


Patient Access - Outpatient

Clinic Referrals User

Audience: For Referrals Users

Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG

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


Clinic Referrals User

	Prerequisites:
Recorded Lessons Length: 6 hours	E-Learning Length: 45 minutes
<p>Course Description:</p> <p>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"> • E-Learning: CAD050: Overview of the Appointment Desk • E-Learning: CAD052: Overview of Making an Appointment • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products • E-Learning: RFL001: Using Referrals in Epic • E-Learning: RFL002: Create a Referral

Front Desk

Audience: For Front Desk staff

Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG

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


Front Desk

	Prerequisites:
Instructor-Led Course Length: 5 hours	E-Learning Length: 38 minutes
<p>Course Description:</p> <p>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"> • Course: Registration Basics • Course: Schegistrar • Course: Front Desk • E-Learning: EBL006: Balancing Your Cash Drawer • A Patient's Tour of Welcome (WEL001)

Schegistrar

Audience: For Scheduling and Registration staff

Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG

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


Schegistrar

	Prerequisites:
Instructor-Led Course Length: 8 hours	E-Learning Length: 35 minutes
<p>Course Description:</p> <p>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"> • Course: Registration Basics • E-Learning: CAD008: Report Setup • E-Learning: CAD050: Overview of the Appointment Desk • E-Learning: CAD052: Overview of Making an Appointment • E-Learning: CAD053: Overview of the Snapboard • E-Learning: CAD060: Interpreting Provider Schedules • E-Learning: PRE050: Overview of Workqueues for Access

Oncology and Infusion Center Scheduling

Audience: For any Infusion scheduler

Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG

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Pre-Requisite E-Learning Courses	Patient Registration: Live Session	Infusion scheduling: Live Session	Training Track Complete

Oncology and Infusion Center Scheduling

	Prerequisites
Instructor-Led Course Length: 12 hours	
<p>Course Description: <i>This course is specific to Oncology and Infusion scheduling staff.</i> In this course, you learn how to manage appointment requests, document oncology prior authorization, schedule appointments for treatment plans via the workqueue, cancel and reschedule appointments.</p>	<ul style="list-style-type: none"> • Course: Registration Basics • Report Setup • Overview of the Appointment Desk • Overview of Making an Appointment • Overview of the Snapboard • Interpreting Provider Schedules • Overview of Workqueues for Access • Balancing Your Cash Drawer • A Patient's Tour of Welcome

Template Builder

Audience: For any scheduling template builders


Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG

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

Template Builder

Course ID:	Prerequisites:
Recorded Lessons Length: 2 hours	E-Learning Length: 45 minutes
<p>Course Description: 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"> • E-Learning: CAD050: Overview of the Appointment Desk • E-Learning: CAD052: Overview of Making an Appointment • E-Learning: CAD060: Interpreting Provider Schedules • E-Learning: CAD115: Building Schedules Using Edit Template • E-Learning: GEN006: Overview of Hyperspace for Revenue and Access Products

Workforce Health and Safety Front Desk

Audience:		
Program Contact: Cherry-Ann James, JAMESSH@NYP.ORG		
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Pre-Requisite E-Learning Courses	Workforce Health and Safety Front Desk	Training Track Complete

Workforce Health and Safety Front Desk

	Prerequisites:
Recorded Lessons Length: 30 min	E-Learning Length:
<p>Course Description:</p> <p>In this course, you learn how to schedule and register patient's appointments using Epic One Click functionality. One click allows you to schedule and register a patient's appointment at the same time in one activity.</p>	<ul style="list-style-type: none"> • Course: Registration Basics • Course: Schegistrar • Course: Front Desk

