# Information Systems Overview & Epic Medical Staff Training

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Welcome & Overview

Welcome

Welcome to Information Systems and Epic Training for Medical Staff! This document will guide you through the steps you need to follow in order to access Epic in addition to other technology resources within the Yale New Haven Health System. As a member of the Medical Staff new to Yale-New Haven Health System, you must attend Epic Training and pass an assessment in order to be approved to use the Epic EMR software. It is critical that you familiarize yourself with the various tasks and workflows within Epic, as they will be crucial to your use of the system with patients.

Overview & Checklist

Here is a checklist of the items that you will need to complete in order to obtain Epic access as well as access to many other YNHHS software systems. You will find more detail in the following pages on each of these steps.

- Complete a Request for Access Form (See page 3 for details or link to form at http://projectepic.ynhh.org/SiteCollectionDocuments/Identity%20Verification%20Form%20for%20Epic%20Security.pdf).

- E-mail the Epic Training Team (epictraining@ynhh.org) with your contact information. Please send them your full name, month and day of birth and the best way to reach you. The Epic Training Team will contact you to arrange for SkillPort Access and assist you with the registration process. (See page 3 for details).

- Review recommended E-Learning courses. (See page 4 and 5 for details).

- Attend your required classroom training
User ID & Registration

Request For Access Form

To obtain access to your Network ID, Network E-Mail, Epic Login, and other Information Technology applications, a Request for Access Form needs to be filled out. You can find these forms at http://projectepic.ynhh.org/SiteCollectionDocuments/Identity%20Verification%20Form%20for%20Epic%20Security.pdf. Please complete these forms to the best of your ability and fax them to the Service Desk for processing. The forms may also be scanned and e-mailed to the Service Desk. The Service Desk kindly asks that you allow them five to seven business days for processing. The Service Desk will contact you (or if you are part of YMG or a health system employee they may contact your coordinator or manager directly) with your login information once your request has been processed.

Service Desk Fax: 203-502-4987
Service Desk E-Mail: helpdesk@ynhh.org

Contacting Epic Training

In order to register for training and obtain your SkillPort ID, you must contact the Epic Training Team. The Epic Training Team will enroll you in the appropriate courses based upon your specialty and areas of coverage. You may contact the Epic Training Team via e-mail at epictraining@ynhh.org. Once the e-mail is received, a member of the Epic Training Team will work with you in to schedule the appropriate training. Please send them your full name, month and day of birth and the best way to reach you.
Before You Begin

Before logging into SkillPort, it is important to have Java installed on the computer you are utilizing. Many users have reported difficulties accessing SkillPort without Java, so, as a precautionary measure, it is recommended that you install it. You can install Java by going to the website www.java.com and following the instructions on the website.

If you are having issues accessing SkillPort and are utilizing one of the health system workstations, please call the Service Desk at 203-688-4357 (HELP).

Logging In

To login to SkillPort, you need to navigate to http://ynhhs.skillport.com. You will be greeted with a login screen.

In the “Network ID” field, you will enter your Network ID, which will be provided to you by the Epic Training Team.

In the password field, type “epictrain”, then click “Login to SkillPort”. You will be brought to the following screen:
Accessing E-Learning

Once you have logged into SkillPort, click on the “Catalog” button (Step 1). You will then see a list of folders on the right hand side. Click the plus sign (+) next to “E-Learning” (Step 2).

Once you see the E-Learning Module that you would like to view, hover over the module until it is highlighted in grey with the “launch and show details” link. Click “launch” to start the e-learning. This will launch the E-Learning in a separate window.

Recommended E-Learnings

The following E-Learnings are recommended as you may rotate to different areas of the Health System. These E-Learnings contain content regarding the inpatient, ambulatory, and emergency department documentation modules.

**EpicCare Inpatient:**

INP000: Overview of Hyperspace  
INP001A: Physician Rounding Overview, Part 1 – Reviewing A Patient’s Current Hospitalization  
INP001B: Physician Rounding Overview, Part 2 – Documenting On A Patient While Rounding  
INP135: Managing Orders  
CLN005: Reviewing Past Visits & Labs  
INP185: Placing Orders With Order Sets  
INP140: Chart Completion Using InBasket  
INP003: Physician Admission Overview  
INP005A: Physician Transfer Overview  
INP006: Discharge Overview

**EpicCare Ambulatory:**

AMB001: Office Visit Demonstration  
CLN005: Reviewing Past Visits and Results  
AMB029: Facility-Administered Medications  
AMB006: Placing Orders  
AMB030: Abstracting Paper Charts

**ASAP:**

ED010: Overview of Hyperspace for ASAP Users  
ED011: ED Shift Change  
ED040: Consult Tracking  
ED021: Reviewing Results  
ED302: Modify and Save Order Set Defaults  
ED752a: Reporting Workbench Part I
Additional Resources & Help

Epic Training

While the E-Learnings and the classroom provided, Exercise Booklet, Playground, and Assessment are all designed to provide you with a thorough learning experience, you may find that you still have questions regarding this content. You can always e-mail the Epic Training Team at epictraining@ynhh.org with any questions you might have.

Service Desk

If you are having issues with your Network ID, SkillPort Login, or Epic Login, be sure to call the Service Desk at 203-688-4357 (HELP). You can also e-mail the Service Desk at helpdesk@ynhh.org.