

Training Goal

Staff will learn how the Viewer can add value to their workflows through a hands-on experience where they look up some of their patients and plan a Workflow Test.

Prerequisites

Please ensure that all attendees:

- have access to a computer during the training (or 2-3 people can share)
- have been trained on the Viewer and know their username/password (or have already reset their username & password by calling 888.858.4815 opt 3)

Agenda

You can choose the length of the meeting:

- **30 minutes – Refresher** (available info, hands-on patient lookup, questions)
 - 10 min - review what data is/isn't available today, # patients enrolled, etc.
 - 15 min - have the staff login and practice looking up their patients. We explain what they are seeing, how to sort or move around, tips, etc.
 - 5 min - Provide the Workflow Testing tool to use on their own time
- **45 minutes – Workflow** (+ choose workflows to test)
 - All of the above
 - 15 min - Start using the Workflow Testing tool (pick a use case such as pre-visit planning, and a goal such as 2 weeks or 20 patients). They would lookup a few patients, so they can start to see where it adds value to their job.
- **60 minutes – Comprehensive** (+ review Part 2 & team discussion)
 - All of the above
 - 5 min - Review Part 2 (substance abuse info, how NOT to re-disclose it, etc)
 - 10 min - Team discussion around workflow potential uses

After the Training

We ask that the Office Manager or team lead review the results after 1-2 weeks and have the team share what is working during a future team meeting. We would appreciate if that information could also be shared with Andrea Levesque (alevesque@riqi.org).