

ACCURO REMOTE TRAINING COURSE CATALOGUE



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.

Accuro Remote Training will support staff in their quest to be simply better in their careers, providing better outcomes for everyone.

While the Accuro Go-Live Implementation typically provides 2-3 days of on-site training, empowering your team with the initial skills to get started, Accuro Remote Training 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 REMOTE TRAINING?

The AccuroEMR platform is a constantly-evolving, dynamic environment. Ideas are contributed by our users via the Idea Portal with new releases occurring throughout the year. To stay up on the latest advances, Remote Training courses are highly recommended.

Benefits include:

- *Increased efficiencies based on the needs of your practice*
- *Better problem-solving*
- *Learning better solutions to support your workflow*
- *Learning 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 outcome, we recommend that you take more than one 1-hour class. Please note that all courses can be tailored to your clinic's specific needs.

SUPPORTING YOUR CLINIC'S SCHEDULE WITH CHOICE

Learning is available at your pace, both when and how it suits your schedule. We also offer on-site training and remote eLearning through our Accuro Learning Academy (ALA).

ACCURO LEARNING ACADEMY (ALA)

Discover the ALA online portal with numerous courses to boost your expertise and efficiency. ALA's self-directed content includes videos and instruction for basic and advanced workflows, new products, recorded webinars, and more, available 24/7 so you can learn on your schedule.

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.

SPEAKING TO AN ACCURO LEARNING PROFESSIONAL

To assist you in choosing the right programs, an Accuro Learning Professional will perform a 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?*



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CLERICAL

| ACCURO – GETTING STARTED BUNDLE CLR 101 (2 HRS)

PREREQUISITE - NONE

Start off on the right foot with the “Clerical – Getting Started Bundle”. This includes 2 of our basic courses: Scheduling and Patient Management, and Communication and Document Workflow. Recommended for new Medical Office staff.

| SCHEDULING AND PATIENT MANAGEMENT CLR 110 (1 HR)

PREREQUISITE - NONE

This introductory course is designed to teach office staff the day-to-day fundamentals of Scheduling in Accuro. Content includes: navigating through Accuro, entering and updating Patient Demographics, scheduling a patient, managing the address book, and configuring 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 goes over communication within the clinic using the Home section of Accuro, which includes tasks, mail, and incoming electronic labs.

| UNDERSTANDING SYSTEM SETTINGS MSS 208 (1 HR)

PREREQUISITE – LEARNER MUST BE A SYSTEM ADMINISTRATOR IN ACCURO

Accuro is extremely customizable and has hundreds of settings that can be tailored to your individual needs. This course is intended for management and will cover how to configure and monitor activities in Accuro. Content in this course includes a workflow discussion to determine how some system settings may be customized, and where to begin looking for these settings on your own. In addition, you will learn how to review the Audit Logs and run common clinical and scheduling reports.

| MANAGING USER PERMISSIONS MSS 308 (1 HR)

PREREQUISITE – LEARNER MUST BE A SYSTEM ADMINISTRATOR IN ACCURO

In this advanced clerical course, System Administrators in Accuro will learn how to manage permissions and templates for new and existing users. You’ll also learn which areas of the application each specific user requires access to.

| REFERRAL AND REQUISITION TRACKING

RFR 321 (1 HR)

PREREQUISITE – CLR 101, CLR 110, DCM 103 OR EQUIVALENT ACCURO EXPERIENCE

Intended for clerical staff who need to track outgoing referrals and/or requisitions. This course demonstrates how to track and monitor these outbound documents and, once responses come back, how to manage patient follow-up.

| TRAFFIC MANAGER:

TFM 211 (1 HR)

PREREQUISITE – TRAFFIC MANAGER MODULE ENABLED AND CLR 101, CLR 110 OR DCM 103 OR EQUIVALENT ACCURO EXPERIENCE

This course demonstrates 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.

| WAITLIST

WTL 212 (1 HR)

PREREQUISITE – WAIT LIST MODULE ENABLED AND CLR 101, CLR 110, DCM 103 OR EQUIVALENT ACCURO EXPERIENCE

This course is intended for clerical staff in specialist clinics and covers how the waitlist can be used to accurately track patients and provide visibility to your backlog. Content includes new booking requests that can define priorities, types of surgeries, urgencies, hospitals where procedures may be performed, and OR booking forms that are required by specific hospitals.

| TIPS AND TRICKS

TPT 123 (1 HR)

PREREQUISITE – NONE

There are many shortcut keys available in Accuro, and using these shortcuts and learning about common icons can significantly speed up your daily work activities. This course reviews standard practices in Accuro, icons seen throughout Accuro, and general tips and workflows that can help you save time and become more efficient while working in Accuro.

CLINICAL - PROVIDER / ALLIED HEALTH

| ACCURO – GETTING STARTED

CLN 101 (2 HRS)

PREREQUISITE – NONE

Start off on the right foot with the “Provider – Getting Started Bundle”. This includes 2 of our basic courses: Managing Medical History and Prescriptions, and Provider/AHP Workflow. Recommended for new Providers and Allied Health Professionals.

| MANAGING MEDICAL HISTORY AND PRESCRIPTIONS

MHP 113 (1 HR)

PREREQUISITE – NONE

This introductory course helps Providers and AHPs write complex prescriptions and understand the Medications tab in the EMR. The 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 gives Providers and Allied Health Professionals fundamental skills for performing day-to-day operations in Accuro. Content includes reviewing tasks, mail, labs, and documents; and covers use of the EMR section, the electronic Day Sheet, creating clinical notes and forms, and finding information in the patient's virtual chart.

| LABS

LBM 209 (1 HR)

PREREQUISITE – PAW 122, MHP 113 OR EQUIVALENT ACCURO EXPERIENCE

In this course, you'll learn how to set 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. The course also covers linking lab results that are received from several sources, graphing lab results over time, creating custom lab views, tracking labs (including INR if applicable), and pushing and pulling lab values in forms.

| CREATING NOTE AND LETTER TEMPLATES

CNT 105 (1 HR)

PREREQUISITE - NONE

This course explains how to build notes that will prepopulate based on data entered into Accuro, such as patient name or birth date. It also covers how to build notes with clickable lists, prepopulated lab results, medical history, and images. Creating text macros, which reduces the amount of typing

time required when documenting a patient encounter, is also discussed. Each learner will define the options specific to their practice and needs.

| FORMS – GETTING STARTED

FRM 106 (1 HR)

PREREQUISITE - NONE

This course identifies 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 OR EQUIVALENT ACCURO EXPERIENCE

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

| FORMS TO LETTERS

FRM 306 (1 HR)

PREREQUISITE – FRM 206, CNT 105 OR EQUIVALENT ACCURO EXPERIENCE

In this course, you'll learn how to convert a routinely completed form into a generated letter. Content includes 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 requires little or no editing.

| USING CDM WORKSHEETS CDM 319 (1 HR)

PREREQUISITE – CDM MODULE ENABLED AND LEARNER IS A SYSTEM ADMINISTRATOR IN ACCURO. LBM 207 OR EQUIVALENT ACCURO EXPERIENCE

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

| BUILDING CDM WORKSHEETS CDM 419 (1 HR)

PREREQUISITE - CDM Module enabled and Learner is a System Administrator in Accuro. CDM 319 or equivalent Accuro experience

This course demonstrates how to build a custom CDM worksheet when there's no Province-defined CDM worksheet for a chronic condition you manage in your clinic.

| CONFIGURING VACCINES AND IMMUNIZATION SCHEDULES IMV 209 (1 HR)

PREREQUISITE – KNOWLEDGE OF CANADIAN VACCINES AND IMMUNIZATION SCHEDULES

This course explains how to modify or customize the current list of vaccines in Accuro, including adding new vaccines and ensuring the built-in vaccinations have all the required information to record administration on a patient chart. We also cover how to update immunization schedules or add new ones as defined by the Province or Health Canada.

BILLING – BY PROVINCE

| BILLING CLAIM ENTRY AND SUBMISSION BLG 101 (1 HR)

PREREQUISITE – KNOWLEDGE OF PROVINCIAL BILLING CODES

This introductory course reviews the claims section of Accuro and discusses workflow, who is billing, and when billing is completed during the patient visit. It also covers completing a claim, creating and using billing macros, and setting defaults within the system. You'll conclude by completing a government claims submission and running any reports as required by your clinic.

| BILLING ERRORS AND RECONCILIATION BLG 204 (1 HR)

PREREQUISITE - BLG 101 OR EQUIVALENT ACCURO EXPERIENCE

This course explains how to process the payment file received from the government and review where claims errors display within Accuro. Learn how claim errors are corrected and resubmitted or adjusted, how to properly process claims displayed in the Unmatched Remittance tab, how to monitor the Accounts Receivables, and how to generate billing reports.

*Depending on the clinic's current state of billing, additional training hours may need to be purchased to cover all aspects of Billing Errors and Reconciliation.

| THIRD PARTY BILLING AND PRIVATE BILLING BLG 216 (1 HR)

PREREQUISITE - BLG 101 OR EQUIVALENT ACCURO EXPERIENCE

In this course, we'll review the Claims section of Accuro, discuss workflow, and explain the billing and payment process for non-government claims. Content will include a discussion of the reports that help you track and balance your 'days' receipts or Patient Direct Payments, as well as third-party billing and managing insurers.

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

PREREQUISITE – BILLING PERIODS MODULE ENABLED AND LEARNER IS A SYSTEM ADMINISTRATOR IN ACCURO. BLG 101 OR EQUIVALENT ACCURO EXPERIENCE

This course teaches the ins and outs of managing Billing Periods and reviewing the Billing Period Reports in Accuro. 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.

Note: Billing Periods may not be available to all clients or in all Provinces, and once this reporting option is turned on, it cannot be turned off.

REPORTING

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

PREREQUISITE – MINIMUM THREE MONTHS ACCURO EXPERIENCE

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

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

PREREQUISITE – ALQ 318 OR EQUIVALENT ACCURO EXPERIENCE

This advanced course covers how to use advanced logic to run reports, including "and/or/negative" statements to pull lists of patients. It also explains how to mass-apply actions to the results generated from the report. These actions include, but are not limited to, generating claims or tasks, and exporting the data out of Accuro into third-party software such as Excel.

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

PREREQUISITE – FAMILIARITY WITH CUMULATIVE PREVENTATIVE CARE BILLING CODES

In this course, you'll learn 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.

CUSTOM TRAINING FOR ACCURO

| ACCURO – CUSTOM TRAINING

PREREQUISITE – NONE

Don't see a specific course that suits your clinic needs? Email us your list of topics and we will assign a Learning Professional who will work with you to customize a 1 or 2-hour training session to meet your specific needs, at no additional cost.

ADDITIONAL TRAINING ON ADD-ON PRODUCTS

| ACCURO ADD-ON PRODUCTS – ADDITIONAL TOP-UP TRAINING

PREREQUISITE – ONLINE BOOKING, PATIENT MESSAGING, VIDEO VISITS, DICTATION OR TRANSCRIPTION ENABLED

If you've been using an add-on product for a while and have new staff, you may benefit from some refresher training to ensure you and your staff are getting the most out of the tool. We now offer additional training on all your favorite products.



18,000+

Providers in Canada
choose Accuro

CURRICULUM COSTS

REMOTE LEARNING:

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

ON-SITE LEARNING:

Billed at **\$1,500/day** (plus applicable taxes) except Saskatchewan.

Travel fees may apply for remote locations.

GET STARTED

To purchase training, please contact us at
training@qhrtech.com or call **1.866.534.3627**.

Training is available during regular business hours, Monday to Friday, excluding statutory holidays.

LEARNING



EMPOWERING PROVIDERS | CONNECTING PATIENTS

1.866.534.3627

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