


Patient Access - Outpatient

Clinic Referrals User

Audience: For All Clinical Referrals Users

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

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


Clinic Referrals User

	Web-Based Training
<p>Course Description: 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"> • Overview of the Appointment Desk • Overview of Making an Appointment • Overview of Hyperspace for Revenue and Access Products • Using Referrals in Epic • Create a Referral • Referrals User Introduction to Referrals • Routing Referrals to the Correct Location • Finding Appointments that need Authorization • Scheduling appoints for Referrals • Creating a Referral During Scheduling • Transcribing Referrals • Exploring Referral Reports

Outpatient – Patient Access

Audience: For Front Desk Staff

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

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

Patient Registration

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


Outpatient – Patient Access

	Prerequisites
Instructor-Led Course Length: 16 hours	
<p>Course Description: 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. 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 and assign a financial assistance case for patients.</p>	<ul style="list-style-type: none"> • Course: Patient Registration • Balancing Your Cash Drawer • A Patient's Tour of Welcome • Report Setup • Overview of the Appointment Desk • Overview of Making an Appointment • Overview of the Snapboard • Interpreting Provider Schedules • Overview of Workqueues for Access

Outpatient – Schegistrar

Audience: Scheduling and Registration staff

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

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

Schegistrar

	Prerequisites
Instructor-Led Course Length: 5 hours	
<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: Patient Registration • Report Setup • Overview of the Appointment Desk • Overview of Making an Appointment • Overview of the Snapboard • Interpreting Provider Schedules • 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: 3 hours	
<p>Course Description: <i>This course is specific to Oncology and Infusion scheduling staff.</i></p> <p>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

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

	Web-Based Training
<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"> • Overview of the Appointment Desk • Overview of Making an Appointment • Interpreting Provider Schedules • Building Schedules Using Edit Template • Overview of Hyperspace for Revenue and Access Products