

EMR TRAINING PARTICIPANT INFORMATION

Due to the COVID-19 physical distancing restrictions we have changed our approach to EMR training. All classroom sessions are now presented as online as webinars.

These instructions will describe the steps required to prepare for your EMR Training webinar

1. [Complete Pre- Requisite e-Learning on Latte](#)
2. [Computer Requirements](#)
3. [Starting Your EMR Training Webinar on Microsoft Teams](#)
4. [Monash Health Employees – Setting up Remote Citrix Access and EMR Train Domain](#)
5. [Agency / Locum / Monash Health Employees without ID number – Setting up Citrix APP and EMR Train Domain](#)
6. [Setting Yourself up for Training](#)
7. [At the completion of your Webinar](#)

For General Inpatient and Critical Care Nursing

Go to [EMR Knowledge Hub](#) and select EMR Resources. In the key word search, enter “Staff Assignment” and select the Nursing Staff Assignment QRG. Please review this QRG and review the steps required before for your webinar commences.

If you have any queries regarding your training session, you can contact us via our email DHTA@monashhealth.org or on 9594 5764.

1. Pre- Requisite eLearning on Latte

Completion of the e-Learning modules **PRIOR** to attending the webinar on [Latte](#) **is compulsory**.

It is Monash Health policy that all EMR training is completed before access to the LIVE EMR can be granted

2. Computer Requirements

It is preferable to have **two screens** to complete the training webinar, however this is not essential e.g. a computer with a second screen attached; or a computer and a tablet/iPad.

If the two screens are separate devices, we recommend watching the webinar (Teams) on a smaller screen (tablet/iPad) and accessing the Citrix desktop on a larger screen (PC/Laptop/MacBook).

Ensure your device’s microphone and camera are working prior to the webinar commencing.

If you do not have a suitable computer:

- You can use an internal Monash Health computer that does **NOT** have TOTO capability (e.g. Monash Health Libraries)

- You can borrow a Monash Health laptop computer from the EMR department to complete your EMR training webinar by emailing your request to DHTA@monashhealth.org and including the following details in the subject line along with your **contact phone number** and preferred date for pick-up in the email

EMR Training request for computer – session **Name** – Session **Date**

- Requests for a Laptop must be made at least 1 week prior to the scheduled webinar session

NOTE: The service to borrow a laptop is only open to Monash Health employees who have a current employee number and a Monash Health ID card.

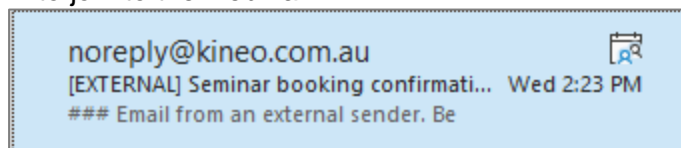
- Please ensure you bring your Monash Health ID badge and Photo Identification with you at the time of collection. Collections and returns can be completed at the MMC EMR Offices Mon-Fri during office hours

3. Starting your EMR Training Webinar on Microsoft Teams

- Use this [guide](#) from Microsoft on accessing a Teams Meeting
- [Download Microsoft Teams](#) onto **your personal device**– Complete this step at least **one day before** your EMR Training Webinar so you can call the IT Helpdesk for any issues.

Note: if you are using a Monash Health device (Monash Health laptop or computer), you will not need to install Microsoft Teams. MS Teams will already be installed.

- Use your Monash Health email address to sign into MS Teams, and then select 'next'. If you do not have a Monash Health email account, use your private email account, or create an account.
 - If you do not have a Monash Health email address, and do not want to log into the MS Teams application with a personal account, you can open the scheduled Teams webinar in a supported browser (Edge, Firefox, Chrome, Safari), without an account.
- 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 booking confirmation email sent by noreply@kineo.com** to join to the webinar



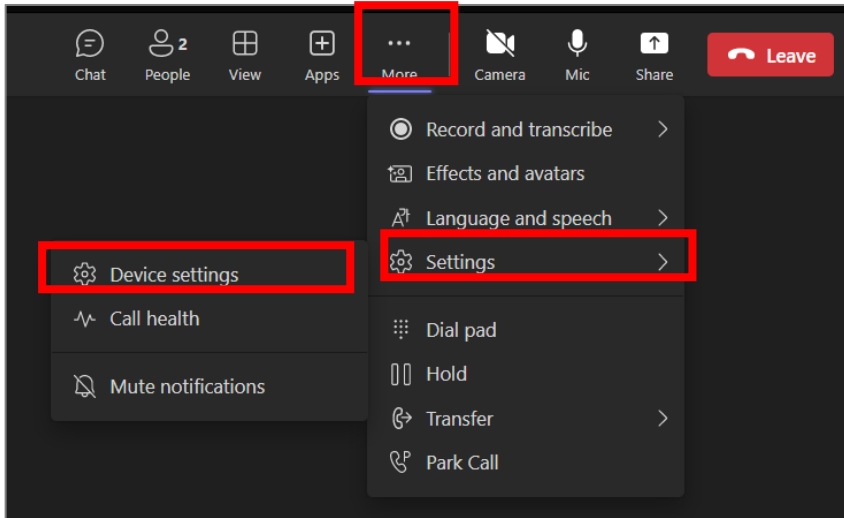
Thank you for registering to complete your EMR Webinar Training.

Your link to joining the webinar session is here

[Click here to join the meeting](#)

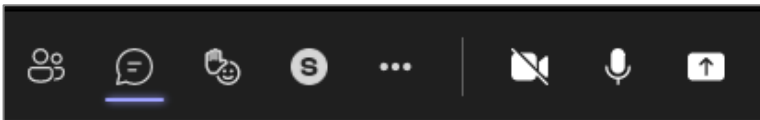
It is a requirement that you complete these [instructions](#) at least **1 day business day prior to your webinar session** to ensure that you are set up for training.

- Ensure your computer microphone and camera are working prior to the webinar commencing
 - Use the Teams Additional settings function to optimise your audio settings via the Device setting



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 Settings (e.g. audio settings, background filter effects) | | Microphone On/Mute |
| | Share Screen | | |

Problems Accessing the Webinar

Email DHTA@monashhealth.org and include the following subject line details:

Teams Connection Help - Session Name - Session Date

- Include your **mobile telephone number** and the nature of your problem in the email. We will do our best to help you prior to the webinar commencing.

Please contact us ASAP to allow time to resolve any queries.

4. Monash Health Employees

Remote Access Citrix App and EMR Train Domain Instructions

Ensure your computer system has the Citrix App downloaded and you can access the EMR Train Domain – Complete this step at least **one business day** before your EMR Training Webinar (so you can call the IT Helpdesk if there are any issues).

Please refer to the [Citrix Remote Access User Guide](#)

Alternatively, watch this video on [Accessing The EMR Training Domain via the Monash Health Portal \(vimeo.com\)](#)

As per the Monash Health I.T. instructions regarding Remote Citrix Portal access, this access is not supported on iPad or Android Devices. If you do not have a suitable device, please see “Computer Requirements”

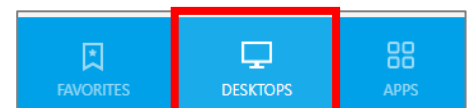
NOTE: Apple MacBook users may need to download Citrix from the App Store [here](#) (dependent on the iOS version). Alternatively find a suitable version at the Citrix website linked [here](#).

- a. Download and install the Citrix Workspace App from your internet browser via the following link: <https://www.citrix.com/en-au/downloads/workspace-app/>
 - o **You *DO NOT* need to add an account**
- b. If your computer is already Citrix enabled, log in [here](#) via your internet browser.
- c. Remote access requires your mobile phone number to be up to date in [HR21](#) as it is required for SMS two-factor authentication.
- d. We recommend that you download the Monash Health Remote Access Citrix App on a business day between the hours of 0700 – 1700 so you can call IT for support if required on 95947255 (option 1).
- e. Click on the following link to the Remote Desktop Access URL and follow the prompts: <http://portal.monashhealth.org>
- f. Restart your device to complete the setup process.

NOTE: If completing training using a Monash Health device onsite, you will not need to download Citrix. Citrix and the EMR Training domain are pre-installed on all Monash Health devices

Open the Train Domain

- a. In the Remote Desktop Viewer click on the DESKTOPS icon in the banner bar (if you do not have “Desktops” please contact IT 95947255 option 1)
- b. Select the MH - Clinical Desktop



c. Click on the Cerner EMR Train Domain access icon



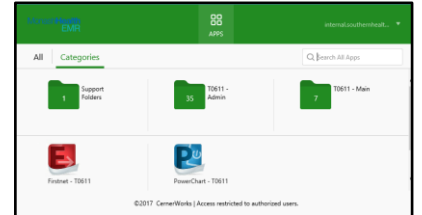
d. This screen should be visible

- Enter your Monash Health login details

e. Click on PowerChart for all areas excluding ED

OR

Click on FirstNet if you work in the Emergency Department



NOTE: If you do not have a Green Banner - do not proceed. Return to Step C and select the EMR Training Domain Icon



f. During the webinar you will be given a login to commence training in either PowerChart or FirstNet

Note: your Monash Health username and password will not allow access

g. It is here that you will repeat the steps that the instructor is demonstrating via the webinar.

5. For Agency / Locum Employees and Employees that do not have Monash Health login details

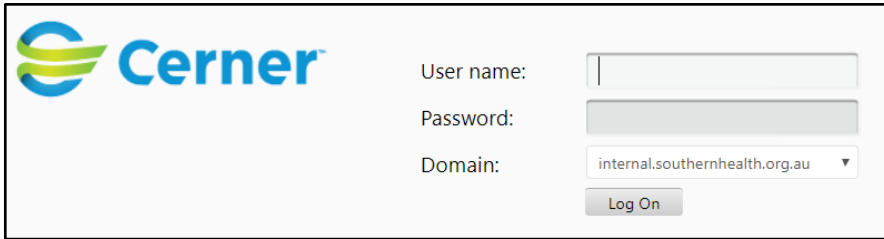
Citrix App and EMR Train Domain Instructions

Participants will be sent an email 24 business hours prior to their webinar with Agency access to the EMR Training domain used during the webinar

1. Download and install the Citrix Workspace App from your internet browser via the following link: <https://www.citrix.com/en-au/downloads/workspace-app/>
 - a. **You DO NOT need to add an account**
 - b. *Close the application and move to the next step*
 - i. We recommend you complete this step at least one day prior to your webinar

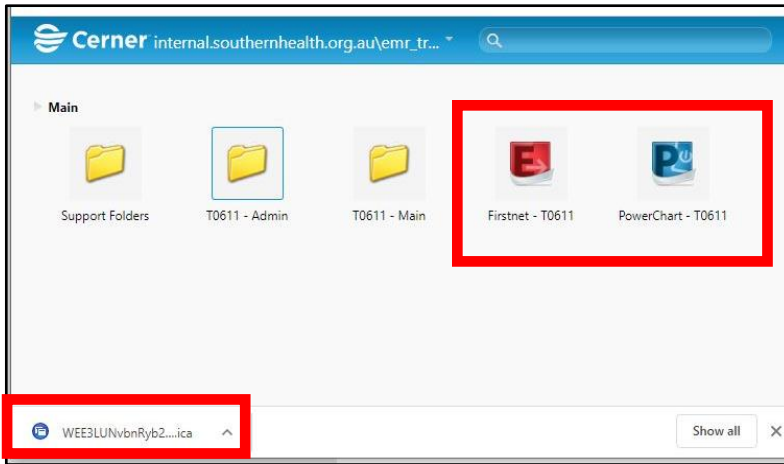
NOTE: Apple MacBook users may need to download Citrix from the App Store [here](#) (dependent on the iOS version). Alternatively find a suitable version at the Citrix website linked [here](#).

2. Enter <https://shcnau.cernerworks.com.au/Citrix/T0611Web/> into internet search bar to access the Cerner login page.
3. Enter the username and password provided to you via email:



The image shows the Cerner login page. On the left is the Cerner logo. To the right are three input fields: 'User name:', 'Password:', and 'Domain:'. The 'Domain:' field has a dropdown menu with 'internal.southernhealth.org.au' selected. Below these fields is a 'Log On' button.

4. The following screen will appear, select either PowerChart or FirstNet as directed by the instructor and open the .ica file at the bottom left of the screen.



During the webinar you will be given a login to commence training in either PowerChart or FirstNet. Your instructor will demonstrate steps for you to replicate in the EMR Train Domain.

6. Setting Yourself Up for Training

- a. Have both the Webinar and the Train Domain open in separate windows
 - **If using two computers:**
 - Login to the webinar on one computer and Train Domain on the second computer
 - **If utilising one computer and 2 screens:**
 - Have the webinar open on one screen and Train Domain open on the second screen
 - **If using one computer and one tablet/smartphone:**
 - We recommend that you have Citrix/Train Domain on the computer screen to allow you to follow the instructor's actions (this means you will have the webinar on the smaller screen of your tablet or smartphone)
 - **If utilising one screen:** minimise the webinar and Train Domain windows so they are both visible at the same time.

- To minimise each window, select the box at the top right of the corner of the window.



- Hover over the edges of the window to display the arrow icon and drag the window to the appropriate size.
- Repeat for 2nd window.

At the completion of your Webinar

1. Click [here](#) to complete the Training Feedback Survey.
2. Consolidate your EMR skills using the Practise Script and Proficiency Guide accessed [here](#) either on a Monash Health device or through the Remote Desktop
 - You will need to follow the instructions provided in the Practise Script to access the Practise Domain.

Note: Agency Staff will not be able to access the Practice Domain.

3. You can access the Resources Tab of the EMR Knowledge Hub for Quick Reference Guides, Key Workflow videos and Workflow posters [here](#) to assist your progress through the Practise Domain consolidation.
4. Access to the LIVE EMR will be granted when both the webinar and the eLearning program have been completed.

Note: Access can take 24 hours to be activated after completion of all training is registered in Latte.

If you require immediate access after all training is complete, please call the EMR Help Desk during business hours on 9594 7255 option 1 or email emruserprovisioning@monashhealth.org. Your Latte EMR training completion will be assessed, and access provided if complete.