Frequently Asked Questions about Epic Training for Providers

Epic training requirements

1. **Is Epic training required for credentialed providers who see patients at Providence hospitals?**
   Yes. Epic training is required for credentialed providers who treat patients in Providence hospitals at the time of go-live. The four Providence Health Care (PHC) hospitals go-live October 26.

2. **What training is required?**
   The amount of training needed depends on your role in the hospital setting. On average, providers performing procedures and writing orders and notes will spend about four (4) hours online and four (4) hours in classroom training, practicing and attending personalized workshops.

   The online training, or eLearning, is available in HealthStream, Providence’s new web-based learning management system. The eLearning needs to be completed **prior** to attending class.

   Personalized workshops (called Provider Optimization Workshops or ‘POWs), although not required of all specialties, will definitely facilitate your transition to Epic. We know many of our newer staff has used Epic at other facilities and their training time will be less.

3. **I am on the medical staff but rarely see patients in a Providence facility. Will I still need to be trained?**
   Providers who have admitting privileges but only infrequently admit or consult on patients in a Providence acute care facility (<12 inpatient encounters per year) may be able to opt out of the “Specialty Workflows in Epic” classroom session. They will still be required to complete the Basic Competencies in Epic e-learning modules and pass the Proficiency Exam in HealthStream.

4. **I have been through Epic training (e.g., at Group Health) or I am an experienced Epic user. Will I still need to complete training?**
   Providers who recently completed Epic training at another non-Providence hospital, or those who have extensive experience using Epic in an inpatient setting (more than six months within the last two years) may elect to opt out of the “Specialty Workflows in Epic” classroom session. They will still be required to complete the Basic Competencies in Epic e-learning modules and pass the Proficiency Exam in HealthStream. Attending the Provider Optimization Workshop for personalization of the Epic interface is still highly recommended.

5. **I already use the ambulatory version of Epic in my office, but I am not trained on its use at the hospital. What will my training be like?**
   Providers trained in EpicCare Ambulatory who need inpatient provider training are not required to complete the Basic Competencies in Epic e-learning modules, although they are still highly recommended. Ambulatory trained providers will still be required to complete the online Proficiency Exam and attend the “Specialty Workflows in Epic” classroom session. Attending the Provider Optimization Workshop for personalization of the Epic interface is also highly recommended.

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6. **What will happen if someone doesn’t complete training?**
   An Epic account will only be created for those providers who have completed their required training assignments and who have passed the Proficiency Exam. Access to Epic is required for physicians to be able to practice at the hospital. There will be no exceptions. If you’re on staff, do not regularly refer to Providence and do not complete Epic training, you will be considered a voluntary resignation from staff. If you are a physician who refers to a Providence Hospital or Providence specialists, you may request Community Associate staff category; physicians in this staff category have no privileges within the hospital and are not required to complete provider inpatient Epic training.

7. **How will priority be determined in scheduling physicians for training?**
   Slots will be filled on a “first come, first served” basis. We encourage you to sign up as soon as possible to get the date that works best with your schedule. If all classes fill up, we will determine additional dates that may need to be added.

8. **Will CME credit be available for Epic training?**
   Yes, continuing medical education will be offered for most provider classroom sessions at a rate of one credit per hour of training for CMEs and one credit per 50 minutes for CEUs. CME will be provided at no cost to physicians. A CME certificate can be printed from Healthstream following completion. Additionally, once providers begin using Epic, they have access to the CME version of the UpToDate reference tool. Providers can earn CME credit for running clinical searches within Epic.

**Training “How-To’s”**

9. **How do I get my training assignments, complete eLearnings and enroll in instructor-led classes?**
   Use HealthStream to view your training assignments, complete your eLearning curriculum and enroll in instructor-led classes. Your Epic delegate has also received your training assignments and class registration information.

   Log in to HealthStream at https://www.healthstream.com/hlc/phs. HealthStream can be accessed from any Windows-based PC with an Internet connection. It may not be fully compatible with MACs.

   If you have not received your HealthStream username and password, contact your delegate or office manager. You will also receive your HealthStream username and password again on Aug. 26, 2013 in a secure email along your new unique network login and password. If assistance is still needed, please contact 509-474-CARE.

**Access to Epic**

10. **When will I get access to Epic?**
    Access to Epic will be granted after you pass the Proficiency Exam in HealthStream and attend the Specialty Workflow in Epic classroom session. At the end of class, a credentialed trainer will confirm your Epic login.

11. **How will I get access to Epic if I’m not required to attend a “Specialty Workflows in Epic” classroom session?**
    For providers who are not required to attend a “Specialty Workflows in Epic” classroom session (see #3-4), access to Epic can be granted by a credentialed trainer or analyst in the Provider Engagement Center (PEC)
or during a Provider Optimization Workshop (POW) within the four weeks before go-live. The trainer or analyst will first verify that the provider passed the Proficiency Exam in HealthStream.

12. What is the Provider Engagement Center?
The Provider Engagement Center (or PEC) is an on-site location for Epic training and support. The PEC will contain computer workstations and will be staffed with knowledgeable tutors, analysts, principal trainers and physician leaders who will be available to answer questions, provide additional training, help with Epic customization and assist with access. This is also where most of the Provider Optimization Workshops will take place. Providers will be encouraged to drop in to take advantage of all of the available resources.

13. If I choose the “Trained Epic User” or “Infrequent Epic User” track, how many times can I take the Proficiency Exam?
The Proficiency Exam can be taken up to three times if necessary.

14. Will I get a new Epic username and password?
Yes, Providence Health Care has changed how to log in to computers and applications within our network. Your new login information should arrive on Aug. 26, 2013. Please watch your inbox for a secure email that will include your new, unique network login and password information. Retain this important information for future reference.

15. Once the hospital goes live with Epic, how will I log in or access Epic remotely?
All affiliated providers and employed providers will access Epic through Epic Hyperspace, and will be given a level of access ranging from read-only to full. When not at a Providence facility, providers will be able to access Epic Hyperspace remotely through Citrix by logging in at https://apps.providence.org.

The office staff of affiliated physicians and select community agencies/providers will have access to a product called EpicCare Link, which is a secure online portal that connects them to information stored in the Providence Epic EHR. There will be a separate training schedule for referring clinic staff needing to access EpicCare Link. Our Epic team is contacting clinic managers to determine your staff training needs.

Additional assistance

16. I am a little rusty with computers. Is there additional training available to me?
Everyone who uses Epic needs to be proficient in basic computing. Essential skills include use of a keyboard and mouse and familiarity with Windows and the internet. A basic computer skills assessment, which includes a self-study module, is available through HealthStream, and the online-only version can be found in the course catalog under “Basic Computer Skills.”

17. I still have questions. Who can I contact?
Call our local support at 509-474-CARE (509-474-2273) or the Providence Help Desk at x20000 (offsite dial (425) 687-4000). Both are available to you 24 hours a day, 7 days a week.

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