Department of Instructional Design & Training

Course Catalog

May 2009

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Patient Centric Information Solution (PCIS) Project Overview

As USF Health continues its journey towards national prominence and in preparation for the new Centers for Advanced Healthcare, USF Health is in the process of implementing an enhanced information technology system. ***Patient Centric Information Solution (PCIS***) is the project name and a formal team structure comprised of approximately 125 members lead the implementation efforts. The implementation efforts began in February 2006, and Phase One of the project was completed on January 16, 2007. Phase One of PCIS includes the following primary components:

Access
Implementation of additional applications and functionality to the GE Healthcare (formerly IDX) practice management system will streamline system entry and workflow, reduce paper, and improve processes related to the patient access points.

Revenue Cycle
Implementation of additional applications and functionality to provide improved workflow and monitoring of data will assist the Revenue Cycle Operations Department in improving workflow processes and cash flow.

Business Intelligence
Implementation of a business intelligence solution will provide for improved reporting of financial and clinical data. This initiative also includes the reporting of critical indicators and information through easy to read dashboards.

Electronic Health Record (EHR)
To support the Dean's mandate to achieve 100% physician compliance in the use of a feature-rich, fully-functional EHR, efforts are well underway in the implementation of the Allscripts TouchWorks Electronic Health Record solution. As part of this process, the organization is moving forward with an aggressive timeline to achieve a "paperless" environment. The focus of the EHR is to enhance the patient experience and provide improved automation and functionality to the physicians, physician extenders, fellows, residents, medical students, and clinical and non-clinical support staff.

Currently, the majority of the design and build components of the project are completed and testing and training activities are underway. If you have any questions related to the project, please contact Sidney Fernandes, Assistant CIO, (sfernand@health.usf.edu).

Department of Instructional Design and Training

In order to formalize and standardize the employee training process, the Department of Education and Training was developed in November 2006 and merged with USF Health IT in February 2008 forming the Department of Instructional Design and Training (IDT). The purpose of the department is to provide consistent, high-quality training to USF Health employees. Currently, we provide free training classes to all faculty, staff and medical students on the new version of the GE Healthcare / IDX Flowcast patient information system and the implementation of the Allscripts Touchworks Electronic Medical Records application as part of the Patient Centric Information Solution (PCIS) Project.

Should you have any further questions, please do not hesitate to contact the Department of Instructional Design and Training staff:

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Training Registration Process

In order to ensure all faculty and staff receive the appropriate training and corresponding system security access in a timely manner, please adhere to the following training registration procedures:

1. Review the Course Catalog. The Course Catalog contains all the necessary information regarding course descriptions, intended audience, pre-requisites and course objectives.
2. Identify the appropriate training classes for the new employee(s). Complete the Training Registration Form for each employee. All contact information regarding the employee and the supervisor should be filled out. Specify the preferred class date and time.
3. If the schedule does not offer a class in close proximity to the new employee's start date or in the desired location, please contact our department to see if something else can be arranged. We will certainly do our best to accommodate your needs, resources permitting.
4. The account request process is now web based via Health IT's main web page, http://hsc.usf.edu/is/home.htm. A staff member now has the ability to submit an account request, check the status of their request, and retrieve their account information themselves once they have obtained their USF ID badge. The standard turnaround time for an account to be setup is 72 hours once the request has been approved, so please take this into consideration when determining start dates for your new staff members.
    - Non USF employees will be required to provide a justification when requesting an HSC network account.
5. Security Access Request forms will be distributed with the monthly Course Catalog and Training Schedule. Supervisors need to complete the security access request forms for the **new employee**(s).
6. Fax all completed forms back to the IDT Department at (813) 396-9619.
7. A reminder and confirmation will be sent to the class participant (if email contact information exists) and to the supervisor at least 24 hours in advance of the class.
8. Security access will be given to the new employee upon successful completion of training.

Cancellations. Courtesy notification of a registration cancellation is requested at least 24 hours in advance, at which time the registrant can be rescheduled.

Should you have any questions regarding the training schedule, course catalog, security access or form completion, please do not hesitate to contact us at (813) 396-9589.

Training Facilities

NORTH CAMPUS:

Faculty Office Building 13220 USF Laurel Drive	1st Floor Rooms: 1301, 1302, 1303

SOUTH CAMPUS:

17 Davis 17 Davis Boulevard Tampa, FL 33606	1st Floor
South Tampa Center 2a Columbia Drive Tampa, Fl 33606	5th Floor, Room 5049b

ST. PETERSBURG CAMPUS:

140 7TH Avenue South St. Petersburg, FL 33701	BAY 225 DAV 253 FCT 120

Please obey all parking rules and regulations. Visitor parking passes are available in most locations. Please refer to the following website for information regarding visitor parking:

http://usfweb2.usf.edu/parking_services/visitors.asp

For a visitor parking lot map, please click on the following link:

http://usfweb2.usf.edu/parking_services/parking_map_files/2007maps/parking_map.pdf

Allscripts Clinical Support Staff Training - Session 1

Course Description:

The purpose of this course is to provide information about performing clinical inquiries, clinical update and patient support using the Allscripts Electronic Health Record (EHR) and GE Flowcast systems. Learners will be instructed on how to navigate through the Web Framework, search for and personalize the daily schedules, retrieve patient demographic information and locate documents within the patient's electronic chart. The course will also focus on entering patient clinical information, such as problems, allergies, medication history, immunizations, vital signs and viewing results. Finally, participants will learn how to process incoming telephone calls, manage daily tasks and request patient charts.

Intended Audience:

- Clinical Support Staff – Full Time and Temporary Employees

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 4 Hours (8:30am – 12:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Navigate through the Allscripts Electronic Health Record (EHR) and GE Flowcast applications
- View and personalize the Daily Schedule
- Search for patient information
- Access the ChartViewer through the Clinical Desktop
- Enter patient clinical data, such as problems, allergies, immunizations, medication history and vital signs through the Add Clinical Item (ACI)
- Link medications to active problems
- View results
- Process incoming telephone call requests
- Manage daily tasks
- Request patient charts
- Schedule follow up patient appointments

Allscripts Clinical Support Staff Training - Session 2

Course Description:

The purpose of this course is to meet the needs of the Clinical Support Staff that anticipate working in a paperless environment. Learners will be instructed on how to place orders, create and work in a structured note, and schedule basic follow up appointments. This course will also include a learner assessment of skills gained in the session 1 class. This assessment will be used to strengthen specific competencies and there will also be a question and answer session to address specific learner needs.

Intended Audience:

- Clinical Support Staff – Full Time
- Temporary Employees working in a paperless environment

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation
- Clinical Support Staff – Session 1

Course Length:

- 4 Hours (1:00pm – 5:00pm)

Objectives:

Upon completion of this class, participants will be able to:

- Review tasking, medications, problems, and allergies
- Place orders for labs and other orderable items using QuickSets
- Create and Manage structured notes, unstructured notes and forms using Text and Medcin Templates, ROS and Dictation markers
- Schedule follow up patient appointments
- Question and Answer session to address specific needs

Allscripts Provider Training

Course Description:

The purpose of this course is to provide information about performing clinical inquiries, clinical update and patient support using the V11 Allscripts Electronic Health Record (EHR) system. Providers will be instructed on how to navigate through the Allscripts system, search for and personalize the daily schedules, retrieve patient demographic information and locate documents within the patient's electronic chart. The course will also focus on entering patient information, ordering medications, adding problems and viewing results.

Intended Audience:

- Physicians
- Residents or Fellows
- Nurse Practitioners and Physician Assistants

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 2 Hours

Objectives:

Upon completion of this class, participants will be able to:

- Navigate through the Allscripts Electronic Health Record (EHR) application
- Personalize the Daily Schedule
- Search for patient information
- Access the ChartViewer and find information in scanned documents through Clinical Desktop
- Review patient clinical data, such as problems, allergies, immunizations, medication history and vital signs through Add Clinical Item (ACI)
- Order new medications and prescription refills
- Link medications to active problems
- Manage daily task list
- Add a dictation marker

A/R Follow Up

Course Description:

The Accounts Receivable (A/R) Follow Up training course is designed to provide the Revenue Cycle staff with the necessary information to work patient and insurance outstanding balances through the Paperless Collection System (PCS) in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new A/R Follow Up staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- RCO Patient Service Representatives
- RCO Insurance Response Unit

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 2 days (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- Add, edit and view patient registration demographic and insurance information
- Access and work patient invoices through the Paperless Collection System (PCS)
- Understand and utilize collector status codes
- Recover PCS workfiles and sessions
- Add, edit and view case information
- View information in the Payor Contract Module (PCM) and Pricing Module
- Access and interpret Invoice Inquiry detail
- Access and edit insurance authorization information

Call Process/Tasking

Course Description:

The Call Process/tasking training course will provide call center staff with the necessary skills to process patient messages to clinical support staff in the web-based version of the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Call Processors

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 2 hours

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Set up Call Processing user preferences
- Complete the Call Process Form
- Task the Call to a nurse team or provider
- Save, Retrieve and complete unfinished calls
- Add Task views and change between task views
- View and Edit a task item
- Process a Task Request
- Reassign a task

CODA / COGNOS - Browse and Reports

Course Description:

The browse and reports training course will provide advanced users with information to view transactions in the general ledger using the web-based version of the Coda e-finance system and to run various reports in the Cognos system. This training will also provide advanced users with the necessary information to request new browsers and/or reports if needed.

This course is available to advanced users who have access to Coda e-Finance and Cognos systems.

Intended Audience:

- Current advanced users who reconcile general ledger accounts or distribute financial reports for their department

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 3 hours (scheduled times vary)

Objectives:

Upon completion of this class, participants will be able to:

- Understand available items on the Menu on Codaweb
- Review account structure of the elements for use in browsing
- Understand use of selectors and presenters in browsing
- Understand prompts used for browsing
- Understand results from browsers
- Export data, sort, and view browse results
- Access and navigate throughout Cognos using the web version
- Review monthly reports available to run
- Understand prompts used for reports
- Understand how to read report results
- Understand viewing or saving reports in other formats such as excel
- Review other reports available for reconciliation purposes
- Understand how to request new browsers and/or reports

CODA e-Procurement - Beginning

Course Description:

The Beginning e-Procurement training course will provide users with the necessary information to process and manage purchase orders in the web-based version of the Coda e-Procurement system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view, modify, and print purchase orders.

This course is mandatory for all new users requiring access to the Coda e-Procurement system.

Intended Audience:

- New Coda users who will process purchase orders for their department

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- Available Online only (Please email acctsys@health.usf.edu to register)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the e-Procurement features and view purchase order information
- Understand and print items available on the Menu
- Create, edit, copy and view purchase orders
- Understand the components of My Home and workflow
- Print, save, receive, and remove receipt for purchase orders
- Forms needed to request new or updates to vendor information
- Understand the different purchase order types
- Understand the account structure in Coda
- Understand view receipts matching status
- Understand where to go for assistance

CODA e-Procurement-Advanced

Course Description:

The Advanced e-Procurement training course will provide current users with advanced information to manage purchase orders being processed in the web-based version of the Coda e-Procurement system. This training will also provide participants with the necessary information to manage purchase orders using Team Home and My Home feature in Coda.

This course is available to current users who have access to the Coda e-Procurement system.

Intended Audience:

- Current users who manage purchase orders for their department

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation
- Must have completed the Beginning e-Procurement training course or have skills and knowledge necessary for navigating the e-Procurement system.

Course Length:

- 2 hours (scheduled times vary)

Objectives:

Upon completion of this class, participants will be able to:

- Review the e-Procurement features and viewing purchase order information
- Understand available items on the Menu on Codaweb
- Understand the components of Team Home, My Home and workflow
- Manage purchase orders using Team Home and/or My Home features
- Submit purchase orders to workflow for approval
- Verify status of purchase orders submitted to a workflow
- Understand workflow design – including DEANSOFFICE & UMSAEXEC workflows
- Understand difference between capability to approve or pass-thru review
- Understand approving, denying, and canceling purchase orders via My Home
- Understand approving, denying, and request modifications to purchase orders via workflow
- Review the different purchase order types
- Review account structure of the elements and using the account code builder

CODA Workflow Training

Course Description:

The workflow training course will provide authorizing users with information to view purchase orders via a workflow message received in an email. This training will also provide authorizing users with the necessary information to approve, deny, or request modification of purchase orders processed through the Coda e-Procurement system.

This course is available to authorizing users who have access to Coda Workflow, and Coda e-Procurement systems.

Intended Audience:

- Authorizing users who approve purchases for their department

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation
- Microsoft Outlook navigation
- Internet Explorer navigation

Course Length:

- Available online only (Please email acctsys@health.usf.edu to register)

Objectives:

Upon completion of this class, participants will be able to:

- Understand Java requirements for workflow users
- Understand Coda workflow messages received via email
- Understand opening the attachment
- Understand your Coda password
- Understand how to view details of purchase orders
- Understand how to approve, deny, or request modification of purchase orders
- Understand P'Thru approval process
- Understand how to submit purchase orders to workflow
- Understand workflow submission results
- Understand workflow action messages
- Understand proper authorizations required for purchase orders
- Understand account structure of the elements used for purchase orders
- Understand which screen prints are required by accounts payable
- Understand department/division structure

Clinical Support Staff (CSS) Basic Scheduling

Course Description:

The CCS Basic Scheduling training course will provide Clinical Support staff with the necessary information to schedule patient's follow up appointments in the web-based version of the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Clinical Support Staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation
- Allscripts Clinical Support Staff Training

Course Length:

- 1 1/2 hours

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework Scheduling screens
- Create, edit and view patient appointments
- Cancel and reschedule existing patient appointments
- Understand the components of a provider's schedule

CSS Appointment Scheduling - Advanced

Course Description:

The CSS Appointment Scheduling - Advanced training course will provide CSS staff with the necessary information to schedule patient appointments in the web-based version of the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Clinical Support Staff
- Financial Specialist
- Academic Secretaries

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation
- Either Allscripts CSS training or Financial Specialist Training

Course Length:

- 1 day (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework Scheduling screens
- Create, edit and view patient appointments
- Cancel and reschedule existing patient appointments
- Understand the components of a provider's schedule
- Link patient appointments
- Access and update the wait list

Department Administrator

Course Description:

The Department Administrator training course is designed to provide Administrative staff with the necessary information to access and navigate throughout the web-based version of the GE Healthcare / IDX Flowcast system, view patient and other pertinent system information and print system reports in the new web-based version of the GE Healthcare / IDX Flowcast system.

This course is mandatory for all current and new Administrative staff requiring access to the GE Healthcare / IDX Flowcast system. Participants need to be comfortable working in a Windows environment prior to taking this class.

Intended Audience:

- Department Administrators and Supervisors
- Provider Administrative Assistants/Secretaries
- USFPG Directors
- USFPG non-clinical Departments (i.e. Finance and Accounting, Managed Care)

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 3.5 Hours (8:30am – 12noon ***or*** 1pm – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Log on and off to the system using the new Web Framework screen
- Identify the main components of the Web desktop
- Access tasks from the vertical and horizontal toolbars
- Move through fields on a screen using the navigation techniques
- Access the Patient Services screen and view patient information
- Access and view Invoice Inquiry detail
- Access and view dictionary information
- Access and print provider schedules, patient ledgers and financial reports

Financial Specialists

Course Description:

The Financial Specialists training course is designed to provide the Revenue Cycle Financial Specialists with the necessary information to view and edit patient registration and insurance information in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient information and other pertinent system information.

This course is mandatory for all current and new Financial Specialists staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- RCO Financial Specialists

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 8 Hours (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize the main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- Add, edit and view patient registration demographic and insurance information
- Access the Appointment Manager screen and add authorization information
- Add, edit and view case information
- Access and view Invoice Inquiry detail
- Enter patient budget plan information
- Understand and utilize Financial Status Classifications (FSCs)
- Perform batch maintenance activities
- Understand and utilize collector status codes
- Access various websites for referral, authorization and eligibility information
- Add General Comments to patient accounts

Front Desk

Course Description:

The Front Desk training course is designed to provide Revenue Cycle Front Desk staff with the necessary information to update patient registration information, arrive patient appointments and perform patient Check Out activities in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new Front Desk staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- RCO Front Desk staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 2 Days; 1 day class room instruction; 1 day in “live” environment

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- View and edit patient registration demographic and insurance information
- Add, edit and view case information
- Access and utilize the Appointment Manager screen
- View patient appointments through the Appointment Manager screen
- Arrive patient appointments upon patient check-in
- Schedule follow-up patient appointments
- Post a co-payment
- Enter charges through TES Charge Entry upon patient check-out
- Balance cash drawer, reconcile batch and perform other batch maintenance activities

Course Description:

The purpose of this course is to provide information about performing tasks in relation to USF Health software. The trainee will learn what software USF Health utilizes, and how to maintain and control it. The trainee will walk away with knowledge that will help prepare them for the majority of calls regarding USF Health software.

Intended Audience:

- IS Help Desk New Hires

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- New Employees: 4 Hours (8:30am – 12:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Reset and unlock accounts in TWScan
- Control session in Citrix using Management Console
- Understand the usage of printers in the clinical setting
- Unlock notes and accounts in PCIS
- Correct the Persona printer queue errors and session limits

Introduction to Web Framework / Patient Services

This is now integrated in all training sessions

Course Description:

The Introduction to Web Framework and Patient Services course will provide GE Healthcare / IDX Flowcast users with the necessary information to access and navigate throughout the new web-based version of the GE Healthcare / IDX Flowcast system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new users of the GE Healthcare / IDX Flowcast system, and is required prior to taking any additional GE Healthcare / IDX Flowcast courses. Participants need to be familiar with basic computer skills and Microsoft Windows prior to taking this course.

Intended Audience:

- Current GE Healthcare / IDX Flowcast system users
- New employees requiring GE Healthcare / IDX Flowcast system access

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Objectives:

Upon completion of this class, participants will be able to:

- Log on to the system using the new Web Framework screen
- Identify the main components of the Web desktop
- Access tasks from the vertical and horizontal toolbars
- Identify Control Buttons on Web Framework screens
- Move through fields on a screen using the navigation techniques
- Enter correct formats in date and time fields
- Enter data in free-text, dictionary fields, and required fields
- Search for patients using USF HEALTH preferred patient look-up options
- Access the Patient Services screen and view patient information
- Lock a session
- Exit the system

Information Technology Overview

Course Description:

The purpose of this course is to familiarize all newly hired employees of USF Health with a basic overview of the information technology (IT) infrastructure and software utilized. Participants will be instructed on how to log in to the correct network, lock and log off the workstation, add printers, save documents, as well as use Microsoft Outlook. This course will also cover simple trouble-shooting techniques for more common IT problems faced by employees.

Intended Audience:

- New Employees

Pre-requisites:

- None

Course Length:

- 1 ½ hours

Objectives:

Upon completion of this class, participants will be able to:

- Contact the Information Systems Help Desk
- Log onto the network and navigate through Windows
- Add or change your default printer
- Recognize and use the network and personal drives
- Navigate Microsoft Outlook: email, calendar, task and contact
- Access work email via the internet
- Perform basic trouble-shooting techniques

Medical Records

Course Description:

The Medical Records training course is designed to provide Medical Records staff with the necessary information to access and utilize the Chart Tracking module in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new Medical Records staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Medical Records staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 3 ½ Hours (8:30am – 12noon ***or*** 1pm – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- Access the Chart Tracking module through the Web Framework
- View chart location and pending requests
- Request a chart
- Delete a chart request
- Perform chart batching activities
- Transfer a chart with or without a pending request
- Identify components of the Task List screen
- View and edit tasks
- Process and delegate a task

Microsoft Office Suite Classes

Microsoft Outlook 2007

Outlook is a personal information Manager from Microsoft mainly used as an email application. This application also includes a Calendar, Task Manager, Contact Manager, note taking and a journal. Learn how to reply, forward, open, insert attachments, save and create messages. Through Calendar learn how to create recurring appointments, add holidays and set Calendar options. Learn how to create a new, edit and delete a new contact.

Microsoft Word 2007

Word is Microsoft's word processing software which helps create and share Documents. Topics covered include: working with documents, editing and formatting documents, proofreading documents, changing the appearance of text, arranging and printing documents, presenting information in tables and columns.

Beginning Classes offered

Microsoft Excel 2007

Excel is Microsoft's spreadsheet-application. Topics include: overview of excel, setting up a workbook, changing document appearance, formulas and printing documents.

Beginning Classes offered

Microsoft PowerPoint 2007

Microsoft PowerPoint is used to create presentations through slides. Topics covered include starting a new presentation, working with slide text, layout, order and format, adding tables, charts and diagrams and enhancing slides with graphics.

Beginning Classes offered

Microsoft Office 2003 – Question & Answer Sessions

Questions, Problems, Challenges…..Always wanted to know how to do something in Word or PowerPoint? Join us for a Question & Answer session on each of the 2003 Microsoft Office Applications.

Outlook, Word, Excel, PowerPoint

These are not Microsoft Office Certified Training courses

Payment Posting

Course Description:

The Payment Posting training course is designed to provide the Revenue Cycle Payment Posting staff with the necessary information to enter and post patient payments, insurance payments, post refunds and balance batches in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new Payment Posting staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- RCO Payment Posting staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 8 Hours (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- View and edit patient registration information
- Create payment posting batches
- Post self-pay / patient and insurance payments
- Correct payments posted in error
- Post a refund
- Balance and reconcile payment posting batches and other batch maintenance activities
- View/add financial comments
- Access and view Invoice Inquiry detail
- Print patient ledgers, statements and claims

PCIS Overview

Course Description:

The PCIS Overview course is designed to provide users within USF Health a general understanding of the PCIS system from registration of new patients through the entire patient experience. For a great behind the scene look at the PCIS system, this is the course for you.

Intended Audience:

- Anyone who would like a better understanding of the PCIS system used at USF Health

Pre-requisites:

- No technical computer skills necessary

Course Length:

- 1.5 hours

Objectives:

Upon completion of this class, participants will have the answers to:

- What is PCIS?
- What are the processes involved in PCIS?
- Why does USF Health use PCIS?

Registration

Course Description:

The Registration training course will provide Pre-Arrival Registration staff with the necessary information to enter and edit patient registration and insurance information and view patient appointments in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new pre-arrival registration staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Pre-Arrival Registration Staff
- Clinical Department Registration Staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 8 Hours (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- Register new patients
- View and edit patient registration information
- Utilize the duplicate patient checker feature
- Enter primary and secondary insurance information utilizing the appropriate Financial Status Classifications
- Activate and deactivate patients
- Update and edit the appointment data form

Schedulers

Course Description:

The Schedulers training course will provide Scheduling staff with the necessary information to schedule patient appointments and enter patient registration information in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new Scheduling staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Telephone Schedulers

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 2 days (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- Enter, view and edit patient demographic information
- Enter insurance information utilizing the correct Financial Status Classification
- Create, edit and view patient appointments
- Cancel and reschedule existing patient appointments
- Understand the components of a provider's schedule
- Link patient appointments
- Access and update the bump list and wait list
- Identify components of the Call Process Screens
- Complete and task the Call Process Form to a nurse team or provider
- Process a Task Request and reassign to appropriate team or provider

TES Charge Entry & TES Workfiles

Course Description:

The Transaction Editing System (TES) Charge Entry & TES Workfile training course is designed to provide the Revenue Cycle Coding and Department Liaison Services (DLS), as well as DIO staff with the necessary information to enter charges, balance charge batches, access TES Workfiles and process TES edits in the web-based version of the GE Healthcare / IDX Flowcast system. This training will also provide users with the necessary information to access and navigate throughout the system, as well as view patient and other pertinent system information.

This course is mandatory for all current and new Revenue Cycle Coding staff requiring access to the GE Healthcare / IDX Flowcast system.

Intended Audience:

- Revenue Cycle Coding staff
- Revenue Cycle Department Liaison Services (DLS) staff
- Department of Interdisciplinary Oncology (DIO) staff

Pre-requisites:

- Basic computer skills
- Microsoft Windows navigation

Course Length:

- 8 Hours (8:30am – 4:30pm)

Objectives:

Upon completion of this class, participants will be able to:

- Access and navigate throughout the Web Framework version
- Identify and utilize main components of the Web Framework screens
- Access the Patient Services screen and view patient information
- View and edit patient registration information
- Create, balance and reconcile TES charge batches
- Enter patient charges into the appropriate fields and screens
- Access TES workfiles through the new Enterprise Task Manager (ETM)
- Display TES workfile edit conditions
- Edit TES workfile transactions
- Access and view Invoice Inquiry detail

Training Schedule

Course Name:	Date:	Time:	Room:
Clinical Support Staff Session 1	Tuesday, May 5	8:30 am – 12:00pm	FOB 1302
	Wednesday, May 6	8:30 am – 12:00pm	17 Davis, 1st floor
	Tuesday, May 12	8:30 am – 12:00pm	FOB 1302
	Wednesday, May 13	8:30 am – 12:00pm	17 Davis, 1st floor
	Tuesday, May 19	8:30 am – 12:00pm	FOB 1302
	Wednesday, May 20	8:30 am – 12:00pm	17 Davis, 1st floor
	Tuesday, May 26	8:30 am – 12:00pm	FOB 1302
	Wednesday, May 27	8:30 am – 12:00pm	17 Davis, 1st floor
Clinical Support Staff Session 2	Tuesday, May 5	1:00 pm – 3:00 pm	FOB 1302
	Wednesday, May 6	1:00 pm – 3:00 pm	17 Davis, 1st floor
	Tuesday, May 12	1:00 pm – 3:00 pm	FOB 1302
	Wednesday, May 13	1:00 pm – 3:00 pm	17 Davis, 1st floor
	Tuesday, May 19	1:00 pm – 3:00 pm	FOB 1302
	Wednesday, May 20	1:00 pm – 3:00 pm	17 Davis, 1st floor
	Tuesday, May 26	1:00 pm – 3:00 pm	FOB 1302
	Wednesday, May 27	1:00 pm – 3:00 pm	17 Davis, 1st floor

Training Schedule (continued)

Faculty/Fellow/Resident	Tuesday, May 5	10:00 am – 12:00 pm	STC 5049b
	Tuesday, May 5	1:00 pm – 3:00 pm	STC 5049b
	Tuesday, May 5	3:00 pm – 5:00 pm	STC 5049b
	Tuesday, May 5	3:00 pm – 5:00 pm	FOB 1302
	Thursday, May 7	10:00 am – 12:00 pm	FOB 1301
	Thursday, May 7	10:00 am – 12:00 pm	STC 5049b
	Thursday, May 7	1:00 pm – 3:00 pm	FOB 1301
	Thursday, May 7	1:00 pm – 3:00 pm	STC 5049b
	Thursday, May 7	3:00 pm – 5:00 pm	FOB 1301
	Thursday, May 7	3:00 pm – 5:00 pm	STC 5049b
	Tuesday, May 12	3:00 pm – 5:00 pm	FOB 1302
	Wednesday, May 13	10:00 am – 12:00 pm	FOB 1302
	Thursday, May 14	10:00 am – 12:00 pm	FOB 1302
	Thursday, May 14	1:00 pm – 3:00 pm	FOB 1302
	Thursday, May 14	3:00 pm – 5:00 pm	FOB 1302
	Tuesday, May 19	10:00 am – 12:00 pm	STC 5049b
	Tuesday, May 19	1:00 pm – 3:00 pm	STC 5049b
	Tuesday, May 19	3:00 pm – 5:00 pm	STC 5049b
	Tuesday, May 19	3:00 pm – 5:00 pm	FOB 1302
	Wednesday, May 20	10:00 am – 12:00 pm	FOB 1302
	Wednesday, May 20	1:00 pm – 3:00 pm	FOB 1302
	Wednesday, May 20	3:00 pm – 5:00 pm	FOB 1302
Faculty/Fellow/Resident	Wednesday, May 20	3:00 pm – 5:00 pm	STC 5049b
	Thursday, May 21	10:00am – 12:00 pm	FOB 1302
	Thursday, May 21	10:00am – 12:00 pm	STC 5049b
	Thursday, May 21	1:00 pm – 3:00 pm	FOB 1302
	Thursday, May 21	1:00 pm – 3:00 pm	STC 5049b
	Thursday, May 21	3:00 pm – 5:00 pm	STC 5049b
	Tuesday, May 26	10:00am – 12:00 pm	STC 5049b
	Tuesday, May 26	1:00 pm – 3:00 pm	STC 5049b
	Tuesday, May 26	3:00 pm – 5:00 pm	STC 5049b
	Tuesday,May 26	3:00 pm – 5:00 pm	FOB 1302
	Thursday, May 28	10:00 am – 12:00 pm	FOB 1302
	Thursday, May 28	1:00 pm – 3:00 pm	FOB 1302
	Thursday, May 28	1:00 pm – 3:00 pm	STC 5049b

Thursday, May 28	3:00 pm – 5:00 pm	FOB 1302
Thursday, May 28	3:00 pm – 5:00 pm	STC 5049b

Training Schedule (continued)

Course Name:	Date:	Time:	Room:
A/R Follow Up **2 Days**	Thursday, May 21 Friday, May 22	8:30am – 4:30 pm	FOB 1302
CODA e-Procurement Beginning	This course is only offered online. Please email acctsys@health.usf.edu if you wish to register.		
CODA e-Procurement Advanced	Tuesday, May 19	1:00- 2:30 pm	FOB 1301
Cognos Browse and Reports	Tuesday, May 19	2:30 – 4:00 pm	FOB 1301
CODA Workflows	This course is only offered online. Please email acctsys@health.usf.edu if you wish to register.		
Department Administrators	Wednesday, May 13 Thursday, May 28	8:30 – 12:00 pm 8:30 – 12:00 pm	FOB 1303 17D, 1st floor
Financial Specialists	Thursday, May 28	8:30am – 4:30pm	FOB 1301
Front Desk	Tuesday, May 12 Tuesday, May 26	8:30 am – 4:30 pm 8:30 am – 4:30 pm	FOB 1303 FOB 1301
IT Overview	Monday, May 4 Monday, May 18	1:00 pm - 2:30 pm 1:00 pm – 2:30 pm	FOB 1303 and 1302 FOB 1303 and 1302
Medical Records	Tuesday, May 5 Tuesday, May 12 Tuesday, May 19 Tuesday, May 26	8:30am – 4:30 pm 8:30 am – 4:30 pm 8:30am – 4:30 pm 8:30am – 4:30 pm	FOB 1303 17D, 1st floor FOB 1303 17D, 1st floor

Training Schedule (continued)

Course Name	Date	Time	Room
MS Word 07 – Beginners **MS Outlook 07 – Beginners** **MS Excel – Beginners** **MS PowerPoint - Beginners**	Friday, May 15 Friday, May 15 Friday, May 15 Friday, May 15	9:00 am – 10:00 am 10:00 am – 11:00 am 1:00 pm – 2:00 pm 2:00 am – 3:00 pm	FOB 1303 FOB 1303 FOB 1303 FOB 1303
MS Word 03 **Q and A open lab** **MS Excel 03** **Q and A open lab** **MS PowerPoint 03** **Q and A open lab** **MS Outlook 03** **Q and A open lab**	Friday, May 22 Friday, May 22 Friday, May 22 Friday, May 15	9:00 am – 10:00 am 2:00 pm – 3:00 pm 1:00 pm – 2:00 pm 11:00 am – 12:00	FOB 1303 FOB 1303 FOB 1303 FOB 1303
Payment Posting	Thursday, May 7	8:30 am – 4:30 pm	FOB 1302
PCIS Overview	Thursday, May 7 Thursday, May 21	8:30 am – 10:00am 8:30 am – 10:00am	STC 5049b FOB 1303
Registration	Thursday, May 14	8:30 am – 4:30 pm	FOB 1303
Schedulers **2 Days**	Wednesday, May 6 Thursday, May 7	8:30am – 4:30 pm 8:30 am – 4:30 pm	FOB 1303 FOB 1303
Technical Support	Tuesday, May 19	8:30 am – 12:00	FOB 1301
TES	Wednesday, May 6	8:30 am – 4:30 pm	FOB 1302