Patient Access - Hospital

Bed Planner

Audience: Bed Planners and Admitting/Patient Access Staff

1  Pre-Requisite E-Learning Courses
2  ADM100: Bed Planner
✓  Training Track Complete

Course ID: ADM100

<table>
<thead>
<tr>
<th>Course ID: ADM100</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 4 hours</td>
<td>E-Learning Length: 45 minutes</td>
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</table>
| **Course Description:** | • 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) |

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.
EVS Staff

**Audience: EVS Staff, Housekeepers, EVS Manager & Supervisor**

1. Pre-Requisite E-Learning Courses
2. ADM101: EVS Staff

Training Track Complete

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EVS Manager

**Audience: EVS Manager and Supervisor**

1. Pre-Requisite E-Learning Courses
2. ADM101: EVS Staff
3. ADM102: EVS Manager

Training Track Complete

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EVS Staff

**Course ID: ADM101**

<table>
<thead>
<tr>
<th>Instructor-Led Course Length: 2 hours</th>
<th>E-Learning Length: 20 minutes</th>
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</table>

**Course Description:**
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.

- E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products
- E-Learning: ADT019: Cleaning Beds
**EVS Manager**

<table>
<thead>
<tr>
<th>Course ID: ADM102</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 4 hours</td>
<td>E-Learning Length: 15 minutes</td>
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**Course Description:**

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.

- **Course:** EVS Staff
## Transfer Center User

### Audience: Transfer Center Users

<table>
<thead>
<tr>
<th>Pre-Requisite E-Learning Courses</th>
<th>ADM103: Transfer Center User</th>
<th>Training Track Complete</th>
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### Transfer Center User

<table>
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<tr>
<th>Course ID: ADM103</th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 4 hours</td>
<td>E-Learning Length: 30 minutes</td>
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**Course Description:**
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.

- 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, Transport Manager, Transport Supervisor**

<table>
<thead>
<tr>
<th>Pre-Requisite E-Learning Courses</th>
<th>ADM104: Transporter</th>
<th>Training Track Complete</th>
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<tbody>
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### Transporter

<table>
<thead>
<tr>
<th><strong>Course ID: ADM104</strong></th>
<th><strong>Prerequisites</strong></th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 2 hours</td>
<td>E-Learning Length: 20 minutes</td>
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**Course Description:**
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.

- E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products
- E-Learning: ADT021: Transporting Patients and Non-Patients
## Transport Manager

**Audience: EVS Manager and Supervisor**

<table>
<thead>
<tr>
<th>Pre-Requisite E-Learning Courses</th>
<th>ADM104: Transporter</th>
<th>ADM105: Transport Manager</th>
<th>Training Track Complete</th>
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### Transporter

**Course ID: ADM104**

- Instructor-Led Course Length: 2 hours
- E-Learning Length: 20 minutes

**Course Description:**
In this course you learn how to use the Transport module to complete patient and non-patient transport tasks.

- E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products
- E-Learning: ADT021: Transporting Patients and Non-Patients
- E-Learning: ADT022: Managing Transport

### Transport Manager

**Course ID: ADM105**

- Instructor-Led Course Length: 2 hours
- E-Learning Length: 11 minutes

**Course Description:**
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.

- Course: Transporter

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**Admission Supervisor**
Admission Supervisor

Course ID: REG102

Instructor-Led Course Length: 2 hours
E-Learning Length: 112 minutes

Course Description:
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.

- 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)
- E-Learning: Overview of the Appointment Desk (CAD050)
- E-Learning Course: Overview of Unit Manager (ADT061)
Financial Clearance Center

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

1. Pre-Requisite E-Learning Courses
2. COURSECODE: Financial Clearance Center 100
   - Training Track Complete

Financial Clearance Center 100

<table>
<thead>
<tr>
<th>Course ID: REG107</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 6 hours</td>
<td>E-Learning Length: 20 minutes</td>
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Course Description:
- 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.

Scope:
- Pre-Registration Validation
- Medical Necessity for Medicare Patients
- Eligibility and Benefits Verification
- Pre-Certifications/Authorizations
- Financial Class Selection
- Coordination of Benefits
- Liability Estimation
- Financial Counseling Referral

- 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

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

1. Pre-Requisite E-Learning Courses
2. COURSECODE: Financial Counselor
   ✓ Training Track Complete

Financial Counselor FA/FPL

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<tr>
<th>Course ID: REG100</th>
<th>Prerequisites</th>
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<tr>
<td>Instructor-Led Course Length: 2.5 hours</td>
<td>E-Learning Length: 44 minutes</td>
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**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.

- 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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**Course ID:** REG105  
**Instructor-Led Course Length:** 4 hours  
**E-Learning Length:** 107 minutes

**Course Description:**  
In this course you learn how to:  
- 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.

**Prerequisites:**  
- 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)
**Audience: Birth Registrar**

<table>
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<tr>
<th>Pre-Requisite E-Learning Courses</th>
<th>REG108: Birth Registrar</th>
<th>Training Track Complete</th>
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**Birth Registrar**

<table>
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<tr>
<th>Course ID: REG108</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>Instructor-Led Course Length: 2 hours</td>
<td>E-Learning Length: 20 minutes</td>
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**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.

- 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

<table>
<thead>
<tr>
<th>Pre-Requisite E-Learning Courses</th>
<th>REG106: Registration Basics</th>
<th>Training Track Complete</th>
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### Course ID: REG106

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<tr>
<td>Instructor-Led Course Length: 8 hours</td>
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**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.

- 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**

1. Pre-Requisite E-Learning Courses
2. REF101: Hospital Authorization

Training Track Complete

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**Course ID: REF101**

<table>
<thead>
<tr>
<th>Instructor-Led Course Length: 3 hours</th>
<th>Prerequisites</th>
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<tbody>
<tr>
<td>E-Learning Length: 40 minutes</td>
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**Course Description:**
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.

- 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