


Patient Access - Hospital

Bed Planner

Audience: Bed Planners and Admitting/Patient Access Staff

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Bed Planner: Live Virtual Training	Training Track Complete

Bed Planner

	Prerequisites:
Instructor-Led Course Length: 4 hours	E-Learning Length: 45 minutes
<p>Course Description:</p> <p>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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	EVS Staff: Recorded Lessons	Training Track Complete

EVS Staff

	Prerequisites:
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: ADT019: Cleaning Beds

EVS Manager

Audience: EVS Manager & Supervisor

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	EVS Manager: Recorded Lessons	Training Track Complete

EVS Staff Manager

	Prerequisites:
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"> E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products COURSE: EVS Staff

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

Information Security Desk

Audience: Information and Security Desk Users

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Information Security Desk: Recorded Lessons	Training Track Complete

Information Security Desk

	Prerequisites:
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
Course Description: In this course, the Information and Security Desk user will learn how to navigate the Today's Patient Report to locate patients who are currently admitted or expected to be admitted.	<ul style="list-style-type: none"> MD100 Overview of Hyperspace ADT051 Overview of Patient Station for Access Users

Patient Attendant

Audience: Patient Attendant

Program Contact: Charmaine Goring, CGORING@NYP.ORG


①	②	
Pre-Requisite E-Learning Courses	Patient Attendant: Recorded Lessons	Training Track Complete

Patient Attendant

	Prerequisites:
Recorded Lessons Length: 1.5 hours	E-Learning Length: 20 minutes

<p>Course Description: In this course you will learn how to complete a transport request for a non-patient task, 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.</p>	<ul style="list-style-type: none"> E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products
--	--

Transfer Center User

<p>Audience: Transfer Center Users</p>		
<p>Program Contact: Charmaine Goring, CGORING@NYP.ORG</p>		
<p style="text-align: center;">①</p> <p>Pre-Requisite E-Learning Courses</p>	<p style="text-align: center;">②</p> <p>Transfer Center User: Recorded Lessons</p>	<p style="text-align: center;"></p> <p>Training Track Complete</p>


Transfer Center User

	<p>Prerequisites:</p>
<p>Recorded Lessons Length: 4 hours</p>	<p>E-Learning Length: 30 minutes</p>
<p>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.</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

Psychiatric Access Center User

Audience: Psychiatric Access Center Users

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Psychiatric Access Center: Live Virtual Training	Training Track Complete

Psychiatric Access Center User

	Prerequisites:
Recorded Lessons Length: 6 hours	E-Learning Length: 30 minutes
<p>Course Description:</p> <p>In this course, Psychiatric Access 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, 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. Psychiatric Access Centers Users will also learn how to use Bed Planning to view bed requests, place patients in beds, and view occupancy data.</p>	<ul style="list-style-type: none"> E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products E-Learning: ADT057: Overview of Bed Planning E-Learning: ADT051: Overview of Patient Station for Access Users E-Learning: ADT055: Overview of Event Management (Recommended) E-Learning: ADT061: Overview of Unit Manager (Recommended) E-Learning: RPT001: Overview of Reporting and Reporting Tools

Transporter

Audience: Transporter

Program Contact: Charmaine Goring, CGORING@NYP.ORG

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

Transporter

	Prerequisites:
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: ADT021: Transporting Patients and Non-Patients

Transport Manager

Audience: EVS Manager, Transport Manager, Transport Supervisor

Program Contact: Charmaine Goring, CGORING@NYP.ORG

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

Transport Manager


	Prerequisites:
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"> E-Learning: GEN006 Overview of Hyperspace for Revenue and Access Products 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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	③	④	⑤	⑥	
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


	Prerequisites:
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

	<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)
--	--

Financial Clearance Center

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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Financial Clearance Center: Live Virtual Training	Training Track Complete

Financial Clearance Center

	Prerequisites:
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 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 	<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

- Pre-Certifications/Authorizations
- Financial Class Selection
- Coordination of Benefits
- Liability Estimation
- Financial Counseling Referral

Financial Counselor

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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Financial Counselor: Recorded Lessons	Training Track Complete

Financial Counselor FA/FPL

	Prerequisites:
Recorded Lessons Length: 2.5 hours	E-Learning Length: 44 minutes
<p>Course Description:</p> <p>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.

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	③	④	⑤	
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

	Prerequisites:
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**Program Contact: Charmaine Goring, CGORING@NYP.ORG**

①	②	
Pre-Requisite E-Learning Courses	Birth Registrar: Recorded Lessons	Training Track Complete

Birth Registrar

	Prerequisites:
Recorded Lessons Length: 2 hours	E-Learning Length: 20 minutes
Course Description: In this course, Birth Registrars will learn key workflows and perform functions specific to updating patient's information and navigating the Interactive Face Sheet.	<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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

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

Registration Basics

	Prerequisites:
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

Program Contact: Charmaine Goring, CGORING@NYP.ORG

①	②	
Pre-Requisite E-Learning Courses	Hospital Authorization: Recorded Lessons	Training Track Complete

Hospital Authorizations User

	Prerequisites:
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