In-class training in mid-November provides the opportunity for instruction by a credentialed trainer and the opportunity for hands-on practice in Epic, using hypothetical clinical scenarios tailored to your role at the hospital. Below are some answers to common questions about in-class training.

How long does training last?
It depends on your job. The session for a clerk can last two hours, while physicians and nurses are required to take a minimum of 8-to 20-hour sessions. Some specialty areas, such as obstetrics, require additional training hours.

Who are credentialed trainers?
Some are staff members who have received specialized Epic training. Others are recruited from outside the institution.

Who needs training?
Anyone who will use Epic as part of his or her job. You won’t have access to the system without completing training.

When can I sign up?
You should visit Skillport to register for courses and to watch the E-learning assignments prior to class. Signing up early gives you the best chance of finding the most convenient time. The earlier you complete training, the more opportunity you will have to practice in Playground.

How to sign up:
• Staff will register for Epic training using Skillport, a site similar to Healthstream. The link to the Skillport registration page is on the Project Epic page (under the Preparation for Training), http://ProjectEpic.ynhh.org. Managers will inform employees who should register and for what courses.
• Mid-October: Super User kick-off meetings
• November 5-25: Super User training classes
• November 26-January 20: All staff training classes; managers will stagger timing of training for their employees

While our Epic training program will help get everyone up to speed on how the medical record system works, there are nearly 600 individuals ranging from physicians to clinicians and clerical support who have been identified to play a critical role as a Super User during go-live at Yale-New Haven. These individuals are a resource to you when you first begin using the system. Each one plays a critical role in providing answers, helping your colleagues make a smooth implementation, care for patients, and get up to speed.

These individuals were selected because they are not only a “go to” person in their department but are flexible problem solvers who understand department workflows and how their department interacts with others throughout the hospital. Super Users receive extra training to get ready for coaching users, troubleshooting problems and minimizing delays in patient care as we transition to Epic.

E-Learning Class
About:
Each E-learning class is between 5 min–20 min. Users will be assigned multiple E-learning activities.

How you are trained:
Web-based presentations and hands-on activities to prepare you for instructor-led class.

Why it’s important:
E-learning assignments are tracked. Complete before instructor-led session. Great introduction to the system prior to classroom training.

Instructor-Led Class
Courses average between 2-6 hours in length.

Computer-based training taught by trained Epic instructors. Interactive environment allows users to ask questions and learn a variety of Epic workflows needed for your go-live date.

Live presentation coupled with hands-on exercises.

Playground After-Class Practice
A post-training environment to practice your new computer skills.

Self-navigate the system, using Playground scenarios provided in class, and run back through examples from your class curriculum.

Practice here will better prepare you for the go-live.

Getting You up to Speed
By now, you’re probably starting to get a sense of how Epic will change the way you care for patients. To help you successfully make the transition to Epic, we have developed a robust training program based on successful Epic installations to make sure you’re ready to hit the ground running at go-live. Training is a blended approach of E-learning assignments with traditional classroom instruction combined with plenty of after class practice. This grid breaks down three of the major sections of training and briefly explains why each element is important to you.

Following classroom training sessions, you’ll need to complete a short in-class, workflow-based assessment to help ensure you’re ready for go-live.
One Team. One Record. One Focus:

Our Patients

The After Visit Summary: What your patients need to know

During a typical visit to a doctor's office, a provider covers a lot of ground with a patient. He or she works to identify their illness or condition, review, update and reconcile their medication list, or develop a treatment plan and decide what type of follow-up care is needed.

One of the features of Epic that will help patients better understand and remember what they discussed during a visit is the “After Visit Summary.” At the conclusion of every visit, each patient should receive a printout of this summary. There is also a proxy access feature that allows a parent (or guardian) to log into their personal MyChart account and then connect to information about their child or family member.

Patients can use MyChart to:

- Communicate with their doctor's office
- Request prescription renewals
- View test results
- Review electronic AVS from past visits

How do patients sign up?

Patients may sign up during an office visit, or at home once they have received an activation email. They will then be able to use MyChart to access portions of their medical record, communicate with their care team and renew prescriptions.

**The Patient Portal: A Look at MyChart**

While Epic will help us better document and deliver care, it offers a way for patients to collaborate with us in managing their health. Through MyChart, a secure online portal, patients can access portions of their electronic medical record, communicate with their care team and renew prescriptions.

"MyChart will encourage patients to take an active role in their own healthcare," Jodie Boldrighini of Greenwich Hospital Occupational Health says. "It allows patients to connect to their healthcare information and providers at their own schedule." There is also a proxy access feature that allows a parent (or guardian) to log into personal MyChart account and connect to information about their child or family member.

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**Four Ways MyChart® Can Help You**

1. **MyChart is a faster way to communicate with your patients.** Because communication can be directed straight through InBasket, staff can triage and respond to messages when it's convenient for them without leaving Epic. In fact, an Epic analysis of multiple healthcare organizations found a 16 percent to 17 percent decrease in phone calls after patients began using MyChart. Epic also estimates that releasing a test result through MyChart instead of writing a letter saves 2 minutes and 15 seconds of staff time.

2. **MyChart requires no additional training.** MyChart is integrated into Epic. You will learn how it works during your training.

3. **MyChart is secure and confidential.** No need to worry about your patients' personal information getting into the wrong hands. Each patient's electronic medical record is protected by a series of secure access codes, personal IDs and passwords. MyChart also uses the most advanced encryption technology available.

4. **MyChart is convenient for your patients.** Similar to online banking, MyChart provides your patients with convenient, 24/7 online access to portions of their personal health records. Patients will also be able to help ensure the accuracy of their own records by entering their health history and alerting their care team about any inaccuracies or concerns. MyChart also simplifies the process of renewing prescriptions.

**FAQs**

Q. **What is chart lockout?**

A. Chart lockout is a patient safety feature designed to prevent two or more users from editing related information in a patient’s chart. Chart lockout prevents conflicting information from being documented (two users changing the same order at the same time) and prevents users from placing orders at the same time.

Epic allows more than one user to be in a patient chart at a time. It will not allow you to access an area of a chart where a user is currently documenting. That activity or navigation section is locked. Keep in mind that your work may also “lock up” another area of a patient chart for your colleague. Related areas in a patient chart – which benefit from additional new documented information – are protected with a "lockout" until the documentation activity is completed. Here are two examples of locking group combinations:

- A nurse will update a patient’s vitals. The navigation section locks but so does the history activity as new information is being entered into the patient’s chart.

- A physician writes a note in the chart. Both the notes activity area and the navigator section lock for that note until it's saved. The previous notes in the patient chart can be viewed.

Q. **How to avoid chart locking?**

A. Don’t keep the patient's chart open unless you are actively documenting on a patient, as this best prevents locking others out of the chart.

Q. **I've finished training, yet my practice/department doesn’t go-live on Epic for a couple of weeks. Can I get into “live” EMR records?**

A. No. The Project Team realizes that many users who complete a class or series of courses want to jump into the “live” EMR records. Taking such a leap in advance of their practice or hospital coming on the Epic EMR system poses both an operational and clinical risk. An EMR is a legal record for a patient. Users, based on their job responsibilities, have access to see certain patient information in Epic. With robust audit capabilities, the system can determine who looks at patient records and the information reviewed. At all times, we are randomly looking to see who is accessing what records and looking at any kind of inappropriate or suspicious access. To be sure that you are ready at-go-live, continue to practice in the Playground environment.

**The After Visit Summary from Epic and hand it to the patient. Decisions on who will do this are discussed during a workflow review meeting well before your practice goes live. Patients already signed up for MyChart®, the secure online portal that gives them access to portions of their medical record, will receive an electronic copy of the After Visit Summary.**

**MyChart® Electronic Systems Corporation**

The Project Epic Team created a flyer that explains why the AVS is important to a patient. You can download it at http://ProjectEpic.ynhh.org/Pages/Newsletters.aspx. Look for the PDF of the Epic – AVS Flyer 2012.

Any practice staff member – including physicians, nurses or front desk staff – may print out the After Visit Summary from Epic and hand it to the patient. Decisions on who will do this are discussed during a workflow review meeting well before your practice goes live. Patients already signed up for MyChart®, the secure online portal that gives them access to portions of their medical record, will receive an electronic copy of the After Visit Summary.

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