HQPM (Health Quest Patient Management; aka PROD)

HQPM Intro

Class Pre-requisites: No prerequisite classes need to be taken, however participants are expected to know how to type proficiently and use a mouse properly.

Class Content:
This class is designed for staff that needs view-only access to patient information in the Health Quest Patient Management system. Participants will learn how to properly logon and logoff the system. Numerous inquiry functions in HQPM will be taught showing how to view patient demographic information, visit history, chart locations, census inquiries for patient care areas, as well as how to view a list of current patients in UKHC for today, etc. How to print a patient face sheet will also be covered in the session.

Access:
Individual system access must be essential to your job function and be approved by your supervisor. At the conclusion of the training session, the class facilitator will request an HQPM User ID with inquiry access for each participant in the class. Attending class is no guarantee of securing a User ID as system access is created by IT Security; they make the final determination about access to all computer patient systems. It may take up to 5 business days for the access to be created.

Staff who should take the class:
This class is for all staff who need view only access to patient information in HQPM as well as getting access to print out patient face sheets.

HQPM OutPatient Registration

Class Pre-requisites: No prerequisite classes need to be taken, however participants are expected to know how to type proficiently and use a mouse properly.

Class Content: This class must be taken in 4 consecutive days. The class is team taught by an Enterprise Learning Technical Trainer and a UKHC Patient Access Services Insurance Trainer covering all aspects of the Out Patient Registration functions and the insurance information utilizing the Automated Insurance Manual (AIM) system. Participants will learn the HQPM system information covered in the HQPM Intro class as well as how to register existing and new patients using the OPR function. Updates functions will be taught showing how to update patient demographics and visit history information. Participants will also learn how to register patients for a future date and how to complete a pre-registered patient using the VSNT function.
Access: Individual system access must be essential to your job function and be approved by your supervisor. At the conclusion of the training session, the class facilitator will request an HQPM User ID with inquiry, registration and update functions access for each participant in the class. Attending class is no guarantee of securing a User ID as system access is created by IT Security; they make the final determination about access to all computer patient systems. It may take up to 5 business days for the access to be created.

Staff who should take the class:
This class is for all staff who need inquiry and registration access to patient information in HQPM.

HQPM Emergency Department/Admitting Registrations

Class Pre-requisites: HQPM Out Patient Registration class must be completed prior to taking this training module.

Class Content: The class covers aspects of the Emergency Department and Admitting Department registration functions in HQPM and the insurance information utilizing the Automated Insurance Manual (AIM) system. Participants will learn to register existing and new patients using the ERTR, ERTW and ADM, ADMN functions. Attaching insurance to the registrations will also be covered. Class time is estimated to be from 4-6 hours.

Access: Individual system access must be essential to your job function and be approved by your supervisor. At the conclusion of the training session, the class facilitator will request an HQPM User ID with ED and Admitting registration and update functions access for each participant in the class. Attending class is no guarantee of securing a User ID as system access is created by IT Security; they make the final determination about access to all computer patient systems. It may take up to 5 business days for the access to be created.

Staff who should take the class:
This class is for all Chandler and Good Samaritan ED and Admitting staff who need to do registration functions in HQPM.