Updated Epic training and support details:
Week of April 29, 2021

1. Know what to expect
- All Epic training for providers is online, independent study.
- Your Epic training can be found in the "assigned" tab on HealthStream.
- Details needed to access and complete training can be found in the **Epic training guides** available on the provider training web site.
- **Reminder:** Due to safety concerns, caregivers that have not completed Epic training and passed the end-user proficiency assessment (EUPA) by **May 12** (three days before launch), will have their Epic access revoked until training is complete and the EUPA has been passed.

2. Training tips
- **Check technical requirements before beginning your Epic training.** To ensure the most seamless experience, we strongly recommend that you check the technical requirements ***before*** you plan to begin training. Details can be found in the Epic training guides (see link in #1). Or, you can join the Epic **Virtual Tech Bar** on Wednesdays (see #3 for details) to get help walking through these preliminary steps.
- **Go "incognito."** Try using the "incognito" mode on your internet browser before logging into HealthStream for training. This will prevent login issues and having to log out of other Microsoft accounts.
- **Don't worry about "elective" courses.** If you have inadvertently self-enrolled in an Epic class or started a course and then your assignment changed, you may have Epic training listed as an elective. You do not have to complete these – incomplete elective courses do NOT impact completion reports associated with Epic access.

3. Get support
- **Virtual Tech Bar**
  Please "drop in" to the OCHD independent training **Virtual Tech Bar** for live help with ***technical issues*** related to HealthStream access, Citrix and multifactorial authentication (MFA).

  When: Every Wednesday 3-5pm PST

  Click this link to access the tech bar: Click here to join the Team meeting

- **Call the Epic Support Team (EST)** at **855-415-8188**

  Press 4 for **St. Joseph Independent Training**
  Press 1 for access and technical issues (network, Citrix, Epic access, HealthStream)
  Press 2 for question about Epic training curriculum and Epic workflow questions

- **Contact the provider engagement team.**
  If you don't see any "SJH Epic" training in the "assigned" tab on HealthStream, or you have been assigned courses you think are incorrect, please contact the provider engagement team at PSJHProviderEngagement@providence.org.