

1. Do I have to come for training? Can't I just figure it out as I go along?

- Training is mandatory to get access to the applications you require (specifically EPR, PHS, OPIS & PSS)
- This has been mandated by the hospital to ensure patient safety

2. Is Digital Education the Help Desk?

- No, we are the technical training department at UHN
- The Help Desk is separate from us and can be reached at ext. 4357 – it spells HELP on your phone
- The Help Desk will receive your EPR login information and you must contact them 24-48 hours after your training to obtain your login
- Digital Education does not receive this information, nor do we receive your T-id information; that comes from your manager

3. Why can't you offer the class I need, when I need it?

- We have a comprehensive training schedule that is posted on our Corporate Intranet webpage: (http://intranet.uhn.ca/departments/sims/sims_education/index.asp) and our page on UHN's public website: (http://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/default.aspx)
- However, when resources (educators/rooms) allow, we do our best to accommodate special requests

4. What support resources are available?

- You can print EPR & OPIS topics from our eManuals which are available within EPR
- The eManuals outline step-by-step instructions with screenshots
- The eManuals can also be accessed from our Corporate Intranet page (http://intranet.uhn.ca/departments/sims/sims_education/emanuals.asp)
- We also have tip sheets on our Corporate Intranet webpage
- Students are also offered practice sessions in our Training System

5. Can I have access to the Training System to practice?

- Digital Education offers scheduled practice sessions at its Lu Cliff facility
- After class, the educator will send a follow-up email with the details

6. When & how do I get access to EPR?

- Your manager fills out the EPR Access Request form and then contacts Digital Education to schedule your training
- After your training, your information will be submitted to Data Security who will create your access and then send your login information to the Help Desk
- Contact the Help Desk 24-48 hours after training to obtain your login details

7. Why can't ServiceNow be used to book staff for training?

- This platform is used to give you network access and access to the applications that are pertinent to your job, it is not designed to act as a registration mechanism for training
- Book your training through Digital Education (14-5091 or digitalaeducation@uhn.ca)

8. Why isn't there eLearning for my specific area?

- We have created eLearning for physicians, residents, senior medical students, nurses, nursing students & those requiring chart review (read-only access)
- The creation of eLearning is a lengthy process and requires many resources. We carefully select this training modality for areas where we feel it would be most beneficial

9. *I have used EPR/OPIS at other hospitals, do I have to be trained or can I get access without training?*

- Even if you used the same system at other hospitals, UHN may use the application differently therefore to ensure patient safety, training is mandatory at UHN to get your access

10. *Can I get customized training specific to me or my team?*

- For department-specific functionalities or workflows, we recommend the Expert User Model
- Designated department staff can become an Expert User by having extensive knowledge of their area & workflows, and by attending specialized Expert User training provided by Digital Education

11. *Can you come to my workplace to help me?*

- Our focus is training all new hires and students that come through UHN on the various clinical applications used
- If you need help at your workplace, we suggest calling the Help Desk

12. *I can't attend class on the scheduled day because I work at another organization, can I come when I'm available?*

- Due to the high volume of students and classes it's difficult to accommodate special date and time requests. However, we will do our best to meet your needs

13. *I have been off on maternity leave; do I need to be retrained to get back into EPR?*

- If it has been under two years since you last used EPR, you do not need to come in for retraining
- Contact Data Security (14-8051) to reactivate your access

14. *I was a medical student working at UHN three months ago; do I have to be retrained?*

- Although your EPR desktop will look different, you will need to submit the necessary forms to Data Security for account reactivation
- If you were a medical student at Toronto Rehab and now need to enter electronic medication orders, you need to complete additional online modules and take an online test.

15. *My manager told me to contact you to arrange training*

- Ask your manager what type of training you require, so you can ask for the class that is appropriate to your job; or confirm with your manager what access staff in the same position have to successfully determine what course you need to take at Digital Education

16. *Where can I find the forms I need?*

- All forms can be found on the [UHN Corporate Intranet](#)

18. Where are the EPR online modules that I need?

- If you are a physician you can access your eLearning here:
http://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/EPR_physicians.aspx
- If you are a nurse, you can access your eLearning here:
https://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/epr_for_Nursing.aspx
- If you need Chart Review, you can access your eLearning here:
http://www.uhn.ca/corporate/For_Staff/Digital_Education/Pages/EPR_chart_review.aspx

19. Do you have any rooms that I can borrow?

- When we are not delivering classroom training, we are able to lend our rooms to other groups that may wish to use them
- If you would like to book a training room, please email digitaleducationclassroomrental@uhn.ca

20. What size are your training rooms?

- *700 Bay Street:*
 - Training Room #2 - 12 students + 1 instructor
 - Training Room #3 – 15 students + 1 instructor
- *Princess Margaret:* 8 students + 1 instructor
- *Med West (Toronto Western):* 8 students + 1 instructor
- *University Centre:* 8 students + 1 instructor
- *Lyndhurst:* 8 students + 1 instructor

21. Can I book your training rooms for 3 weeks solid?

- Digital Education is committed to providing clinicians & staff ongoing operational training so we utilize our training rooms on a daily basis
- To learn of our classroom availability, contact digitaleducationclassroomrental@uhn.ca

22. Why do I have to test the applications I want to install on your training room computers?

- If you are providing training on applications or versions not currently used at UHN, it is necessary for the Help Desk to test the applications against the programs installed on our training computers to ensure our facilities are always functioning at peak performance
- Any associated testing fees, are at the discretion of CompuCom
- Digital Education receives no monies nor does it participate in the testing

23. If I have other questions, where can I get the answers?

- You can contact Digital Education by email digitaleducation@uhn.ca or call us at 14-5091