Training & Development is committed to the success of our associates and part of that is being able to use the UC Health customized Epic Electronic Medical Record (EMR). UC Health has implemented 16 of Epic’s applications to create an integrated EMR. This document outlines the step for receiving training and access to UC Health’s Epic system.

TABLE OF CONTENTS

Gaining Epic Access .............................................................. 2
a. Test out (Providers Only) ..................................................... 2
b. View Only Access ............................................................... 2
Who to call for help .................................................................. 3
Epic Training Frequently Asked Questions .................................... 3
Terminology ............................................................................. 6
Acronyms ................................................................................ 7
Map/Directions to Business Center ............................................ 8
APPENDIX A - UC Health Non Associate Estatus Form .................. 9
APPENDIX B - UC Health Epic Access Form .............................. 10
APPENDIX C - Registering for classes in RITEKnowledge (Self Register) ...................................................... 11
APPENDIX D - Registering someone for classes in RITEKnowledge ................................................................. 14
APPENDIX E - Accessing the EPIC View/Print eLearning Course ................................................................. 21
Gaining Epic Access

In order to gain access to Epic, you must complete the following steps.

1. **Obtain a UC Health Employee Identification Number (EIN)**
   - If you are a UC Health or UCP employee or you are a Physician credentialed to work at UC Health, you will be assigned a UC Health number (aka: EIN). If you are not paid directly by UC Health or UCP (e.g., Contractor) you will need to be entered into our HR system (Lawson). Please complete the electronic **UC Health Non Associate E-status Form 2012** (see APPENDIX A for sample). This form must be completed and emailed by a UC Health associate “sponsoring” that contractor to baaccess@uchealth.com. Forms are processed during business hours Monday through Friday. Please allow 24-48 hours for processing. Please contact Training & Development at 513-585-MYTD (6983) if you need the form.
   - If you do not know your UC Health number or need assistance with the form, please contact the UC Health Service Desk at 513-585-MYPC (5-6972) to find out your number.

2. **Request the appropriate Epic Security Access (You will need your UC Health number to complete this form)**
   - You will need to complete an Epic Access Request Form using the IS&T Self Service Portal http://sde.healthall.com/sshd/prelogin.asp. **This is the preferred method.**
   - If you are an external user (Non UCH or UCP associate) and you do not have access to the UC Health Intranet you can complete the **UC Health Epic Access Form (APPENDIX B)** and email to UCH-Epic-Access@UCH Health.com and training@uchealth.com.
   - For assistance contact 513-585-MYPC (5-6972).

3. **Receive Epic Training (You will need your UC Health number to register for a class)**
   - Use RITEKnowledge, the UC Health Learning Management System, to register for Epic classes.
   - **The job aid for registering for classes in RITEKnowledge (APPENDIX C & D)** outlines the steps for locating and registering for the appropriate classes in RITEKnowledge.
   - The **Course Catalog** has descriptions of the current courses available http://intranet.uchealth.com/Departments/HumanResources/Training/Pages/EPIC-Training.aspx
   - If you are unsure of the appropriate classes, contact your manager or Training & Development for assistance.
   - If there is a course that is not scheduled in RITEKnowledge (e.g. Cupid) please contact Training and Development at training@uchealth.com or at 513-585-MYTD (585-6983).

   **a. Test out (Providers Only)**
   - If you have used Epic previously in another hospital and want to schedule a test out, contact Training & Development at 513-585-MYTD (5-6983) or training@uchealth.com.
   - Please specify a test out for Provider, Surgeon, or Emergency Department.
   - **NOTE:** This **IS NOT** a test out for any of the specialties (e.g. Beacon, Phoenix, etc.).

   **b. View Only Access**
   - Associates or Providers who only need View/Print Epic Access can complete steps 1 & 2 above and then take a 20 minute e-learning module through RITEKnowledge (APPENDIX E). There are two different modules available:
     - Inpatient - Accessing the EPIC View/Print eLearning Course (Course Code: 9EPICIPVWPRN01)
     - Outpatient - Accessing the EPIC Ambulatory View/Print eLearning Course (Course Code: 9EPICAMBVWPRN01)
Who to call for help

- If you have questions about training, contact Corporate Training & Development 513-585-MYTD (5-6983) or training@uchealth.com
- If you have questions about your security or access contact 513-585-MYPC (5-6972)

<table>
<thead>
<tr>
<th>When to Call 585-MYPC (available 24x7)</th>
<th>When to Call 585-MYTD (available 7:30-4:00 Monday-Friday or leave a message)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check on your Epic Access Request</td>
<td>You have questions regarding training</td>
</tr>
<tr>
<td>If you don’t know or remember your Epic Login information</td>
<td>You need your UC Health number</td>
</tr>
<tr>
<td>Questions about using Epic</td>
<td>You need to schedule a class not found in RITEKnowledge</td>
</tr>
<tr>
<td>A function in Epic is not working the way you thought it should</td>
<td>The associate you are trying to register is not in the system</td>
</tr>
<tr>
<td>All other software or hardware questions</td>
<td>You need assistance registering for a class</td>
</tr>
<tr>
<td>If you need help accessing or using RITEKnowledge</td>
<td>You need to cancel or reschedule for a class</td>
</tr>
<tr>
<td>You do not know your AD account information</td>
<td>You need to confirm your class date, time or location</td>
</tr>
<tr>
<td>You forgot your password to login</td>
<td>You are scheduled for a class and there is a possibility of severe weather call to listen to a message regarding class cancellations and delays</td>
</tr>
</tbody>
</table>

Epic Training Frequently Asked Questions

Click on a link below, which will take you to the answers on the following pages.

Epic Access
- How do I get my Epic ID?
- How long does it take to get my Epic ID?
- Where can I find the forms?

Class Registration
- I can't find the associate I am trying to register.
- I see the course but no classes.
- I don't see the course for my role
- I don't know what course to take
- Is the class really full?
- Where can I find a course catalog?
- I’ve used Epic at another hospital. How can I Test Out?
- I can’t remember what I am registered for.

Classroom Information and Policies
- Where are the classrooms?
- How do I know if my class is canceled due to bad weather?
- What if I cannot make it to class?
- What happens if I am late to class?
Q. How do I get my Epic ID?
A. Please see the Gaining Epic Access section at the beginning of this document.
Back

Q. How long does it take to get my Epic ID?
A. If you follow the Gaining Epic Access process on page 1, you will have already completed the UCH-Epic-Access request form before you attend training. It may take up to 10 business days for IS&T to process your Epic Access request form. Contact the UC Health Service Desk at 585-MYPC (585-6972) to get an update on the status of your Epic access.
Back

Q. I can't find the associate I am trying to register.
A. Call Training & Development at 513-585-MYTD (5-7283) or training@uchealth.com and we will assist you with the registration. Please do not register yourself or another associate as a placeholder.
Back

Q. I see the course but no classes.
A. Some Epic classes are scheduled only as needed. If you do not see that class you need please call 585-MYTD (5-6983).
Back

Q. Where can I find a course catalog?
A. The Epic Course Catalog is online at the main UC Health Intranet site.
   1. On a UC Health computer start up Internet Explorer which will most likely bring up the UC Health Intranet Home page or type the URL: http://intranet.uchealth.com.
   2. Go to the Departments link and select Training and Development.
   3. On the left side of the screen click on the words Epic Training. The course catalog is one of the links on this page.
Back

Q. I don't see the course for my role
A. Epic courses can be found in RITEKnowledge using key words such as “Epic IP Nurse” or “Epic AMB Provider” or “Epic IP Unit Clerk” as the search criteria. Sometimes Epic class names can be confusing or may use abbreviations specific to Epic such as “ASAP” for the ED or “Willow” for Pharmacy. There is a course catalog online which should help you to determine which course is right for you. If you do not see the course you need please call 585-MYTD (5-6983).
Back

Q. I don't know what course to take.
A. There is a course catalog online which should help you to determine which class is right for you. Generally your manager or others in your department will have already taken the same training you will need. If you check with your manager and the course catalog, and are still not certain which Epic course is right for you, please call 585-MYTD (5-6983).
Back

Q. Where can I find the forms?
A. The forms and process for getting Epic access are on the UC Health Intranet site.
   1. On a UC Health computer start up Internet Explorer which will most likely bring up the UC Health Intranet home page or type the URL: http://intranet.uchealth.com.
   2. Go to the Departments link and select Training and Development.
   3. On the left side of the screen click on the words Epic New Hire Training. All of the forms needed to get Epic access are available from this page.
Back
Q. Is the class really full?
A. If you are trying to register yourself or someone else for a class in RITEKnowledge and the system tells you that the class is full, call 585-MYTD (5-6983) to inquire about other alternatives which may be available.

Q. I can't remember what I am registered for.
A. Before you arrive for class you should receive an e-mail confirmation which will give you details about your class and its location. The information should also be available to you under the current registrations section of your RITEKnowledge home page.

If you arrive for class and are not sure which class you need to attend, either proceed to the B level to Training and Development or call Training and Development at 585-MYTD (5-6983) where someone will be available to direct you to the correct classroom.

Q. I’ve used Epic at another hospital. How can I Test Out?
A. A Test Out option is available for Providers who have used Epic at another location and who feel competent at using the software. If you would like to try to test out of Epic please call 585-MYTD (5-6983) to find the next available test out times. Test outs sessions are available at the UC Health Business Center on the B level in Training and Development. West Chester Providers may make other arrangements by calling Training and Development at 513-585-MYTD (5-7283)

Q. Where are the classrooms?
A. Epic training will be held at the UC Health Business Center at 3200 Burnet Avenue, Cincinnati, OH 45229. This building is located across Burnet Avenue from the University of Cincinnati Medical Center. Be aware that it can take up to 1 hour to arrive at the Business Center from West Chester Hospital and 45 minutes from the Drake Center.

Please see the Map/Classroom Directions section of this document for directions, parking information and maps.

Q. How do I know if my class is canceled due to bad weather?
A. Contact Training and Development at 585-MYTD (5-6983). If classes are delayed or canceled, you will hear a message with the details.

Q. What if I cannot make it to class?
A. As soon as you know that you will be unable to make it to class, please contact your Manager and Corporate Training and Development at 585-MYTD (5-6983) to inform them that you will not be attending and to reschedule.

Q. What happens if I am late to class?
A. If you are 30 minutes or more late to class, you will need to contact your Manager and/or Corporate Training and Development to reschedule. Be aware that it can take up to 1 hour to arrive at the Business Center from West Chester Hospital and 45 minutes from the Drake Center.
## Terminology

<table>
<thead>
<tr>
<th><strong>Term</strong></th>
<th><strong>Definition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AD Account</strong></td>
<td>Active Directory Account. This is a system generated ID that combines your last name and first name to provide a unique identifier used to login to systems such as Outlook, the UC Health network, and Epic.</td>
</tr>
<tr>
<td><strong>Ambulatory Modules</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>The EpicCare EMR makes physicians more productive by simplifying the important patient-facing elements of care delivery. EpicCare is a physician-friendly system in use by providers representing more than 100 specialties.</td>
</tr>
<tr>
<td><strong>Anesthesia</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Epic’s Anesthesia Information Management System is designed to provide full ordering and clinical documentation tools wherever anesthesia services are needed in an organization. It is integrated with OpTime and EpicCare to streamline workflows across roles. Epic Anesthesia provides dedicated support for pre-op evaluations, pre-admission testing, intra-op record keeping, recovery care and post-procedure care.</td>
</tr>
<tr>
<td><strong>ASAP</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>A highly interactive graphical user interface (GUI) based ED specific application that provides triage and tracking of patient, diagnosis, acuity, clinical events and provider assignment.</td>
</tr>
<tr>
<td><strong>BAACCESS Form</strong></td>
<td>Non – associates must complete this form and email it to <a href="mailto:baaccess@uchealth.com">baaccess@uchealth.com</a> to be added to Lawson. Please note two A’s and 2 C’s in baaccess. This can take two business days to process.</td>
</tr>
<tr>
<td><strong>Beacon</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Beacon provides treatment function to support medical oncology. Physicians can document cancer staging and manage chemotherapy by creating and personalizing treatment plans based on standard oncology protocols. Beacon is fully integrated with Epic’s Pharmacy (Willow) and MAR products.</td>
</tr>
<tr>
<td><strong>Cardiant</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Cardiovascular system which features multi-modality, procedure specific clinical documentation along with streamlined consult, follow ups and referrals.</td>
</tr>
<tr>
<td><strong>Citrix</strong></td>
<td>This is the environment that Epic runs on and is accessed through. To access Citrix you must be logged onto a UC Health computer or have a Healthbridge account. Your AD Account is used to login to Citrix.</td>
</tr>
<tr>
<td><strong>Clinical Documentation</strong></td>
<td>Clinical Documentation is the application through which direct care providers can document patient care. This includes bar coded medication administration.</td>
</tr>
<tr>
<td><strong>Computerized Provider Order Entry (CPOE)</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>EpicCare Inpatient Provider Order Entry facilitates the physician ordering process.</td>
</tr>
<tr>
<td><strong>Course vs. Class</strong></td>
<td>Classes are discreet scheduled sessions of a specific course. If you do not see classes listed for a course, contact Training &amp; Development at 513-585-MYTD (5-6983)</td>
</tr>
<tr>
<td><strong>e-learning</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>The delivery of content covering a wide set of applications and processes, via the Internet or Intranet such as Web-based learning, computer-based learning, virtual classrooms, and audio through pod-casts.</td>
</tr>
<tr>
<td><strong>Epic</strong></td>
<td>UC Health’s Electronic Medical Record (EMR) System that is a suite of 16 modules used by hospitals and physician offices at UC Health for the registration, care and billing of our patients for our patient care lifecycle.</td>
</tr>
<tr>
<td><strong>Epic ID</strong></td>
<td>This is the same as your AD Account (See above)</td>
</tr>
<tr>
<td><strong>Epic Test out (Providers Only)</strong></td>
<td>Providers who have previous Epic experience may select to test-out of a portion of the UC Health training. For additional information, contact Corporate Training &amp; Development at 513-585-MYTD (5-6983) or <a href="mailto:training@uchealth.com">training@uchealth.com</a></td>
</tr>
<tr>
<td><strong>Healthbridge</strong></td>
<td>A portal that allows providers to access health information via Epic from locations outside of our facilities.</td>
</tr>
<tr>
<td><strong>Instructor-led training (ILT)</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Usually refers to traditional classroom training, in which an instructor teaches a course to a room of learners. The term is used synonymously with classroom training.</td>
</tr>
<tr>
<td><strong>Kaleidoscope</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Epic application that will provide Ophthalmology providers with specialized applications for the documentation of eye patient’s medical record.</td>
</tr>
<tr>
<td><strong>Lawson</strong></td>
<td>UC Health’s Employee/Associate information system. This is the starting point for gaining access to Epic and RITEKnowledge.</td>
</tr>
<tr>
<td><strong>OpTime</strong></td>
<td>Facilitates scheduling of surgical suites and staffing resources, provides surgeon preference cards and case cart data, tracks supply utilization and surgical charges. Offers intra-operative charting.</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Phoenix</strong></td>
<td>Epic application that provides a comprehensive view of the patient's transplant chart, focusing on the continuum of care from the initial evaluation to post-operative follow-ups. Transplant-specific documentation tools are integrated into clinical workflows to track data for clinical operations and research and registry reporting. Support for patient surveillance, waitlist management, UNOS waitlist reconciliation and UNOS registry is included. Currently this module is focused on solid organ transplants.</td>
</tr>
<tr>
<td><strong>Radiant</strong></td>
<td>Epic’s Radiology Information system with integrated scheduling and ordering, capable of interfacing to PACS and other external systems.</td>
</tr>
<tr>
<td><strong>RITEKnowledge</strong></td>
<td>UC Health’s enterprise wide Learning Management System (LMS). End-users will be able to register for classes and access e-learning courses through RITEKnowledge. All Epic training courses (instructor-led or e-learning) and assessments are tracked through this system.</td>
</tr>
<tr>
<td><strong>Stork</strong></td>
<td>Epic application tools for documentation and management of L&amp;D patients and their newborns.</td>
</tr>
<tr>
<td><strong>Super Users</strong></td>
<td>A super user is an expert in a specific department, clinical area, or subject matter content area. A subject matter expert, or SME, is an expert in his job role and is knowledgeable about your organization’s policies, procedures and workflows.</td>
</tr>
</tbody>
</table>

1 Definition from www.ASTD.org  
2 Definition from www.Epic.com

### Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAP</td>
<td>Burnet Avenue Pavilion (a section/building at the UC Health Business Center)</td>
</tr>
<tr>
<td>BC</td>
<td>Business Center</td>
</tr>
<tr>
<td>CT&amp;D or T&amp;D</td>
<td>Corporate Training &amp; Development</td>
</tr>
<tr>
<td>East</td>
<td>East section/building at the UC Health Business Center</td>
</tr>
<tr>
<td>IS&amp;T</td>
<td>Information Systems and Technology</td>
</tr>
<tr>
<td>TDC</td>
<td>The Drake Center</td>
</tr>
<tr>
<td>UCH</td>
<td>UC Health</td>
</tr>
<tr>
<td>UCMC</td>
<td>University of Cincinnati Medical Center (Formerly University Hospital (UH or TUH))</td>
</tr>
<tr>
<td>WCH</td>
<td>West Chester Hospital</td>
</tr>
</tbody>
</table>
Map/Directions to Business Center

Epic training will be held at the UC Health Business Center at 3200 Burnet Avenue, Cincinnati, OH 45229. This building is located across Burnet Avenue from the University of Cincinnati Medical Center. Be aware that it can take up to 1 hour to arrive at the Business Center from West Chester Hospital and 45 minutes from the Drake Center.

Directions:
I-75 North/South - Exit at the Hopple Street interchange. At the end of the ramp, turn left. At the first stoplight, travel through the intersection and continue up the hill. This road is Martin Luther King Drive. Continue on Martin Luther King, driving past the west campus of the University of Cincinnati until you reach the medical center area. Continue to the top of the hill, then turn left onto Burnet Avenue. The Business Center is on the right (3200 Burnet).

I-71 South - Exit at William Howard Taft Road. Turn right at the first light onto Reading Road. Go to third light and turn left onto Martin Luther King. Go to second light and turn right onto Burnet. The Business Center is ahead on the right (3200 Burnet).

I-71 North - Exit at Reading Road. Travel north. At the fourth stoplight, Reading splits. Stay to the left. This is now Burnet Avenue. Proceed on Burnet. The Business Center is on the right side (3200 Burnet).

I-71 North - Exit at William Howard Taft Road. Turn right at the first light onto Reading Road. Go to third light and turn left onto Martin Luther King. Go to second light and turn right onto Burnet. The Business Center is ahead on the right (3200 Burnet).

When you arrive at the building you should park in the garage located to the south of the Business Center and enter the building either at the South entrance or the walkway from the Parking Garage. When you are in the UC Health Business Center your classroom is located either on the 3rd floor or on the B level. Both of these levels should be available from the main lobby elevators.

If you are not sure which is the right classroom for you, either proceed to the B level to Training and Development or call Training and Development at 585-MYTD (5-6983) where someone will be available to direct you to the correct classroom. Always review your confirmation e-mail or check RITEKnowledge for the correct date, time or location.
APPENDIX A - UC Health Non Associate Estatus Form

Below are screen captures for the UC Health Non Associate Estatus Form. Contact Training & Development via email at training@uchealth.com if you need to receive an electronic version of this form.

This form must be completed and emailed by a UC Health associate “sponsoring” that contractor to baaccess@uchealth.com. Forms are processed during business hours Monday through Friday.

The electronic forms should be filled out completely and emailed to baaccess@uchealth.com (2 a’s and 2 c’s) for processing. Forms are processed Monday – Friday during business hours. Please allow 24-48 hours for processing.

THIS IS A SAMPLE OF THE FORM AND CANNOT BE SUBMITTED.
APPENDIX B - UC Health Epic Access Form

If you are unable to complete the on-line Epic Request form on the UC Health Intranet you can contact the UC Health Service Desk at 513-585-MYPE (5-6972) to receive the MS Word version of this document.

![Epic: Access/Training Form](image)
APPENDIX C - Registering for classes in RITEKnowledge (Self Register)

Accessing RITEKnowledge

2. At the very bottom of the page, click For Associates.
3. Click RITEKnowledge on the next page.
4. Type your UC Health number in the Username field. Please contact the UC Health Service desk at 513-585-MYPC (5-6972).
5. Type the password in the Password field. If this is your first time logging on, use the word password in lower case.
6. Click the Log On button. If this is your first time logging on, you will be prompted to create a new password.

Call the UC Health Service Desk at 585-MYPC (5-6972) if you have any issues logging on to RITEKnowledge.

Registering for an Epic Course

1. In the Catalog Search box, type the course code or name of the course you wish to register someone for then click Go.

   **NOTE:** This job aid uses Epic PCP as the example.

2. Click the Register button next to the Part 1 course. Many of you will not see a Register Others button.
3. Find the desired class then click the select button to the left of the name. It will automatically display Status Registration allowed if seats are available. If it does not display this or you see a yellow triangle, choose a different class offering.

4. Scroll up to the top of the list and click the Submit button.

5. *** IMPORTANT *** You will need to complete these steps for additional classes you may need.
Cancelling a registration

1. Log on to RITEKnowledge.

2. Scroll down to see list of Upcoming training. If you don’t see the class you are trying to cancel, click on More…

3. Click on the Name of the course. The activity details screen appears.

4. Click on cancel my registration.

5. Click on Cancel Marked. You will be returned to the Activity Details screen and you can see your status is not canceled. Repeat for Part 2 if necessary.

Looking up your current registrations

Follow steps 1-3 above.
APPENDIX D - Registering someone for classes in RITEKnowledge

This document contains the directions for a manager to register an associate for a class through RITEKnowledge.

Accessing RITEKnowledge

2. At the very bottom of the page, click For Associates.
3. Click RITEKnowledge on the next page.
4. Type your UC Health number in the Username field. 
   *You should have received this UC Health number in a separate e-mail.*
5. Type the password in the Password field. 
   *If this is your first time logging on, use the word password in lower case.*
6. Click the Log On button. 
   *If this is your first time logging on, you will be prompted to create a new password.*

Call the UC Health Service Desk at 585-MYPC (6972) if you have any issues logging on to RITEKnowledge.

Registering Associates for an Epic Class

1. In the Catalog Search box, type the course code or name of the course you wish to register someone for then click Go.

   In this example we will use the code for the Epic IP Nurse 100 course.

2. Click the Register Others button next to the Part 1 course.

3. Find the desired class then click the select button to the left of the name. It will automatically display the number of seats available. If zero, choose a different class offering. Also, note the full class location description listed on the right of the selected class.

4. Scroll down to the bottom of the list and click the Continue button.

   - **ILT Course: Epic IP Nurse 100**
     - **Available Capacity:** Unlimited
     - **Required:** At least 1
     - **ILT Class:** Supervisor Epic IP Nurse 100
     - **Dates:** 07/29/12, 08/06/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited

   - **ILT Class:** Supervisor Epic IP Nurse 100
     - **Dates:** 7/29/12 - 8/3/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited

   - **ILT Class:** Supervisor Epic IP Nurse 100
     - **Dates:** 10/25/12 - 11/2/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited

   - **ILT Class:** Epic AMB Nurse/Med Asst Part
     - **Dates:** 10/26/12 - 11/2/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited

   - **ILT Class:** Epic AMB Nurse/Med Asst Part
     - **Dates:** 10/26/12 - 11/2/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited

   - **ILT Class:** Epic AMB Nurse/Med Asst Part
     - **Dates:** 10/26/12 - 11/2/12
     - **Location:** Hoxworth Blood Center, Cincinnati, OH
     - **Capacity:** Unlimited
5. Scroll down to the bottom of the screen then click the Add button in the “Available Users” section.

6. The next window automatically selects the correct choice at the top so click the Next button at the bottom of the screen.

7. Type a name in the Search box then click Go. You can search by just first name, just last name or first and last name separated by a space.

8. Check the box next to the desired associate.

9. Repeat steps 7 and 8 to select more than one associate to be registered into the same class.

10. When finished selecting all desired associates, click the OK button at the bottom of the screen.

11. Click the arrow shown below to move the selected associates into the Registration box.
12. Verify that the list of students in the Registration section is accurate then click the Submit button at the bottom of the screen. If you wish to remove any of the names on the list, use the red X to the right of the name.

13. *** IMPORTANT ***

- Repeat steps 2-12 for any additional courses that you need to take.
- Contact the UC Health Service Desk at 513-585-MYPC (6972) if you have questions or need help accessing RITEKnowledge.

Cancelling a registration (only done on one associate at a time)

In the event that an associate cannot attend the classes they were registered for, you must cancel them from both the Part 1 and Part 2 of the course using the steps below.

1. Go to Manager mode by clicking the “head” icon in the RITEKnowledge banner.

2. On the far right side of the RITEKnowledge banner, click the Change icon shown in the image.

3. Type the associate’s name in the Search box then click Go. You can search by just first name, just last name or first and last name separated by a space.

4. Click the circle next to the associate’s name to select it then click the OK button.
5. Click the (More…) link in the Current Registration section.

6. Select all rows associated with Part 1 and Part 2 of the course that you wish to cancel.

7. Click the Go button next to the task “Cancel Registrations”.

8. On the next page, verify that the items listed are the only ones that you wish to cancel. Then click the Cancel Marked button.

9. Click the Manager mode icon again to verify that the desired Epic classes are gone from the associate’s Current Registration section of the associates.

**Looking up an associate’s class registrations (only done on one associate at a time)**

To research when an associate is registered for an upcoming class, follow the steps below.

1. Go to Manager mode by clicking the “head” icon in the RITEKnowledge banner.

2. On the far right side of the RITEKnowledge banner, click the Change icon shown in the image.
3. Type the associate’s name in the Search box then click Go. You can search by just first name, just last name or first and last name separated by a space.

4. Click the circle next to the associate’s name to select it then click the OK button. The associate’s home page will appear.

5. Review the information in either the Current Registration section or the Upcoming Training section. You may have to click the (More…) link to see the full list.

6. The first page of the course appears which shows additional details about the course. NOTE: Make sure you maximize your window so you can easily see the information on the screen.

7. Click the next button to proceed to the next page of the course.

Information for KATHLEEN KING

<table>
<thead>
<tr>
<th>Activity Name</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILT Course: Epic AMB Nurse/Med Asst Part 1</td>
<td>5/21/2012</td>
</tr>
<tr>
<td>ILT Class: Epic AMB Nurse/Med Asst Part 1</td>
<td>5/30/2012</td>
</tr>
</tbody>
</table>

Upcoming Training

<table>
<thead>
<tr>
<th>Activity Name</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILT Class: Epic AMB Nurse/Med Asst Part 1</td>
<td>5/30/2012</td>
</tr>
<tr>
<td>ILT Class: Epic AMB Nurse/Med Asst Part 2</td>
<td>5/30/2012</td>
</tr>
</tbody>
</table>

Epic View Access eLearning

This course is approximately 20 minutes long and is designed to teach a user to log in to Epic Hyperspace, access the Schedule Activity, find a Patient Chart, use Chart Review to view and filter Patient Information, access FlowSheets, review Results and view patient Demographics, in Epic. On-screen captions and audio provide you with the information needed to complete this course.

Helpful Hints:
1. You should maximize your screen.
2. This course has sound. Make sure the volume is on and stereo is on.
3. You will need to have the Adobe Flash player installed on your workstation to view the training course. The majority of workstations at UC Health already have this installed. If you are having problems with the course running contact your UC Health Service Desk at 585-MYPC (585-6972) to have the free plugin installed.
4. Some courses allow you to branch to different topics during the course. Please make sure you have completed all topics before marking the course complete.
5. After you have completed the course you must click on the next button, which will take you to the next page so you can verify that you have reviewed the material in this course. It may take 90 seconds for it to advance to the next page so that you can confirm that you completed the course.

Questions?? Contact the IS&T Service Desk at 585-MYPC (585-6972)
8. The course navigation page describes the buttons to use when viewing the course and the way to properly exit the training course.

9. Click the button to proceed to the next page of the course.

10. This is the main page of the course.
   A. Click on the Play Button to start the course.
   B. For best results select the maximize button.
   C. When you are finished viewing the video hit your Esc key and then the X located at the top right hand corner of the screen.
   D. After you have reviewed the course click on the to proceed to the next page and record your course completion.

11. Click in the red box to indicate that you have viewed the material and have completed the course. A check mark will appear in the box and you will see Congratulations you have completed the course. DO NOT EXIT the course until the grey box appears.

Please click on the box to confirm that you have reviewed the course, GEN005 Overview of Hyperspace for Clinical Applications. Use the back button if you have not completed the course.
12. Click on the **OK** button which will mark the course complete and close the course. You will return to RITEKnowledge to begin your next course.

13. Click on the **Home** button to go back to the RITEKnowledge home page. Repeat steps 1-10 for the remainder of the courses.

Call the UC Health Service Desk at **585-MYPC** (5-6972) if you have any issues.
APPENDIX E - Accessing the EPIC View/Print eLearning Course

- Inpatient Course - Epic Access View eLearning – Inpatient Course (Course Code: 9EPICIPVWPRN01)
- Outpatient Course – Epic Access View eLearning - Ambulatory (Course Code: 9EPICAMBVWPRN01)

Accessing RITEKnowledge

2. At the very bottom of the page, click For Associates.
3. Click RITEKnowledge on the next page.
4. Type your UC Health number in the Username field. You should have received this UC Health number in a separate e-mail.
5. Type the password in the Password field. If this is your first time logging on, use the word password in lower case.
6. Click the Log On button. If this is your first time logging on, you will be prompted to create a new password.

Call the UC Health Service Desk at 585-MYP (5-6972) if you have any issues logging on to RITEKnowledge.

Launching an e-Learning Course

1. In the Catalog Search box, type the course code 9EPICIPVWPRN01 then click Go.
2. The course information will display on the screen. Click on the green arrow to launch the course.
3. Details regarding the Learning Activity display on the screen. Read the information about the course and click the Next button.

Questions?? Contact the IS&T Service Desk at 585-MYP (585-6972)