

iCentra Provider Training Summary for iCentra Implementations

The iCentra training experience is designed to help you build a foundation to develop your experience with iCentra. The knowledge you gain during training, along with regular daily use for several months after go-live, will help you become proficient. Please use the guide below to know what training steps you must complete. You'll also receive a self-assessment to evaluate your competency. To qualify for CME credit, a self-assessment is required at the end of each training activity.

Use the following guide to help you know which training steps you must complete.

EMPLOYED INTERMOUNTAIN PROVIDERS

Do you practice in Intermountain hospitals and clinics?

YES

Clinics and Hospital: Complete 1, 2a, 2b, & 3.

NO

Clinics Only: Complete 1, 2a, & 3.
 Hospitals Only: Complete 1, 2b, & 3.

AFFILIATED INTERMOUNTAIN PROVIDERS

Do you practice in Intermountain hospitals?

YES

Complete steps 1, 2b, & 3.

NO

Complete step 4.

These training steps will help you build a foundation to develop your experience with iCentra. Proficiency will come with regular use of the system for several months after go-live.

Step
1

Training Videos – 2 - 5 minutes per video.

Review online videos prior to attending the Employed Provider Computerized Physician Order Entry (CPOE) training, or hospital specialty training. There are specific videos for ambulatory clinics and acute (hospital) providers. Viewing all videos that apply to your practice setting is **required**. This step can be started while the actual schedule is being prepared. Videos are located on the CME web site. You can navigate to the CME web-site through the physician portal on intermountainphysician.org or at the following URL:

<https://intermountainphysician.org/intermountaincme/icentra/Videos/Pages/home.aspx>

Step
2a

Clinic Provider CPOE class – 2.5 hours; Documentation for Clinics class – 2.5 hours

The ambulatory (clinic) team will work with your clinic manager to help register you for the Medical Group and other provider clinic courses. They will also assist in managing your schedule so that you can attend these sessions. These two sessions focus on key workflows in iCentra. These sessions are scheduled during the training period which typically occurs for the 8 weeks prior to the approved go-live date.

Step
2b

Hospital Specialty Training – 2.5 - 6 hours (varies by specialty, most are 2.5 hours)

Most providers will attend their specific specialty sessions. Providers who work in more than one area (general inpatient, surgery, ED, etc.) will need to attend each individual specialty session. Specialty session content is typically delivered throughout the duration of the training period which typically occurs for the 8 weeks prior to the approved go-live date. The local acute-focused team will help you understand the courses for which you must register.

Step
3

Mock Go-Live – hours vary by location; Targeted Coaching Sessions – 1-2 hours

Mock Go-Live: Sessions will be scheduled for medical group clinics, surgical and emergency department areas. This will allow the interdisciplinary team to practice the workflows used in those areas.

Targeted Coaching: During these sessions, coaches will help providers set up preferences, favorites, templates, etc., and will address any difficulties experienced in training. Plan on 1-2 coaching sessions. Coaches will contact you to schedule these sessions.

Step
4

Affiliated Providers View-Only Access Videos

Affiliated Providers, who do not come to the hospital but send their patients for testing, and their staff have “View Only” or limited workflows. Both the providers and their staff should review the online, self-help resources for messaging, importing documents, and submitting requests. All videos are available on the [Intermountain CME website on the Affiliated View-Only Resources page](#).

Notification of the Schedule: The actual schedule takes 2-3 weeks after the announcement of a go-live date to publish. Once the training schedule is published, additional communication will be shared with you and, where possible, your clinic managers.