NETCALL

Netcall Training Course Profile

Patient Hub Trust Administration

Document Version: v1.1

NETCALL

Contents

Training Facilities & Requirements **3**

Onsite Training 3

Online Training 3

Patient Hub Trust Administration **4**

Course Overview 4

Target Audience 4

Prerequisites 4

Course Outcomes 4

Course Content 5

© 2021, Netcall

Training Facilities & Requirements

Onsite Training

Instructor-led training from Netcall is either delivered on customer premises or remotely via MS Teams or Zoom. The below training facilities detail the requirements to ensure successful training delivery in both instructor-led learning environments. For training to be effective a training suite/room capable of hosting I.T. training is preferred with the following:

- One computer per learner connected to the organisation network.
- One computer for the trainer connected to the organisation network.
- Every computer must be able to access the customer's Patient Hub environment.
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.

If a training suite/room if not attainable the following must be supplied as a minimum in any room used:

- One computer for the trainer connected to the organisation network.
- The computer must be able to access the customer's Patient Hub environment.
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.

Online Training

For training to be effective each learner should have:

- Access to the remote instructor-led training session from their own computer.
- Every computer must be able to access the customer's Patient Hub environment.
- Be situated in a suitable space for an extended period of time.

© 2021, Netcall

NETCALL

Patient Hub Trust Administration

Duration:

1 day

Course Overview

The objective of the Patient Hub Trust Administration course is to train key members of staff on the fundamentals of administering the Patient Hub System, becoming trust experts. The intention is attendees subsequently cascade speciality administration training within the trust to each speciality when required. The course concentrates on three main administration disciplines of Trust Administrator but will discuss elements of Specialty Administrator and Reporting.

Target Audience

Delegates typically are members of staff tasked with administering the deployed Patient Hub Application and potentially delivering training to the specialties (departments) with the trust.

Prerequisites

Delegates must have a working knowledge of the trust's patient appointment booking procedures.

Course Outcomes

By the end of the session attending delegates will have gained experience in administering the deployed Patient Hub system becoming trust experts grasping all administrative routines.

© 2021, Netcall

NETCALL

Course Content

Understanding Patient Hub

Objective: *To understand what Patient Hub is and the communication processes*

- What is Patient Hub
- Portal Interfaces
- Patient Communication
- Notifications

Platform Structure & Roles

Objective: *To understand the Patient Hub structure and administration roles*

- Platform Structure
- Platform User Roles

Organisation Administration

Objective: *To access the Organisation Interface as a Trust Administration and review the available settings.*

- Site Administration
- Specialty Administration
- Clinic Administration
- Patient List Administration

Patient Administration

Objective: *To access the Patient Admin interface and review the available settings*

- Patient Management
- Patient Appointment Management
- Change Requests

Specialty Administration

Objective: *To login as a Specialty Administrator and review the differences from Trust Administration*

- Specialty Management
- Clinic Management
- Patient List Management

Routines

Objective: *To understand basic routines that will be required to perform in the day to day managements of the system and identify which role*

- Application Messages
- New Clinic Notification
- Patient List Exclusions
- Manage User Accounts

© 2021, Netcall

Platform Configuration

Objective: *To access the Configuration Interface and review the available settings*

- User Creation & Account Management
- System Settings

Reporting

Objective: *To understand and run key reports within Patient Hub and analyse the results.*

- Accessing Reports
- Appointment Management
- Patient Hub Access
- Notifications
- Letters

© 2021, Netcall