


# Patient Access - Outpatient

## Clinic Referrals User

**Audience: For Referrals Users not already live on WCM Epic**


①	②	
Pre-Requisite E-Learning Courses	Clinic Referrals: Recorded Lessons	Training Track Complete

## Clinic Referrals User

Course ID: ECREF100RL	Prerequisites: ECREF100WBT
Recorded Lessons Length: 6 hours	E-Learning Length: 45 minutes
<p><b>Course Description:</b> In this course, you learn about creating, assigning, and authorizing referrals for appointments, closing the loop with documentation and using different types of referral reports</p>	<ul style="list-style-type: none"> <li>• E-Learning: CAD050: Overview of the Appointment Desk</li> <li>• E-Learning: CAD052: Overview of Making an Appointment</li> <li>• E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products</li> <li>• E-Learning: RFL001: Using Referrals in Epic</li> <li>• E-Learning: RFL002: Create a Referral</li> </ul>

## Front Desk

**Audience: For Front Desk staff not already live on WCM Epic**


①	②	③	④	
Pre-Requisite E-Learning Courses	Registration Basics: Live Virtual Training	Schegistrar: Live Virtual Training	Front Desk: Live Virtual Training	Training Track Complete

## Front Desk

Course ID: ECSCH101ILT	Prerequisites: ECSCH101ILT
Instructor-Led Course Length: 5 hours	E-Learning Length: 38 minutes
<p><b>Course Description:</b> In this course, you learn how to checking in and arrive patients, collect and refund payments, balance cash draws, schedule walk in and recurring appointment series for patients and using Care Everywhere</p>	<ul style="list-style-type: none"> <li>• Course: Registration Basics</li> <li>• Course: Schegistrar</li> <li>• Course: Front Desk</li> <li>• E-Learning: EBL006: Balancing Your Cash Drawer</li> <li>• A Patient's Tour of Welcome (WEL001)</li> </ul>

## Schegistrar

**Audience: For Scheduling and Registration staff not already live on WCM Epic**


①	②	③	
Pre-Requisite E-Learning Courses	Registration Basics: Live Virtual Training	Schegistrar: Live Virtual Training	Training Track Complete

## Schegistrar

Course ID: ECSCCH100ILT	Prerequisites: ECSCCH100WBT
Instructor-Led Course Length: 8 hours	E-Learning Length: 35 minutes
<p><b>Course Description:</b> In this course, you learn how to schedule and register patients with different insurance types, schedule recurring appointments, schedule appointments for procedures, referrals, link orders, create referrals during scheduling and also cancel and reschedule appointments.</p>	<ul style="list-style-type: none"> <li>• Course: Registration Basics</li> <li>• E-Learning: CAD008: Report Setup</li> <li>• E-Learning: CAD050: Overview of the Appointment Desk</li> <li>• E-Learning: CAD052: Overview of Making an Appointment</li> <li>• E-Learning: CAD053: Overview of the Snapboard</li> <li>• E-Learning: CAD060: Interpreting Provider Schedules</li> <li>• E-Learning: PRE050: Overview of Workqueues for Access</li> </ul>

## Template Builder

**Audience: For any scheduling template builders not already live on WCM Epic**

 Pre-Requisite E-Learning Courses	 Template Builder: Recorded Lessons	 Training Track Complete
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## Template Builder

Course ID: ECSCCH102RL	Prerequisites: ECSCCH102WBT
Recorded Lessons Length: 2 hours	E-Learning Length: 45 minutes
<p><b>Course Description:</b> In this course, you learn how to build templates, maintain providers and resources schedules, make temporary and permanent changes to a template and also make modifications to templates after they are built</p>	<ul style="list-style-type: none"> <li>• E-Learning: CAD050: Overview of the Appointment Desk</li> <li>• E-Learning: CAD052: Overview of Making an Appointment</li> <li>• E-Learning: CAD060: Interpreting Provider Schedules</li> <li>• E-Learning: CAD115: Building Schedules Using Edit Template</li> <li>• E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products</li> </ul>