


# Patient Access - Hospital

## Bed Planner

**Audience: Bed Planners and Admitting/Patient Access Staff**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Bed Planner: Live Session	Training Track Complete


## Bed Planner

	Prerequisites
Instructor-Led Course Length: 4 hours	
<p><b>Course Description:</b> 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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Patient Station for Access Users</li> <li>• Overview of Reporting and Reporting Tools</li> <li>• Overview of Bed Planning</li> <li>• Overview of Event Management (Recommended)</li> <li>• Overview of Unit Manager (Recommended)</li> </ul>

## Psychiatric Access Center

### Audience:

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Psychiatric Access Center: Live Session	Training Track Complete

## Psychiatric Access Center

	Prerequisites
Instructor-Led Course Length: 4 hours	
<p><b>Course Description:</b> In this course, Psychiatric Access Center Users will learn how to create and manage psychiatric transfer requests. You will also learn how to start a new request for evaluation, enter intake data, complete a transfer request, 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. This course also includes Bed Planning for psychiatric patients.</p>	<ul style="list-style-type: none"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Reporting and Reporting Tools</li> <li>• Overview of Bed Planning</li> <li>• Overview of Event Management (Recommended)</li> <li>• Overview of Unit Manager (Recommended)</li> </ul>

## Birth Registrar

**Audience:**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Birth Registrar: Recorded Session	Training Track Complete

## Birth Registrar

	Web-Based Training
Course Description: In this course, Bed Planners will learn how to navigate Epic to obtain critical information for the birth certificate.	<ul style="list-style-type: none"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of the Interactive Face Sheet</li> <li>• Overview of Registration in a Hospital Setting</li> <li>• Overview of Workqueues for Access</li> <li>• Labor and Delivery Registration – Birth Registrar Recorded Lesson</li> </ul>

## Information/Security Desk Staff

### Audience:

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	Information/Security Front Desk Staff Recorded Lesson	Training Track Complete

## Information/Security Desk Staff

	Web-Based Training
Course Description: In this course, the Information/Security Desk staff will learn how to find admitted patients.	<ul style="list-style-type: none"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Patient Station for Access Users</li> <li>• Information Security Desk – Finding Admitted Patient Location Information Recorded Lesson</li> </ul>

## EVS Staff

**Audience: EVS Staff, Housekeepers, EVS Manager & Supervisor**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

## EVS Staff

	Web-Based Training
<p><b>Course Description:</b> 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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Cleaning Beds</li> <li>• EVS Staff Recorded Lesson</li> </ul>

## EVS Manager

**Audience: EVS Manager & Supervisor**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

	Web-Based Training
<p><b>Course Description:</b>                      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"> <li>• Course: EVS Staff</li> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Managing Environmental Services</li> <li>• Working with Cleaning Requests</li> <li>• EVS Manager - Managing Environmental Services Recorded Lesson</li> <li>• EVS Manager - Reporting on Environmental Services Recorded Lesson</li> </ul>

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

## Transfer Center User

**Audience: Transfer Center Users**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Transfer Center User: Recorded Lessons	Training Track Complete

## Transfer Center User

	Web-Based Training
<p><b>Course Description:</b></p> <p>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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Reporting and Reporting Tools</li> <li>• Overview of Bed Planning</li> <li>• Transfer Center – Creating a New Request Recorded Lesson</li> <li>• Transfer Center - Documenting Clinical Information Recorded Lesson</li> <li>• Transfer Center - Selecting a Transfer Location and Completing a Transfer Request Recorded Lesson</li> </ul>

## Transporter

**Audience: Transporter, Transport Manager, Transport Supervisor**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

## Transporter

	Web-Based Training
<p><b>Course Description:</b></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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Transporting Patients and Non-Patients</li> <li>• Transporter Recorded Lesson</li> </ul>



## Patient Attendant

**Audience: Patient Attendant**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

## Patient Attendant

	Web-Based Training
<p><b>Course Description:</b> 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. Patient Attendants will also learn how to and complete non-patient tasks.</p>	<ul style="list-style-type: none"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Patient Attendant Recorded Lesson</li> </ul>

## Transport Manager

**Audience: Transport Managers**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

## Transport Manager

	Web-Based Training
<p><b>Course Description:</b> 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"> <li>• Course: Transport</li> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Managing Transport</li> <li>• Transporting Patients and Non-Patients</li> <li>• Transport Manager - Managing Transport Recorded Lesson</li> <li>• Transport Manager - Reporting on Transport Recorded Lesson</li> </ul>

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

## Admission Manager

**Audience: Admitting Supervisor, Manager and Director**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Admission Manager: Recorded Lessons	Training Track Complete

## Admission Manager


	Web-Based Training
<p><b>Course Description:</b> 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"> <li>• Overview of Workqueues for Access</li> <li>• Overview of Event Management</li> <li>• Overview of the Interactive Facesheet</li> <li>• Overview of Registration in a Hospital Setting</li> <li>• Overview of Registration in an Outpatient setting</li> <li>• Overview of Hyperspace for ASAP Users</li> <li>• Overview of Arrival and Patient Search</li> <li>• Overview of the Appointment Desk</li> <li>• Overview of Unit Manager</li> <li>• Prelude Admission Supervisor - Account Workqueue DNB and Claim Edits Recorded Lesson</li> <li>• Prelude Admission Supervisor - Reporting on Registration and Census Data Recorded Lesson</li> </ul>

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

## Hospital – Patient Access

**Audience: Admitting Supervisor, Manager and Director**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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Pre-Requisite E-Learning Courses	Patient Registration: Live Session	Hospital – Patient Access: Live Session	Training Track Complete

### Patient Registration

	Prerequisites
Instructor-Led Course Length: 8 hours	
<p><b>Course Description:</b> 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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Registration in a Hospital Settings</li> <li>• Overview of the Interactive Face Sheet</li> <li>• Overview of Registration in an Outpatient Clinic Setting</li> </ul>

### Patient Access

	Prerequisites
Instructor-Led Course Length: 16 hours	
<p><b>Course Description:</b> In this course you learn how to:</p> <ul style="list-style-type: none"> <li>• Admit Pre-admitted Patients</li> <li>• Admit a Direct Admit Patient</li> <li>• Manage Events</li> <li>• Work with Denials</li> <li>• Correct Coverage Effective for Stay DNB Check</li> <li>• Follow up on Registration Related Claim Edits</li> <li>• Work with Registration Related Denials</li> </ul>	<ul style="list-style-type: none"> <li>• Overview of Patient Station for Access Users</li> <li>• Overview of Workqueues for Access</li> <li>• Overview of Event Management</li> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of the Interactive Face Sheet</li> <li>• Overview of Registration in a Hospital Setting</li> <li>• Overview of Registration in an Outpatient setting</li> </ul>


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| <ul style="list-style-type: none"><li>• Work with Stop Bills, Claim Edits, and Discharge Not Billed edits</li></ul> | <ul style="list-style-type: none"><li>• Overview of Hyperspace for ASAP Users</li><li>• Overview of Arrival and Patient Search</li><li>• Overview of the Appointment Desk</li></ul> |
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## Financial Clearance Center

*See Registration Basics and Patient Access Section of this Catalog*

**Audience: Financial Clearance Center Staff**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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


## Financial Clearance Center

	Prerequisites
Instructor-Led Course Length: 6 hours	
<p><b>Course Description:</b> 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 pre-register patents.</p>	<ul style="list-style-type: none"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Registration in a Hospital Settings</li> <li>• Overview of the Interactive Face Sheet</li> <li>• Overview of Registration in an Outpatient Clinic Setting</li> </ul>

## Patient Registration

**Audience: Patient Access, Registrars, Admitting Staff and Schedulers who just need access to register patients**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

①	②	
Pre-Requisite E-Learning Courses	Patient Registration: Live Session	Training Track Complete

## Patient Registration

	Prerequisites
Instructor-Led Course Length: 8 hours	
<p><b>Course Description:</b> In this course you learn basic registration concepts. 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"> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Registration in a Hospital Settings</li> <li>• Overview of the Interactive Face Sheet</li> <li>• Overview of Registration in an Outpatient Clinic Setting</li> </ul>

## Hospital Authorizations User

**Audience: Hospital authorization and certification users**

**Program Contact: Charmaine Goring, [CGORING@NYP.ORG](mailto:CGORING@NYP.ORG)**

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

## Hospital Authorizations User

	Web-Based Training
<p><b>Course Description:</b> 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"> <li>• Completing Authorization and Certification</li> <li>• Overview of Patient Station for Access Users</li> <li>• Overview of Hyperspace for Revenue and Access Products</li> <li>• Overview of Benefit Collection</li> <li>• Using Referrals In Epic</li> <li>• Authorizing and Collecting Benefit Information for Preadmissions Recorded Lesson</li> <li>• Auth Cert Working with Unlinked Authorizations Recorded Lesson</li> </ul>