


Patient Access - Hospital

Bed Planner

Audience: Bed Planners and Admitting/Patient Access Staff

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Pre-Requisite E-Learning Courses	Bed Planner: Live Virtual Training	Training Track Complete

Bed Planner

Course ID: ECADM103ILT	Prerequisites: ECADM103WBT
Instructor-Led Course Length: 4 hours	E-Learning Length: 45 minutes
<p>Course Description: In this course, Bed Planners will learn how to use Bed Planning to view bed requests, assign provider teams to patients, place patients in beds, and view occupancy data. Finally, you will learn the purpose of a dashboard and key reports.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products • E-Learning: ADT051: Overview of Patient Station for Access Users • E-Learning: RPT001: Overview of Reporting and Reporting Tools • E-Learning: ADT057: Overview of Bed Planning • E-Learning: ADT055: Overview of Event Management (Recommended) • E-Learning: ADT061: Overview of Unit Manager (Recommended)

EVS Staff

Audience: EVS Staff, Housekeepers, EVS Manager & Supervisor

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Pre-Requisite E-Learning Courses	EVS Staff: Recorded Lessons	Training Track Complete

EVS Staff

Course ID: ECADM101RL	Prerequisites: ECADM101WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
<p>Course Description:</p> <p>In this course EVS Staff will learn to use Rover, Epic's Mobile Application to receive cleaning assignments, mark assignments as In Progress, Delay assignments when necessary, place assignments On Hold and Complete cleaning requests. Housekeepers will also use Rover to sign in at the beginning of their shift, go On Break and End a Shift.</p>	<ul style="list-style-type: none"> E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products E-Learning: ADT019: Cleaning Beds

EVS Manager

Audience: EVS Manager & Supervisor		
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Pre-Requisite E-Learning Courses	EVS Manager: Recorded Lessons	Training Track Complete


EVS Staff Manager

Course ID: ECADM201RL	Prerequisites: ECADM201WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
<p>Course Description:</p> <p>In this course, EVS Managers and Supervisors will learn how to use the EVS Command Center to manage Environmental Services Staff. You will also learn to manually Sign Staff In at the beginning of their shift, sign staff out for Breaks and assign cleaning tasks. In addition, EVS managers and supervisors will learn how to create a new housekeeper record, perform cleaning inspections, manage and create ad-hoc bed cleaning requests, and how to use Environmental Services reports.</p>	<ul style="list-style-type: none"> COURSE: EVS Staff

- NOTE:** It is strongly recommended to take any/all curriculum that your staff are registered for to understand their workflow.

Transfer Center User

Audience: Transfer Center Users

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Pre-Requisite E-Learning Courses	Transfer Center User: Recorded Lessons	Training Track Complete

Transfer Center User

Course ID: ECADM102RL	Prerequisites: ECADM102WBT
Recorded Lessons Length: 4 hours	E-Learning Length: 30 minutes
<p>Course Description:</p> <p>In this course, Transfer Center Users will learn how to create and manage transfer requests. You will also learn how to start a new request for consults and direct admit patients, complete a transfer request, work with the attending on call tool and review clinical information in the patient's Medical Record from the Transfer Center. This includes using the worklist, completing the navigator sections, and tracking communication history in the Communication Log.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products • E-Learning: RPT001: Overview of Reporting and Reporting Tools • E-Learning: ADT057: Overview of Bed Planning

Transporter

Audience: Transporter

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Pre-Requisite E-Learning Courses	Transporter: Recorded Lessons	Training Track Complete

Transporter

Course ID: ECADM100RL	Prerequisites: ECADM100WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
<p>Course Description:</p> <p>In this course you will learn how to Sign in for your shift, acknowledge assignments, mark assignments as delayed, request help with assignments, complete, cancel and postpone assignments, go on Break and Sign out of shift. Transporters will also learn how to use Secure Chat to communicate with other departments and complete non patient tasks.</p>	<ul style="list-style-type: none"> E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products E-Learning: ADT021: Transporting Patients and Non-Patients

Transport Manager

Audience: EVS Manager, Transport Manager, Transport Supervisor


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Pre-Requisite E-Learning Courses	Transporter: Recorded Lessons	Training Track Complete

Transport Manager

Course ID: ECADM200RL	Prerequisites: ECADM200WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 11 minutes
<p>Course Description:</p> <p>In this course, Transport Managers and Supervisors will learn how to use the Transport Command Center to manage transporters. You will also learn to manually Sign Staff In at the beginning of their shift, sign staff out for Breaks and assign non transport tasks. In addition, transport managers and supervisors will learn how to create a new employee records, perform bundle transport tasks, manage and create ad-hoc transport requests, and how to use transport Services reports.</p>	<ul style="list-style-type: none"> Course: Transporter

- NOTE:** It is strongly recommended to take any/all curriculum that your staff are registered for to understand their workflow.

Admission Supervisor

Audience: Admitting Supervisor, Manager and Director						
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Pre-Requisite E-Learning Courses	Registration Basics: Live Virtual Training	Patient Access: Live Virtual Training	L&D Registrars: Recorded Lessons	ED Registrars: Recorded Lessons	Admission Supervisor: Recorded Lessons	Training Track Complete


Admission Supervisor

Course ID: ECREG107RL	Prerequisites: ECREG107WBT
Recorded Lessons Length: 1 hours	E-Learning Length: 112 minutes
<p>Course Description:</p> <p>In this course you will learn how to fix incorrect Guarantor Accounts and Coverages, Report on Registration Census Data and deal with additional hospital registration scenarios. You will also learn how to use Event Management.</p>	<ul style="list-style-type: none"> • E-Learning: Overview of Patient Station for Access Users (ADT051) • E-Learning: Overview of Workqueues for Access (PRE050) • E-Learning: Overview of Event Management (ADT055) • E-Learning: Overview of Hyperspace for Revenue and Access Products(GEN006) • E-Learning: Overview of the Interactive Facesheet (PRE054) • E-Learning: Overview of Registration in a Hospital Setting (PRE051) • E-Learning: Overview of Registration in an Outpatient setting (PRE052) • E-Learning: Overview of Hyperspace for ASAP Users (ED001) • E-Learning: Overview of Arrival and Patient Search

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| | <ul style="list-style-type: none">• E-Learning: Overview of the Appointment Desk (CAD050)• E-Learning: Overview of the Appointment Desk (CAD050)• E-Learning Course: Overview of Unit Manager (ADT061) |
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Financial Clearance Center

Audience: Access Staff Involved in Clearance of Patient Admissions and Procedures in the Hospital Setting

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Pre-Requisite E-Learning Courses	Financial Clearance Center: Live Virtual Training	Training Track Complete


Financial Clearance Center

Course ID: ECREG105ILT	Prerequisites: ECREG105WBT
Instructor-Led Course Length: 6 hours	E-Learning Length: 20 minutes
<p>Course Description:</p> <ul style="list-style-type: none"> In the Financial Clearance Center 100 course, you will learn key functions on how to navigate the Pre-admission/Surgery workflow to validate the patient's pre-admission, update demographics, insurance, and billing information prior to a patient's admission/surgery. You will also learn how to Verify patient level information (Real Time Eligibility, RTE), and validate the Medical Necessity for Medicare Patients. <p>Scope:</p> <ul style="list-style-type: none"> Pre-Registration Validation Medical Necessity for Medicare Patients Eligibility and Benefits Verification Pre-Certifications/Authorizations Financial Class Selection 	<ul style="list-style-type: none"> Course: Financial Clearance Center E-Learning: ADT051: Overview of Patient Station for Access Users E-Learning: PRE050: Overview of Workqueues for Access E-Learning: ADT055: Overview of Event Management

- Coordination of Benefits
- Liability Estimation
- Financial Counseling Referral

Financial Counselor

Audience: Staff dealing with self-pay/ PRENATAL CARE ASSISTANCE PROGRAM (PCAP) population

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Pre-Requisite E-Learning Courses	Financial Counselor: Recorded Lessons	Training Track Complete

Financial Counselor FA/FPL

Course ID: ECREG106RL	Prerequisites: ECREG106WBT
Recorded Lessons Length: 2.5 hours	E-Learning Length: 44 minutes
<p>Course Description: 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 add Federal Poverty Level information and work with Pending Medicaid coverages.</p>	<ul style="list-style-type: none"> • E-Learning: ADT051: Overview of Patient Station for Access Users • E-Learning: ADT054: Overview of the Interactive Face Sheet • E-Learning: ADT054: Overview of the Interactive Face Sheet • E-Learning: ADT003: Collecting Authorization and Certification Information • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE050: Overview of Workqueues for Access • E-Learning: PRE051: Overview of Registration in a Hospital Setting

Patient Access

Audience: Admitting Staff, ED Registrars, L&D Registrars, Patient Financial Advisors (PFA), Patient Registrars.

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Pre-Requisite E-Learning Courses	Registration Basics: Live Virtual Training	Patient Access: Live Virtual Training	L&D Registrars: Recorded Lessons	ED Registrars: Recorded Lessons	Training Track Complete

Patient Access

Course ID: ECREG101ILT	Prerequisites: ECREG101WBT
Instructor-Led Course Length: 4 hours	E-Learning Length: 107 minutes
<p>Course Description:</p> <p>In this course you learn how to:</p> <ul style="list-style-type: none"> Admit Pre-admitted Patients Admit a Direct Admit Patient Manage Events Work with Denials Correct Coverage Effective for Stay DNB Check Follow up on Registration Related Claim Edits Work with Registration Related Denials Work with Stop Bills, Claim Edits, and Discharge Not Billed edits. 	<ul style="list-style-type: none"> E-Learning: Overview of Patient Station for Access Users (ADT051) E-Learning: Overview of Workqueues for Access (PRE050) E-Learning: Overview of Event Management (ADT055) E-Learning: Overview of Hyperspace for Revenue and Access Products(GEN006) E-Learning: Overview of the Interactive Facesheet (PRE054) E-Learning: Overview of Registration in a Hospital Setting (PRE051) E-Learning: Overview of Registration in an Outpatient setting (PRE052) E-Learning: Overview of Hyperspace for ASAP Users (ED001) E-Learning: Overview of Arrival and Patient Search E-Learning: Overview of the Appointment Desk (CAD050)

Birth Registry

Audience: Birth Registrar		
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Pre-Requisite E-Learning Courses	Birth Registrar: Recorded Lessons	Training Track Complete

Birth Registrar

Course ID: ECREG102RL	Prerequisites: ECREG102WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
<p>Course Description: In this course, you will learn key workflows and perform functions specific to updating patient's information and navigating the Interactive Face Sheet.</p>	<ul style="list-style-type: none"> • E-Learning: Overview of Hyperspace for Revenue and Access Products (GEN006) • Overview of the Interactive Face Sheet (PRE054) • E-Learning: ADT051: Overview of Patient Station for Access Users • E-Learning: PRE050: Overview of Workqueues for Access

Registration Basics

Audience: Patient Access, Registrars, Admitting Staff and Schedulers

 Pre-Requisite E-Learning Courses	 Registration Basics: Live Virtual Training	 Training Track Complete
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Registration Basics

Course ID: ECREG100ILT	Prerequisites: ECREG100WBT
Instructor-Led Course Length: 8 hours	E-Learning Length: 30 minutes
<p>Course Description:</p> <p>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.</p>	<ul style="list-style-type: none"> • E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE051: Overview of Registration in a Hospital Settings • E-Learning: ADT054: Overview of the Interactive Face Sheet • E-Learning: PRE052: Overview of Registration in an Outpatient Clinic Setting

Hospital Authorizations User

Audience: Hospital authorization and certification users

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Pre-Requisite E-Learning Courses	Hospital Authorization: Recorded Lessons	Training Track Complete

Hospital Authorizations User

Course ID: ECREF101RL	Prerequisites: ECREF101WBT
Recorded Lessons Length: 3 hours	E-Learning Length: 40 minutes
<p>Course Description:</p> <p>In this course, you learn to authorize referrals for appointments taking place in the hospital setting, document authorization, certification, and benefit information for pre-admitted and admitted patients and locating procedures requiring authorization</p>	<ul style="list-style-type: none"> • E-Learning: ADT003: Completing Authorization and Certification • E-Learning: ADT051: Overview of Patient Station for Access Users • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products • E-Learning: PRE056: Overview of Benefit Collection • E-Learning: RFL001: Using Referrals In Epic