

Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

Contents

Summary	2
Epic Training Registration	2
What if you cannot find a staff in NYP ServiceNow:	4
Epic Training – Next Step	6
Epic Access	7
Additional Resources	7



Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

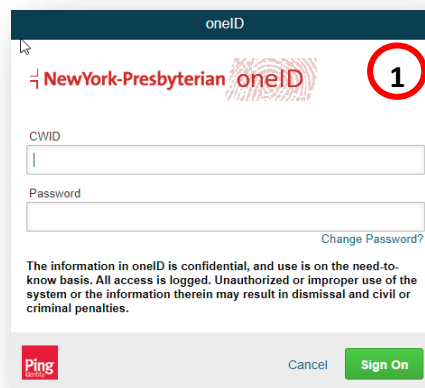
Summary

According to our organization policies and procedures, only staff who successfully completed their assigned Epic Training Curriculum will be granted Epic access. This guide is to provide organizational leaders with the necessary steps to register their staff for Epic Training.

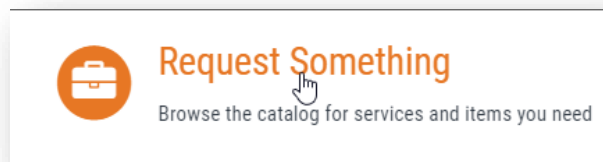
Epic Training Registration

To register staff for Epic Training access the NYP ServiceNow Portal via <https://nypres.servicenow.com/epictgether> to submit a New Hire Epic Training Request:

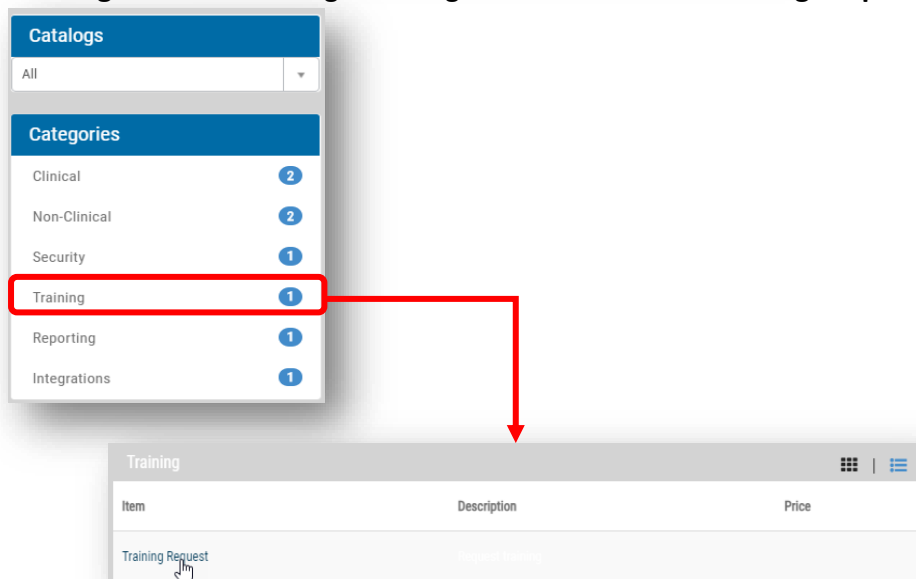
1. Log in using your institutional User ID and Password.



2. Click **Request Something**



3. Select **Training** from the Catalogs' s Categories and click the **Training Request** tile.



Item	Description	Price
Training Request	Request Training	\$0.00

Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

4. Fill out the Training Request form with the appropriate information.

Training Request

Request training

Epic Training requests may take up to 48hrs for processing. The authorizing manager entered below will receive an email to approve the training request. Receipt of approval is a requirement for Epic access.

* Reason for Training
New Hire Epic Training Request

* Training Requested for
x Martin Sun x Terry Night

* Select User Type
 Non-Union Union Vendor Voluntary

* Institution
New York Presbyterian

Description
The above staff are Front end staff.
Please enroll in the registration and scheduling training. They will not be taking copays.

* Authorizing Manager
Jane Doe

Mirror the Epic Access of User
John Morning

Training date

Order Confirmation

Delivery Information (Optional)

Special Instructions (IE: Request is time sensitive; Start date for new staff; Provide delivery information; Provide applicant mobile/telephone number for Two Factor Authentication, etc.)

Cancel Checkout

6

Order Now

Add attachments

Required information

- Reason for training:
 - **New Hire Epic Training Request** – For newly hired staff or Existing staff changing Epic roles (*for example a Nurse is now working as an NP*).
 - **Regain Epic Access** (Same Epic User role) – This is not for existing staff changing roles.
 - **Thrive Training** (current Epic user only)
 - **Other** (specify in the Description field)
- **Training Requested for:** The staff needed Epic training and access.
 - Please note multiple staff can be added in this field. Feel free to use the CWID, or completion match the staff name (*first name last name*) in this field.
 - Staff will need a valid and active CWID. Follow your established institutional policies and procedures to request CWIDs for your staff.
- **Select User Type:** Select the appropriate category for the staff
- **Institution:** Institution where the staff performs their Epic duties.
- **Authorizing Manager:** The supervisor responsible for approving the request.

Other information

- **Mirror the Epic Access of User:** a current Epic user that has the same roles/responsibilities

Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

- **Training date:** the approximate training date desired
 - **Description:** Document the below information for the New Hire:
 - **The staff email address:** if an institutional email address is not available. Staff must be able to receive training related communication.
 - **The staff Job Role** – For example: *Bed Planner, Dermatologist, ED Nurse, Front Desk, etc.*
 - **Training needed**
 - Any other pertinent information helping address the request
5. Click **Order Now** and **Check out** to complete your Epic Training Request. This will generate a ServiceNow case for follow-up and updates.

What if you cannot find a staff in NYP ServiceNow:

In the rare instances that a staff cannot be found in the ServiceNow system submit a request via the link:

https://nypres.service-now.com/nyp-portal?id=sc_cat_item&sys_id=353ac5bc6fea250010edcb512e3ee4c4

1. Log in using your institutional User ID and Password.
2. Once the form opens document:
 - **Employee Status:** New (Doesn't have NYP CWID or NYP CWID is inactive)
The form will expend at this point, fill out all the required information

Windows Domain Login

If you are requesting Epic access for a consortium user, please email EpicTogetherNYTraining@nyp.org to enroll the user in training.

This request requires no additional information. Please click "Order Now" or "Add to Cart".
When your Cart is complete click "Proceed to Checkout" to complete your request.

Applicant Information: Please provide information in the fields below

* Employee Status

-- None --

-- None --

Current (Has active NYP CWID)

New (Doesn't have NYP CWID or NYP CWID is inactive.)

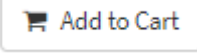
Add to Cart

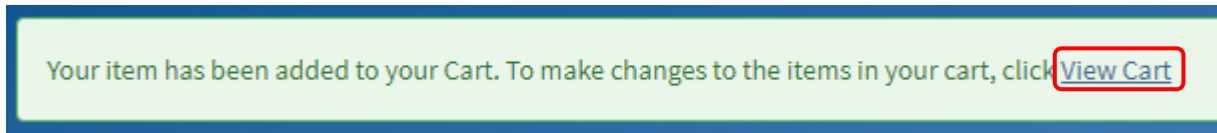
Required information **Employee Status**

Add attachments

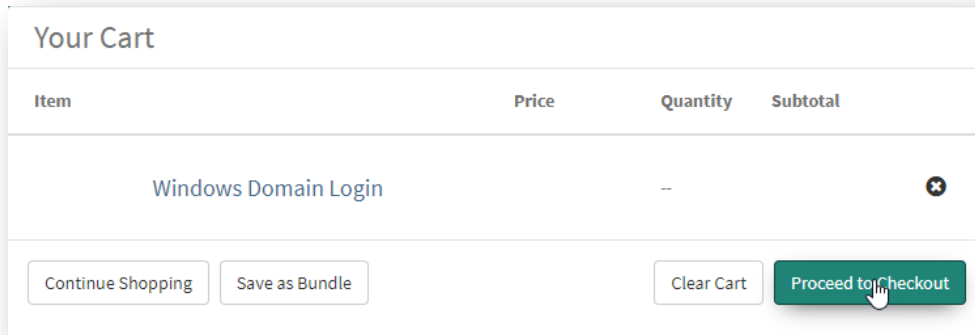
Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

3. Fill out the remaining fields on the form click  the below message will display. Click **View Cart**



4. On the next window click **Check out** to **Submit** your request.



Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

Epic Training – Next Step

Upon Epic Training registration staff will log into Saba to view review their training plan and access their assigned Epic Training curriculum. Depending on their institution they will log in Saba via the appropriate link listed below:

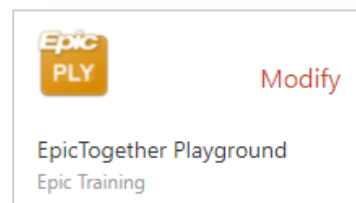
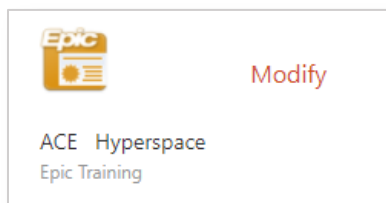
- NYP Login Site: <https://nyp.sabacloud.com>
- Weill Cornell Login Site: <https://nyp-etwc.sabacloud.com>
- Columbia Login Site: <https://nyp-etcu.sabacloud.com>

Assigned Epic Training curriculum may be configured in **one** of the following formats:

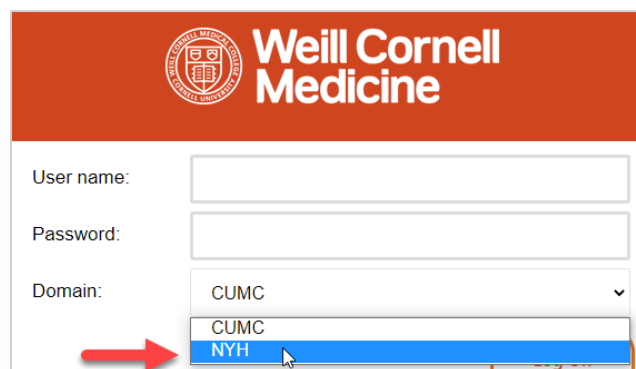
- A collection of eLearning modules only - which staff will need to complete at their own pace.
- A collection of eLearning modules and Live Virtual sessions (Instructor led via a conferencing tool).

For the Live Virtual sessions:

- Registered staff will receive additional virtual classroom directions 2 days prior to their scheduled training date. It is very important that staff review and follow the provided directions for the best learning experience.
- Registered staff will also have access to Epic Training environments called **ACEs** to follow along with their instructors. Upon completion of the Virtual Classroom training they will have access to the Epic Playground **PLY** for additional practice if needed.



To access the ACEs, **Weill Cornell Medicine** staff may access myapps.med.cornell.edu and select **NYH** from the **Domain** dropdown before logging in.



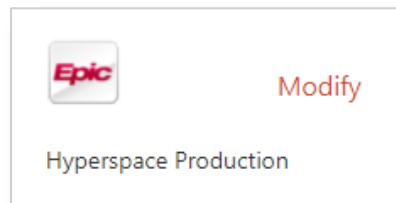
Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

Epic Access

Upon successful completion of an assigned Epic Training curriculum staff will be provided access to the Epic Hyperspace production environment within **24 to 48hrs**.

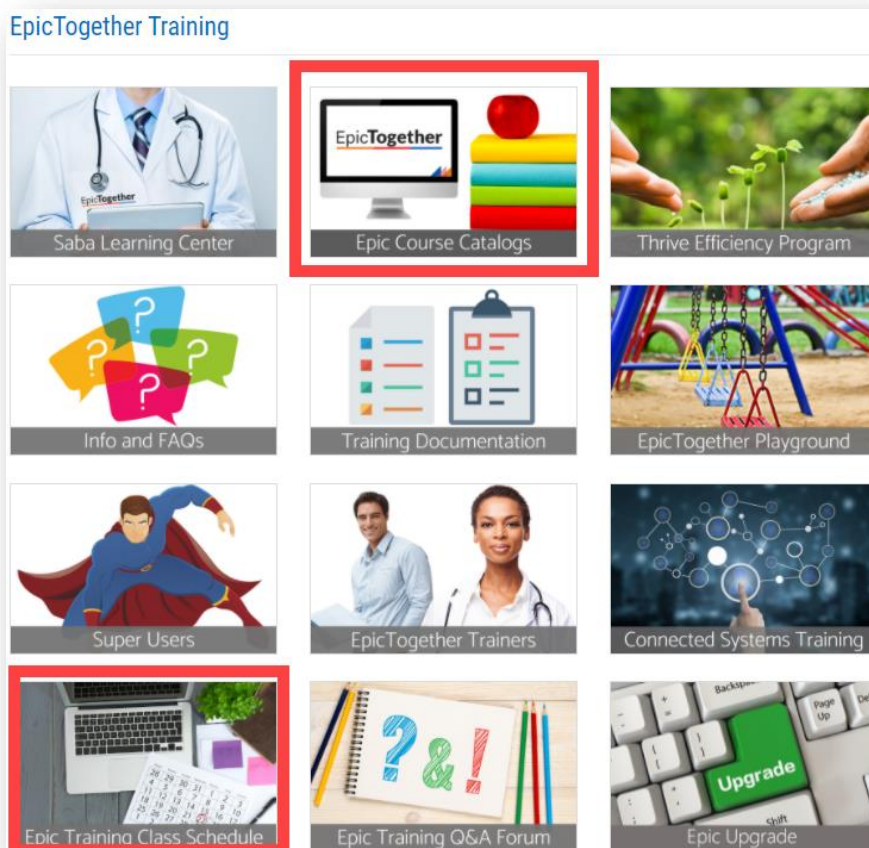
If access is not granted please contact the security team at: **epic-security** epic-security@med.cornell.edu



Additional Resources

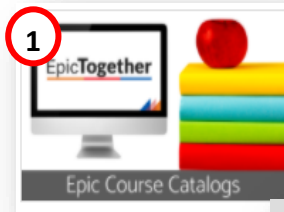
The following information can be found on the [EpicTogetherNY.org Training site](https://EpicTogetherNY.org):

1. The New Hire Course Catalog
2. Epic Training Curriculums
3. Program Contacts information
4. The published Epic Training Class Schedule



Epic Training Registration and Access Request for Providers and Staff

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EpicTogether Training Course Catalogs

- Go-Live Course Catalog for End Users →
- Go-Live Course Catalog for Provider Specialists →
- Epic Training Course Catalog for New Hires at Live Epic Sites →

Epic Training Course Catalog for End Users, 2020-2021	Patient Access - Outpatient
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2 Outpatient – Patient Access

Audience: For Front Desk Staff

3 **Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG**

①	②	③	✓
Pre-Requisite E-Learning Courses	Patient Registration: Live Session	Outpatient – Patient Access: Live Session	Training Track Complete

Patient Registration

	Prerequisites
Instructor-Led Course Length: 8 hours	
Course Description: In this course you learn basic registration knowledge. This includes information about the Interactive Face Sheet, how to work with guarantors, coverages, and hospital accounts, how to update existing registration information, and how to create new patient records.	<ul style="list-style-type: none"> • Overview of Hyperspace for Revenue and Access Products • Overview of Registration in a Hospital Settings • Overview of the Interactive Face Sheet • Overview of Registration in an Outpatient Clinic Setting



Epic Training Registration and Access Request for Providers and Staff

Revision Date: 9/01/2021

4



EpicTogether

EpicTogether Training Calendar

This calendar is organized by courses that have scheduled Live Sessions for both West Campus New Hire training as well as East Campus Go Live training

Epic: Ambulatory Nurse - New Hire In Class Training	
12/2/2020	Wed (9:00 AM - 2:00 PM)
12/9/2020	Wed (9:00 AM - 2:00 PM)
12/18/2020	Fri (9:00 AM - 2:00 PM)
12/21/2020	Mon (9:00 AM - 2:00 PM)

