



EPIC TRAINING COURSE CATALOG

THIS CATALOG WILL LAY OUT ALL OF THE COURSES EPIC TRAINING CURRENTLY

OFFERS WITH DESCRIPTIONS AND HOW TO REGISTER

CLINDOC (CLINICAL DOCUMENTATION)

- IP Clinical 100
 - Covers locating patients and assigning, Chart Review, Doc Flowsheets, Labs, Care plan, education, and notes.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- IP Clinical RN & RT 200
 - Class covers medication administration, Orders, LDAs, IV med administration and skin documentation (Respiratory Therapy would leave this class after LDAs).
 - Class Length: 4 hours
 - Pre-requisite: IP Clinical 100
 - Available on Skillport for registration
- IP Clinical RN 300
 - Nurses will attend this class after the IP Clinical RN & RT 200 class. Covers Blood admin, Restraints, fall documentation and discharge. With time remaining an open forum to answer Epic questions from end-users.
 - Class Length: 4 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200
 - Available on Skillport for registration
- Unit Clerk 100
 - Covers admission, transfer, & discharge of patients. Chart review, managing patient assignments, printing discharge papers and Ticket-to-ride.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration

CPOE (COMPUTERIZED PHYSICIAN ORDER ENTRY)

- Inpatient P&P Fundamentals
 - For all non-surgical area physicians and providers. Inpatient fundamentals of general Epic use, documentation, chart review, ordering, and admit/discharge/transfer workflows, including Med Reconciliation.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Inpatient Surgeon Fundamentals
 - For all surgeons and surgical providers. Inpatient fundamentals of general Epic use, documentation, chart review, ordering, and admit/discharge/transfer workflows, including Med Reconciliation.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

AMBULATORY (OUTPATIENT CLINICAL DOCUMENTATION)

- Ambulatory P&P 100
 - Navigate the system efficiently, View provider schedules, Review, verify and update information (patient intake from nurse, medications, allergies, medical/surgical/family/social history), Orders (placing, reviewing, canceling), Introduction to documentation (using Epic SmartTools) and e-Prescribing, Entering diagnoses and level of service
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Ambulatory P&P 200
 - Review of Ambulatory P&P100, Document a patient encounter using Epic SmartTools, Review, respond and manage Results, Manage messages about orders, transcription and charting
 - Class Length: 3 hours
 - Pre-requisite: Ambulatory P&P 100
 - Available on Skillport for registration
- Ambulatory Surgeon 100
 - Navigate the system efficiently, Review admitted hospital patient list as well as patient appointments, Verify and update medications, diagnoses, and allergies, Documentation, Orders (placing, reviewing, associating), Send letters to other clinicians
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Ambulatory Surgeon 200
 - Review pre-visit documentation and surgical cases, Place pre-op orders, Post-op: Reviewing and Charting, Documentation (H&P Note, progress note, visit diagnosis, follow-up, charges), Manage a patient's problem list, Prepare a letter to be sent to a referring physician, Review, respond and manage Results, Manage messages about orders, transcription and charting
 - Class Length: 3 hours
 - Pre-requisite: Ambulatory Surgeon 100
 - Available on Skillport for registration
- Ambulatory Clinical Support 100
 - Navigate the system efficiently, View provider(s) schedules, Perform patient intake (document chief complaint and vitals, verify and update current medications, allergies and immunizations), Review and update patient history, Order and document results for point of care tests and administration of immunization, Start Progress Note (document HPI) if applicable, Document the administration of clinic-administered medications
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

- Ambulatory Clinical Support 200
 - Call patients about their results and document the call, Communicate results to patients via MyChart, Send letters to patients regarding results, Inform physicians when letters have been sent to patients, Finish letters started by the physician, Follow up on Results, Follow up on patient calls for advice/medication refills
 - Class Length: 3 hours
 - Pre-requisite: Ambulatory Clinical Support 100
 - Available on Skillport for registration
- Ambulatory InBasket & Chart Review
 - Navigate the system efficiently, View a patient's chart including: Progress Notes, Lab Results, Encounters, Imaging Results, Medications; Send Staff messages, Respond to InBasket Messages received, Create Telephone Encounters
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Ambulatory Abstraction
 - Navigate the system efficiently, Create an Abstract Encounter, Enter a patient's problems, allergies, medications and immunizations
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Ambulatory P&P Fundamentals (new hire)
 - Review an ambulatory office visit encounter, e-Prescribe, enter a dx and LOS, Review, verify and update information (patient intake from nurse, medications, allergies, medical/surgical/family/social history), Brief review of Orders (placing, reviewing, canceling), Brief review of Documentation (using Epic SmartTools), Review, respond and manage Results, Manage messages about orders, transcription and charting
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Ambulatory Surgeon Fundamentals (new hire)
 - Review an ambulatory office visit encounter, Review admitted hospital patient list as well as patient appointments, Verify and update medications, diagnoses, and allergies, Brief view of Documentation, e- Prescribing, entering dx and LOS, Brief review of Orders (placing, reviewing, associating), Send letters to other clinicians, Review, respond and manage Results, Manage messages about orders, transcription and charting
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

- Ambulatory Post-Live Graduate Level Training
 - This class is designed for Providers already working in Epic and feel comfortable using the system. The goal of these classes is to teach you additional epic tools to maximize efficiency. Classes are designed to be workshops allowing you to actually log into Production and begin using the tools and tips. Each month we will focus on a specific topic including InBasket, Progress Notes, Communication, and Reporting.
 - Class Length: 1 hour
 - Pre-requisite: Live on Epic for at least 2 months
 - Available on Skillport for registration
- Ambulatory Social Work 300
 - Navigate the system efficiently, View provider(s) schedules, Review and update patient history, Document Assessments (for example: Legal Information, Cognitive/Perceptual, Coping/Stress, Values/Beliefs/Spiritual Care, Document a Note (using Epic SmartTools)
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration

ASAP (EMERGENCY MEDICINE)

- ED P&P Fundamentals
 - This course is designed for ED Physicians & Providers. It will provide an overview of the system and general navigation tools. ED Manager and Trackboard, signing in vs. logging in, how to locate and assign patients, viewing patient statuses and the legend. How to review a previous encounter, as well as how to review current encounter triage and document allergies, home medications and history. This course covers how to document your note using Note Writer (HPI, ROS, PHYS EXAM) and how to use order entry. Discharge workflow (clinical impression, disposition, follow-up, discharge Instructions, med rec & entering prescriptions, filing LOS) and admission workflow (clinical impression, bed request, filing LOS). Charting efficiencies; smart phrases and smart tools, chart completion and InBasket management.
 - Class length: 4 Hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- ED RN 100
 - This course will provide an overview of the system and general navigation tools. The course covers the ED Manager and Trackboard, Patient statuses and the legend, signing in vs. logging in, how to look up, arrive and/or create a new patient record and how to locate, assign, and room patients. In addition, this course covers the triage & history navigator, including how to enter allergies, history, home medications. ED Narrator Documentation, including assessments and LDA'S (Lines, Drains, and Airways) and Notes. Order entry, enter/edit results, labs, barcode scanning and medication administration.
 - Class length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- ED RN 200
 - This course begins with a review of tools learned in ED RN 100. ED RN 200 will cover the discharge and admission workflow, chart completion and InBasket. In addition, this course covers critical care documentation, including use of the code, trauma and sedation narrators and blood administration workflows, along with other miscellaneous emergency department workflows.
 - Class length: 4 hours
 - Pre-requisite: ED RN 100
 - Available on Skillport for registration
- ED Tech & Clerk
 - This course is designed for ED Techs/Patient Care Associates/ Unit Clerks /Information Associates. Overview of the system and general navigation tools. ED Manager and Trackboard, signing in vs. logging in, how to look up & arrive a patient and creating a new record, patient statuses and the ED legend and how to locate, assign, and room patients, including admissions & discharges. In addition, for the ED Techs, this course covers the ED Narrator, how to enter/edit Results, how to document Labs, procedures, notes, patient belongings, and consults.
 - Class length: 2 Hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

CARDIANT/RADIANT (CARDIOLOGY/RADIOLOGY)

- Card RN 301
 - Covers Invasive and Non Invasive Workflows
 - Class Length: 4 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email radiantcardianttraining@ynhh.org for class registration
- Card Nuc Med & Echo Tech & Stress/Monitor Techs
 - General class that covers Scheduling and Tech workflow. Will be specific to roles that are signed up
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email radiantcardianttraining@ynhh.org for class registration
- Rad Non Invasive Tech
 - General class that covers Scheduling and Tech workflow. Will be specific to roles that are signed up
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email radiantcardianttraining@ynhh.org for class registration
- Rad Scheduling
 - Specific to Radiology Scheduling. Cadence as a pre-requisite if Front Desk, Full Registration and/or Clinics
 - Class Length: 5 hours
 - Pre-requisite: N/A
 - Email radiantcardianttraining@ynhh.org for class registration
- Rad RN 301
 - Covers Invasive and Non Invasive Workflows
 - Class Length: 1 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email radiantcardianttraining@ynhh.org for class registration
- Card P&P Enhancements
 - Covers procedure workflow (Cath/EP, TEE, Cardioversion, etc.); needs CPOE (Ambulatory if do clinic)
 - Class Length: 4 hours
 - Pre-requisite: Inpatient P&P Fundamentals; Ambulatory P&P Fundamentals
 - Email radiantcardianttraining@ynhh.org for class registration
- Card Scheduling
 - Specific to Cardiology procedure Scheduling. May need to take Cadence as a pre-requisite if they do Front Desk, Full Registration and/or Clinics
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email radiantcardianttraining@ynhh.org for class registration

- Nurse Stress
 - Covers how to perform a stress test/nuc med stress test
 - Class Length: 4 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email radiantcardiantraining@ynhh.org for class registration
- CardRad Invasive Scheduler
 - Specific to Cath/EP/IR Workflow. May need to take ADT if they do registration or admission
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- CardRad Manager
 - Covers how to run basic ad hoc reports, make basic corrections, close a resource
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- Rad File Clerk
 - Covers how to do ROI, Film Tracking, Create accession numbers, Route Reports
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- Rad Invasive Tech
 - Covers how to create and schedule a case, use the status boards, do case and procedure tracking
 - Class Length: 1 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- Rad General Radiologist
 - Covers how to protocol, look up patient information, basic ordering, create a note
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- Rad IR Radiologist
 - Covers procedure workflow (IR); needs CPOE (possibly Ambulatory if do clinic)
 - Class Length: 1 hours
 - Pre-requisite: Inpatient P&P Fundamentals; Ambulatory P&P Fundamentals
 - Email radiantcardiantraining@ynhh.org for class registration
- Rad - Tech Aide
 - Covers how to understand the tech worklist, look up a patient, Scheduling, MRI Screening forms
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration
- Card - Tech Inv
 - Covers how to create and schedule a case, use the status boards, do case and procedure tracking
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email radiantcardiantraining@ynhh.org for class registration

HIM (MEDICAL RECORDS)

- Amb Manager 300 – Scanning
 - This course covers scanning with Media Manager. Understanding how to scan clinical based documents to the patient, encounter and order level, proper indexing and how to handle external documents.
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Amb Manager 300 – Reporting
 - This course covers Epic reporting essentials. It does not cover specific reporting for individuals' roles. However, it does provide a foundation on which core reporting concepts may be transferred to specific reports. Covers understanding Epic report types and behaviors search, running, filtering, sorting and modifying setting and criteria of report. Understanding security and how to save your own private reports as favorites.
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Chart Tracking 100
 - Intending for File Room Clerks. Course covers how to check in and check out the patients paper medical paper chart and track its movement in the organization as well as how to log Special Chart Requests
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Coding 100 – Essentials
 - Intending for Medical Coders. Course covers the essential workflow of the coder. Understanding coding statuses, navigation of clinical information and account information, workqueues, querying providers, documenting account notes.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Coder 200 – Inpatient
 - Intending for Medical IP Coders who have taken the 100 class. Builds on concepts from the 100 class investigating specific clinical documentation for IP coders and where to find information on the patient's chart. Covers different workflows such as concurrent analysis, how to work combined accounts and claim edits.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration

- **Coder 200 – Outpatient**
 - Intending for Medical OP Coders who have taken the 100 class. Builds on concepts from the 100 class investigating specific clinical documentation for OP coders and where to find information on the patient's chart. Covers different workflows such as charge entry and claim edits.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- **Coder 300 - Report & Admin**
 - Intended for coding managers who need an understanding of Epic reports and what specific reports will allow to track coding productivity and analysis.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- **Def Reports and Admin 300**
 - Intended for deficiency managers who need an understanding of Epic reports and what specific reports will allow to track deficiency productivity and analysis.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- **Deficiency Analysis 100 - Basic and Analysis**
 - Intended for deficiency analysts. Course covers the core concepts of the deficiency workflows, deficiency completion activity, initial analysis, assigning, reassigning and deficiency creation process.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- **Deficiency Analysis 200 - Managing Deficiencies**
 - Intended for deficiency analysts. Course builds on concepts from the 100 class. Covers working declined and done deficiency workqueues as well as understanding concurrent analysis and final analysis. Also covers provider suspension and notification letters.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- **Deficiency Analysis 201 - Assisting Physicians**
 - Intended for deficiency analysts. Course builds on concepts from the 100 and 200 classes. Covers information regarding the providers' workflow so that analysts may be able to assist physicians with their workflows. Covers understanding In Basket, note types, Smart Texts, addending notes and other helpful provider insight.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration

- ROI 100 – Essentials
 - Intended for Release of Information clerks. This is geared towards HIM personnel who release more than just immunization reports (i.e. subpoena, insurance, audits, etc.). Covers the core workflow and understanding how to compile a release request, how to handle when a requester is not in the system, patient is not found and how to perform batch releases.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- ROI 200 – Billing
 - Intended for Release of Information clerks. Builds on concepts from the 100 class. This is geared towards HIM personnel who release more than just immunization reports (i.e. subpoena, insurance, audits, etc.). Cover how to bill requesters for information as well as how to apply payments and send letters.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- ROI 300 - Reports and Admin
 - Intended for ROI managers who need an understanding of Epic reports and what specific reports will allow to track ROI productivity and analysis.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration

OPTIME & ANESTHESIA

- Anesthesia 100
 - Learn the fundamentals of Pre and Post-operative documentation in the Epic anesthesia module. The course is split into covering two sections. In the pre-operative portion, users will get exposed to a basic overview of the Epic EMR system, and learn how to find important anesthesia related information. We then look at how to document important information such as the pre-operative note and how to capture an electronic consent. In the second half, users will learn how to document post-operative information including handoff and evaluation notes. In addition, convenient tools such as 'smart text' will be covered.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Anesthesia 200
 - This course focuses largely on the intra-operative phase of care via use of the unique anesthesia intra-operative interface. Important information such as events, administration of meds, device integration, assessments and attestations are all covered. Additional efficient tools such as reminders, Epic's communication tool: InBasket and macros are explained as well. The end of the course wraps up with a walkthrough of how ad-hoc encounters such as off-floor intubations and L&D encounters are handled in Epic.
 - Class Length: 4 hours
 - Pre-requisite: Anesthesia 100
 - Email epictraining@ynhh.org for class registration
- Pre-Post RN New User
 - For RNs serving Pre and/or Post-Op (PACU) areas, as well as nurses in GI procedural areas. Covers area-specific content including Status Board, Navigators, Eventing, BMDI and reviews relevant IP Clinical content.
 - Class Length: 3 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email epictraining@ynhh.org for class registration
- Intra-op RN New User
 - For RNs serving Intra-op (Circulator/Scrub) areas, as well as nurses in GI procedural areas. Covers area-specific content including Status Board, Navigators, Eventing, BMDI and reviews relevant IP Clinical content.
 - Class Length: 3 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email epictraining@ynhh.org for class registration

WILLOW

- Pharmacist 100
 - In this course you learn how to: Enter orders, Change existing orders, Intervening while entering orders, Support physician order entry
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Pharmacist 200
 - In this course you learn how to: Create verification filters, Verify orders, Create interventions, Make changes to orders in the verification queue
 - Class Length: 4 hours
 - Pre-requisite: Pharmacist 100
 - Email epictraining@ynhh.org for class registration
- Pharmacist 300
 - In this course you learn how: Epic selects products to dispense, Epic selects location to dispense, Use of InBasket, Scan medications
 - Class Length: 4 hours
 - Pre-requisite: Pharmacist 100, Pharmacist 200
 - Email epictraining@ynhh.org for class registration
- Pharmacist 400
 - In this course you learn how to: Incorporate Epic functionality into clinical workflow, Use of advanced Epic functions, Ordering of TPN, Document medication education, Use of ordersets, Create Mylists, Clinical monitoring (decentralized pharmacists), Pharmacy consults
 - Class Length: 4 hours
 - Pre-requisite: Pharmacist 100, Pharmacist 200, Pharmacist 300
 - Email epictraining@ynhh.org for class registration

BEACON

- Oncology P&P Fundamentals
 - Managing and Creating Cancer Regimens in Treatment Plans, Staging a Patient's Cancer, Cumulative Dose Tracking, Modifying Treatment Plans
 - Class Length: 2 hours
 - Pre-requisite: Ambulatory P&P Fundamentals
 - Email epictraining@ynhh.org for class registration
- Oncology IP RN 301
 - Normal Infusion Visit documentation, Medication administration documentation, Reviewing Cancer Regimen Treatment Plans, Synopsis
 - Class Length: 3 hours
 - Pre-requisite: IP Clinical 100; IP Clinical RN & RT 200, IP Clinical RN 300
 - Email epictraining@ynhh.org for class registration
- Oncology Pharmacist 500
 - Pre-Verification workflows, Modifying a Cancer Treatment Plan, Cumulative Dose Tracking
 - Class Length: 2 hours
 - Pre-requisite: Pharmacist 100, Pharmacist 200, Pharmacist 300, Pharmacist 400
 - Email epictraining@ynhh.org for class registration
- Ambulatory Oncology Clinical Support 100
 - Teach navigation skills to view provider schedules, Learn how to intake patient information including medication, allergies, immunizations and chief complaint, Review workflows to begin documenting patient encounter – intake information, Start Progress Note, Normal Infusion documentation, Medication Administration documentation
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Ambulatory Oncology Clinical Support 200
 - Respond and communicate via MyChart, Document call backs, Send and complete letters, Review workflows to issue patient results
 - Class Length: 4 hours
 - Pre-requisite: Ambulatory Oncology Clinical Support 100
 - Email epictraining@ynhh.org for class registration

PHOENIX

- TXP RN Coordinator
 - Amb review- Schedule, reports, chart review , in basket
 - Abstract encounter , Evaluation visit complex, Evaluation visit simple, Committee review, Donor workflow
 - Class Length: 2 hours
 - Pre-requisite: Ambulatory Clinical Support 100, Ambulatory Clinical Support 200
 - Email epictraining@ynhh.org for class registration

- TXP P&P Fundamentals
 - Amb review- Schedule, reports, chart review , in basket
 - Evaluation visit complex, Evaluation visit simple, Committee review, Donor workflow
 - Class Length: 2 hours
 - Pre-requisite: Ambulatory P&P Fundamentals
 - Email epictraining@ynhh.org for class registration

STORK

- OBMD
 - For all providers who perform deliveries. This course will review OB specific tools such as the L&D Manager, Grease board, the Delivery Summary, documentation of fetal and maternal assessments and review of OB specific workflows.
 - Class Length: 3 hours
 - Pre-requisite-Inpatient Surgeon Fundamentals (If your office practice uses Epic, take Ambulatory Surgeon Fundamentals as well)
 - Email epictraining@ynhh.org for class registration
- L&D RN 301 (Backpack)
 - For nurses who work in Labor and Delivery. This course will review OB specific tools such as the L&D Manager, Grease board, how to arrive a patient, triage a patient, discharge a patient undelivered, document a delivery, admit a baby and create, schedule and document a surgical case.
 - Class Length: 4 hours
 - Pre-requisite: IP Clinical 100, IP Clinical RN & RT 200, IP Clinical RN 300
 - Email epictraining@ynhh.org for class registration

PROFESSIONAL BILLING

- Account Maintenance
 - In this course you will learn how to research transactions posted to the guarantor account. Transactions can be viewed by the transaction number, visit date or invoice number.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Research Billing Review
 - In this course you learn how to: Review charges in My Reports, 100% of charges will be on this report, Can be reviewed daily, Take appropriate action on this real-time, interactive report; Mark as Reviewed or Research Correction
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Charge Entry Charge Review
 - In this course you learn how to post charges from a fee ticket as well as how to correct and review charges that are caught in a workqueue.
 - Class Length: 6 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Customer Service
 - In this course you learn how to log incoming calls and perform account research activities. Supervisors learn to use reporting tools that monitor account workqueues and user productivity.
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Payment Posting
 - In this course you learn to post guarantor payments, payments made with non-sufficient funds, and payments from collection agencies.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- Insurance Follow Up
 - In this course you learn the major workflows and tools used for following up with insurance companies on unpaid and denied claims. This includes working in follow-up workqueues and Account Maintenance to resolve denied claims and claims with no response from the payor.
 - Class Length: 3 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

- Collections
 - In this course you learn how to perform self-pay follow-up and collections activities in Epic.
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- NEMG Charge Entry/Review
 - In this course you learn how to post charges from a fee ticket as well as how to correct and review charges that are caught in a workqueue.
 - Class Length: 6 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration

CADENCE (SCHEDULING & REGISTRATION)

- **YMG Scheduler 100**
 - In this course you will learn how to: make appointments for existing patients, make appointments for new patients, cancel and reschedule appointments, follow up with No Shows and Cancellations, set provider time on hold, schedule a patient from the Wait List, and Check-in a patient.
 - Class Length: 4 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- **YMG Scheduler 200**
 - In this course you will learn how to : schedule from a predefined group of providers, schedule a single visit with multiple providers, transcribe and schedule an order, schedule multiple visits simultaneously, confirm appointments, check out a patient, maintain accurate appointment statistics.
 - Class Length: 4 hours
 - Pre-requisite: YMG Scheduler 100
 - Available on Skillport for registration
- **YMG Outpatient Referrals & Auths.**
 - In this course you will learn how to: create a new referral, find an authorized referral in a workqueue and schedule an appointment, edit a referral to enter authorization information.
 - Class Length: 2 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- **YMG Abbreviated Template Builder**
 - In this course you will learn how to create and edit a Template for a provider or resource. You will learn how to create a template as well as make changes to a template over time, make a change for a single day and how to edit slots.
 - Class Length: 2 hours
 - Pre-requisite: YMG Scheduler 100
 - Available on Skillport for registration
- **YMG Registration 100**
 - In this course you will learn the complete registration process for a new patient, a dependent patient, a Medicare patient and a patient with a workers compensation claim. You will learn how to find a patient missing registration items in a workqueue, and how to change guarantors and coverage.
 - Class Length: 5 hours
 - Pre-requisite: N/A
 - Available on Skillport for registration
- **NEMG/CC Schegistration 100**
 - In this course you learn how to schedule an appointment for an existing patient, a new patient and a dependent patient. You will also learn how to cancel and reschedule appointments.
 - Class Length: 4 hours
 - Pre-requisite: N/A

- Available on Skillport for registration
- NEMG/CC Schegistration 200
 - In this course you will learn how to schedule multiple visits simultaneously, how to add a patient to a wait list and schedule a patient from the wait list, how to confirm an appointment, and how to set provider time on hold.
 - Class Length: 4 hours
 - Pre-requisite: NEMG/CC Schegistration 100
 - Available on Skillport for registration
- NEMG/CC Schegistration Front Desk 300
 - In this course you will learn how to check in a patient and update registration information. You will also learn how to handle a walk in patient with Medicare, and a walk in patient with a worker's compensation claim. You will also learn about maintaining accurate appointment statistics.
 - Class Length: 5 hours
 - Pre-requisite: NEMG/CC Schegistration 100; NEMG/CC Schegistration 200
 - Available on Skillport for registration
- Template Builder
 - In this course you will learn how to build a providers schedule. We will spend the first 2 hours teaching you how to build a schedule and during the second 2 hours you will have the opportunity to build a schedule in Epic. If you plan to build a schedule, please bring information about the schedules you are planning to build.
 - Class Length: 4 hours
 - Pre-requisite: NEMG/CC Schegistration 100
 - Available on Skillport for registration
- Outpatient Referral & Authorization 400
 - In this course you will learn how to: create a new referral, find an authorized referral in a workqueue and schedule an appointment, edit a referral to enter authorization information.
 - Class Length: 2 hours
 - Pre-requisite: NEMG/CC Schegistration 100; NEMG/CC Schegistration 200; NEMG/CC Schegistration Front Desk 300
 - Available on Skillport for registration

ADT/PRELUDE

- Patient Access 100
 - In this introductory course, all Admitting, Ambulatory, and Emergency Department registrars, verifiers, bed planners, Utilization Review nurses, managers, and supervisors learn to identify patients who require inpatient or ambulatory pre-registration through workqueues. Documenting patient demographics, coverages, guarantor account types, and account note functionality will be taught in this lesson. Admitting a Medicare patient and completing the Medicare Secondary Payor Questionnaire are also covered in this course.
 - Class Length: 4.5 hours
 - Pre-requisite: N/A
 - Email epictraining@ynhh.org for class registration
- Patient Access 200
 - In this course, users learn more in depth registration functionality such as how to admit patients, correct registration errors, identify assigned beds, and change event statuses when appropriate. In addition, users will learn Epic's Real Time Eligibility, E-Sig and document scanning workflows.
 - Class Length: 4.5 hours
 - Pre-requisite: Patient Access 100
 - Email epictraining@ynhh.org for class registration
- Auth/Cert 300
 - In this course, users who obtain inpatient benefits and authorization for inpatient or ambulatory surgery admissions learn how to document benefit information, enter authorizations, and document approved days through workqueues. In addition Utilization Review nurses will learn how to document denial information and clinical root causes through Account Maintenance screens.
 - Class Length: 2 hours
 - Pre-requisite: Patient Access 100; Patient Access 200
 - Email epictraining@ynhh.org for class registration
- Bed Planner 300
 - In this course Admitting clinical bed managers, transfer center (Y-Access) staff, bed management staff, and admitting managers learn Epic Bed Planning functions. Users are taught how to identify, assign, block, and activate/ inactivate beds. Bed Management and census reporting are also covered in this class. Note: While the course description applies to all Bed Management staff, additional content may be included or may differ based on the hospital the end user works for and the bed management applications they use.
 - Class Length: 4 hours
 - Pre-requisite: Patient Access 100; Patient Access 200
 - Email epictraining@ynhh.org for class registration

- ED Registrar 300
 - In this course ED Registrars learn to identify patients who are ready to be registered by using the ED Trackboard. Registration scenarios specific to the ED (motor vehicle accidents and worker's compensation) will be taught as well as workflows such as dismissing and discharging patients from the Emergency Department.
 - Class Length: 4 hours
 - Pre-requisite: Patient Access 100; Patient Access 200
 - Email epictraining@ynhh.org for class registration
- L&D Admitting 300
 - In this course, the Admitting staff is taught how to pre-register and arrive maternity patients. Users also learn how to register newborns and use patient workqueues for labor and delivery accounts. Several labor and birth workflows are reviewed in this course so that Admitting understands the process as it is completed by the nursing staff on L&D.
 - Class Length: 2 hours
 - Pre-requisite: Patient Access 100; Patient Access 200
 - Email epictraining@ynhh.org for class registration
- Financial Counselor 100
 - In this course users are taught the ADT and Hospital Billing functionality that applies to their Self pay, Medicaid, and Free Care application workflows. Documenting application statuses and adding Medicaid coverages are covered. Medicaid Spend down workflows is also taught in this course as well as the use of Billing Indicators and Stop Bills for correctly processing spend downs. NOTE: Although this course is specific to the financial workflows performed in Admitting and is a 100 level course, users must still attend Patient Access 100 and Patient Access 200 as pre-requisites first.
 - Class Length: 3 hours
 - Pre-requisite: Patient Access 100; Patient Access 200
 - Email epictraining@ynhh.org for class registration
- Claim & Reg Edits 400
 - In this course, Inpatient and Outpatient hospital Access users will learn about Epic's registration based DNB (discharged not billed), Stop Bill and Claim Edits. Errors made by Admitting/ED/Outpatient registrars that prevent a claim from processing will be corrected by end users in those departments. This class will review the necessary steps and the workflows to follow when identifying and correcting these edits through different types of workqueues. Note: This class includes a great deal of Hospital Billing functionality and requires attention to detail and research on the end users part. All Access managers, supervisors should attend, but only those users who are assigned to fix these edits should take this course. This is a 400 level course and should be taken after all other course requirements have been met.
 - Class Length: 4.5 hours
 - Pre-requisite: Patient Access 100; Patient Access 200; (Appropriate 300 level class)
 - Email epictraining@ynhh.org for class registration

- **Admitting Manager 500**
 - In this course, admitting managers and supervisors will be introduced to their ADT dashboards and reporting capabilities. Canned reports, Epic's reporting workbench and clarity reporting will be covered in this management class.
 - Class Length: 2 hours
 - Pre-requisite: Patient Access 100; Patient Access 200; (Appropriate 300 level class); Claim & Reg Edits 400
 - Email epictraining@ynhh.org for class registration
- **Coverage & Guarantor Changes - Exercise Workshop (Required -To be taken last)**
 - This course should be taken LAST by every ADT user who will register patients. It is a required two hour workshop where new hires practice registration based scenarios and workflows for changing guarantor account types and coverage taught in the 100, 200 and 300 courses. Additional guarantor account type and coverage changes as well as other tip sheets for some topics/functions not covered in other courses are included.
 - Class Length: 2 hours
 - Pre-requisite: Patient Access 100; Patient Access 200; (Appropriate 300 level class)
 - Email epictraining@ynhh.org for class registration