

2017

Course Catalog

EPIC@Jeff

General Usage

All registration must be done in HealthStream. This document is intended to assist managers in registering their staff & providers in registering themselves for EPIC training classes.

Prerequisites

Prerequisites can be either live classes or eLearnings and are mandatory to complete before attending a class!

Contact Information

epic.registration@jefferson.edu
3-EPIC



This is an active document. Classes are subject to change, be sure to review HealthStream for the latest classes.

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Critical Information

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Super User Program

A **Super User** receives Epic training in order to assist other staff members during in-classroom instruction and Go-Lives. Super Users answer staff questions and provide feedback on the user experience to the Epic@Jeff Project Team.

Super Users should attend three types of training:

- 1) **Role specific training:** Super Users will be trained on a specific workflow in the Epic system. **Super User Role Specific Training schedules** can be found on the class schedule worksheet on the training.jefferson.edu homepage.
- 2) **Class Room Support (CRS) training:** Super Users will receive a refresher on their workflows in Epic, be introduced to common issues regular users are experiencing and may have the opportunity to answer questions and assist other staff members in becoming acclimated to the Epic system. **Class Room Support (CRS)** classes can be found on the class schedule worksheet on the training.jefferson.edu homepage.
- 3) **Additional training opportunities:** Super Users will have the opportunity to have additional exposure to the Epic system to assist them in providing support to other staff members.

Super User Example:

Ima Smith is a Super User for **Radiant Front Desk**:

Her manager should sign her up for the following classes:

Role Specific Training:

- **Epic Front Desk (Radiant) Super Users**

Class Room Support (CRS) Training:

- **Epic CRS Super Users ONLY for Front Desk (Radiant)**

Nursing Program

There are several specialties within nursing, there are:

- **EpicCare InPatient:** All nurses without one of the following designations should attend these classes
- **OpTime (OR and Periop):** You should attend Optime classes if you're an **OR or Periop Nurse**
- **ASAP (ED):** You should attend ASAP classes if you're an **ER Nurse**
- **Stork (L&D and Postpartum):** You should attend Stork classes if you're an **L&D or Postpartum Nurse**
- **Beacon (Oncology):**
 - a. If you're an **Inpatient Oncology Nurse**, attend the **EpicCare Inpatient Nurse** Day 1 and Day 2 classes FIRST. Then take the **Inpatient Oncology Nurse (Beacon)** Class.
 - b. If you're an **Outpatient Oncology Infusion Nurse**, attend the **Clinical Support Staff** class FIRST. Then attend the **Outpatient Infusion Nurse (Oncology)** class.
 - c. If you're an **Outpatient Non-Oncology Infusion Nurse**, attend the **Clinical Support Staff** class FIRST. Then attend the **Outpatient Infusion Nurse (Non-Oncology)** class.
- **Cupid:** Cupid Invasive & Non-Invasive Nurse training is specific to EP and Cath Nurses. Specifically nurses who work intra-procedure during Cath and EP cases.

Cross Training

- If you have nurses training across any of the above specialties, the specific classes for the appropriate tracks must be attended.
- If a nurse is cross training within EpicCare (i.e. critical care and med surgery), than you **ONLY** need to take an EpicCare Inpatient class.
- In training, each individual attendee will receive flowsheets and exercises personalized to their patient population.

Specialty Provider Training

SPT classes are offered for the following courses. For instructions on **registering for classes as a provider** please click [here](#).

- Anesthesiology
- Behavioral Health/Psychology
- Breast Imaging Radiologist
- Breast Imaging Radiology
- Cardiology
- Endocrinology
- Family Medicine Inpatient
- Gastroenterologist
- General Radiology
- General Surgeon
- General Surgeon Resident
- Geriatric Medicine/Palliative Care
- Hospitalist Residents
- Infectious Disease
- Interventional Radiology
- Medical Oncology/BMT
- Neonatology
- Neonatologist
- Neurology
- Neurology Resident
- Neurosurgeon
- Nephrology
- Neurointensivist
- Non-Interventional Radiology
- Oral Surgeon
- Otolaryngology
- Ophthalmology
- Ophthalmology Resident
- Orthopedic Surgeon
- Orthopedic Surgeon Resident
- Pathologist

- Pediatrician Resident
- Pediatrics
- Pulmonology/Critical Care
- Radiology Resident
- Radiant E&M Training
- Rehab Medicine
- Transplant (for Super Users)
- Urologist

E-Learning Prerequisites

For all Inpatient Providers

- PHYSICIAN LEADER VIDEO
- EPIC EMR SUCCESS VIDEO
- INTRODUCTION TO THE EPIC EMR
- OVERVIEW OF HYPERSPACE
- PATIENT ENGAGEMENT
- OVERVIEW OF WRITING NOTES
- FINDING PATIENT INFORMATION
- INTRODUCTION TO THE PROBLEM LIST
- INTRODUCTION TO PATIENT HISTORY
- PROBLEM-ORIENTED CHARTING
- INTRODUCTION TO ORDERS
- OVERVIEW OF IN BASKET
- INTRODUCTION TO COMMUNICATION WORKFLOWS
- INTRODUCTION TO DECISION SUPPORT
- INTRODUCTION TO RADAR

For all ED Providers

- OVERVIEW OF HYPERSPACE
- OVERVIEW OF THE ED MAP
- SIGNING IN AND GETTING UP TO SPEED
- CLINICAL INFORMATION REVIEW
- PLACING ORDERS FROM THE QUICK LIST
- DOCUMENTING A PATIENT EXAM
- OVERVIEW OF IN BASKET FOR ED PHYSICIANS
- INTRODUCTION TO EPIC TRAINING
- INTRODUCTION TO THE EPIC EMR

For all Pathology Providers

- EPIC EMR SUCCESS VIDEO
- OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- BUILDING A CASE
- ENTERING RESULTS
- BUILDING A HISTOLOGY CASE
- RESULTING AND SIGNING OUT A CASE
- FINDING INFORMATION IN CASE INQUIRY
- DOCUMENTING CASE QA AND CORRELATION

ASAP

ED Nurse TJUH Center City/Methodist

Students will learn the basics of tracking patients through common ED workflows as well as ordering and nursing documentation basics from patient arrival through discharge. Students will also learn to administer complex medications in Epic by tracking patients through common ED workflows as well as exploring practice workflows to treat and document on high acuity patients.

Who should attend?

- ALL ED NURSES AT TJUH - CENTER CITY & METHODIST

E-Learning Prerequisites

- 📌 OVERVIEW OF HYPERSPACE FOR ASAP USERS
- 📌 OVERVIEW OF THE ED MAP
- 📌 CLINICAL INFORMATION REVIEW
- 📌 INTRODUCTION TO THE ED NARRATOR
- 📌 OVERVIEW OF ARRIVAL AND PATIENT SEARCH
- 📌 PATIENT TRACKING
- 📌 OVERVIEW OF HISTORY/HOME MEDICATIONS/ALLERGIES
- 📌 OVERVIEW OF MEDICATION ADMINISTRATION
- 📌 OVERVIEW OF SHIFT CHANGE

ED Nurse JHN

In this course, you will learn the basics of tracking patients through common ED workflows. You will also learn ordering and nursing documentation basics as you treat patients from arrival through discharge and beyond. You will learn how to administer complex medications in Epic by tracking patients through common ED workflows. You will also explore practice workflows to treat and document on high acuity patients.

Who should attend?

- ALL ED NURSES AT JHN

E-Learning Prerequisites

- 📌 OVERVIEW OF HYPERSPACE FOR ASAP USERS
- 📌 OVERVIEW OF THE ED MAP
- 📌 CLINICAL INFORMATION REVIEW
- 📌 INTRODUCTION TO THE ED NARRATOR
- 📌 OVERVIEW OF ARRIVAL AND PATIENT SEARCH
- 📌 PATIENT TRACKING
- 📌 OVERVIEW OF HISTORY/HOME MEDICATIONS/ALLERGIES
- 📌 OVERVIEW OF MEDICATION ADMINISTRATION
- 📌 OVERVIEW OF SHIFT CHANGE

Urgent Care Center Nurse/MA/Rad Techs

Learn the basics of tracking patients through common ED workflows, ordering and nursing documentation basics and treating patients from arrival through discharge and beyond. Learn to document medications and immunizations in Epic, review In Basket and how to follow up on common messages.

Who should attend?

- ALL URGENT CARE CENTER NURSES, MAS AND RAD TECHS AT JEFFERSON WASHINGTON SQUARE, SMYLYE TIMES & RITTENHOUSE SQUARE
- ALL URGENT CARE CENTER MEDICAL ASSISTANTS AT JEFFERSON WASHINGTON SQUARE, SMYLYE TIMES & RITTENHOUSE SQUARE
- ALL URGENT CARE CENTER MANAGERS AT JEFFERSON WASHINGTON SQUARE, SMYLYE TIMES & RITTENHOUSE SQUARE

E-Learning Prerequisites

- 📌 OVERVIEW OF HYPERSPACE FOR ASAP USERS
- 📌 OVERVIEW OF THE ED MAP
- 📌 CLINICAL INFORMATION REVIEW
- 📌 INTRODUCTION TO THE ED NARRATOR
- 📌 OVERVIEW OF ARRIVAL AND PATIENT SEARCH
- 📌 PATIENT TRACKING
- 📌 OVERVIEW OF HISTORY/HOME MEDICATIONS/ALLERGIES
- 📌 OVERVIEW OF MEDICATION ADMINISTRATION
- 📌 OVERVIEW OF SHIFT CHANGE

ED Clerk/PSR

In this course, you will learn the basics of tracking patients through common ED workflows. You also learn the basics of chart review and consult tracking.

Who should attend?

- ALL ED PATIENT SERVICE REPRESENTATIVES AT TJUH CENTER CITY
- ALL ED UNIT CLERKS AT METHODIST

E-Learning Prerequisites

- 📌 OVERVIEW OF HYPERSPACE FOR ASAP ED USERS
- 📌 OVERVIEW OF THE ED MAP
- 📌 OVERVIEW OF ARRIVAL AND PATIENT SEARCH

ED TECHNICIAN

In this course, you will learn the basics of tracking patients through common ED workflows. You also learn the basics of charting documentation.

Who should attend?

- ALL ED TECHNICIANS AT TJUH CENTER CITY
- ALL ED TECHNICIANS AT METHODIST
- ALL ED ORDERLIES AT METHODIST
- ALL ED NURSING ASSISTANTS AT METHODIST

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR ASAP ED USERS
- ✚ OVERVIEW OF THE ED MAP
- ✚ INTRODUCTION TO THE ED NARRATOR
- ✚ OVERVIEW OF ARRIVAL AND PATIENT TRACKING
- ✚ PATIENT TRACKING E-LEARNING
- ✚ OVERVIEW OF HISTORY/HOME MEDICATIONS/ALLERGIES
- ✚ OVERVIEW OF SHIFT CHANGE

ED Scribe

Students will learn the basics of tracking patients through common ED workflows, navigate through the Intake Navigator to create Intake Provider notes, document chief complaints, medications, allergies, screenings, history and diagnoses. You will also learn reviewing the chart.

Who should attend?

- ALL INTAKE SCRIBES AT TJUH ED CENTER CITY

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR ASAP USERS
- ✚ OVERVIEW OF THE ED MAP
- ✚ CLINICAL INFORMATION REVIEW
- ✚ OVERVIEW OF ARRIVAL AND PATIENT SEARCH
- ✚ PATIENT TRACKING
- ✚ OVERVIEW OF HISTORY/HOME MEDICATIONS/ALLERGIES
- ✚ OVERVIEW OF SHIFT CHANGE

Beacon

Outpatient Infusion Nurse (Oncology)

In this course, you will learn the basics of working through a chemotherapy infusion visit in Epic. You'll also learn how to administer a patient's therapy plan. You will also practice and expand upon workflows by completing an exercise booklet at the end of the lesson.

Who should attend?

- OUTPATIENT ONCOLOGY INFUSION NURSES

Live Class Prerequisites

- ✚ CLINICAL SUPPORT STAFF (AMBULATORY) CLASS
- ✚ OVERVIEW OF BEACON TREATMENT
- ✚ OVERVIEW OF THERAPY PLANS - NURSE
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR

Outpatient Infusion Nurse (Non-Oncology)

In this course, you'll learn the basics of working through an infusion visit in Epic, and how to administer a patient's therapy plan.

Who should attend?

- OUTPATIENT NON-ONCOLOGY INFUSION NURSES

Live Class Prerequisites

- ✚ CLINICAL SUPPORT STAFF (AMBULATORY) CLASS
- ✚ OVERVIEW OF THERAPY PLANS – NURSE

Oncology Inpatient Nurse

In this course, you will learn the basics of working through a chemotherapy infusion visit in Epic.

Who should attend?

- INPATIENT ONCOLOGY NURSES

Live Class Prerequisites

- ✚ INPATIENT NURSE (EPICARE INPATIENT) CLASS
- ✚ OVERVIEW OF BEACON TREATMENT PLANS

Oncology Pharmacist

Students learn the basics of applying, managing, and modifying a treatment plan & therapy plan. And to intervene on treatment plan orders.

Who should attend?

- INPATIENT & OUTPATIENT ONCOLOGY PHARMACISTS

Live Class Prerequisites

- ✚ WILLOW INPATIENT PHARMACIST CLASS
- ✚ OVERVIEW OF BEACON TREATMENT PLANS
- ✚ OVERVIEW OF THERAPY PLANS – PHYSICIAN

Tumor Registrar

Students learn to assign & track deficiencies related to cancer staging.

Who should attend?

- TUMOR REGISTRARS

Live Class Prerequisites

- ✚ WAVE 1 TUMOR REGISTRAR CLASS

Beaker Anatomic & Clinical Pathology

Lab Processor - AP

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to receive specimens collected internally or by a submitter, create a packing list, put specimens into storage, document your follow-up actions, and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- ANATOMIC PATHOLOGY STAFF WITH THE FOLLOWING JOB TITLES: ADMIN, MED TECHNICIAN, SPECIAL LAB ASSISTANT

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ BUILDING A CASE

Pathology Assistant

In this course, you will learn how to use the different pieces of functionality in Epic. Functionality covered includes how to process incoming specimens and build cases, track blocks and slides, receive specimens collected internally or by a submitter, create a packing list, document your follow-up actions, and find information about a particular case. This includes advanced practice exercises based on your job role.

Who should attend?

- PATHOLOGY ASSISTANTS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ BUILDING A CASE
- ✚ ENTERING RESULTS

Histotechnologist

Students will learn to use the different pieces of functionality including: how to document task completion, track blocks and slides, receive specimens collected at your organization or by a submitter, create a packing list, document your follow-up actions, and find case information. This includes advanced practice exercises based on your job role.

Who should attend?

- HISTOTECHNOLOGISTS AND AP MED TECHNOLOGISTS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- ✚ DOCUMENTING PRE-TESTING TASKS
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ BUILDING A CASE
- ✚ ENTERING RESULTS

Cytotechnologist

Students will learn to use different pieces of functionality in Epic including: processing incoming specimens, building cases, documenting task completion, resulting/signing out of cases, charge review, receive specimens collected at your organization or by a submitter, create a packing list, document follow-up actions, and find case information. This includes advanced practice exercises based on your job role.

Who should attend?

- CYTOTECHNOLOGISTS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- ✚ DOCUMENTING PRE-TESTING TASKS
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ BUILDING A CASE
- ✚ ENTERING RESULTS

Lab Courier

Students learn to use the different pieces of functionality including updating & printing a packing list.

Who should attend?

- LAB COURIERS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC CLINICAL PATHOLOGY

Blood Bank

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to receive specimens, create a packing list, place orders and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- ALL LAB EMPLOYEES THAT WORK IN THE BLOOD BANK OR USE THE SOFT BLOOD BANK PROGRAM TO PROCESS SPECIMENS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC CLINICAL PATHOLOGY
- ✚ RECEIVING SPECIMENS

Professional Services Representative

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to create a packing list, document your follow-up actions, credit charges and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- CLINICAL LAB STAFF WITH BILLING ROLES

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER ANATOMIC CLINICAL PATHOLOGY
- ✚ BEAKER REVENUE GENERATION AND TRACKING

Molecular Pathology Workflows

In this course, you learn to use various functions in Epic as it applies to the Molecular Pathology workflows and includes advanced practice exercises based on your job role.

Who should attend?

- MOLECULAR PATHOLOGY STAFF

E-Learning Prerequisites

- ✚ BEAKER BASICS

Cytogenetics Workflows

In this course, you learn to use various functions in Epic as it applies to the Cytogenetics workflows and includes advanced practice exercises based on your job role.

Who should attend?

- CYTOGENETICS STAFF

Live Class Prerequisites

- ✚ BEAKER BASICS

Flow Cytometry Workflows

In this course, you learn to use various functions in Epic as it applies to the Flow Cytometry workflows and includes advanced practice exercises based on your job role.

Who should attend?

- FLOW CYTOMETRY STAFF

Live Class Prerequisites

- ✚ BEAKER BASICS

mTilda (Tissue Typing)

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to receive specimens collected at your organization or by a submitter, find information about a particular specimen and create a packing list. This includes advanced practice exercises based on your job role.

Who should attend?

- TISSUE TYPING STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ RECEIVING SPECIMENS
- ✚ NAVIGATING THE OUTSTANDING LIST

CLCT/BMT

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to receive specimens and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- CLINICAL LABORATORY FOR CELLULAR THERAPY STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ RECEIVING SPECIMENS
- ✚ NAVIGATING THE OUTSTANDING LIST

Lab Processor - CP

Students will learn to use different pieces of functionality in Epic including receiving specimens collected at your organization or by a submitter, creating a packing list, storing specimens, follow-up actions and finding specimen information. This includes advanced practice exercises based on your job role.

Who should attend?

- CLINICAL PATHOLOGY STAFF WITH THE FOLLOWING JOB TITLES: RECEIVING TECH, ADMIN, SPECIAL LAB ASSISTANT, MED TECHNICIAN, OR AS DESIGNATED BY A MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ RECEIVING SPECIMENS

Client Services Representative

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to receive specimens collected at your organization or by a submitter, create a packing list, put specimens into storage, document your follow-up actions and finding information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- LABORATORY STAFF WITH THE FOLLOWING JOB TITLES: CUSTOMER SERVICE, COMPUTER OPERATOR, OR AS DESIGNATED BY A MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ RECEIVING SPECIMENS

Phlebotomist

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to collect specimens in an outpatient and inpatient context, collect specimens using Rover, receive specimens collected at your organization, and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- PHLEBOTOMISTS FROM THE CENTER CITY CAMPUS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ COLLECTING SPECIMENS
- ✚ COLLECTING SPECIMENS WITH ROVER

MHD Phlebotomist/Receiving

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to collect specimens in an outpatient and inpatient context, collect specimens using Rover, receive specimens collected at your organization, and find information about a particular specimen. This includes advanced practice exercises based on your job role.

Who should attend?

- PHLEBOTOMISTS FROM THE METHODIST CAMPUS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ COLLECTING SPECIMENS
- ✚ COLLECTING SPECIMENS WITH ROVER
- ✚ RECEIVING SPECIMENS

Medical Technologist

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to result and verify a test, perform quality control, document your follow-up actions, receive specimens collected at your organization, find information about a particular specimen, create a packing list, and put specimens into storage. This includes advanced practice exercises based on your job role.

Who should attend?

- CLINICAL PATHOLOGY MEDICAL TECHNOLOGISTS AND SUPERVISORS OF MEDICAL TECHNOLOGIST LAB SECTIONS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ COLLECTING SPECIMENS
- ✚ RECEIVING SPECIMENS
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ ENTERING RESULTS

Microbiology Technologist

Students will learn to use the different functionality in Epic including how to result and verify microbiology tests and perform microbiology quality control. This includes advanced practice exercises based on your job role.

Who should attend?

- MICROBIOLOGY TECHNOLOGISTS

Live Class Prerequisites

- ✚ MEDICAL TECHNOLOGIST

E-Learning Prerequisites

- ✚ DOCUMENTING PRE-TESTING TASKS

Supervisor and Reporting Workflows

Students will learn to use different pieces of functionality in Epic including managing QC, processing chart corrections and running reports. This includes advanced practice exercises based on your job role.

Who should attend?

- LAB SUPERVISORS, LEADS, OR AS DESIGNATED BY A MANAGER

Live Class Prerequisites

- ✚ LABOR PROCESSOR CP OR
- ✚ PATHOLOGY ASSISTANT OR
- ✚ HISTOTECHNOLOGIST OR
- ✚ CYTOTECHNOLOGIST OR
- ✚ BLOOD BANK OR
- ✚ MEDICAL TECHNOLOGIST OR
- ✚ MICROBIOLOGY TECHNOLOGIST OR
- ✚ BEAKER BASICS

Pathologist - CP

Students will learn to use the different functionality in Epic including advanced practice exercises based on your job role.

Who should attend?

- CLINICAL PATHOLOGY PATHOLOGISTS

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ COLLECTING SPECIMENS
- ✚ RECEIVING SPECIMENS
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ ENTERING RESULTS
- ✚ BEAKER REVENUE GENERATION AND TRACKING

Beaker Basics

In this course, you learn how to use the different pieces of functionality in Epic. Functionality covered includes how to result and verify a test, perform quality control, document your follow-up actions, receive specimens collected at your organization, find information about a particular specimen, create a packing list, and put specimens into storage. This includes advanced practice exercises based on your job role.

Who should attend?

- LAB EMPLOYEES FROM THE FOLLOWING SECTIONS:
CYTOGENETICS, ELECTRON MICROSCOPY, FLOW
CYTOMETRY AND MOLECULAR PATHOLOGY

E-Learning Prerequisites

- ✚ OVERVIEW OF BEAKER CLINICAL PATHOLOGY
- ✚ OVERVIEW OF BEAKER ANATOMIC PATHOLOGY
- ✚ COLLECTING SPECIMENS
- ✚ RECEIVING SPECIMENS
- ✚ NAVIGATING THE OUTSTANDING LIST
- ✚ ENTERING RESULTS

Cupid

Cupid Non-Invasive Scheduler

In this course, you learn tasks related to entering orders for diagnostic procedures, scheduling and checking in appointments, canceling and rescheduling appointments and using the department appointments report (DAR).

Who should attend?

- HOSPITAL OUTPATIENT DEPARTMENT (HOD) SCHEDULERS

E-Learning Prerequisites

- ✚ INTRODUCTION TO ANCILLARY ORDERS

Cupid Invasive Scheduler

In this course, you learn tasks related to creating, reviewing, scheduling, canceling, rescheduling, and editing cases, scheduling cases with multiple providers, along with assigning staff members to a case.

Who should attend?

- CATH LAB SCHEDULERS
- EP LAB SCHEDULERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ INTRO TO CASE CREATION
- ✚ OVERVIEW OF REPORT SETTINGS

Cupid Non-Invasive Technologist

In this course, you learn tasks related to scheduling orders for walk-in and high priority patients, and documenting exams.

Who should attend?

- CARDIOLOGY ULTRASOUND SPECIALIST/ECHO TECH
- CARDIAC TECH/STRESS TECHS
- CARDIOLOGY NUCLEAR MEDICINE TECHS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ Overview of the Technologist Work List
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ Introduction to Ancillary Orders
- ✚ OVERVIEW OF A NAVIGATOR

Cupid Non-Invasive Manager

In this course, you learn tasks related to correcting documentation errors, resolving incomplete work, and generating department statistics.

Who should attend?

- NON-INVASIVE PROCEDURAL CARDIOLOGY
SUPERVISORS/MANAGERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE MANAGER REPORTING DASHBOARD
- ✚ OVERVIEW OF REPORT SETTINGS

Cupid Invasive Manager

In this course, you learn tasks related to correcting documentation errors, resolving incomplete work, and generating department statistics.

Who should attend?

- INVASIVE PROCEDURAL CARDIOLOGY
SUPERVISORS/MANAGERS

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- OVERVIEW OF THE MANAGER REPORTING DASHBOARD
- OVERVIEW OF INVASIVE CHARGE ENTRY
- OVERVIEW OF REPORT SETTINGS

Cupid Non-Invasive Nurse

In this course, you learn tasks related to documenting exams both with and without sedation.

Who should attend?

- NON-INVASIVE NURSES THAT PERFORM/ASSIST WITH CARDIOLOGY PROCEDURES

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- OVERVIEW OF THE NARRATOR
- OVERVIEW OF A NAVIGATOR
- OVERVIEW OF REPORT SETTINGS

Cupid Invasive Nurse/Technologist

In this course, you learn tasks related to performing pre-, intra-, and post-procedure care.

Who should attend?

- EP NURSES
- CATH LAB NURSES
- EP TECHNOLOGISTS
- CATH LAB TECHNOLOGISTS

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- OVERVIEW OF A NAVIGATOR

Cupid Registry Abstractor

In this course, you learn tasks related to submitting information to the registries.

Who should attend?

- ANY USER WHO IS REPORTING TO THE CATH PCI AND ICD REGISTRY

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- OVERVIEW OF THE CATH PCI REGISTRY ACTIVITIES
- OVERVIEW OF THE ICD REGISTRY ACTIVITIES
- OVERVIEW OF REPORT SETTINGS

Cupid Invasive Charge Entry

In this course, you learn tasks related to entering charges for invasive procedures.

Who should attend?

- INVASIVE PROCEDURAL CARDIOLOGY BILLERS

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- OVERVIEW OF INVASIVE CHARGE ENTRY
- OVERVIEW OF REPORT SETTINGS

EpicCare Inpatient

Case Management

In this course, you learn how to: Find, review, and document patient information in the hospital: including assessments, care plans, and utilization review. Document communication with payors, update bed days, and manage basic post-discharge DME orders and management of events. Document discharge placement and contribute to the AVS. Review and run reports to keep track of important patient information.

Who should attend?

- CASE MANAGER
- CASE MANAGER ASSISTANT
- SOCIAL WORKER

E-Learning Prerequisites

- OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- DOCUMENTING IN FLOWSHEETS
- NURSE CHARTING

Utilization and Review Staff

In this course, you learn how to: Find patients that need authorization or certification. Enter authorization and certification information for a patient.

Who should attend?

- CASE MANAGER
- CASE MANAGER ASSISTANT
- SOCIAL WORK

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF WORKQUEUES FOR ACCESS
- ✚ OVERVIEW OF BENEFIT COLLECTION
- ✚ COMPLETING AUTHORIZATION AND CERTIFICATION

Inpatient Nurse

In this 2-day course, you will learn how to document a variety of care you provide to your patient.

Including but not limited to the following:

DAY 1

- Maintaining Patient Lists with Treatment Team
- Reviewing the Chart – Ellie
- Getting Report
- Documenting Handoff
- Documenting in Flowsheets
- Introducing the PCS/Assessment
- Administering Medications
- Collecting Labs and Point of Care Tests- Worklist
- Documenting a Line, Drain, Airway, Tube and Wound
- Administering Intravenous Medications
- Documenting PCA
- Documenting at the End of Shift

DAY 2

- Documenting via navigators
- Arriving the Patient
- Patient Transfer : Introduce Unit Manager, Signed and Held Orders
- Admitting a Patient from the Emergency Department
- Clinical Practice Model
- Documenting on the Patient Profile(Admission History)
- Documenting an Assessment/Pcs Body system
- Managing Orders
- Documenting Restraints
- Administering Blood Products
- Managing Override Pulls
- Discharging the Patient
- Complete an assessment test

Who should attend?

- ADULT
- ICU
- PEDIATRICS
- ICN
- BEHAVIORAL HEALTH

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR
- ✚ NURSE WRITING NOTES
- ✚ NURSE CHARTING TOOLS
- ✚ NURSE MANAGING ORDERS
- ✚ PLACING HOSPITAL CHARGES
- ✚ DOCUMENTING LDAs, IV FLUIDS, AND MEDICATION DRIPS
- ✚ DOCUMENTING SCHEDULED, OVERDUE, MISSED, AND HELD MEDICATIONS AND OVERRIDE PULLS (BARCODING)

Nurse Manager

In this course, students learn the following:

- Manage patient assignments
- Review a patient's chart
- Monitor clinical metrics
- Manage the unit, and arrive a patient (done in Nurse Day 2).
- Running and editing Reporting Workbench Reports
- Monitoring Nursing Documentation Compliance
- Monitoring potential Patient safety risks

Who should attend?

- Any staff member who monitor Clinical Metrics (chart audits and quality and safety indicators)

Live Class Prerequisites

- ✚ INPATIENT NURSE DAY 1
- ✚ INPATIENT NURSE DAY 2

E-Learning Prerequisites

- ✚ FINDING PATIENT INFORMATION

Patient Care Tech

In this course you learn how to:

- Maintain patient lists with treatment team
- Reviewing patient information
- Reviewing tasks on and documenting from the work list
- Documenting Vitals
- Documenting at the end of shift

Who should attend?

- PATIENT CARE TECH
 - ALL UNITS NURSE EXTERNS
 - CERTIFIED NURSING ASSISTANT
 - THERAPY AIDES
 - MENTAL HEALTH TECHS
 - CRITICAL CARE TECHS
 - ORTHO TECH

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ Reviewing the Chart
- ✚ Overview of Patient Assignments
- ✚ Documenting Flowsheets

Respiratory Care Practitioner

In this course, you will learn how to:

- Maintaining patient lists
- Reviewing & documenting tasks on the work list
- Documenting assessment in a navigator
- Documenting assessment in flow sheets
- Documenting care plans and patient education
- Document collecting and resulting ABGs
- Enter charges
- Run and manage reports
- Documenting during shift

Who should attend?

- RESPIRATORY THERAPISTS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR
- ✚ NURSE MANAGING ORDERS
- ✚ PLACING HOSPITAL CHARGES
- ✚ DOCUMENTING SCHEDULED, OVERDUE, MISSED, AND HELD MEDICATIONS, AND OVERRIDE PULLS (BARCODING)

PFT

In this course, procedural and diagnostic technicians will learn how to schedule patients and check in appointments, document an exam and place charges, and how to review patient information, verify orders, and document staff info and study notes. The course also includes exercises to practice their own workflows from end to end.

Who should attend?

- PFT TECHS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ PREPARE FOR A HOSPITAL OUTPATIENT VISIT
- ✚ OVERVIEW OF THE SNAPBOARD
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ INTRODUCTION TO ANCILLARY ORDERS

Ancillary Therapists

This course teaches functionality-based lessons:

- Finding patients
- Scheduling patients
- Reviewing and documenting in patient charts,
- Documenting care plans and education
- Completing visits.

The course also includes exercises for each role to practice their own workflows from end to end.

Who should attend?

- PHYSICAL THERAPISTS
- OCCUPATIONAL THERAPISTS
- SPEECH LANGUAGE PATHOLOGISTS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR AN INPATIENT SETTING
- ✚ OVERVIEW OF THE SNAPBOARD
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING FLOWSHEETS
- ✚ NURSE MANAGING ORDERS
- ✚ PLACING HOSPITAL CHARGES
- ✚ INTRODUCTION TO RADAR
- ✚ OVERVIEW OF A NAVIGATOR

Dieticians

This course teaches functionality-based lessons:

- Finding patients
- Reviewing the chart
- Documenting via navigator/flowsheets
- Documenting on care plans and education records
- Completing visits

The course also includes exercises for each role to practice their own workflows from end to end.

Who should attend?

- DIETICIANS ONLY

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING FLOWSHEETS
- ✚ NURSE MANAGING ORDERS
- ✚ PLACING HOSPITAL CHARGES
- ✚ INTRODUCTION TO RADAR
- ✚ OVERVIEW OF A NAVIGATOR

Patient Support Staff

In this course, you learn how to:

- Maintain patient lists with the treatment team.
- Find patients
- Reviewing patient information
- Reviewing and Documenting via Flowsheets
- Reviewing and Documenting Notes
- Clinical Practice Model: Care Plan and Education Record
- Learning Home Dashboards

Who should attend?

- PASTORAL CARE
- PSYCH (ART THERAPIST)
- CHILD LIFE

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR CLINICAL APPLICATIONS
- ✚ DOCUMENTING FLOWSHEETS
- ✚ NURSE CHARTING

Dialysis Nurse

This course includes functionality-based lessons and exercises on topics such as:

- Finding and scheduling patients
- Maintaining patient lists and Treatment Team
- Reviewing the chart
- Documenting via navigator/flowsheets
- Administering medications
- Administering blood and blood products
- Documenting I&O
- Documenting care plans and education
- Completing visits

Who should attend?

- DIALYSIS NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ FINDING YOUR PATIENTS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON MAR
- ✚ NURSE WRITING NOTES
- ✚ NURSE MANAGING ORDERS
- ✚ OVERVIEW OF SNAPBOARD
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ INTRODUCTION TO RADAR

Wound Care Nurse

This course includes functionality-based lessons and exercises on topics such as:

- Finding the patient
- Patient lists, system lists
- Reviewing the chart
- Documenting via navigator/flowsheets
- Documenting care plans and education
- Completing visits

Who should attend?

- WOUND CARE NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ FINDING YOUR PATIENTS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ NURSE WRITING NOTES
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ INTRODUCTION TO RADAR

Unit Clerk

In this course, you will learn how to:

- Find patients
- Arrive patient to your unit
- Review the patient's chart
- Discharge a patient

Who should attend?

- UNIT CLERK

E-Learning Prerequisites

- ✚ PC BASICS (RECOMMENDED)
- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT SETTING
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ NURSE MANAGING ORDERS (RECOMMENDED)
- ✚ PLACING HOSPITAL CHARGES
- ✚ OVERVIEW OF THE UNIT MANAGER

ECG Technicians

In this course ECG technicians will learn how to find patients' appointments, review their information, complete ECG orders, and place charges. Trainees also have exercises to practice their own workflows from end to end.

Who should attend?

- ECG TECHS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT CLINICIANS
- ✚ PLACING HOSPITAL CHARGES
- ✚ OVERVIEW OF A NAVIGATOR

Neurodiagnostic Technicians

In this course, procedural and diagnostic technicians will learn how to schedule patients and check in appointments, document an exam and place charges, and how to review patient information, verify orders, and document staff info and study notes. The course also includes exercises to practice their own workflows from end to end.

Who should attend?

- EEG TECHNICIANS
- EMG TECHNICIANS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN INPATIENT CLINICIANS
- ✚ PREPARE FOR A HOSPITAL OUTPATIENT VISIT
- ✚ OVERVIEW OF THE SNAPBOARD
- ✚ OVERVIEW OF THE NAVIGATOR
- ✚ INTRODUCTION TO ANCILLARY ORDERS

Grand Central

Insurance Verification

Students learn to use Workqueues, enter authorization and certification information for a patient as well as work claim edits.

Who should attend?

- INSURANCE VERIFICATION STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF BENEFIT COLLECTION
- ✚ COMPLETING AUTHORIZATION AND CERTIFICATION

Bed Planner

In this course, you learn how to use Bed Planning to view bed requests, assign a bed to a patient, and view occupancy data. Finally, you will learn the purpose of a dashboard and key reports appropriate for a bed planner.

Who should attend?

- PATIENT FLOW

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE & ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REPORTING & REPORTING TOOLS (MANAGER)
- ✚ OVERVIEW OF THE UNIT MANAGER
- ✚ OVERVIEW OF BED PLANNING

Transfer Center

In this course, you learn how to create a new reservation if no interface.

Who should attend?

- TRANSFER CENTER STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ CHECK FOR RESERVATION

ED Registrar

In this course, you learn how to register existing, new, temporary, and anonymous patients in the emergency department. You will also learn how to scan insurance card, collect patient copays, use cash drawer, register patients with workers' compensation guarantor accounts, request merging of patient accounts, coverages, and research and work registration-related billing errors.

Who should attend?

➤ ED REGISTRARS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF HYPERSPACE FOR ASAP ED USERS
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ BALANCING YOUR CASH DRAWER
- ✚ OVERVIEW OF ARRIVAL AND PATIENT SEARCH

Urgent Care Registrar

In this course, you learn how to register existing and new patients. You also learn how to register patients with workers' compensation guarantor accounts and coverages. You will learn about how to request merging patient accounts, apply payments, scan a patient insurance card and cash drawer (balance money that was collected).

Who should attend?

➤ URGENT CARE FRONT DESK STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ BALANCING YOUR CASH DRAWER
- ✚ OVERVIEW OF ARRIVAL AND PATIENT SEARCH

EVS Manager

In this course, you learn how to receive a cleaning request assignment, mark the assignment as In Progress, complete a cleaning request, and take additional actions in Hyperspace.

Who should attend?

➤ EVS MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ MANAGING EVS

Financial Counselor

In this course, you learn the basics of navigating and using account maintenance and registration to update data related to a patient's account. You will also learn how to work Patient Work queues, add Federal Poverty Level information and work with Pending Medicaid coverages.

Who should attend?

➤ FINANCIAL COUNSELOR STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ ACCOUNT MAINTENANCE FOR BILLERS
- ✚ PROVIDE PATIENT ESTIMATES
- ✚ OVERVIEW OF ACCOUNT MAINTENANCE FOR CUSTOMER SERVICE AND SELF-PAY FOLLOW-UP

Lab Registrar

In this course, you learn how to enter patient demographics, insurance, billing information for a patient visit, scan insurance cards, collect copays, and use cash drawer. You will learn how to schedule a patient appointment and work registration-related billing errors. You will learn how to deal with additional hospital registration scenarios, such as registering patients with outdated billing and insurance information.

Who should attend?

➤ LAB REGISTRAR

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL STATION
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST

Patient Access Staff

In this course, you will learn to enter patient demographics, insurance, and billing information prior to admission. In addition to admitting patients, working with minor and Medicare patients and dealing with additional hospital registration scenarios, such as registering patients with outdated billing and insurance information. Students will also learn to use Event Management as well as researching and resolving registration-related billing errors.

Who should attend?

- PATIENT ACCESS
- PATIENT ACCESS MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF REPORTING & REPORTING TOOLS
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ OVERVIEW OF EVENT MANAGEMENT
- ✚ BALANCING YOUR CASH DRAWER

Patient Access Supervisor

In this course, you will learn how to fix incorrect guarantor and coverages, managing events workflow and reporting.

Who should attend?

- PATIENT ACCESS SUPERVISOR

Live Class Prerequisites

- ✚ PATIENT ACCESS CLASS OR CENTRAL REGISTRATION CLASS

PAT Center

In this course, you learn how to use the Department Appointment Report (DAR), collect copays, review how to update and verify the patient registration and insurance information.

Who should attend?

- PREADMISSION STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL STATION
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ OVERVIEW OF EVENT MANAGEMENT
- ✚ BALANCING YOUR CASH DRAWER

Central Registration

In this course, you will learn how to enter patient demographics, insurance, and billing information prior to a patient's admission. You will learn how to admit patients and work with minor patients and Medicare patients. You learn how to deal with additional hospital registration scenarios, such as registering patients with outdated billing and insurance information. You will learn how to use Event Management, register radiology and lab patients.

Who should attend?

- METHODIST OUTPATIENT ADMISSIONS STAFF
- AUDITORS
- JHN OUTPATIENT REGISTRATION AND ADMISSIONS STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF PATIENT STATION FOR ACCESS USERS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ OVERVIEW OF EVENT MANAGEMENT
- ✚ BALANCING YOUR CASH DRAWER

Transporter

In this course, you learn how to use the Transport module to complete patient and non-patient transport tasks and an iPhone to perform transport tasks.

Who should attend?

- TRANSPORTER
- TRANSPORTER MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ TRANSPORTING PATIENTS AND NON-PATIENTS

Transport Manager

In this course, you learn how to use the Transport Management module to manage patient and non-patient transport. You also learn how to manage transporters and transfer requests.

Who should attend?

- TRANSPORT MANAGER
- DISPATCHER

Live Class Prerequisites

- ✚ TRANSPORTER CLASS
- ✚ PATIENT ACCESS CLASS OR CENTRAL REGISTRATION CLASS

E-Learning Prerequisites

- ✚ MANAGING TRANSPORT

Health Information Management

CDI Specialist

In this course, you will learn how to review clinical documentation, query physicians, complete CDI reconciliation, and complete a CDI review. You will also practice the tools and workflows learned throughout the class in a number of hands on exercises.

Who should attend?

- CLINICAL DOCUMENTATION IMPROVEMENT SPECIALISTS
- CDS SUPERVISORS/MANAGERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ ACCESSING WORKLISTS
- ✚ INTRODUCTION TO RADAR
- ✚ OVERVIEW OF INBASKET
- ✚ RUN AND MANAGE REPORTS

Coder

In this course, you will learn the coding workflow and what to do for coding follow-up. You will learn how to communicate with other staff and how to send accounts to their Work queues for review. How to perform a coding query will also be explained. In this course, you will also practice the tools and workflows learned in a number of hands on exercises.

Who should attend?

- CODERS
- CODING SUPERVISORS/MANAGERS
- PSI REVIEWER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ CODING AN ACCOUNT
- ✚ CODING QUERY
- ✚ EXPLORING THE MISSING DOC ACTIVITY
- ✚ ACCESSING WORKLISTS
- ✚ INTRODUCTION TO RADAR
- ✚ RUN AND MANAGE REPORTS
- ✚ OVERVIEW OF INBASKET
- ✚ OVERVIEW OF CLAIM EDIT WORK QUEUES

Deficiency Analyst

Students will learn to analyze documentation in a patient's chart, different deficiency statuses and understanding episodes and the deficiency completion activity. Concepts and workflows learned will be built upon in a number of hands on exercises.

Who should attend?

- DEFICIENCY ANALYSTS
- DT SUPERVISORS/MANAGERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ AUTOMATIC DEFICIENCY CREATION AND INITIAL ANALYSIS
- ✚ ACCESSING WORKLISTS
- ✚ OVERVIEW OF INBASKET
- ✚ RUN AND MANAGE REPORTS

File Room Clerk

In this course, you will learn the basics of fulfilling chart requests, monitoring the movement of paper charts, and maintaining charts. You will also build on these concepts in numerous hands on exercises.

Who should attend?

- MEDICAL RECORD CENTER CLERKS
- HIM SUPERVISORS/MANAGERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ SPECIAL CHART REQUESTS
- ✚ PULL LIST AND CHECK OUT
- ✚ CHECK IN AND CHART RECONCILIATION
- ✚ OVERVIEW OF INBASKET

Rehab Coder

In this course, you will learn how to access Rehab Coding Work queues, how to communicate with hospital coders by sending accounts to other Work queues, and how to review clinical documentation using Doc Review. You will build on these concepts in hands on exercises.

Who should attend?

- REHAB CODERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ CODING AN ACCOUNT
- ✚ ACCESS WORKLISTS
- ✚ OVERVIEW OF INBASKET

Simple Visit Coding

In this course, you will learn how to navigate the EMR, how to access work queues, and how to correct simple visit coding errors.

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ CODING AN ACCOUNT
- ✚ ACCESS WORKLISTS
- ✚ OVERVIEW OF INBASKET

Medical Transcriptionist

In this course, you will learn the basics of provider transcription workflows, following up on declined or rejected transcriptions, using transcription utilities, and resolving interface errors. You will build on these concepts in a number of hands on exercises.

Who should attend?

- MEDICAL TRANSCRIPTIONISTS
- HIM SUPERVISORS/MANAGEMENT

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF INBASKET
- ✚ ACCESSING WORKLISTS
- ✚ PARTIALLY DICTATE IN EPIC

Release of Information Clerk - CIOX

In this course, you will learn about creating and fulfilling release requests that are started in Prism. You will also build on these concepts in numerous hands on exercises.

Who should attend?

- CIOX RELEASE OF INFORMATION CLERKS
- HIM SUPERVISORS/MANAGEMENT

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ QUICK DISCLOSURE
- ✚ MANAGING A REQUEST
- ✚ ACCESSING WORKLISTS

Health Information Management Supervisor

Students will learn advanced HIM topics, such as managing work queues, editing chart records, suspending providers, and reporting.

Who should attend?

- HIM SUPERVISORS/MANAGERS

Live Class Prerequisites

- ✚ CDI
- ✚ DEFICIENCY ANALYST
- ✚ FILE ROOM CLERK
- ✚ MEDICAL TRANSCRIPTIONIST

E-Learning Prerequisites

- ✚ INTRODUCTION TO RADAR
- ✚ RUN AND MANAGE REPORTS
- ✚ PAYMENT POSTING

Health Information Management Coding Supervisor

In this course, you will learn advanced HIM topics, such as managing work queues, audit reviews, coding queries, and reporting. You will also build on these concepts in numerous hands on exercises.

Who should attend?

- CODING SUPERVISORS/MANAGERS

Live Class Prerequisites

- ✚ CODER

E-Learning Prerequisites

- ✚ INTRODUCTION TO RADAR
- ✚ RUN AND MANAGE REPORTS

HIM Medical Records Clerk Overview

In this course, you will learn an array of different HIM functions that you may need to do on an ad hoc basis. Topics covered include release of information in Epic, scanning, creating a chart correction request, and indexing. These concepts will be built upon in a number of hands on exercises.

Who should attend?

- ANY DEPARTMENTAL STAFF THAT WILL NEED TO PERFORM HIM FUNCTIONS EITHER DAILY OR ON AN AS NEEDED BASIS.

E-Learning Prerequisites

- ✚ ACCESSING WORKLISTS
- ✚ MANAGING A REQUEST
- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
- ✚ OVERVIEW OF INBASKET
- ✚ PAYMENT POSTINGS

Infection Control

Infection Preventionist

In this course, you will learn how to use the Infection Control module to investigate and report on infections. Other topics include infection reports and the abstraction sidebar.

Who should attend?

- INFECTION CONTROL PREVENTIONIST

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ DOCUMENTING FLOWSHEETS
- ✚ NURSE CHARTING TOOLS
- ✚ DOCUMENTING LDAs, IV FLUIDS, AND MEDICATION DRIPS
- ✚ CREATE AND SAVE A PRIVATE VIEW
- ✚ EXPORTING CASES FROM EPIC

OpTime

Pre-op Nurse

In this course, you will learn the basics of pre-procedure documentation, including assessments lines, vitals, orders, and verification. You will also learn more complex pre-procedure documentation, including patient movement, pre-op phone calls, and advanced medication documentation.

Who should attend?

- APU/SPU NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR

Intra-op Nurse

Students will learn to record tasks relevant to intra-operative nurses, including patient assessments, implants, specimen documentation, complex intra-procedure documentation, including patient movement, procedure delays and line documentation. A Resource Manager section will last an additional hour. This addendum is for Charge Nurses (both weekend, and holiday) to learn to determine which cases need resources assigned to them and different ways to assign resources to cases or rooms.

Who should attend?

- INTRA-OPERATIVE RNS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR
- ✚ DOCUMENTING INTRAOPERATIVE MEDICATION ADMINISTRATIONS

Surgical Center Nurse

Students will learn documentation tasks relevant to Ambulatory Surgical Center nurses. This includes pre-op, arrival documentation, orders, lines, medication administration & assessments. Documentation tasks relevant to Surgical center nurses in intra-op, including events, staff, medications, supplies, equipment, implants, verifying the chart & documentation tasks relevant to endo nurses in post-op, including post-procedure flowsheets & discharging the patient. Concluding with surgical documentation.

Who should attend?

- RNS WHO WORK AT JSC

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR

PACU Nurse

Students will learn documentation tasks relevant to postoperative nurses in the PACU area, including monitoring, attaching devices, and orders management. You will also learn more complex PACU documentation, including patient movement, override pulls, and advanced medication documentation.

Who should attend?

- PACU NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR

Surgery Scheduler

In this course, you will learn documentation tasks relevant to surgery schedulers, including case request creation, scheduling, and schedule management. You will also learn more complex scheduler workflows including copying past cases, releasing blocks, and customizing the schedule.

Who should attend?

- OR SCHEDULERS, CLINICAL SURGICAL SCHEDULERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF THE SCHEDULE
- ✚ OVERVIEW OF INBASKET
- ✚ OVERVIEW OF RESOURCE ASSIGNMENT
- ✚ CASE CREATION AND SCHEDULING
- ✚ ASSIGNING STAFF AND RESOURCES PART 1
- ✚ ASSIGNING STAFF AND RESOURCES PART 2

Preference Card Builder

In this course, you will learn documentation tasks relevant to preference card builders, including reviewing preference card contents, creating new preference cards by copying, updating an existing preference card, change request process, global substitutions, and using the preference card dashboard.

Who should attend?

- STSS, PREFERENCE CARD ADMINISTRATORS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF PREFERENCE CARDS
- ✚ OVERVIEW OF INBASKET
- ✚ OVERVIEW OF THE SCHEDULE

OR Manager

In this course, you will learn documentation tasks relevant to OR managers, including running reports from dashboard and customizing, refining, and organizing reports. You will also learn more complex OR manager workflows including building blocks, releasing blocks manually, and creating own reports.

Who should attend?

- OR MANAGEMENT

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF AN OPTIME DASHBOARD
- ✚ OVERTIME OF REPORTING AND REPORTING TOOLS
- ✚ CAPTURING CHARGES IN OPTIME

Charge Poster

In this course, you will learn documentation tasks relevant to charge posters, including finding patients, reviewing documentation, posting logs, understanding warnings, addendums, and reporting.

Who should attend?

- OR CHARGE POSTERS

E-Learning Prerequisites

- ✚ OVERVIEW OF A NAVIGATOR
- ✚ CAPTURING CHARGES IN OPTIME

Endo/Bronch Nurse

Students learn documentation tasks relevant to endo nurses in pre/intra/post-op, including arrival documentation, orders, lines, medication administration and assessments. As well as documentation tasks in intra-op, including events, staff, medications, supplies, equipment, implants and verifying the chart. The course will conclude with more complex endo documentation, including updating procedures, managing preference cards, advanced medication administration, documenting specimens. You will also learn about canceled procedures and delays, patient education, patient movement, and placing intra-procedure orders.

Who should attend?

- ENDOSCOPY AND BRONCHOSCOPY

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR

Endoscopy Technician

Students will learn documentation tasks relevant to endoscopy technicians. This includes recording events, staff, supplies, equipment, implants, and specimens. The course will conclude with more complex endo documentation, including updating procedures, managing preference cards. You will also learn about canceled procedures and delays.

Who should attend?

- ENDOSCOPY TECHNICIANS WHO WORK INTRA-PROCEDURE

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF OPTIME EVENTS

PAT Nurse

In this course, you will learn documentation tasks relevant to PAT nurses, including a PAT phone call, scheduling a PAT appointment over the phone, and PAT appointment documentation. You will also learn about more complex PAT documentation, including creating a walk-in appointment, placing ad hoc orders, and documenting a PAT call for non-surgical procedures.

Who should attend?

- PAT NURSE PRACTITIONERS
- NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ OVERVIEW OF ORDERING
- ✚ REVIEWING THE CHART
- ✚ DOCUMENTING IN FLOWSHEETS

PAT Medical Assistants

In this course, you will learn documentation tasks relevant to PAT Medical Assistants. This includes making a PAT outreach phone call, scheduling a PAT RN call, and documenting the patient's vital signs.

Who should attend?

- PAT MEDICAL ASSISTANTS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ OVERVIEW OF A NAVIGATOR
- ✚ OVERVIEW OF FINDING PATIENTS ON THE STATUS BOARD
- ✚ DOCUMENTING IN FLOWSHEETS

Radiant

Front Desk

This course focuses on tasks related to registering patients for exams, paper orders, scheduling appointments and checking in patients.

Who should attend?

- RADIOLOGY FRONT DESK STAFF

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ INTRODUCTION TO ANCILLARY ORDERS
- ✚ OVERVIEW OF WORK QUEUES FOR ACCESS
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF THE INTERACTIVE FACE SHEET
- ✚ OVERVIEW OF THE CHECKLIST
- ✚ BALANCING YOUR CASH DRAWER

Non-Invasive Technology

This course focuses on scheduling orders for urgent add-ons, inpatients and documenting exams with or without contrasts.

Who should attend?

- RADIOLOGY TECHNOLOGIST (CT, MRI, ULTRASOUND, NUCLEAR MEDICINE)
- RADIOLOGY TECHNICAL ASSISTANT
- URGENT CARE CENTER RADIOLOGY TECHNOLOGIST

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE TECHNOLOGIST WORK LIST
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ INTRODUCTION TO ANCILLARY ORDERS

Breast Imaging Technologist

This course focuses on the preparation and documentation of mammography exams.

Who should attend?

- BREAST IMAGING TECHNOLOGIST
- BREAST IMAGING MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE TECHNOLOGIST WORK LIST
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ INTRODUCTION TO ANCILLARY ORDERS

Interventional Technologist

This course focuses on tasks related to documenting invasive procedures.

Who should attend?

- INTERVENTIONAL RADIOLOGY TECHNOLOGIST
- INTERVENTIONAL NEURORADIOLOGY TECHNOLOGIST
- INR CRITICAL CARE TECH

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE TECHNOLOGIST WORK LIST
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ INTRODUCTION TO ANCILLARY ORDERS

Interventional Nurse

This course focuses on task related to performing pre-procedure, intra-procedure, and post-procedure care.

Who should attend?

- RADIOLOGY NURSE

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE NARRATOR
- ✚ OVERVIEW OF REPORT SETTINGS
- ✚ OVERVIEW OF A NAVIGATOR

Breast Imaging Coordinator

This course focuses on tasks related to following up on mammography procedures, managing patient letters, and generating department statistics.

Who should attend?

- BREAST IMAGING DATA COORDINATOR
- BREAST IMAGING NURSE
- BREAST IMAGING MANAGER

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE MANAGER REPORTING DASHBOARD
- ✚ BREAST IMAGING COORDINATOR WORKFLOWS
- ✚ REPORTING ON MQSA STATISTICS IN HYPERSPACE

Manager

Students in this course will learn to correct documentation errors, resolve incomplete work, generate department statistics, templates and schedules.

Who should attend?

- RADIOLOGY MANAGER
- RADIOLOGY ADMINISTRATOR

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF THE MANAGER REPORTING DASHBOARD
- ✚ OVERVIEW OF CHARGE CAPTURE WORKFLOWS
- ✚ RUN AND MANAGE REPORTS

Image Library

Students in this course will learn to create and fulfill release requests and track critical results.

Who should attend?

- IMAGE LIBRARY
- RADIOLOGY IT

E-Learning Prerequisites

- ✚ OVERVIEW OF REPOST SETTINGS
- ✚ MANAGING A REQUEST
- ✚ PAYMENT POSTING
- ✚ OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS

Reporting

High Needs Reporting Users

Students will learn the difference between operational and analytical reporting tools, how to access and navigate Radar dashboards, and how to edit and create Reporting Workbench reports. You will also learn more options for creating and modifying Reporting Workbench search criteria, how to add and edit display columns, create summaries, and share reports.

Who should attend?

- STAFF WITH RESPONSIBILITY TO CREATE AND PRODUCE ADVANCED REPORTS CONTAINING LARGE AMOUNTS OF DATA
- NOTE:** STANDARD REPORTS ARE COVERED DURING REGULAR APPLICATION TRAINING

E-Learning Prerequisites

- ✚ CREATE AND SAVE A PRIVATE VIEW
- ✚ INTRODUCTION TO RADAR
- ✚ PERSONALIZE A RADAR DASHBOARD
- ✚ MODIFYING THE SEARCH CRITERIA OF A REPORT

Research

Research Biller

Students will learn to make a research study and billing calendar active and to review research charges and accounts for accuracy and rerouting of charges.

Who should attend?

- RESEARCH GRANTS ADMINISTRATORS

E-Learning Prerequisites

- ✚ OVERVIEW OF THE REVENUE CYCLE
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTING
- ✚ OVERVIEW OF BILLING ACTIVITIES

Research Coordinator

In this course, you will learn how a patient's research status gets updated and how to add a patient to a timeline. You will also learn the importance of associating an encounter to a study and various ways to accomplish this. The course will educate on how to manage study participation including associating orders to a study, running reports for your study, and In Basket messaging.

Who should attend?

- RESEARCH COORDINATORS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE IN AN OUTPATIENT SETTING
- ✚ OVERVIEW OF INBASKET
- ✚ MODIFY THE SEARCH CRITERIA OF A REPORT

Single Billing Office

SBO Customer Service Staff

In this course, you learn the basics of answering patient questions regarding balance and statement information and updating guarantor information. You will also learn the basics of answering patient questions regarding coverage updates and taking payments over the phone.

Who should attend?

- ASSISTANT DIRECTOR SUPERVISOR, PATIENT FINANCIAL SERVICES
- SUPERVISOR, PATIENT FINANCIAL SERVICES
- PATIENT ACCOUNT REPRESENTATIVES
- PATIENT FINANCIAL SERVICES – CALL CENTER

E-Learning Prerequisites

- ✚ OVERVIEW OF ACCOUNT MAINTENANCE FOR SBO CUSTOMER SERVICE AND SELF-PAY FOLLOW-UP
- ✚ OVERVIEW OF ACCOUNT ACTIVITIES
- ✚ PROVIDING PATIENT ESTIMATES
- ✚ SMART TOOLS IN THE BILLING OFFICE

SBO Self-Pay Follow-Up

In this course, you learn the basics of contacting guarantors about their outstanding balances. Focus is on true self-pay guarantors and guarantor updates. You will also learn the basics of contacting guarantors about their outstanding balances and making coverage updates and taking payments over the phone.

Who should attend?

- ASSISTANT DIRECTOR, PATIENT FINANCIAL SERVICES
- SUPERVISOR, PATIENT FINANCIAL SERVICES – CALL CENTER
- SELF-PAY COLLECTIONS TEAM LEAD
- COLLECTION REPRESENTATIVES

E-Learning Prerequisites

- ✚ OVERVIEW OF ACCOUNT MAINTENANCE FOR SBO CUSTOMER SERVICE AND SELF-PAY FOLLOW-UP
- ✚ OVERVIEW OF ACCOUNT ACTIVITIES
- ✚ PROVIDING PATIENT ESTIMATES (RECOMMENDED)
- ✚ SMART TOOLS IN THE BILLING OFFICE (RECOMMENDED)

SBO Guarantor Payment Poster

In this course, you learn how to post guarantor payments. You will also practice what you have learned.

Who should attend?

- ASSISTANT DIRECTOR, PATIENT FINANCIAL SERVICES
- CASH APPLICATION SUPERVISOR
- PAYMENT SPECIALIST

SBO Self-Pay Credit Specialist

In this course, you learn how to identify undistributed self-pay credits and resolve them across PB and HB. You will also practice the concepts that you learned.

Who should attend?

- THIRD PARTY ACCOUNTS RECEIVABLE COORDINATOR
- SUPERVISOR, CREDIT AND COLLECTIONS COORDINATOR
- ASSISTANT DIRECTOR, PATIENT FINANCIAL SERVICES

E-Learning Prerequisites

- ✚ OVERVIEW OF CREDITS
- ✚ CREATE AND SAVE A PRIVATE VIEW
- ✚ INTRODUCTION TO RADAR
- ✚ MODIFYING THE SEARCH CRITERIA OF A REPORT
- ✚ PERSONALIZE A RADAR DASHBOARD

SBO Customer Service and Self-Pay Follow-Up Supervisor

In this course, you review the concepts of the Customer Service and Self-Pay Follow-up courses and review reporting content using the dashboard. A focus is on AR and productivity reporting. This is a combined course for both Customer Service and Self-pay Follow-up Supervisors.

Who should attend?

- ASSISTANT DIRECTOR, PATIENT FINANCIAL SERVICES
- SUPERVISOR PATIENT FINANCIAL SERVICES CALL CENTER
- SELF-PAY COLLECTIONS TEAM LEAD

Live Class Prerequisites

- ✚ SBO CUSTOMER SERVICE COURSE OR SBO SELF-PAY FOLLOW-UP COURSE

E-Learning Prerequisites

- ✚ CREATE AND SAVE A PRIVATE VIEW
- ✚ INTRODUCTION TO RADAR
- ✚ MODIFYING THE SEARCH CRITERIA OF A REPORT
- ✚ PERSONALIZE A RADAR DASHBOARD

HB Biller - Account

In this course, you learn the basics of preparing a hospital account for claims processing. In addition to working a variety of pre-billing edits, you learn the basics of combining accounts in Epic, as well as late charge processing options and practice resolving account errors.

Who should attend?

- BILLING MANAGERS
- BILLING SUPERVISORS
- BILLING REPRESENTATIVES
- THIRD PARTY BILLING COORDINATORS
- WORKER'S COMP/AUTO BILLERS





E-Learning Prerequisites

- ✚ OVERVIEW OF ACCOUNT WORK QUEUES
- ✚ OVERVIEW OF ACCOUNT ACTIVITIES
- ✚ OVERVIEW OF CHARGE REVIEW WORK QUEUES
- ✚ OVERVIEW OF ACCOUNT ERRORS AND FLAG

HB Biller - Claims

Students learn to work claim edit workqueue errors, resolve UB claim code/claim line errors, clearinghouse errors and other billing claim errors.

E-Learning Prerequisites

-  OVERVIEW OF CLAIM EDIT WORK QUEUES
-  OVERVIEW OF ACCOUNT ACTIVITIES
-  OVERVIEW OF ACCOUNT ERRORS AND FLAGS
-  OVERVIEW OF CHARGE REVIEW WORK QUEUES

HB Billing Manager

In this course, you will review and use the dashboard, analyze user productivity, and run and review reports.





Who should attend?

- BILLING MANAGER
- BILLING SUPERVISOR

Live Class Prerequisites

-  HB BILLER - ACCOUNT OR CLAIMS COURSE

E-Learning Prerequisites

-  CREATE AND SAVE A PRIVATE VIEW
-  INTRODUCTION TO RADAR
-  MODIFYING THE SEARCH CRITERIA OF A REPORT
-  PERSONALIZE A RADAR DASHBOARD










HB Insurance Follow-Up

Students learn to follow up with payors regarding outstanding claims and denials.

Who should attend?

- ASSISTANT DIRECTOR, AR FOLLOW-UP & REVENUE RECOVERY
- SUPERVISOR, AR FOLLOW-UP
- THIRD PARTY ACCOUNTS RECEIVABLE SPECIALISTS/COORDINATOR

E-Learning Prerequisites

-  OVERVIEW OF THE REVENUE CYCLE FOR SINGLE BILLING OFFICE
-  OVERVIEW OF HYPERSPACE FOR REVENUE AND ACCESS PRODUCTS
-  REGISTRATION BASICS FOR HOSPITAL REGISTRATIONS
-  OVERVIEW OF ACCOUNT WORK QUEUES
-  OVERVIEW OF ACCOUNT ACTIVITIES
-  OVERVIEW OF ACCOUNT ERRORS AND FLAGS
-  OVERVIEW OF ACCOUNT MAINTENANCE FOR SBO
-  INSURANCE FOLLOW-UP
-  OVERVIEW OF ACCOUNT FOLLOW-UP RECORDS

HB Insurance Follow-Up Manager

Students will learn to approve/decline refunds, interpret key metrics from the dashboard, analyze user productivity, monitor denials, and allowance discrepancies using various reports.





Who should attend?

- ASSISTANT DIRECTOR, AR FOLLOW-UP & REVENUE RECOVERY
- SUPERVISOR, AR FOLLOW-UP

Live Class Prerequisites

-  HB INSURANCE FOLLOW-UP COURSE

E-Learning Prerequisites

-  CREATE AND SAVE A PRIVATE VIEW
-  INTRODUCTION TO RADAR
-  MODIFYING THE SEARCH CRITERIA OF A REPORT
-  PERSONALIZE A RADAR DASHBOARD

HB- Insurance Payment Poster

Class information coming soon.

HB - Insurance Payment Poster Manager

Class information coming soon.

PB – Anesthesia Coder

In this course, you will learn to use Anesthesia Charge Entry to access a batch, code a charge session from clinical activity, and post anesthesia charges.

Who should attend?

- ANESTHESIA CODERS

E-Learning Prerequisites

-  REGISTRATION FOR BILLING STAFF
-  OVERVIEW OF ANESTHESIA CHARGE ENTRY

Stork

Labor and Delivery Nurse

Day 1: In this course, students will learn to identify which patients should be cared for during a particular shift, how to get reports and how to review a patient's chart. This includes reviewing notes, labs, vitals, and I/O. The course also covers how to document on the MAR using a barcode scanner, documenting using vitals, assessments, and basic I&O's in the Flowsheets activity. Other topics include how to review tasks, collect labs, perform point of care tests and document Care Plans and Education.

Day 2: The second day of this course teaches students documentation, triage and the labor and delivery of pregnant patients in the hospital in addition to postpartum care and discharge. The course also covers how to document IV intakes and medication drips using a barcode scanner, how to document PCA medications, scheduling and transfer workflows.

Who should attend?

- L&D NURSES
- ANTEPARTUM NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR CLINICAL APPLICATIONS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ REVIEWING THE CHART
- ✚ NURSE CHARTING TOOLS
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR
- ✚ NURSE WRITING NOTES
- ✚ PLACING HOSPITAL CHARGES
- ✚ NURSES MANAGING ORDERS
- ✚ OVERVIEW OF THE L&D GREASE BOARD
- ✚ OVERVIEW OF THE L&D MANAGER
- ✚ OVERVIEW OF THE RESULTS
- ✚ OVERVIEW OF THE DELIVERY SUMMARY

Postpartum Nurse

Day 1: This course teaches how to identify patients you will care for during your shift, getting reports, and reviewing a patient's chart. This includes reviewing notes, labs, vitals, and I/O. The course also covers how to document on the MAR using a barcode scanner. Learn to document vitals, assessments, and basic I&O's in the Flowsheets activity. Other topics include how to review tasks, collect labs, perform point of care tests and document Care Plans and Education.

Day 2: In this course you learn postpartum care and discharge. The course also covers how to document IV intakes and medication drips using a barcode scanner, and how to document PCA medications. Learn scheduling and transfer workflows.

Who should attend?

- POSTPARTUM NURSES

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR CLINICAL APPLICATIONS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ REVIEWING THE CHART
- ✚ NURSE CHARTING TOOLS
- ✚ DOCUMENTING IN FLOWSHEETS
- ✚ ADMINISTERING MEDICATIONS ON THE MAR
- ✚ NURSE WRITING NOTES
- ✚ NURSES MANAGING ORDERS
- ✚ OVERVIEW OF THE L&D GREASE BOARD

Nurse Manager (EpicCare Inpatient Nurse Manager)

In this course, you learn how to manage patient and unit assignments, and monitor Clinical metrics. Other topics include how to run and edit reports, manage orders, enter charges, review charges, monitor revenue and monitor patient safety.

Who should attend?

- L&D, ANTEPARTUM AND POSTPARTUM:
 - NURSE MANAGER
 - CNS – CLINICAL NURSE SPECIALIST
 - NURSE SUPERVISOR

REGISTER UNDER EPICCARE INPATIENT NURSE MANAGER

E-Learning Prerequisites

- ✚ L&D NURSE OR POSTPARTUM NURSE COURSE

Labor and Delivery Unit

Clerk/Registrar

This course shows the entire maternity workflow from preregistration to arrival. Learn to arrive, transfer, triage, schedule, arrive C-section and procedure patients, create a newborn chart, discharge both mom and baby from the unit, file charges and pre-admit, admit, and discharge patients in the labor and delivery unit.

Who should attend?

- L&D, ANTEPARTUM AND POSTPARTUM UNIT CLERKS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR CLINICAL APPLICATIONS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF THE L&D GREASE BOARD
- ✚ OVERVIEW OF THE L&D MANAGER
- ✚ OVERVIEW OF THE RESULTS CONSOLE
- ✚ OVERVIEW OF THE DELIVERY SUMMARY
- ✚ OVERVIEW OF REGISTRATION IN A HOSPITAL SETTINGS

Lactation Consultant

Students will learn to identify patients who need a lactation consult, review patient information, document lactation information in flowsheets, write a lactation note & review how to update care plans, and patient education.

Who should attend?

- LACTATION CONSULTANT

E-Learning Prerequisites

- ✚ POSTPARTUM NURSE COURSE

Patient Care Tech (Labor and Delivery)

In this course you learn how to:

- Maintain patient lists with the treatment team
- Reviewing patient information
- Reviewing tasks on/documenting from work list
- Documenting Vitals
- Documenting at the end of shift

Who should attend?

- L&D, ANTEPARTUM AND POSTPARTUM:
 - ALL UNITS NURSE EXTERN
 - CERTIFIED NURSING ASSISTANT
 - SCRUB TECH
 - CRITICAL CARE TECHS

***REGISTER UNDER EPIC CARE INPATIENT PATIENT CARE TECH (YOU WILL BE GIVEN ADDITIONAL OB E-LEARNINGS)**

E-Learning Prerequisites

- ✚ PC BASICS (OPTIONAL)
- ✚ OVERVIEW OF HYPERSPACE FOR CLINICAL APPLICATIONS
- ✚ OVERVIEW OF PATIENT ASSIGNMENTS
- ✚ REVIEWING THE CHART
- ✚ OVERVIEW OF THE L&D GREASE BOARD
- ✚ OVERVIEW OF THE L&D MANAGER
- ✚ OVERVIEW OF THE DELIVERY SUMMARY

Willow Inpatient

Inpatient Pharmacist

Day 1: Students will learn the basics of verifying orders and adjusting orders and intervening on inappropriate therapy. As well as preparing medications and processing admission medication reconciliation, patient supplied medications and more complex orders.

Day 2: Students will learn about decentralized workflows like rounding and completing discharge med rec, how to respond to consult orders, monitor patient with lists and reporting workbench. You will then review all of the previous lessons in a hands-on, independent lab.

Who should attend?

- INPATIENT PHARMACISTS
- INPATIENT PHARMACY MANAGERS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ INTRODUCTION TO WILLOW INPATIENT
- ✚ VERIFY ORDERS
- ✚ BULK CHARGE

Inpatient Pharmacy Technician

In this course, you learn how to dispense meds, manage patient supplied medications, how Epic and ADS cabinets interact. You will also learn how to re-dispense medications, return orders, and compound and repackage medications. You will then review all of the previous lessons in a hands-on, independent lab.

Who should attend?

- INPATIENT PHARMACY TECHNICIANS

E-Learning Prerequisites

- ✚ OVERVIEW OF HYPERSPACE FOR INPATIENT CLINICIANS
- ✚ BULK CHAR

Principal Trainer Contact Information

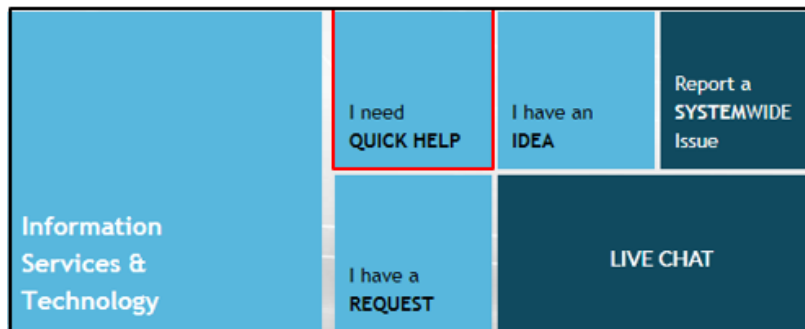
Principal Trainer	Application	Email
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Admin Access

Key Information

- You must have Administrative access to register your staff for training courses. If you require HealthStream Administrative Access submit a self- service request by following the instructions below.
- If you already have HealthStream Administrative Access proceed to the [Staff Registration](#) section.

1. Go to https://jefferson.service-now.com/tjuh_portal/home.do

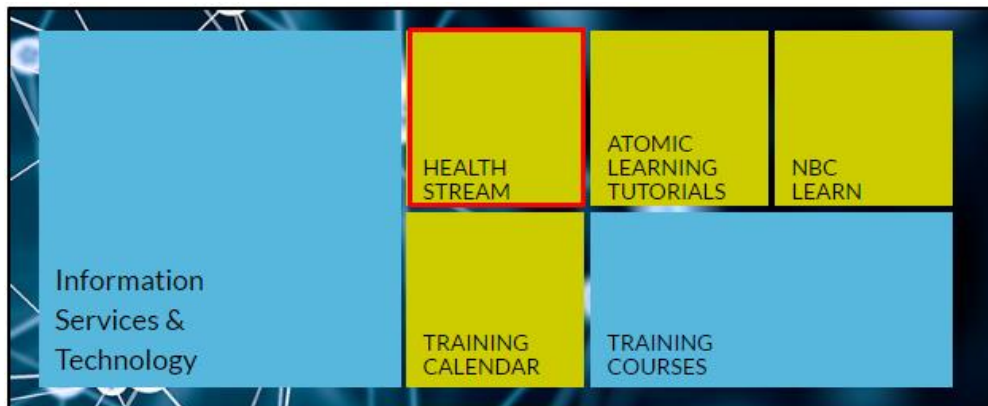


2. Select your preference in the **Contact Preference** section.
3. Check **'This is being reported for another person.'**
4. Look up the user by **Campus Key**.
5. Enter a **Contact Number**.
6. Select an **"Account."**
7. Enter **"HealthStream Admin Access for Epic Registrations."**

A screenshot of the HealthStream request form with numbered annotations (1-8) and callout boxes. 1. 'Campus Key' field with 'axa088'. 2. 'Name' field with 'Angelica Almanzar'. 3. 'Contact Preference' dropdown set to 'Email'. 4. 'Options' section with 'This being reported for another person' checked. 5. 'What is the campus key of the person this request is for?' field with 'Look up the user by campus key' and a search icon. 6. 'Phone' field with 'Enter your contact #'. 7. 'Category' dropdown set to 'None'. 8. 'Short Description' field with 'Enter "Healthstream Admin Access for Epic Registrations"'. 9. 'Additional details' section. 10. 'Submit' button.

Manager Registration

1. Go to the training URL <http://training.jefferson.edu> and click **HealthStream** and login using your campus key.



2. When logging in select your administrator account and click **Proceed with Login**.

A screenshot of the Jefferson login page. At the top left is the Jefferson logo (a blue silhouette of a head) and the word "Jefferson" in blue. Below the logo is a section titled "Select Affiliation" with a green circular icon containing a white 'S'. There are two main options: "Administrator" (with a red circle around the text) and "Student/Manager". Under "Administrator" is a radio button selected next to "JHSORG - Jefferson Health System - Enterprise Level". Under "Student/Manager" is a radio button next to "TJU - Thomas Jefferson University". At the bottom is a checkbox labeled "Make this my default selection on this computer." and a button labeled "Proceed with Login".

3. Select the **Manage Classes** Hyper-Link.
 - a. Your page may look slightly different.
 - b. Be sure you're on the **Education** tab.

People	Courses	Education	Reports	Tools	Services	My Profile
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Assignment Management
[Add a Group Assignment](#)
[Manage Group Assignments](#)
[Add an Individual Assignment](#)
[Add a Certification Based Assignment](#)

Class Management
[Add a Class](#)
[Manage Classes](#)
[View Calendar](#)

Other Learning Event Management
[Add a Learning Event](#)
[Manage Learning Events](#)

- Enter the class name, other relevant information and press **Search**.

Class Scheduling
Search for Classes

Classroom Information

Class Name:

Course Identifier:

Course Name:

☒ Select All

☒ Jefferson Health System - Enterprise Level

Class Affiliation:

☒ Include Subsidiary Affiliations

- Search for the correct dates and times then click **Register**.

Results per page: 25
<< < Previous 1 2 3 4 5 6 7 8 9 10 Next > >>

[Epic - JAH \(Jefferson Alumni Hall\) Appointment Conversion Friday Nov 11 \(12 PM - 6 PM\)](#)
[Register](#)
[Manage](#)

From: 11/11/2016 12:00 PM To: 11/11/2016 6:00 PM ET 1 session
Course Name - ID: EPIC - JAH (Jefferson Alumni Hall) Appointment Conversion Friday Nov 11 (12 PM - 6 PM) (ve
Current Registration/Class Size: 71/80
Building (Room): Jefferson Alumni Hall (JAH) (Mezzanine M13A), Jefferson Alumni Hall (JAH) (Mezzanine M13B)
Instructors: Theresa Bell

6. Use your staff's campus key to search for multiple people at a time.

Class Scheduling
Register Students

Last: First: Middle:

User ID(s):
jjq001, tyq089, ttl765

7. Select the names of the individuals you'd like to register and select **Continue**.

Select	Name	Status	User ID	Job Category	Affiliation
<input checked="" type="checkbox"/>	Holmes, Julius Q	Active	jqh001	Uncategorized	TJU - Thomas Jefferson University

8. Select **Register**.

Epic - JAH (Jefferson Alumni Hall) Appointment Conversion Friday

Start Date: 11/11/2016 12:00 PM ET
End Date: 11/11/2016 6:00 PM
Sessions: 1 session

Registered:
Available Seats:
Waitlist Option?:

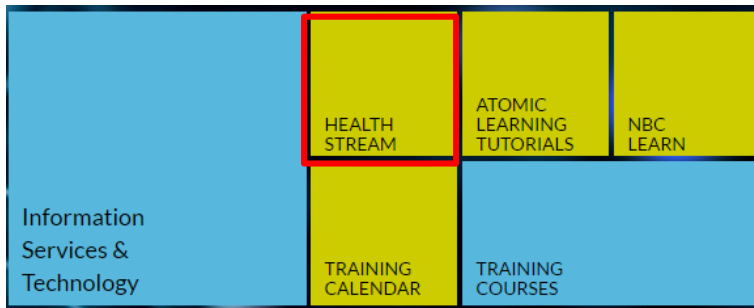
Students with a check will be registered for this class and will be dropped from any other

Register?	Name	User ID	Registered	Class Int
<input checked="" type="checkbox"/>	Julius Q Holmes	jqh001	No	

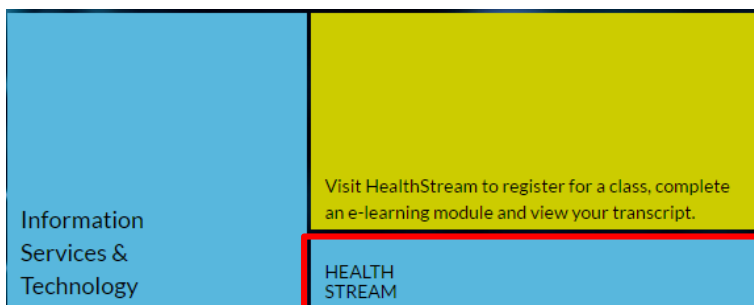
Register Select All New Search Clear All Selected

Provider Registration

1. To register for classes **as a Provider** go to the Jefferson Training Portal by clicking [here](#).
2. Click **HealthStream**.



3. Click **HealthStream** again.



4. Click **Catalog**.



5. Enter **Epic Inpatient Provider** in the search bar.



6. Locate the class you're searching for and click the **class link**.

Results *Showing 1 - 20 of 38*

Epic Inpatient Anesthesia Specialty Provider Training 1 Day Wave 2 COURSE ACTIVITIES: Live Class Show additional information ▼	Info
Epic Inpatient Anesthesia Specialty Provider Training for Super Users 1 Day Wave 2 COURSE ACTIVITIES: Live Class Show additional information ▼	Info

7. Click **Choose Class**.

[Return to Search Results](#)

Learning Activities *in this Course*

Epic Inpatient Anesthesia Specialty Provider Training 1 Day LIVE CLASS STATUS: Not Yet Started EST. TIME: 8h	Choose Class
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8. Click **Register** for the class of your choice.

[Return to Course Overview](#)

Classes

Epic Inpatient Anesthesia Specialty Provider Training 1 Day 2/11 LIVE CLASS LOCATION: Gibbon Building(IS Training 1960 Gibbon 1)	Sat Feb 11, 2017, 7:00am ET	Full
Epic Inpatient Anesthesia Specialty Provider Training 1 Day 2/12 LIVE CLASS LOCATION: Gibbon Building(IS Training 1960 Gibbon 1)	Sun Feb 12, 2017, 7:00am ET	Register
Epic Inpatient Anesthesia Specialty Provider Training 1 Day 2/17 LIVE CLASS LOCATION: Gibbon Building(IS Training 1960 Gibbon 1)	Fri Feb 17, 2017, 7:00am ET	Register