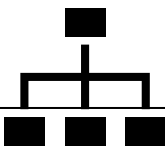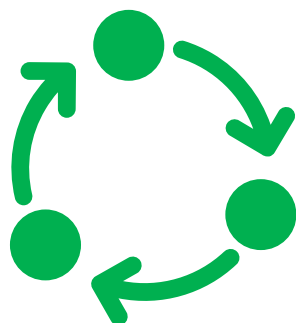# Life of a Visit Training

PROBLEM

Many organizations struggle with turnover, lack of training and workflow inefficiencies.

- No formal training plans
- Poor workflow design
- Lack of Knowledge
- Management roadblocks
- Revenue loss
- Lack of Super users
- Staff Turnover

Close the gap between clinical and revenue cycle workflows - Follow a visit from A-Z!

SOLUTION

The "life of a patient visit" training will follow a patient visit from A-Z in Centricity. We start with scheduling, go to registration, eligibility verification, check in, clinical workflow then back to each step of the revenue cycle stream as the visit moves through billing, collections, and payment posting. We will touch upon the key components within the billing cycle including electronic filing of insurance claims and the EDI lifecycle. The purpose of this training is to provide leadership with working knowledge of the Centricity system capabilities with a focus on the Revenue Cycle components so that they can understand and discuss opportunities for future-state workflows. It is also intended to provide knowledge to close the gap between clinical and revenue cycle functions as they relate to a patient visit. This is an advanced training and is more of a "discovery" and to facilitate discussions regarding current and future state workflows. In addition, this class is often tailored to meet the goals related to the roles of the attendees. Upon completion of this course, attendees will have a solid working knowledge of the Centricity build, application structure, billing and clinical workflows, and understand how a patient is added and moved through the entire visit lifecycle.

WHAT TO EXPECT

- Looking at Centricity "Under the Hood"
- Ah-Ha moments
- Provide leadership with working knowledge of the Centricity system capabilities
- Advanced training to "discover" and to facilitate discussions regarding current and future state workflows
- Gain a solid working knowledge of the Centricity build, application structure, billing and clinical workflows
- "Bells and Whistles" training

WHO SHOULD ATTEND

- Office Users
- Office Managers
- Super Users
- Trainers
- IT Support
- Administrators

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