



ACCURO LEARNING ACADEMY

2018



KNOWLEDGE IS POWER!

Clients often comment that AccuroEMR is like a partner for your practice. When clients initially learn how to harness the strength of Accuro, they find increased efficiencies and the ability to better focus on patient care. The learning shouldn't stop there.

Classes from the Accuro Learning Academy (ALA) will support staff in their quest to be simply better in their careers, providing better outcomes for everyone.

While the Accuro Go-Live Implementation provides 2 days of on-site training, empowering your team with the initial skills to get started, ALA will provide the skill and confidence to excel.

Once the Implementation team has provided guidance to get started, many clients work diligently to learn the basics... just enough to get by. These clients tend to stay within their comfort zone, missing out on all the features that make Accuro the number one EMR in the country. Clients find that the best way to find success is to invest in additional learning to get the most from their EMR.

With the efficiencies Accuro can provide, your practice will benefit immediately from directives such as the *"Less Clicks Advantage."* Substantial time and energy are saved by using Accuro's many shortcuts and workflow solutions. Support your practice with the confidence and efficiency that comes with skill.



*I found the remote, online training sessions to be **a fantastic way** to quickly come up to speed with the secondary phases of our Accuro implementation.*

*The training staff have been very knowledgeable, courteous and patient. We have been able to schedule sessions at our convenience, allowing my office staff and I to train simultaneously, using our own database and practice particulars. I would **highly recommend** the remote training sessions as a cost-effective alternative to on-site training or worse still trying to fumble through it yourself!"*

DR. KEN MCKENZIE | ORTHOPEDIC SURGEON
Guelph, Ontario

WHY THE ACCURO LEARNING ACADEMY?

The AccuroEMR platform is a constantly-evolving, dynamic environment. Ideas are contributed by our users via the Idea Portal with new releases occurring several times each year. To stay up on the latest advances, Accuro Learning Academy classes are highly recommended. Benefits include:

- *Better problem-solving*
- *Increased efficiencies based on the needs of your practice*
- *Learn to build custom forms*
- *Learning better solutions to support your workflow*
- *Learn how to best incorporate new features and releases*

HOW MUCH TRAINING WILL YOUR STAFF NEED?

While the amount and level of training will be largely dependent on your skill level and desired level of skill, we do recommend that you do make more than the minimum 1 hour classes. Why? You'll find that a one-hour session is unlikely to provide you with enough understanding to excel.

SUPPORTING YOUR CLINIC'S SCHEDULE WITH CHOICE

Learning with the Accuro Academy is available at your pace, both when and how it suits your schedule. The academy offers both on-site and remote training.

REMOTE LEARNING

This is online training wherever and whenever you wish. Whether at the office or in your jammies, a Learning Professional will guide you to the "Aha" moments needed to make your AccuroEMR experience efficient and profound.

ON-SITE LEARNING

Training when you need it, right at your office. Accuro Learning professionals will attend your clinic on-site to train staff in their native setting. Depending on location, travel costs may apply.

CLASS STRUCTURE

All classes are structured into 1 hour increments and are generally taught as part of a curriculum. Custom learning sessions can also be created where necessary. Classes are taught in English.

SPEAKING TO AN ACCURO LEARNING ACADEMY PROFESSIONAL

To assist you in choosing the right programs, an Accuro Learning Academy professional will perform a casual Needs Assessment. Questions you can anticipate are:

- *How long have you been using Accuro?*
- *What is your current skill level?*
- *What are the challenges you are facing?*
- *What workflows and/or skills would you like to improve?*



OUR CURRICULUM

LIST OF PROGRAMS

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- Provider/Allied Health Program..... 7-8
- Billing Program 8-9
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CLERICAL

| ACCURO – GETTING STARTED BUNDLE CLR 101 (3 HRS)

PREREQUISITE - NONE

Get started on the right foot with the “Accuro – Getting Started Bundle” including 2 of our basic courses: Communication and Document Workflow plus Scheduling and Patient Management, plus a one hour Q&A session which is to be booked at a later date.

| SCHEDULING AND PATIENT MANAGEMENT CLR 110 (1 HR)

PREREQUISITE - NONE

This introductory course is designed to provide office staff with the day to day fundamentals of Scheduling in Accuro. Content includes: navigating through Accuro, Patient Demographics, scheduling a patient, the address book, and settings and preferences for the Scheduler section.

| COMMUNICATION AND DOCUMENT WORKFLOW DCM 103 (1 HR)

PREREQUISITE - NONE

This introductory course explains how to manage incoming faxes and scans, file incoming documents to patient charts, and monitor the outgoing fax queue. In addition to documents, this course will go over communication within the clinic using the Home section of Accuro including tasks, mail and incoming electronic labs.

| ACCURO – THE NEXT LEVEL CLR 201 (2 HRS)

PREREQUISITE - CLR 101 OR ONE OF SCH 110 AND DCM 103

This advanced course is intended for those involved in establishing office procedures, processes, or reviewing office efficiencies. Content includes: the setup of scheduling templates, entering patients’ physical history, vitals and external medications on behalf of the provider, documenting patient medical history as well as generating letters and forms within the EMR.

| MANAGING USERS AND PERMISSIONS MSS 308 (1 HR)

PREREQUISITE - CLR 201

This advanced clerical course will instruct the assigned system administrator in Accuro on how to add users to the system, and determine the areas of the application that each specific user will require access to.

**Must be identified as a system administrator in Accuro.*

| REGULATING OFFICE ACTIVITIES MSS 208 (1 HR)

PREREQUISITE- CLR 201

This customized course, intended for management, will cover how to configure and monitor activities in Accuro to suit the office’s needs. Content in this course includes a workflow discussion to determine how some system settings may be

IMPROVED
PERFORMANCE

changed to better suit the office needs and where to begin looking for these settings on your own. As well as going over how to review the Audit Logs and run common clinical and scheduling reports

**Must be identified as a system administrator in Accuro*

| REFERRAL AND REQUISITION TRACKING

RFR 321 (1 HR)

PREREQUISITE – CLR 101 OR ONE OF SCH 110 AND DCM 103

Intended for the clerical staff of GP or specialist offices who have outgoing referrals or requisitions. The course will demonstrate the ability to track and monitor these outbound documents and once responses come back, how patient follow up can be managed.

| TRAFFIC MANAGER

TFM 211 (1 HR)

PREREQUISITE – CLR 101 OR ONE OF SCH 110 AND DCM 103

This course will demonstrate how to use Traffic Manager to monitor and optimize patient movement throughout the clinic, including flow through exam rooms and additional departments such as a lab, meetings with dietitians or nurses, etc.

**Traffic Manager module must be turned on in the application.*

| WAITLISTS

WTL 212 (1 HR)

PREREQUISITE – CLR 101 OR ONE OF SCH 110 AND DCM 103,
FRM 106 (OPTIONAL)

This course, intended for the clerical staff of specialist clinics, will cover how the waitlist can be used to track your patients fairly and provide visibility to your backlog. The content includes: new booking requests that can define priorities, types of surgeries, urgencies and hospitals where procedures may be performed. It can also include the appropriate OR Booking forms that are required by specific hospitals.

**Waitlist module must be turned on in the application.*

| TIPS AND TRICKS

TPT 123 (1 HR)

PREREQUISITE - NONE

There are many short cut keys that are available within the application, using these short cuts and learning about common icons can significantly speed up your day to day work activities. This course will go over some standard practices of Accuro, the icons seen throughout Accuro and general tips and workflows that can help to save you time and become more efficient while working in Accuro.

PROVIDER / ALLIED HEALTH

| ACCURO - GETTING STARTED BUNDLE CLN 102 (3 HOURS)

PREREQUISITE - NONE

This package includes 2 of our basic courses: Managing Medical History and Prescriptions plus Provider/AHP Workflow. Ideal for new users, this session includes 2 hours of instructor led training time with the addition of a one-hour Q&A session which is to be booked at a later date.

| MANAGING MEDICAL HISTORY AND PRESCRIPTIONS MHP 113 (1 HR)

PREREQUISITE - NONE

This introductory course will assist physicians and AHPs in writing complex prescriptions within Accuro and performing necessary medication reconciliations through the medication tab. In addition to medications, this course also covers how to use and effectively record information in the other Medical History Bands of the EMR.

| PROVIDER/AHP WORKFLOW PAW 122 (1 HR)

PREREQUISITE - NONE

This introductory course provides the Provider or Allied Health Professional with the fundamental skills to be able to perform day to day operations in Accuro. Content includes:

the communication portion of Accuro – where tasks, mail, labs and documents are reviewed. It will also cover using the EMR section, the electronic Daysheet, creating clinical notes and forms and looking up information in the patient’s virtual chart.

| USING CDM WORKSHEETS CDM 319 (1 HR)

PREREQUISITE - LBM 207

This course demonstrates how to monitor patients with chronic diseases through Accuro. This course will cover how to map labs and medical history bands to specific fields on the worksheets used in the EMR, and go over how to effectively use the provincially defined worksheets within Accuro to monitor different chronic diseases.

**CDM module must be turned on in the application and user must be identified as a system administrator in Accuro.*

| BUILDING CDM WORKSHEETS CDM 419 (1 HR)

PREREQUISITE - CDM 319

This course will demonstrate how to build your own custom CDM worksheets for situations where the Province has not defined a CDM worksheet for a specific chronic condition that you may choose to manage within your clinic.

**CDM module must be turned on in the application and user must be identified as a system administrator in Accuro*

| CONFIGURING VACCINES AND IMMUNIZATION SCHEDULES

IMV 209 (1 HR)

PREREQUISITE – KNOWLEDGE OF CANADIAN VACCINES AND IMMUNIZATION SCHEDULES

This course will demonstrate how to modify or customize the current list of Vaccines within Accuro. This course covers adding new Vaccines, and ensuring the built in vaccinations have all the required information to administer on a patient. As well as how to update the immunization schedules, or add new ones as defined by the Province or Health Canada.

BILLING - BY PROVINCE

| BILLING - THE BASICS

BLG 104 (2 HRS)

PREREQUISITE - KNOWLEDGEABLE BILLER

This introductory course will review the claims section of Accuro, discuss workflow, who is billing and at what time in the patient visit billing is completed. Also covered in this course: completing a claim, creating and using billing macros, and setting defaults within the system. This course concludes with completing a government claims submission.

| BILLING ERRORS AND RECONCILIATION

BLG 204 (1 HR)

PREREQUISITE - BLG 104

This course will review where the claims errors display within Accuro and how they are corrected for resubmission or removed

from the accounts receivable report. We will also cover how to properly manage the payment file received from the government for a submission that was entirely sent through Accuro.

| HANDLING UNMATCHED REMITTANCES

BLG 314 (1 HR)

PREREQUISITE - BLG 204

This course objective is to teach you how to receive and manage payment responses from the government that were submitted through another source, either paper, a different software or a different Accuro database as well as claims that may have been submitted through Accuro, but have been changed by the ministry.

| GENERATING BILLING REPORTS

BLG 215 (1 HR)

PREREQUISITE - BLG 104 AND BLG 204

This customized course is designed to review and define what the specific reporting needs of the user are depending upon clinic type and practice requirements.

| THIRD PARTY BILLING AND PRIVATE BILLING

BLG 216 (1 HR)

PREREQUISITE - BLG 104

This course will review the Claims section of Accuro, discuss workflow, and determine billing and payment process for non-government claims. Content will include a discussion on the reports that will assist you in tracking and balancing of your 'days' receipts. (Patient Direct Payment). The course will also cover third party billing and managing insurers.

| OPTIONAL COURSE: BILLING PERIODS BLG 417 (1 HR)

PREREQUISITE - BLG 104, KNOWLEDGEABLE BILLER

This course will teach the ins and outs of the Billing Period Reports in Accuro. Not everyone will require billing periods, so remember once turned on, they cannot be turned off. Billing periods are generally turned on for larger clinics that have in house accounting staff to allow for more static billing reports to be created.

**Billing Periods module must be turned on and user must be identified as a system administrator in Accuro*

*** Billing Periods may not be available in all Provinces*

CLINICAL DOCUMENTATION

| CREATING NOTE AND LETTER TEMPLATES CNT 105 (1 HR)

PREREQUISITE - NONE

This course will demonstrate how to build notes that will prepopulate based upon data entered into Accuro, such as patient name or birth date. Also covered in this course will be how to build notes with clickable lists, pull lab results, medical history and images into notes as well as creating macros which can reduce the amount of typing time required when documenting a patient encounter. The user defines the options specific to your practice and needs.

| FORMS – GETTING STARTED FRM 106 (1 HR)

PREREQUISITES - NONE

This course will identify the different form types within Accuro and how they can be used. It will also guide you through the basic configuration of these forms and demonstrate how to bring information into a form defined with specific options.

| FORMS - THE NEXT LEVEL FRM 206 (1 HR)

PREREQUISITE – FRM 106

This advanced course will enhance your ability to create custom forms, use spreadsheets and utilize calculations within the forms.

| FORMS TO LETTERS FRM 306 (1 HR)

PREREQUISITE – FRM 206, CNT 105

This course will cover how to convert a routinely completed form into a generated letter. Content will include how to build a form in Accuro with the appropriate properties so that once this form is completed, a standard letter can be generated. The goal is to be able to generate a letter that will require little or no editing.

REPORTING

| ALERT QUERY BUILDER - GETTING STARTED ALQ 318 (1 HR)

PREREQUISITE – MINIMUM THREE MONTHS ACCURO EXPERIENCE

This course will demonstrate how to build self-defined reports specific to your practice needs. These queries are based upon the data that has been entered into Accuro.

| ALERT QUERY BUILDER - THE NEXT LEVEL ALQ 418 (1 HR)

PREREQUISITE – ALQ 318

This advanced course will cover how to use advanced logic to run reports. This will include “and / or / negative” statements to pull lists of patients. It will also cover how to mass apply actions to the results generated from the report. The actions include, but are not limited to: generating claims or tasks, and exporting the data out of Accuro into a third party software such as Excel.

| CUMULATIVE PREVENTATIVE CARE BONUS (ONTARIO ONLY) PPC – 420 (1 HR)

PREREQUISITE – ALQ 318 AND BLG 104

This course will cover how to configure Accuro to manage specific preventative care items and the functionality of calculating the cumulative preventative care bonus along with the annual submission of the bonus codes. Accuro will track the percentage of patients covered in each preventative care category as defined by OHIP.

LAB MANAGEMENT

| LABS – GETTING STARTED LBM 207 (1 HR)

PREREQUISITE – CLN 102 OR ONE OF PAW 122 OR MHP 113

This course will cover setting up a non-interfaced lab result for manual entry, these manual labs can be set up for a value that is not a typical lab, such as a pain scale or ophthalmology tests. It will also cover linking lab results that are received from several sources and how to graph lab results over time.

| LABS – THE NEXT LEVEL LBM 307 (1 HR)

PREREQUISITE – LBM 207

This more advanced course will go through how to create custom lab views, track labs (including INR if applicable) and push and pull lab values in forms.

CUSTOM TRAINING FOR ACCURO

| ACCURO – CUSTOM TRAINING

PREREQUISITE – NONE

Don't see a specific course that suits your clinic needs? Book 1 or 2 hour training sessions for Q and A or a customized training curriculum, defined by you.

Our Learning Professionals will guide you to the programs that will produce the best outcomes. Custom programs can be built, based on need, for no additional cost.

CURRICULUM COSTS

REMOTE LEARNING:

Classes are \$150/hour (plus applicable taxes) each across Canada except Saskatchewan.

ON-SITE LEARNING:

Billed at \$1,500/day except Saskatchewan. Travel fees may apply for remote locations.

GET STARTED

To request Accuro Learning Academy sessions, please contact us at academy@QHRtech.com or call 1.866.454.4681.

Academy training is available from 8am - 8pm EST, Monday to Friday except holidays.



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1.866.454.4681

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