEW ONLY

## **TRACK DESCRIPTION:**

*In this learning track, the end user will learn how to Navigate Hyperspace in both the In-patient and Out-patient settings. They will learn how to navigate a patient chart including research study related information.*

## **EXPECTED END USERS:**

*Research Associates, Research Assistants*

## **REQUIRED TRAINING**

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

- Overview of Research Studies in Epic **WBT** – 9:00 Min
- Overview of Hyperspace in an Outpatient Setting **WBT** – 9:30 Min
- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# DAY SURGERY NURSE

## TRACK DESCRIPTION:

In this Training Track, the End User will learn how to document Pre-Arrival documentation, overview of Care Everywhere, document assessments, 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

**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
  
- **OP/AN - Day Surgery Nurse VILT** – 4:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ENDOSCOPY NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Endoscopy Nurse

## REQUIRED TRAINING

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

- 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

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



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

# ENDOSCOPY/OR/PAT SCHEDULER

## TRACK DESCRIPTION:

In this Learning Track, End Users will learn to enter orders for

## EXPECTED END USERS:

### REQUIRED TRAINING

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

PRE GO-LIVE

- Overview of Hyperspace for Revenue Access Products **WBT** – 11:30 Min
- Introduction to Ancillary Orders **WBT** – 3:00 Min
- Overview of the Snapboard **WBT** – 3:00 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
  
- **RAD/END – Endoscopy/OR/PAT Scheduler VILT** – 4:00 Hours
- **HIM - Acute Care Scanning VILT** – 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

# 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

**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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# MATERIALS MANAGEMENT – VIEW ONLY

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*Materials Management*

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# OPTIME ANESTHESIA – VIEW ONLY

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*Anesthesia Tech, Anesthesia Admin, Anesthesia 3<sup>rd</sup> Party Billers*

## **REQUIRED TRAINING**

PRE GO-  
LIVE

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

POST GO-  
LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# OR MANAGER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

- 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

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

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

# OR - VIEW ONLY

## **TRACK DESCRIPTION:**

*In this Training Track, the End User will learn how to print schedules or preference cards. This Training track will allow the End User to have Epic View Only Access.*

## **EXPECTED END USERS:**

*OR Techs and Central Sterile Staff*

## **REQUIRED TRAINING**

PRE GO-LIVE

- Overview of Hyperspace in an Inpatient Setting **WBT** – 9:00 Min
- Overview of the Navigator **WBT** – 3:30 Min
- Overview of the Schedule **WBT** – 5:00 Min
- Case Creation and Scheduling **WBT** – 6:30 Min

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# PACU NURSE

## TRACK DESCRIPTION:

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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PAT NURSE

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Chart Prep Nurse, PAT Nurse, Peri-op Nurse Practitioners

## REQUIRED TRAINING

**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
  
- OP/AN - PAT Nurse **VILT** – 4:00 Hours
- HIM - Acute Care Scanning **VILT** – 3:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PREFERENCE CARD BUILDER

## TRACK DESCRIPTION:

In this Training Track, the End User will learn how to create, maintain, and update preference cards using the Preference Card Activity. The End User will learn how to use Global Substitution activity to update supplies and medications. The End User will learn how to use the In Basket 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- Case Request Coordinator (Independent) **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

# 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

- Case Request 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

# OR FRONT DESK

## 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:

Unit on-site Front Desk Staff

## 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 Schedule **WBT** – 5:00 Min
- Case Creation and Scheduling **WBT** – 6:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
  
- OR Front Desk **WBT** – 30:00 Min
  
- **HIM - Acute Care Scanning VILT** – 3:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ENDOSCOPY/OR/PAT SCHEDULER

## TRACK DESCRIPTION:

In this Training Track, the End User will learn how to

## EXPECTED END USERS:

### 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 Schedule **WBT** – 5:00 Min
- Case Creation and Scheduling **WBT** – 6:30 Min
- It's Possible... Secure Chat **WBT** – 2:00 Min
  
- **OP/AN – ENDOSCOPY/OR/PAT Surgery Scheduler VILT** – 3:00 Hours
- **HIM - Acute Care Scanning VILT** – 3:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# BEHAVIORAL HEALTH



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*

# EMERGENCY SCREENING

## CRISIS/PSS 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

- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# CRISIS/PSS 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

**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
  
- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

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

**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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- 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**

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



*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**

**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**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# BEHAVIORAL HEALTH PROFESSIONAL (INPATIENT)

## TRACK DESCRIPTION:

This track is designed for bachelor's level clinicians who work in the inpatient hospital setting. In this course, students learn how to use the Epic tools needed to review the chart, document notes, and document group therapy.

## EXPECTED END USERS:

Adjunct Therapist, Case Manager, Habilitation Counselor and Peer Support Staff

## 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
- Sex, Gender, and Clinical Decision Support WBT – 6:30 Min
- EpicCare Inpatient: Writing Notes WBT – 3:00 Min
- It's Possible...Care Everywhere 1:30 Min
- Document Patient Education WBT – 7:30 Min
- Here's How...Chart Search WBT - 2.5 Min
  
- **BH – Professionals (Inpatient) VILT – 8:00 Hours**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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
- Behavioral Health – Discharge Coordinator **WBT**
- CLD - Inpatient Unit Clerk **VILT** – 4:30 Hours

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# OUTPATIENT

## BEHAVIORAL HEALTH CLINICIAN (OUTPATIENT)

### TRACK DESCRIPTION:

This track is designed for the licensed clinician who provides services in one of the following Behavioral Health care areas; Outpatient Behavioral Health; Partial Hospitalization Program (PHP), Intensive Outpatient Program (IOP), Eating Disorder Partial Hospitalization Program (EDU PHP), and Eating Disorder Intensive Outpatient Program (EDU IOP).

In this course, students learn to use the Epic tools needed for daily patient care documentation and management. Topics include how to enroll and discharge patient into your programs and treatment planning.

### EXPECTED END USERS:

Social Worker, Psychologist, Patient Navigator, Co-occurring Disorder Specialist, Mental Health Worker and Mental Health Clinician

### 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
- 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**

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

- 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

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

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

- Overview of the Appointment Desk **WBT** – 3:00 Min
- Overview of Making Appointments **WBT** – 6:30 Min
- Interpreting Provider Schedules **WBT** – 3:30 Min
- Activating Patients for MyChart **WBT** – 5:00 Min
  
- **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) Part 1 VILT** – 8:00 Hours
- **AMB - Ambulatory Clinical Support (RN, LP, MA) Part 2 VILT** – 4:00 Hours

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- BH – Nurse (Outpatient) **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 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

- 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***

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

# REVENUE CYCLE



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*

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# DATA INTEGRITY SPECIALIST

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# DATA INTEGRITY CONVERSION ERRORS – VIEW ONLY

## **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***

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

# DEFICIENCY ANALYST - INPATIENT

## TRACK DESCRIPTION:

This track will provide the overview of Deficiency tracking episodes, how to complete initial analysis on discharged patients, perform concurrent analysis and verify that documentation is complete after physician completes deficiencies. The End User will additionally learn how to address transcription errors, provide Physician support, act on deficiencies sent back to the End User and track productivity.

## EXPECTED END USERS:

HIM Deficiency Analyst, HIM Deficiency Manager, HIM MD Support

## REQUIRED TRAINING

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

- Run and Manage Reports **WBT** – 7:00 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** - 11:30 Min
- Automatic Deficiency Creation and Initial Analysis **WBT** – 5:30 Min
- Overview of Workqueues for HIM **WBT** – 3:30 Min
  
- **HIM - Deficiency Analyst PART 1 VILT** – 4:00 Hours
- **HIM - Deficiency Analyst PART 2 VILT** – 4:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HIM ACUTE CARE SCANNING

## **TRACK DESCRIPTION:**

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

## **EXPECTED END USERS:**

*HIM Centralized Scanner*

## **REQUIRED TRAINING**

PRE GO-  
LIVE

- **HIM - Acute Care Scanning VILT – 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

# 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***

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



# HIM CODER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- Introduction to Radar **WBT** – 6:00 Min
- Run and Manage Reports **WBT** – 7:00 Min
- Reviewing ED Charges **WBT** – 6:30 Min
- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Coding an Account **WBT** – 7:00 Min
- Coding Query and Missing Documentation **WBT** – 10:30 Min
- Overview of Workqueues for HIM **WBT** – 3:30 Min
- Overview of Claim Edit Workqueues **WBT** – 3:00 Min
  
- HIM - Coder PART 1 **VILT** – 3:00 Hours
- HIM - Coder PART 2 **VILT** – 3:30 Hours
- HIM - Coder PART 3 **VILT** – 4:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HIM DIRECTOR - INPATIENT

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- 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 - Deficiency Analyst PART 1 **VILT** – 4:00 Hours
- HIM - Deficiency Analyst PART 2 **VILT** – 4:00 Hours
- HIM - ROI Clerk **VILT** – 5:00 Hours
- HIM - Director (Inpatient) **VILT** – 4:30 Hours
- HIM - Acute Care Scanning **VILT** – 3:00 Hours
- COG – Reporting in Epic **VILT** – 4:30 Hours
- COG - Advanced Reporting in Epic **VILT** – 4:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# HIM DIRECTOR - OUTPATIENT

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

HIM Director- Outpatient

## 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
  
- HIM - Deficiency Analyst PART 1 **VILT** – 4:00 Hours
- HIM - Deficiency Analyst PART 2 **VILT** – 4:00 Hours
- HIM - ROI Clerk **VILT** – 5:00 Hours
- HIM - Ambulatory Scanning **VILT** – 3:00 Hours
- HIM - Director (Outpatient) **VILT** – 4:00 Hours
- COG - Reporting in Epic **VILT** – 4:30 Hours
- COG - Advanced Reporting in Epic **VILT** – 4:30 Hours

PRE GO-LIVE

POST  
GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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***

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# ROI CLERK

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

HIM ROI Staff, HIM ROI Manager

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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# 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

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

- Overview of Hyperspace for Revenue and Access Products **WBT** – 11:30 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Account Follow-Up Records **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
  
- **HB - Insurance Follow-Up VILT** – 4:00 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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



# HOSPITAL BILLING – TRANSPLANT BILLER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

Transplant Billers

## 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 Registration in a Hospital Setting **WBT** – 6:00 Min
- Overview of a Single Billing Office **WBT** – 6:00 Min
- Overview of Account Activities **WBT** – 7:00 Min
- Posting Adjustments **WBT** – 5:00 Min
- Overview of Account Workqueues **WBT** – 5:00 Min
- Overview of Account Errors and Flags **WBT** – 4:00 Min
- Overview of Charge Review Workqueues **WBT** – 4:00 Min
- Account Maintenance for Billers and Insurance Follow-Up Staff **WBT** – 12:00 Min
  
- **HB – Biller Account VILT** – 4:00 Hours
- **HB – Transplant Biller VILT** – 3:30 Hours

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PROFESSIONAL BILLING

## PROFESSIONAL BILLING - CHARGE CAPTURE REPRESENTATIVE

### TRACK DESCRIPTION:

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

### EXPECTED END USERS:

Ambulatory Clinic Manager, Ambulatory Clinic Scheduling/Registration Manager

### REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PROFESSIONAL BILLING - CLAIMS REPRESENTATIVE

## TRACK DESCRIPTION:

This track is designed for the Professional Billing Claims. The track includes working claims with errors by accessing the PB Claim Edit work queues.

## EXPECTED END USERS:

SBO (PB) Claims Representative, Patient Account Rep (as assigned by Revenue Cycle Management), Billing Specialist

## REQUIRED TRAINING

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

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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PROFESSIONAL BILLING - CODER

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

PB Coder

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PROFESSIONAL BILLING - INSURANCE FOLLOW-UP

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

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

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# PROFESSIONAL BILLING - MANAGER / DIRECTOR

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

PB Billing Office Manager, Revenue Cycle Director

## REQUIRED TRAINING

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

- 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

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

***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

**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**

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



- **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**

PRE GO-LIVE

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

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

POST GO-LIVE

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

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

# 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**

- 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**

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

# SINGLE BILLING OFFICE - CUSTOMER SERVICE / SELF-PAY FOLLOW-UP REPRESENTATIVE

## TRACK DESCRIPTION:

This track is for the Single Billing Office (SBO) Customer Service and Self-Pay Follow-Up workflows. The track includes researching balance and statement inquiries, creating payment plans, posting payments over the phone, posting account notes and activities, updating coverage and guarantor information. Review of the Self-pay Follow-Up levels, posting adjustments, flagging accounts for follow-up, and updating guarantor information.

## EXPECTED END USERS:

SBO Credit Specialist

## REQUIRED TRAINING

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

- Overview of Hyperspace for Revenue and Access Products **WBT – 11:30 Min**
- Overview of Registration in a Hospital Setting **WBT – 6:00 Min**
- Overview of a Single Billing Office **WBT – 6:00 Min**
- Overview of Account Maintenance for SBO Customer Service and Self-Pay Follow-Up Staff **WBT – 10:30 Min**
- Overview of Account Activities **WBT – 7:00 Min**
- Posting Adjustments **WBT – 5:00 Min**
- It's Possible... Secure Chat **WBT – 2:00 Min**
- **SBO - Customer Service VILT – 8:00 Hours**

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# SINGLE BILLING OFFICE - CUSTOMER SERVICE FOR VENDORS

## TRACK DESCRIPTION:

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

## EXPECTED END USERS:

*SBO Credit Specialist*

## REQUIRED TRAINING

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

- 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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# 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

**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

PRE GO-LIVE

POST GO-LIVE

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

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

# SINGLE BILLING OFFICE - PAYMENT POSTER

## TRACK DESCRIPTION:

This track is for Single Billing Office (SBO) Payment Poster. The PART 1-level VILT 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



# 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

- 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

PRE GO-LIVE

Items Listed in Navy = No Registration Required

Items Listed in Red = Requires Registration

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

- Overview of 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



Items List

WBT =

Expected Learner	Track Title
ABTRACTOR	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 3 <sup>RD</sup> PARTY BILLER	OPTIME ANESTHESIA VIEW-ONLY
ANESTHESIA ADMIN	OPTIME ANESTHESIA VIEW-ONLY
ANESTHESIA TECH	OPTIME ANESTHESIA VIEW-ONLY
ART/MUSIC THERPIST	INPATIENT CHILD LIFE

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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 ABTRACTOR	REGISTRY ABTRACTOR
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

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Items Listed in Red = Requires Registration

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

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

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Items Listed in Red = Requires Registration

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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

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*

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

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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 ( <i>HURC International Only</i> )
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 ABTRACTOR
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

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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

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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

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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

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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

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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	<i>SLICERDICER - (Voluntary Track)</i>
RESEARCH BILLER	CINJ RESEARCH BILLER

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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

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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	ABTRACTOR
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

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