ACCURO EMR

Remote Training Course Catalogue

Clients often comment that Accuro 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.

June 2024 | Version 2.4 | 7380

Knowledge is Power

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 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.

Additional Remote Training will benefit your practice immediately as you and your staff learn about Accuro's many shortcuts and workflow solutions that will save you substantial time and energy. Support your practice with the confidence and efficiency that come 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 ON

98%
of Accuro clients choose to stay with us, year after year

Why Remote Training?

Accuro is constantly evolving. New features and functionality are released 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 You Need?

While the amount and level of training will be largely dependent on your skill level and desired outcome, we recommend that you start with one to two 1-hour classes. Your Trainer can recommend additional courses as needed. 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 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 to 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 can 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?

Clerical and Administrative ☑ *Select training courses you're interested in*

CLR 101
Accuro – Getting Started Bundle

2 HOURS
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.

CLR 110
Scheduling and Patient Management

1 HOUR
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.

DCM 103
Communication and Document Workflow

1 HOUR
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.

MSS 208
Understanding System Settings

1 HOUR
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.

MSS 308
Managing User Permissions

1 HOUR
PREREQUISITE – Learner must be a System Administrator in Accuro

In this advanced administrative 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.

RFR 321
Referral and Requisition Tracking

1 HOUR
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.

TFM 211
Traffic Manager

1 HOUR
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.

WTL 212
Waitlist

1 HOUR
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.

TPT 123
Tips And Tricks

1 HOUR
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

☑️ *Select training courses you're interested in*

CLN 101

Accuro – Getting Started

2 HOURS
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.

MHP 113

Managing Medical History and Prescriptions

1 HOUR
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.

PAW 122

Provider/AHP Workflow

1 HOUR
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.

LBM 209

Labs

1 HOUR
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.

CNT 105

Creating Note and Letter Templates

1 HOUR
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.

Clinical - Provider / Allied Health

20+
Accuro has over twenty years in the EMR industry

☑ *Select training courses you're interested in*

FRM 106
Forms – Getting Started

1 HOUR
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.

FRM 206
Forms – The Next Level

1 HOUR
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.

FRM 306
Forms To Letters

1 HOUR
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.

CDM 319
Using CDM Worksheets

1 HOUR
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.

CDM 419
Building CDM Worksheets

1 HOUR
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.

IMV 209
Configuring Vaccines and Immunization Schedules

1 HOUR
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

✓ *Select training courses you're interested in*

BLG 101

Billing Claim Entry and Submission

1 HOUR

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.

BLG 204

Billing Errors and Reconciliation

1 HOUR

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.

BLG 216

Third Party Billing and Private Billing

1 HOUR

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.

BLG 417

Optional Course: Billing Periods

1 HOUR

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

☑️ *Select training courses you're interested in*

ALQ 318
Alert Query Builder – Getting Started

1 HOUR
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.

ALQ 418
Alert Query Builder – The Next Level

1 HOUR
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.
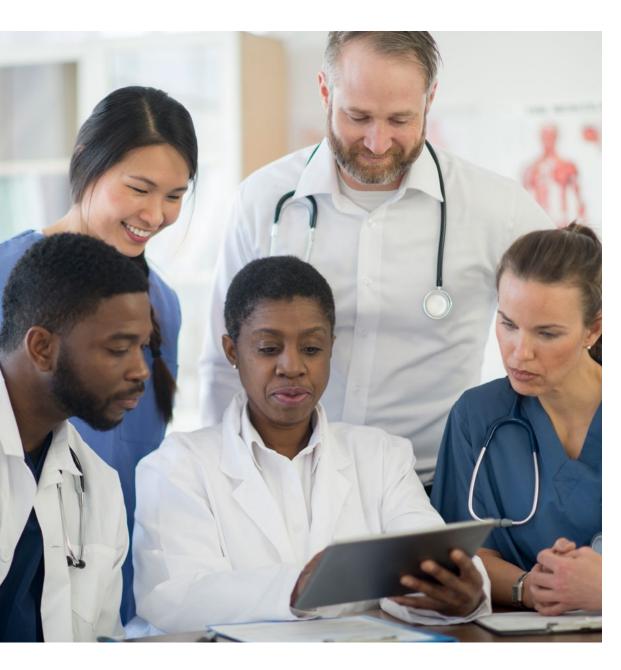
PPC 420
Cumulative Preventative Care Bonus (Ontario Only)

1 HOUR
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 Coaching

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.

50%

of the Accuro team is client-facing

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.

Request Remote Training

First Name*

Last Name*

Email*

Phone*

City*

Province*

Postal Code*

Are you currently using Accuro?*

Comments

Curriculum Costs

REMOTE LEARNING:

Remote Training is billable at **$150/hour** (plus applicable taxes).

ON-SITE LEARNING:

Billed at **$2,000/day** (plus applicable taxes). Travel fees may apply for remote locations.

Course(s) I am Interested in:*

CLR 101 Accuro – Getting Started Bundle

CLR 110 Scheduling and Patient Management

DCM 103 Communication and Document Workflow

MSS 208 Understanding System Settings

MSS 308 Managing User Permissions

RFR 321 Referral and Requisition Tracking

TFM 211 Traffic Manager

WTL 212 Waitlist

TPT 123 Tips and Tricks

CLN 101 Accuro – Getting Started

MHP 113 Managing Medical History and Prescriptions

PAW 122 Provider/AHP Workflow

LBM 209 Labs

CNT 105 Creating Note and Letter Templates

FRM 106 Forms – Getting Started

FRM 206 Forms – The Next Level

FRM 306 Forms to Letters

CDM 319 Using CDM Worksheets

CDM 419 Building CDM Wokrsheets

IMV 209 Configuring Vaccines and Immunization Schedules

BLG 101 Billing Claim Entry and Submission

BLG 204 Billing Errors and Reconciliation

BLG 216 Third Party Billing and Private Billing

BLG 417 Billing Periods

ALQ 318 Alert Query Builder - Getting Started

ALQ 418 Alert Query Builder - The Next Level

PPC 420 Cumulative Preventative Care Bonus (ON)

Accuro Custom Coaching

Add-on Product Training

* Required field

Save and send this completed form to **training@qhrtech.com**