

## Frequently Asked Questions

Q: Is training required?

A: Yes. All users of the Epic system 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 programs with online learning components. All items listed in a training track diagram are required to be completed in the order they appear.

Q: Where is classroom training held?

A: As a result of the COVID-19 pandemic, all in-person training activities have been suspended across our enterprise. This means that all learning activities will take place online for the foreseeable future.

Q: Who will train my class?

A: Classroom training is conducted by Credentialed Trainers from within our institutions who have been taught Epic and the end user workflows.

Q: Do I need to attend all scheduled classes and labs?

A: Yes, all classes and labs for your role, as depicted in the training track diagrams in this catalog, are mandatory, as well as the assigned e-learning lessons.

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

A: E-Learning lessons are assigned to you in the Saba Learning Management System ahead of attending any live class sessions (where applicable). **You will login to Saba with your CWID and associated password.**

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

A: E-Learning lessons are interactive 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 pad, 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 NYP IT Service Desk at 212-746-4357.

Q: What do I do if I need to change my classes?

A: Staff members will need to work with their manager to have them reschedule your training session in Saba.

Q: What do I need to bring to class?

A: Aside from curiosity and enthusiasm, you should plan to bring a writing instrument and paper to take notes, even if class is virtual!

Q: How can I see when upcoming live classes are offered?

A: We've created an online class schedule to share the dates for upcoming instructor-led classes. Visit it at: <https://epictogetherny.org/Training/Pages/VirtualClasses.aspx> and use the search field to filter the displayed classes by entering the class name.

Q: What happens if I don't pass my proficiency assessment?

A: You will complete the assessment a second time after you have spent time practicing exercises from booklets provided during instructor-led training. Access to the Epic system will not be provided until a passing score of 80% or higher is achieved by the learner.

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 outside of the classroom, we call it Playground. The Playground environment is available on the Citrix App Store. Information about the Playground environment is provided on [www.epictogetherny.org](http://www.epictogetherny.org). After completing training, you will have access to an Exercise Booklet and Quick Start Guides that you can use when practicing in the Playground environment.

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

A: During instructor-led training, you will use a training username and password to access the training environment. At the end of your last class, and following the successful completion of the proficiency assessment, your access to Epic's production system will be granted within 24 hours. **Your login credentials for Epic will be your CWID and associated password.**

Q: What if I have Epic workflow questions after attending training?

A: We've created an online Epic Training Q&A forum for just this purpose! Visit it at: <https://epictogether.org/epicfaq/pages/default.aspx> and search for information, and if you find that your unique question has not been answered, you can submit it to a Credentialed Trainer for an answer.

Q: Are help guides available for using the Epic system?

A: Yes. We have a library of tip sheets that walk users through how to perform discrete tasks within Epic. Visit the Tip Sheet Library at: <https://epictogether.org/Training/TipSheets/Pages/default.aspx>.

Q: Who should I contact if I have questions about Epic training?

A: Please e-mail us at [epictogethertraining@nyp.org](mailto:epictogethertraining@nyp.org).