Quick Reference Guide (QRG)

Completing EMR Training

This QRG is designed to show you:

- *How to complete EMR training. Click on the sections below:*

Contents

1. Completing the EMR eLearning on Latte

Note. If you have trouble accessing Latte for your eLearning, see the Latte Web Browser Troubleshooting Tips section in this QRG

For additional **issues with Latte, email lmsadmin@monashhealth.org**

i.   *Monash Health Employees*

1. Use your internet browser to navigate to the Latte login webpage , review the information and select "Submit"
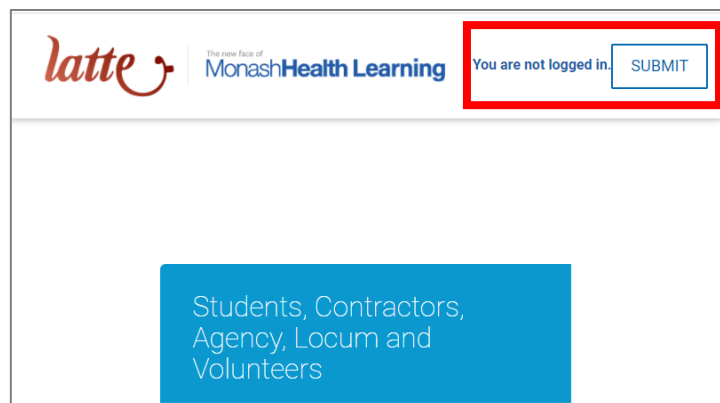
2. Click on the 'EMPLOYEES' login if you are a Monash Health employee. For all other agency/locum/contractors, click on the alternative login link, see section ii.
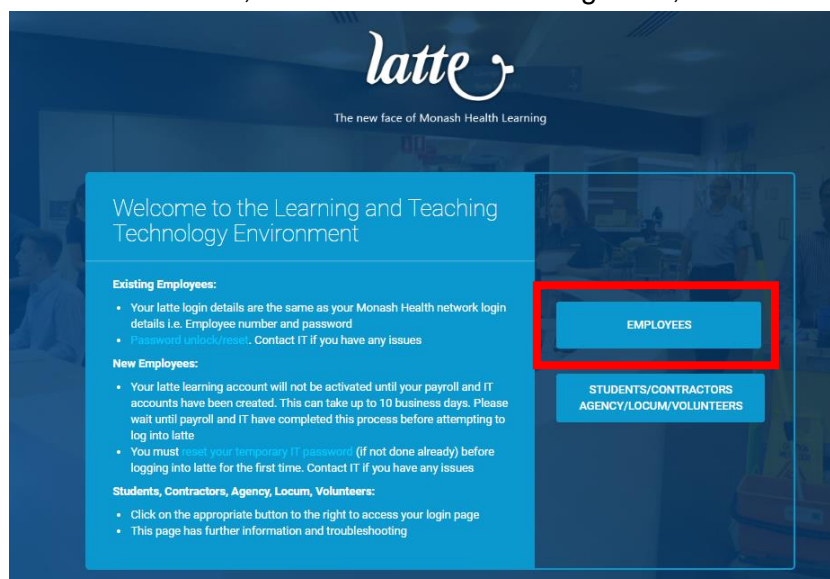
3. Enter your Monash Health employee number in the username and network password in the password, and select 'Sign In'

4. Select the "EMR Programs" located in the top menu bar of the Home Page

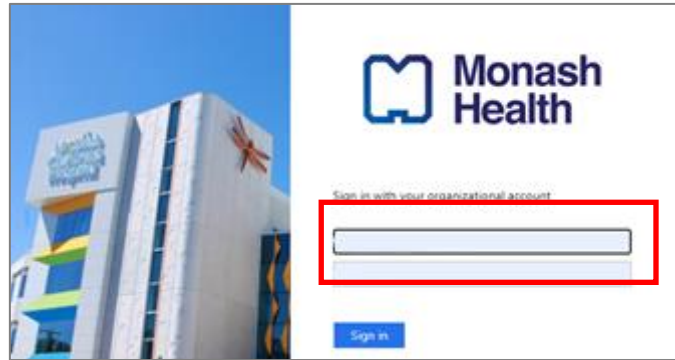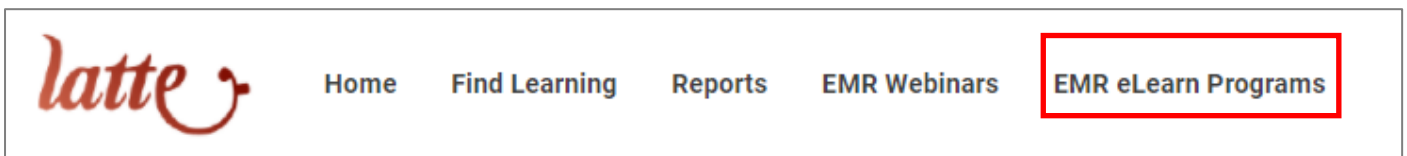From the list of available courses, select the course most applicable to you. For example, for all doctors who are JMS (interns, residents, registrars etc), scroll down to Medical, and select 'Doctors: JMS'

5. Once selected, enrolment options will open. Select 'Enrol Me' to open the course

6. Ensure you launch the intro video to access your EMR eLearning course. If the video does not automatically load, select 'click to Launch Manually'
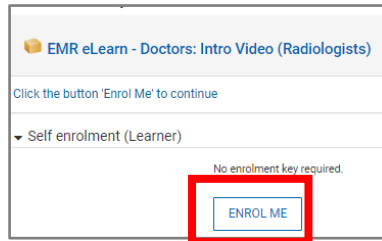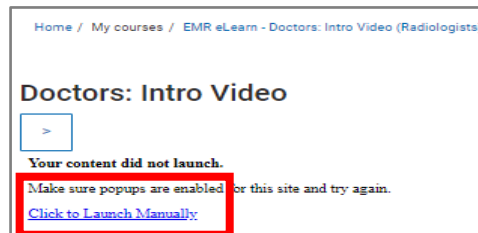

7. Once the video has completed, click on the EMR Program link
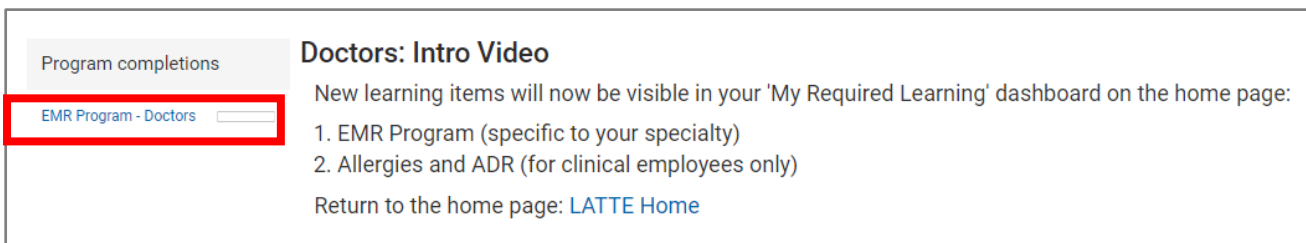
8. When the EMR Program opens, the first component listed will be 'Classroom Learning' (this is the EMR Training Webinar).

   From here, you can select the classroom (Webinar) training session you need to attend (applies to medical, nursing/midwifery, pharmacy, and some clerical and admin positions) by selecting 'Launch Course'.

   You must **complete the required eLearning modules _before_** attending your EMR Training Webinar.

9. You can view the required eLearning modules by scrolling down. Click on 'Launch Course' to commence each module

Note: you must obtain a status of 100% for every mandatory module to successfully complete the requirements for EMR eLearning and to attend your EMR Training Webinar

To ensure your course or video is saved in your LATTE profile, **wait** until you have completed it all the way to the end, then follow the prompts.

DO NOT exit the course by closing the browser window because this will cause the browser to close **without saving** your progress in your LATTE profile.

10. Depending on the eLearning activity you will then be given one of the options illustrated below to click on, this will complete and save your e-Learning session
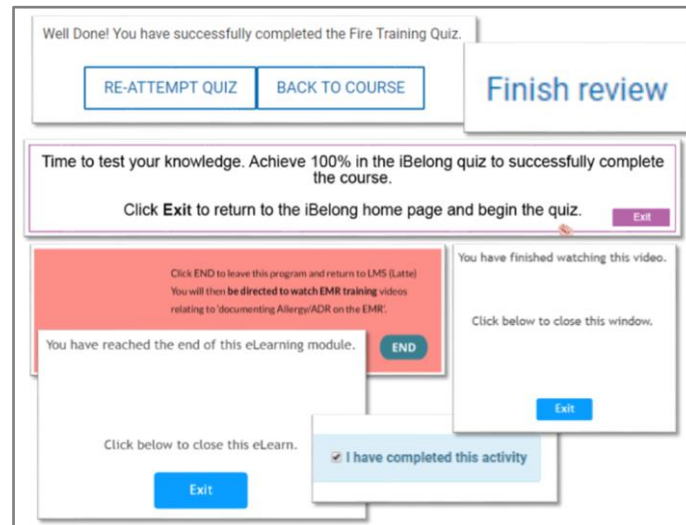
11. You can complete your eLearning training in stages. If you close Latte and would like to return to your eLearning, navigate to your Latte homepage, scroll down to your EMR Training dashboard, which will list your enrolled EMR program, and select the EMR program to re-open.
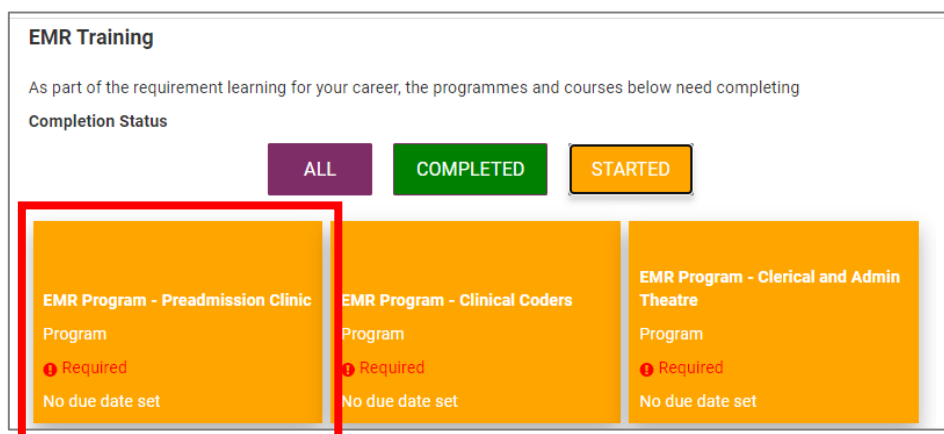
ii.   Creating a Latte Agency/Locum Account

Note: For issues with Latte, email to lmsadmin@monashhealth.org

1. Use your internet browser to navigate to [the Latte login webpage](#) and click on the '**Volunteers/Contractors/Students/Associates**
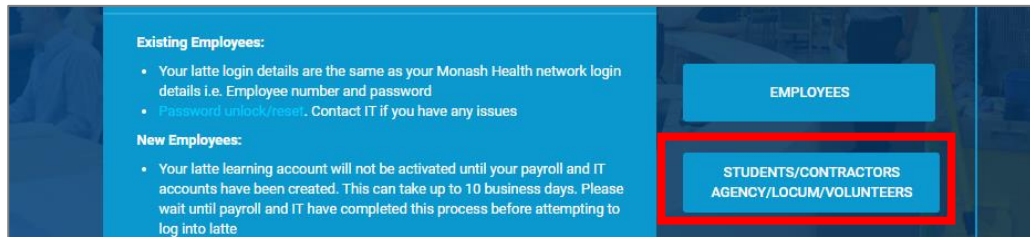
2. Click on 'create new account'
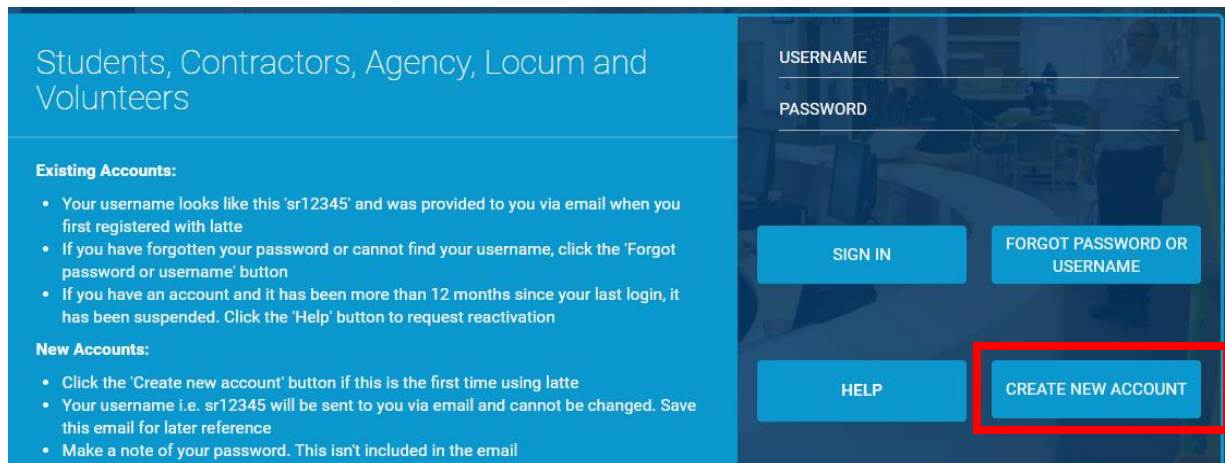
3. Complete the required fields

4. An email containing your Latte User ID will be sent to your nominated email inbox. Please allow a few minutes for the email to appear. Be sure to check your email spam folders

5. Follow steps 3 – 10 in section *i. Monash Health Employees* above

2. Latte Web Browser Troubleshooting Tips

Note: For issues with Latte, email lmsadmin@monashhealth.org

If you are using a Monash Health computer, restart the computer first to make sure the Monash Health settings are updated and synchronized.

Depending on your web browser, you may need to adjust your settings to ensure full Latte functionality.

iii.   *Google Chrome Instructions*

Note: If possible, select Google Chrome to complete your EMR e-Learning modules on LATTE

1. Select Chrome as your browser

2. Log onto LATTE via at **https://learning.monashhealth.org/**

3. If you are working on a personal computer, click on the padlock symbol on the left-hand side of the search bar to ensure you enable pop-ups on Google Chrome
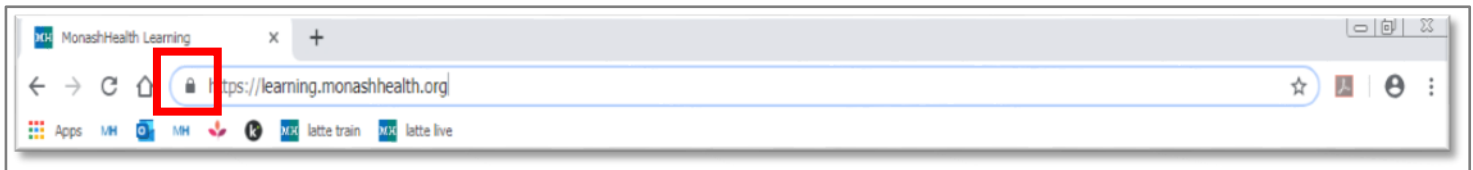
- **Allow** Pop-ups and Redirects

+
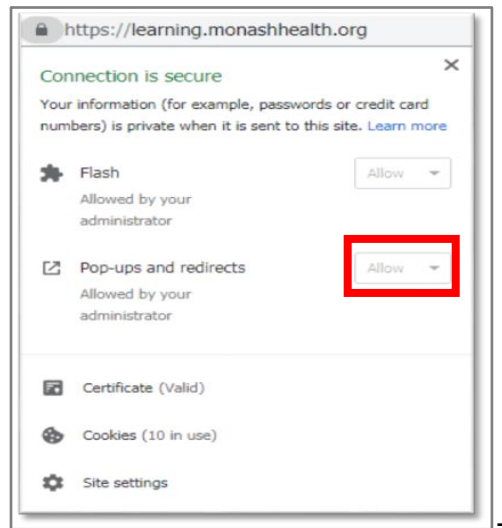
iv.   Internet Explorer/Microsoft Edge Instructions

1.   Select Internet Explorer of Microsoft Edge as your Browser

2.   Log onto LATTE via at **https://learning.monashhealth.org/**

3.   If you are working on a personal computer, right click on the webpage name and select copy

- Left click on the gear symbol on the right side of the screen

- Left click on Compatibility View settings.

- In the pop-up that appears, paste the copied Latte web address into the 'Add this website' section and click on 'Add'
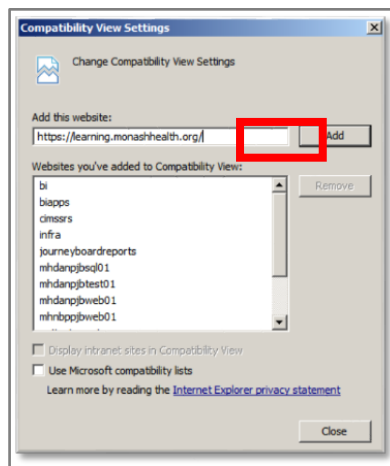
3. Locating and booking into an EMR Training Webinar in Latte

v.   Booking another employee an EMR Training Webinar

All managers are required to have access to book staff into Latte EMR Webinars– if this is not available, email lmsadmin@monashhealth.org and request access

Registrations for EMR training webinars close 24 business hours prior to the scheduled time on Latte.

1. Select 'EMR Webinars' from the Course Catalogue menu

MonashHealth
EMR
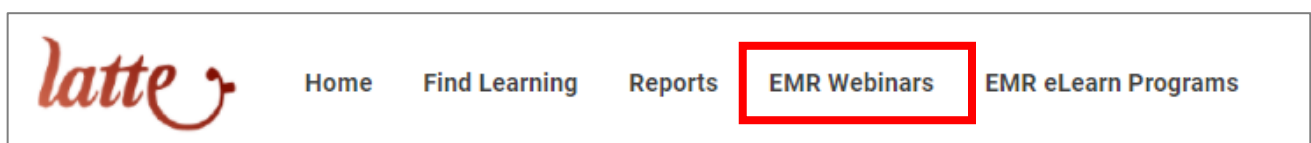
2. Select the arrow to expand the EMR End User courses available, and select the most appropriate classroom session (EMR training webinar) for your discipline and specialty

> **EMR End User Classroom (91)**
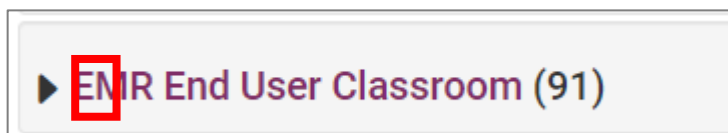
📦 EMR Classroom - Nursing: ED Advanced	℀ ⓘ
📦 EMR Classroom - Doctors: Anaesthetist Upgrade to ICU	℀
📦 EMR Classroom - Nursing Surgical Services: Anaesthetics and Recovery	℀ ⓘ
📦 EMR Classroom - Nursing Surgical Services: Scrub Scout	℀ ⓘ
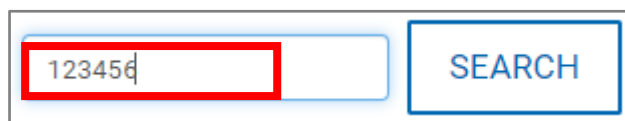
3. Locate the classroom session (EMR training webinar) you wish to book into and click on **Ellipsis** in the column on the list to the right of the webpage and select Attendees

EMR Classroom - Doctors: General Inpatient

Event status	Booked	Session times	Rooms	Facilitators	Actions
In progress Booking closed **Take event attendance**	2 / 20	12 November 2021, 7:30 AM - 10:00 AM Timezone: Australia/Melbourne	EMR Training Webinar via WebEx		GO TO EVENT ··
Upcoming Booking open **Take event attendance**	1 / 20	15 November 2021, 7:30 AM - 10:00 AM Timezone: Australia/Melbourne	EMR Training Webinar via WebEx		GO
Upcoming	1 / 20	16 November 2021,	EMR		

Event details
Attendees
Edit event
Copy event
Delete event

4. From the Attendees tab, click on the arrow in the Actions box and select **Add users**

Event details | Attendees | Wait-list

Actions ⌄

Actions
Add users
Add users via file upload
Add users via list of IDs
Remove users
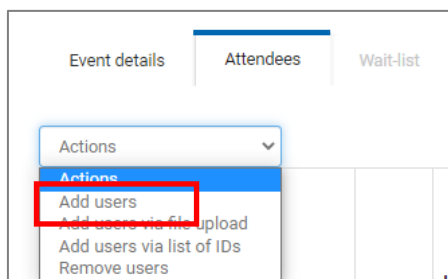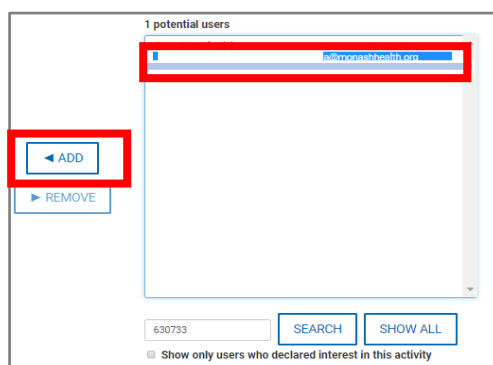
5. Enter the employee's name or employee number in the box next to SEARCH and then click on SEARCH
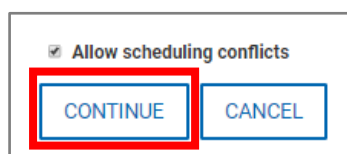
6. Click on the employee's name in the potential users box on the right of the screen and click on ADD to move the employee to the Users to Add box, then click CONTINUE
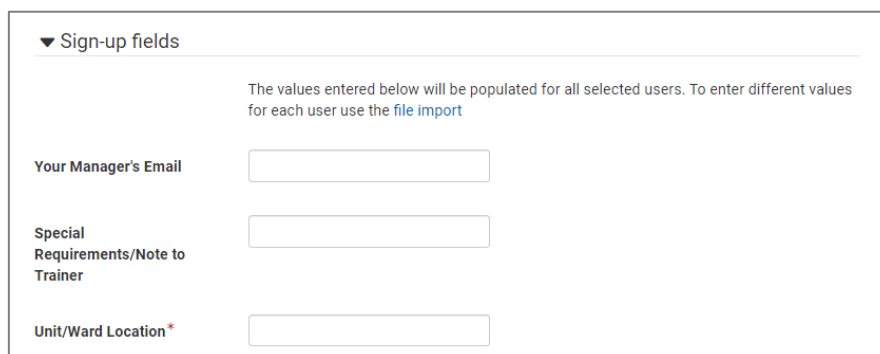
7. Complete the Sign-up fields and click on CONFIRM

vi. Booking yourself into an EMR Training Webinar

It is a requirement that you have fully completed your EMR eLearning before attending your EMR Training Webinar.

Registrations for EMR training webinars close 24 business hours prior to the scheduled time on Latte.

1. To book yourself into the training session, after step 2 above select **GO TO EVENT** next to the relevant training session

2. Complete all detail fields and click on **Sign-Up**

vii.   Confirmation of EMR Webinar booking

1. Managers will receive a confirmation that an employee has been booked for an EMR Webinar, if send to Manager was selected in the booking
2. Participants will receive an email confirmation of the EMR Webinar booking to the email address registered in Latte confirming the date and time of the Webinar

3. The Teams Webinar link is attached to this invite, along with instructions on accessing the EMR Training Domain

Thank you for registering to complete your EMR Webinar Training.

Your link to joining the webinar session is here

Click here to join the meeting

It is a requirement that you complete these **instructions** at **least 1 day business day prior to your webinar session** to ensure that you are set up for training.

4. You can elect to Accept the invite and it will be saved to your Email calendar
5. You will be sent a reminder email 24hours before the session

Do not reply to this email
[EXTERNAL] Seminar booking reminder: ... Wed 3:21 PM
Email from an external sender. Be

4. Preparation for an EMR Training Webinar

viii.   Accessing the Monash Health Citrix Receiver Desktop and opening the EMR Train Domain

If you are completing your EMR Training Webinar from a Monash Health site, all Monash Health computers have the Training and Practise Domains available as links from the desktop. The following instructions refer to accessing these applications from outside Monash Health.

We recommend that you download the Citrix Receiver Portal to your computer and open the EMR Training Domain at least 24 hours prior to your EMR Training Webinar. Contact the IT Help Desk on 9594 7255 (option 1) on weekdays 7.00am to 5.00pm if you have any difficulties with this process.

For Monash Health Employees

1. In your web browser, navigate to **https://portal.monashhealth.org/vpn/index.html** and enter your Monash Health employee number in the 'user name' field and your Monash Health password, then select 'Log in'

Please log on

User name

Password

Log On

2. You will receive a temporary code to the mobile phone number associated with your Monash Health HR21 account (you can update this in Employee Self-Serve at any time). Enter the received code into the field and click on 'submit'

3. If a security warning appears to provide permission/access to 'Citrix Connection Manager', select 'allow
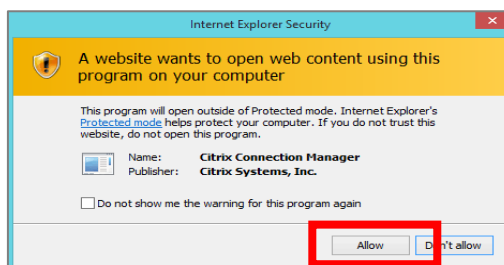
Note. This security message may appear differently depending on your selected web browser. To log into the Citrix Access Gateway, you will need to have Citrix Client installed. If this is not installed, you will be prompted to download it. You only need to install this once.

4. To open the Monash Health Citrix Receiver Portal Remote Desktop, click on 'Desktops' in the Citrix Access Gateway, and select 'MH-Clinical Desktop'
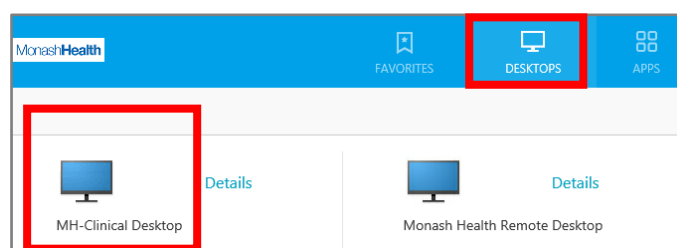
5. Open the file at the bottom left of the screen
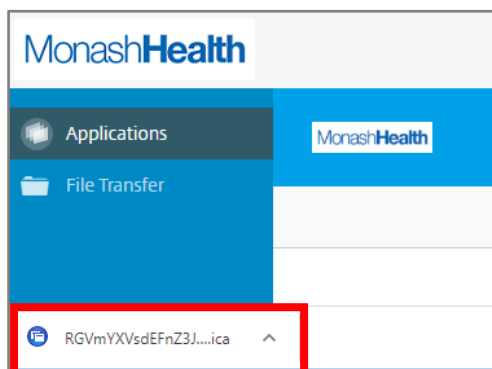
Note. Depending on your web browser, applications may download to your Downloads folder and not appear at the base of the screen, you will then need to open the application from your Downloads folder
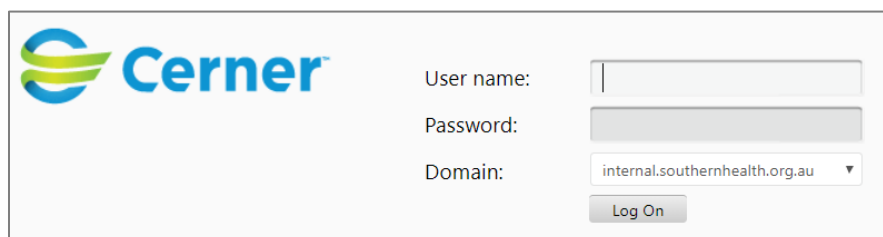
6. If the following message appears, select **Permit Use**
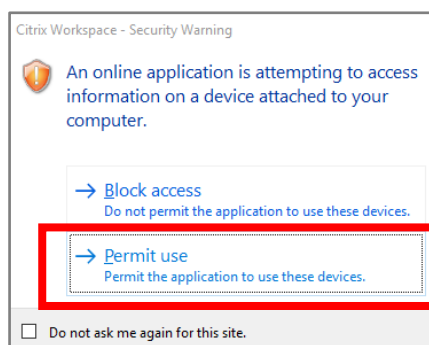
For Agency and Locum Employees and Employees that do not have Monash Health login details

7. Download and Install the Citrix Workspace App from your internet browser via the following link: https://www.citrix.com/en-au/downloads/workspace-app/

   ➢ *You do not need to add an account*
   ➢ *We recommend you complete this step at least one day prior to your webinar*

8. Enter https://shcnau.cernerworks.com.au/Citrix/T0611Web/ into internet search bar to access the Cerner login page.

9. Enter the username and password provided to you via email
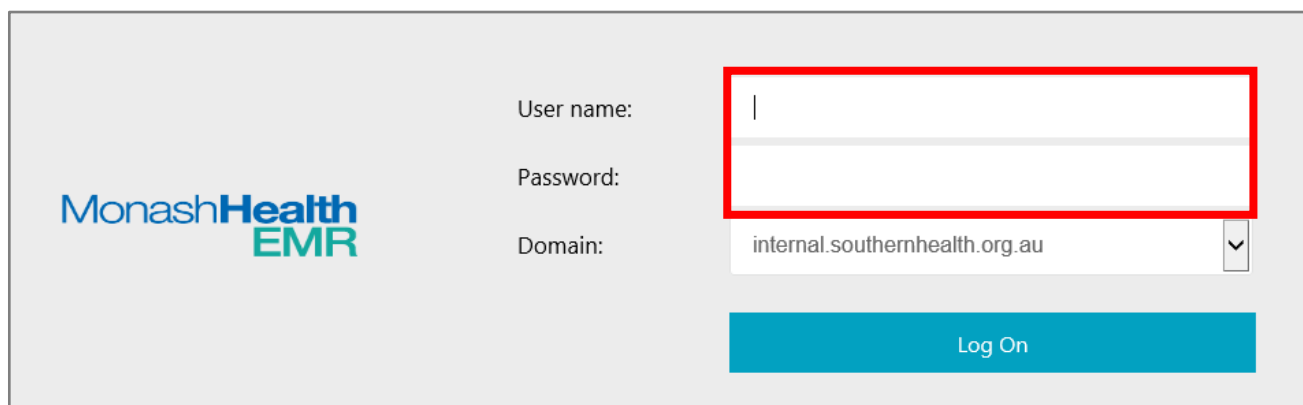
MonashHealth
EMR

10. Go to step 13 in section *viii. Accessing the Monash Health Train Domain*

ix.   Accessing the Monash Health Train Domain

11. Once the Citrix Receiver Portal remote desktop opens, all the Monash Health applications that would normally be available to you on a Monash Health computer will be accessible, please click on the EMR Training Domain

12. To login to the EMR Training   Domain, use your Monash Health login details. If you do not have Monash Health login details, a login will be provided to you during your EMR Training Webinar. Click on Log On.

13. Click on the PowerChart icon (or, if you work in the Emergency Department select the Firstnet icon)

14. Enter the Username and Password details which will be provided to you *during* the EMR Training Webinar

5. Preparing for your EMR Training Webinar

x. *Downloading the Teams App*

We recommend that you download the Teams application to your computer at least 24 hours prior to your EMR Training Webinar. Contact the IT Help Desk on 9594 7255 (option 1) on weekdays 7.00am to 5.00pm if you have any difficulties with this process.

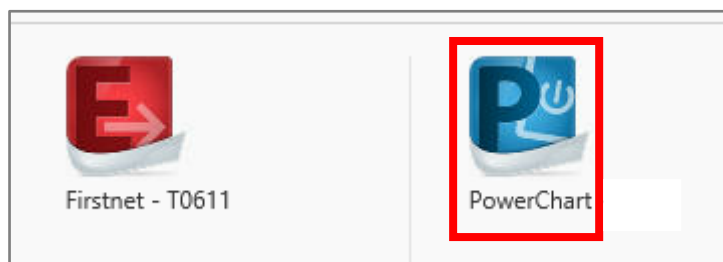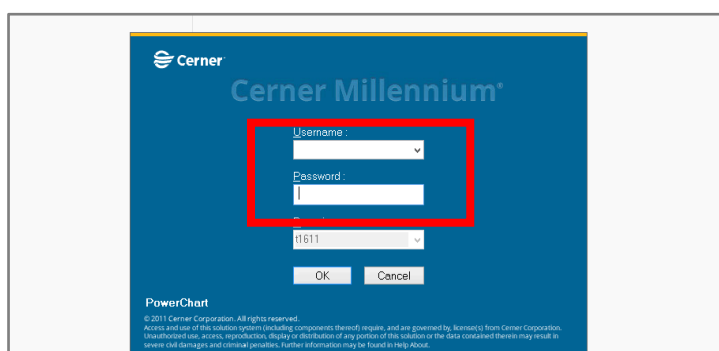a. Use this guide from Microsoft on accessing a Teams Meeting

b. If not already installed, download Microsoft Teams either via your webinar email invitation or via the Microsoft Office website – Complete this step at least **one day before** your EMR Training Webinar so you can call the IT Helpdesk for any issues

c. For Monash Health staff - sign in with your Monash Health email account, and then select 'Next'. If you do not have a Monash Health email account, use your private email account. Click on Next.

d. Alternatively, you can open Teams in a browser without needing to download or sign in

e. On the day of your EMR Training webinar join your EMR Training webinar at the scheduled start time by clicking on the link in the body of the email to join to the webinar

f. Ensure your computer microphone and camera are working prior to the webinar commencing

6. Joining your EMR Training Webinar in Teams

a. You are required to book yourself into an EMR Training Webinar via Latte in order to receive a registration email to participate in the webinar (Locating and Booking a Webinar in Latte).

b. The Teams invite will be contained within the registration confirmation that you receive from the Latte System along with a link to the instructions on accessing the Citrix training environment

c. If accessing Teams meeting invite from your Monash Health Email account, Microsoft Authenticator may be required. Use this video guide on setting up Multi-Factor-Authentication for your Monash Health email account

d. Email emrtraining@monashhealth.org or call 9594 5764 if you do not receive an emailed Teams EMR Training webinar invitation with 24 hours of your webinar start time.

Note. For Teams account issues or technical issues for Monash Health employees, contact the **IT Help Desk on 9594 7255**

7. Troubleshooting speaker/microphone issues in Teams

- To troubleshoot camera issues in Teams – access this Guide

- To troubleshoot microphone issues in Teams – access this Guide

Teams Participant Tools

Participants can interact with the presenter using the following tools in Teams (subject to the meeting type)
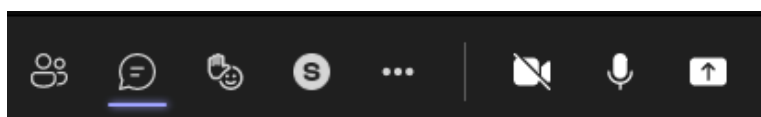
|	Chat		Slido Q&A
	Emoji's e.g., Hands up, Thumbs up		Camera On/Off
	Additional Actions (e.g., background filter effects)		Microphone On/Mute
	Share Screen		

## 8. Accessing Practise Scripts for Self-Guided Practice

Note. For issues with the EMR website, email to emrtraining@monashhealth.org

1. Navigate to the Monash Health EMR webpage **https://emrmonashhealth.org/**

2. Click on **Resources** and select Practise Scripts
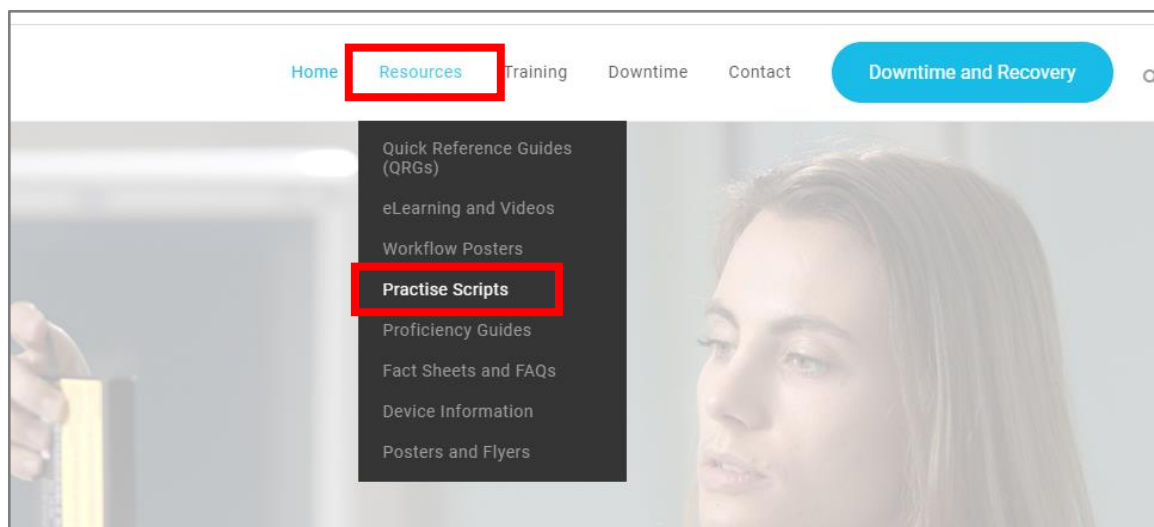
3. Either scroll down the menu to select the Practise Script applicable to you, or select your discipline from the filters provided, then select the appropriate Practise Script
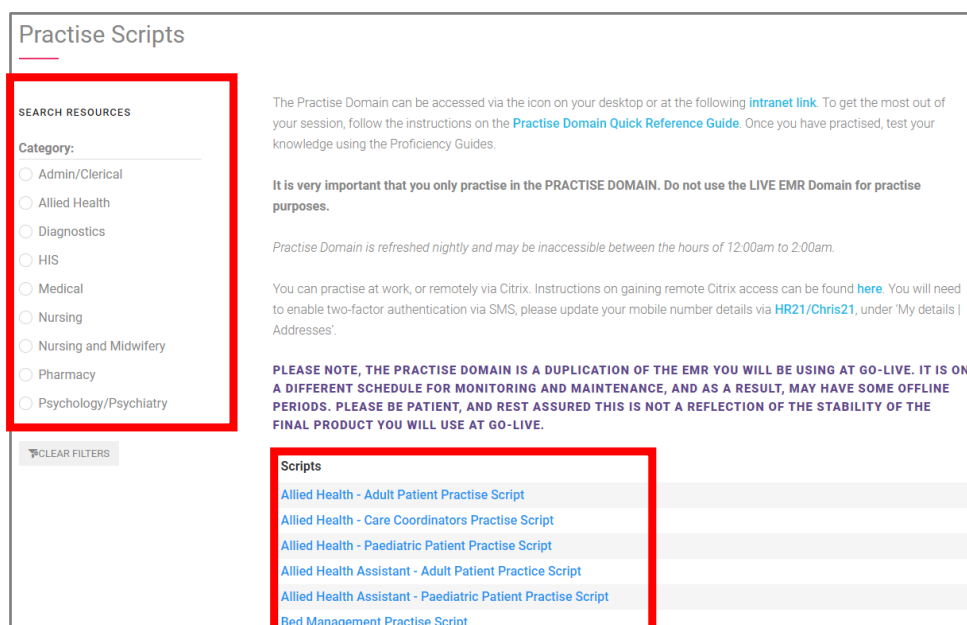
4. Use the instructions provided in the Practise Script to access the EMR Practice Domain.
Ensure that the Practise Domain icon is selected on the Monash Health computer desktop page or on the Citrix Remote Desktop page

5. Login into the Practise Domain by entering your Monash Health Login details. Select Powerchart (select FirstNet if you work in the Emergency Department). The EMR Practise Domain login and patient details are listed on the Practise Script for your discipline and specialty.

If the Username, Password and Patient Details in the Practise Script are unavailable – Exit the system and ensure that the Practise Domain icon has been selected

6. When working through a Practise Script, you may find it has multiple scenarios to complete. You do not need to complete all of these in one sitting.

7. By clicking on Resources on the Monash Health EMR webpage, you can access additional support materials to assist you to work through the Practise Scripts or when working within the EMR Live. These resources are also available via eCoach on with the EMR Live and include

  ➢ **Quick Reference Guides (QRGs)**

   Provide a step-by-step guide on how to complete various tasks within the EMR (eg. how to order a pathology test, how to create a patient list, how to order insulin etc).

  ➢ **eLearning and Videos**

   Provide MP4 versions of the eLearning videos and **Key Workflow Videos** which highlight important workflows and functions in a step-by-step format

  ➢ **Workflow Posters**

   Provide a visual diagram of the actions that need to be followed by each discipline to complete a specific EMR workflow (e.g., completing a patient admission, discharging patients from the Emergency Department, ordering and administering blood products, etc).

   Workflow Posters provide the steps required to complete an EMR workflow, whilst the QRGs and eLearning videos can provide instructions on how to complete each individual step

Note. The Practise Domain resets every 24hrs commencing at midnight. The reset takes approximately 2 hours, any changes made to the patients will reset after 2.00am. Any progress you have made within the Practise Domain will be lost during the reset process.

9. Utilising eCoach in the Monash Health Live EMR
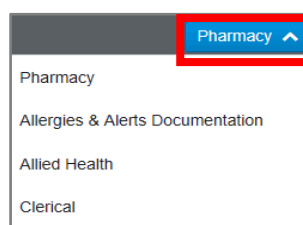
1. The eCoach in EMR Live is accessible via the toolbar
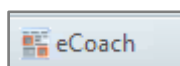
2. Select the appropriate resources to use or search for a resources by clicking on the magnifying glass and entering a search term
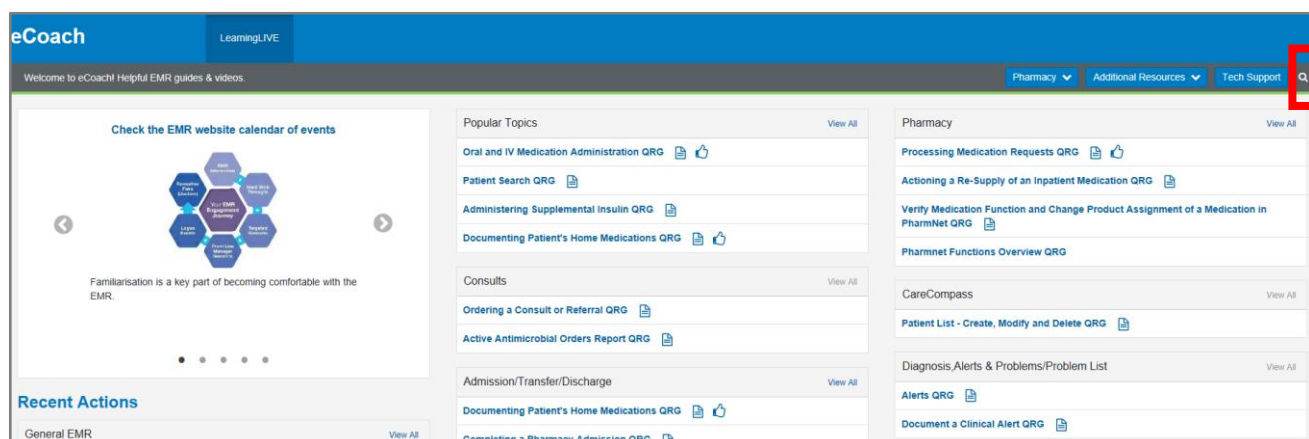
3. To change the eCoach experience, select a different discipline from the discipline dropdown menu

10. Logging a Ticket for a Technical Issue or an EMR Issue

Note: For urgent technical issues, contact the **IT Help Desk on 9594 7255** 8.00am – 5.00pm Monday – Friday.

Tickets should only be logged to EMR for EMR-interface issues including
- EMR account issues
- Using PowerChart and FirstNet

All other technical issues must be logged to Technology Business Services (TBS) including issue with
- Remote access
- Viewing applications on your desktop, including EMR
- Logging into your Monash Health accounts
- Tap-on-Tap-off
- TEAMS access

1. Navigate to the Monash Health Intranet page and select **Log a request on Central**
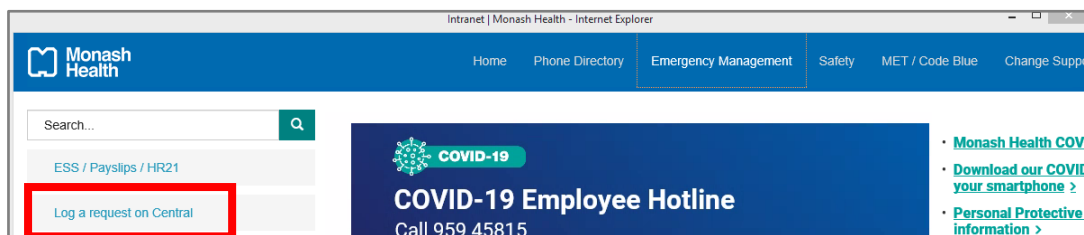
2. Complete the mandatory fields, and any other fields relevant to your issue, then select **add a request**

Remember to provide as much detail as possible including a direct contact number. This will assist the IT Help Desk Team to understand and resolve the issue, or contact you for further details