



## November 2024 EHR Training Schedule

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|--|-----------------------|
|  | Friday<br>Nov 1, 2024 |
|  | No Training           |

| Monday<br>Nov 4, 2024 | Tuesday<br>Nov 5, 2024   | Wednesday<br>Nov 6, 2024  | Thursday<br>Nov 7, 2024                            | Friday<br>Nov 8, 2024 |
|-----------------------|--|---|--|-----------------------|
| Reserved              | <p style="text-align: center;">Provider<br/>Administrative Staff<br/>SmartCare<br/>Training<br/>9:00am</p> <p style="text-align: center;">Provider<br/>Service Corrections<br/>SmartCare<br/>Training<br/>2:00pm</p> | <p style="text-align: center;">MHTC<br/>SmartCare Go Live<br/>Q&amp;A session<br/>8am</p> <p style="text-align: center;">Billing<br/>1:1 session<br/>by appointment.<br/>Contact:<br/>(BHS-EHRBilling@sacounty.gov)</p> | Access Team/SOC<br>SmartCare<br>Training<br>9:00am | No Training           |

| Monday<br>Nov 11, 2024 | Tuesday<br>Nov 12, 2024  | Wednesday<br>Nov 13, 2024  | Thursday<br>Nov 14, 2024                | Friday<br>Nov 15, 2024 |
|------------------------|--|--|---|------------------------|
| County<br>Holiday      | Enhanced Care<br>Management (ECM)<br>SmartCare<br>Training<br>9:00am | <p style="text-align: center;">Direct Care Staff<br/>1:1 session<br/>by appointment.<br/>Contact:<br/>(BHS-<br/>EHRTrainingReg@sacounty.gov)</p> <p style="text-align: center;">MHTC<br/>SmartCare Go Live<br/>Q&amp;A session<br/>3pm</p> | MHTC<br>SmartCare<br>Training<br>9:00am | No Training            |

| Monday<br>Nov 18, 2024 | Tuesday<br>Nov 19, 2024  | Wednesday<br>Nov 20, 2024   | Thursday<br>Nov 21, 2024  | Friday<br>Nov 22, 2024 |
|------------------------|--|---|---|------------------------|
| Reserved               | <p style="text-align: center;">Provider<br/>Administrative Staff<br/>SmartCare<br/>Training<br/>9:00am</p> <p style="text-align: center;">Provider<br/>Service Corrections<br/>SmartCare<br/>Training<br/>2:00pm</p> | <p style="text-align: center;">MH Mobile Crisis<br/>Combined QM/EHR<br/>Training<br/>8:00am<br/>(Register with BHS<br/>QM Training)</p> <p style="text-align: center;">SUPT Providers<br/>User Forum<br/>2-3:30pm</p> | <p style="text-align: center;">AccessTeam/SOC<br/>SmartCare<br/>Training<br/>9:00am</p> <p style="text-align: center;">MH Providers<br/>User Forum<br/>1-2:30pm</p> | No Training            |

| Monday<br>Nov 25, 2024                  | Tuesday<br>Nov 26, 2024  | Wednesday<br>Nov 27, 2024 | Thursday<br>Nov 28, 2024 | Friday<br>Nov 29, 2024 |
|---|--|---------------------------|--------------------------|------------------------|
| MHTC<br>SmartCare<br>Training<br>9:00am | <p style="text-align: center;">Direct Care Staff<br/>1:1 session<br/>by appointment.<br/>Contact:<br/>(BHS-<br/>EHRTrainingReg@sacounty.gov)</p> | Reserved                  | County<br>Holiday        | County<br>Holiday      |

| Legend |  |  |
|--------|--|--|
|        | MHTC Avatar Training                               | Offered twice per month on dates indicated   |
|        | Provider Admin SmartCare Training                  | Offered twice per month on dates indicated   |
|        | Provider Service Corrections SmartCare Training    | Offered twice per month on dates indicated   |
|        | Access Team/System of Care SmartCare Trainings     | Offered twice per month on dates indicated   |
|        | Enhanced Care Management (ECM) SmartCare Training  | Offered monthly on date indicated  |
|        | Combined QM/EHR MH Medi-Cal Mobile Crisis Training | Offered monthly on date indicated/ Register with QM  |
|        | MHTC SmartCare Q&A Sessions                        | Offered on dates indicated   |
|        | EHR User Forum                                     | Offered on dates and times indicated. No registration required.<br>To receive the Zoom invites, email bhs-ehrsupport to be added to the<br>EHR email Distribution list |
|        | One-on-One EHR Support Session                     | Contact the EHR Billing team to schedule an appointment  |