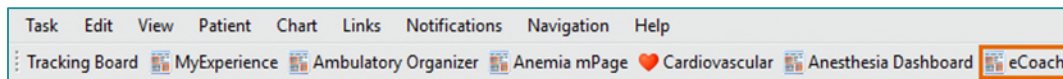


eCoach is an Oracle Health (Cerner) solution that provides direct access to learning materials relevant to roles and workflows in FirstNet and PowerChart. Access custom Northern Light education "just in time" without having to leave the electronic health record.

Accessing eCoach

eCoach is located in the first toolbar of the Organizer Toolbar in FirstNet and PowerChart.

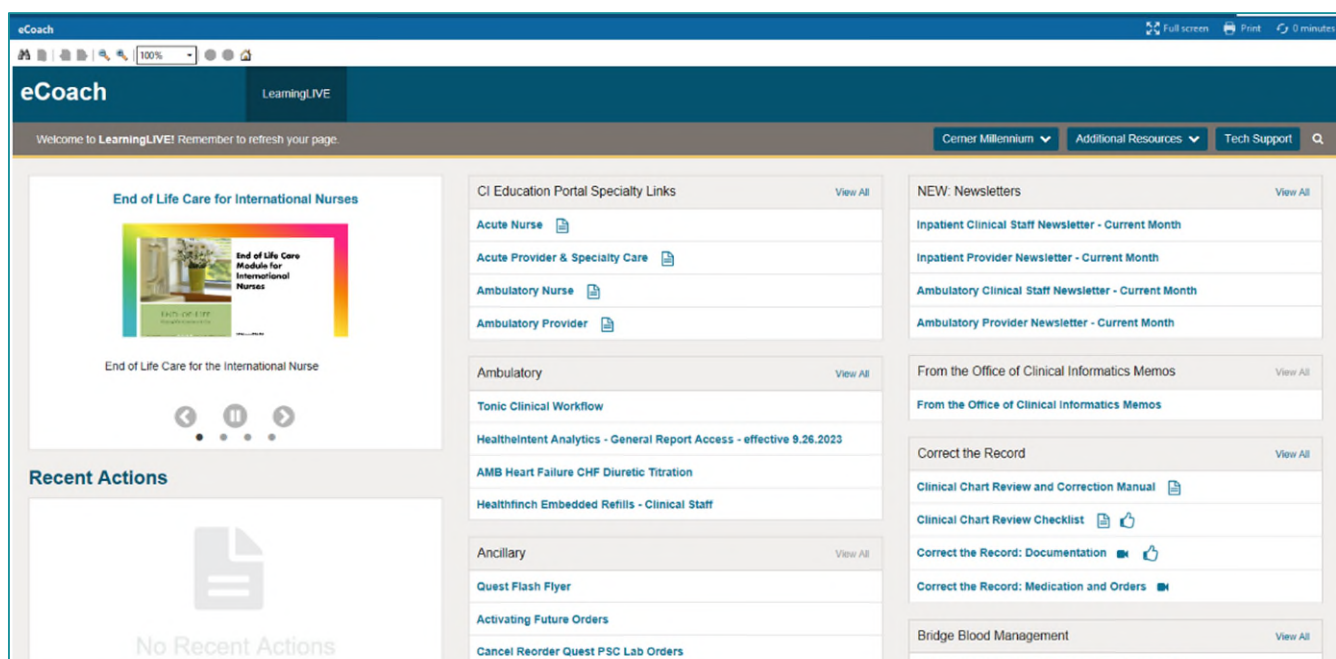


NOTE: The second toolbar may overlap the first. If this is the case, click the dropdown arrow at the end of the toolbar to expose eCoach.

HINT: Click the three vertical dots at the beginning of the second toolbar to click and drag it to expose the eCoach button without having to use the dropdown. Click Suspend/Exit to save the preference change.

Navigating eCoach

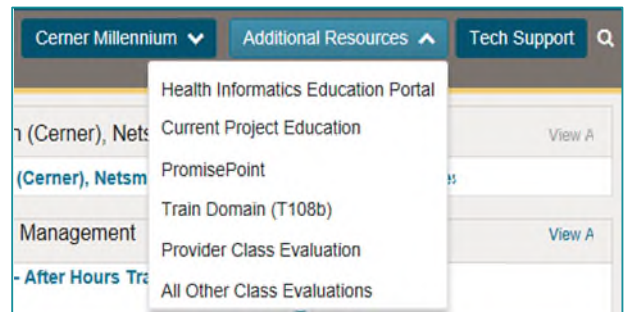
eCoach has several zones of interest, which are discussed below. The page has a scrolling function on the right and each component has a **View All** feature that can be clicked to view additional materials.



Zone 1: Top Right

➤ Additional Resources

- Direct link to the Health Informatics Education Portal where the full list of educational material is maintained.
- Link to Project Pages.
- Link to PromisePoint.
- Link to the current Train Domain.



➤ Tech Support

- IS Help Desk Phone Number.

Zone 2: Left Column

➤ First Position: Featured Videos

- The first section in this column highlights videos recently published for changes and/or in response to FAQs.

➤ Second Position: Recent Actions

- PowerChart/FirstNet presents information based on the most recent activity within the chart.
- Click the **Minutes Ago** button to refresh the screen if this section does not update.

➤ Third Position: Hot Topics

- Links to project flash flyers and other recently published flyers are available here.

➤ Fourth Position: CareAware Connect

- Resources for using CareAware Connect/Tiger Text/BYOD.

➤ Fifth Position: DAX Copilot

- Resources for providers that have licence to use DAX Copilot dictation.

➤ Fourth Position: Downtime and Recovery

- Resources for how and what to document in the record after a downtime are linked here.

➤ Fifth Position: Quality

- Resources for documentation excellence and available Cerner tools can be found in this component.

➤ **Eighth Position: Quick Reference Guides (QRGs)**

- Supplemental written step-by-step outlines that correspond to the matching simulation found in PromisePoint.

➤ **Ninth Position: Seamless Exchange**

- Links to flyers that cover the education of Seamless Exchange.

Zone 3: Center Column

➤ **First Position: Health Informatics Education Portal Specialty Links**

- This offers access to the HI Education Portal's full list of education, based on position.
- Click the **View All** button if the desired position does not display face-up.
- Can be used if the desired flyer/topic is not found on the page.

➤ **Remaining Components: Role-Based Materials**

- Quick access to specialty area/workflow-oriented education.
- These are arranged in alphabetical order.



Zone 4: Right Column

➤ **Functionality-Based Materials**

- Links to the current month's newsletters.
- Links to previous and past month of From the Office of Health Informatics communications.
- Remaining components contain materials organized by functionality.

Icons

Icons are used to describe the type of education item.

- New: 
- Video: 
- Document: 