Frequently Asked Questions

Q: Is training required?

A: Yes. All users of the Epic system, more than 14,000 in all for the third go-live, will require formal Epic training in order to receive access to the Epic electronic health system. Most members of our organization, and the vendors we work with, will have formal training with online learning components. All items listed in a training track diagram are required to be completed in the order they appear.

Q: When does registration begin?

A: Training registration for clinical and administration staff begins on February 22nd, 2021. The Saba Learning Management System is used for training registration, online learning, assessments and training evaluations.

Q: What are the training dates?

A: Live virtual classes kick-off on April 19th, 2021, for the go-lives at Lawrence, Queens, and NYP Medical Group. Classes will conclude by May 28th, 2021, ahead of the June 4 go-live date.

Q: Where is classroom training held?

A: Classroom training will not be conducted for this go-live as a preventative measure resulting from the COVID-19 pandemic. All training will be conducted virtually using the Saba learning management system to deliver and track the training activities.

Q: Who will train my class?

A: Courses requiring live virtual training will be conducted by Credentialed Trainers, who have gone through an extensive 6 week onboarding program to become experts in their designated application.

Q: Do I need to complete all of the training events I see listed in Saba for my assigned Epic training program?

A: Yes, all activities within your Epic training program are mandatory, unless an item indicates that it is optional.

Q: When will I take my prerequisite e-learning lessons?

A: E-Learning lessons are assigned to you in the Saba Learning Management System and need to be completed ahead of the recorded lessons assigned to you. For curricula requiring a live virtual training session, the prerequisites must be completed prior to attending class. **You will login to Saba with your CWID and associated password**.

Q: What equipment will I need to watch the e-learning lessons?

A: E-Learning lessons are online learning modules that contain some level of interactivity, audio, and quizzing elements. As such, you will need a computing device with a mouse or touch area, a keyboard, and the ability to wear headphones for audio narration or turn on closed captioning. You are encouraged to use Google Chrome as the preferred web browser for Saba.

Q: What do I do if I have difficulty playing the e-learning courses assigned to me?

A: If you experience issues with e-learning lessons not playing, freezing, or not completing in Saba, please open a ticket with the Service Desk at 212-746-4357.

Q: What do I do if I need to change the date of my live virtual training class?

A: You have the ability to cancel and reschedule the date of your live virtual training class in Saba.

Q: What do I need to bring to my live virtual training class?

A: Aside from curiosity and enthusiasm, you should plan to bring a writing instrument and paper to take notes, and headphones to connect to your computer or phone to hear the audio from the session.

Q: What are Super Users?

A: A Super User provides operational support during the Epic go-live. Super Users answer end-user questions, assist the EpicTogether project by helping users at-the-elbow during go-live, and serve as liaisons between end-users and the EpicTogether project. The Super User's support assignment will take place during and immediately following go-live. Please consult the Epic Super User Assignment Description available on www.epictogetherny.org.

Q: Am I able to practice what I have learned after class?

A: Yes! A special Epic environment is created for you to use for practicing workflows and reviewing concepts, we call it Playground. The Playground environment is available on clinical and administrative workstations through Citrix. Information about the Playground environment is available on www.epictogetherny.org. You will have access to an Exercise Booklet, Quick Start Guides, and Tip Sheets that you can use with the Playground environment.

Q: Will I receive access to Epic once I complete my classes?

A: When receiving training and practicing concepts, you will use a training username and password to access an Epic training environment. You will be able to test your Epic security ahead of go-live during an activity call a Login Lab. Details regarding Login Labs will be provided by the EpicTogether Security Team. **Your login credentials for Epic will be your CWID and associated password**.

Q: Who should I contact if I have questions?

A: Please e-mail us at epictogethernytraining@nyp.org.