

VOWHS Customer Learning Series



Classroom Training from VOWHS provides healthcare professionals with the hands-on, in-person education to help them be more productive.

Centricity Practice Solution

Training is the best way to make sure you are maximizing the return on your investment. Centricity Practice Solutions is a powerful tool and is packed with so many capabilities that virtually any user can benefit from training. With new features being added, even experienced users will find faster, better ways to complete their tasks.

VOWHS has developed a series of classroom training sessions on several popular topics for Centricity Practice Management and EMR. These courses are presented in our Pittsburgh headquarters by full-time professional instructors with many years of hands-on industry experience. Each class includes professional course materials with comprehensive student notes that can be used for reference after you're back on the job applying your new skills.

For the complete details on class content or to see the latest classroom training schedules and prices, please visit [VOWHS Customer Learning Series](#).

Practice Management – Front Office Courses

Level 1 - Scheduling and Registration (One training credit)

This session will cover the basics of scheduling and registration within the Centricity product. Users will walk away with knowledge of how to register new patients, update established patient information, schedule both new and established patient appointments, how to create patient recalls and will be able to answer basic questions regarding balances.

Level 2 - Scheduling and Registration (One training credit)

This course will cover more advanced features of scheduling and registration in Centricity. Attendees will leave this course knowing how to create and manage waiting lists, work with various types of cases (ex: Work Comp) and referrals/authorizations, verify patient insurance eligibility, collect and post copayments and answer patient's more detailed financial questions.

Level 3 - Scheduling and Registration (One training credit)

This class wraps up scheduling and registration by reviewing more administrative features. Participants will receive an administration overview and learn critical setup functions to aid in a smooth registration and scheduling process for staff and patients. Some items to be covered include creating and modifying schedule templates, creating and maintain insurance carriers, copay management, task management and reporting.

Practice Management – Back Office Courses

Level 1 - Billing (One training credit)

This session will cover the basics of charge entry within the Centricity product. Users will walk away with knowledge of the billing module, how to post charges (both procedures and diagnosis codes), retrieve charges from EMR, collect and post copayments, answer detailed patient financial questions, approve and correct visits to ready them for submission and how to balance at the end of the day.

Level 2 - Billing (One training credit)

This course will cover the payment entry features of the Centricity product. Attendees will leave this course knowing how to approve and correct visits for submission, how to post payments (including electronic remittance advice), process refunds, and create patient payment plans.

Level 3 - Billing (One training credit)

This class wraps up billing by reviewing EDI (electronic claim submission) and accounts receivable. Participants will receive instruction the submission process, general reporting, insurance carrier EDI setup, copay management, staff task management, accounts receivable, collections and financial reports for both daily, monthly and yearly use.

Practice Management – Administration Courses

Level 1 - Administration (One training credit)

This session will begin to cover the critical administrative functions of the Centricity product. We will cover, in depth, the functions that require the most frequent maintenance. Some examples include Allocation Types/Sets (copays), Security, Companies and Fee Schedules.

Level 2 - Administration (One training credit)

This class wraps up by finishing the administrative functions of Centricity. Items covered in this second session will include insurance carriers, procedure codes, referring physicians, providers and schedules. Also covered will be Centricity's basic reporting functionality.

Electronic Medical Records – EMR Charts Courses

Level 1 - Clinical Staff (One training credit)

This session will cover the basics of Centricity's EMR charts for clinical staff (physicians, nurses, physician assistants, etc.). Users will walk away with basic navigation knowledge of the chart module, basic chart documentation, beginning and ending a patient encounter, medications, transition of care (referrals), patient education and basic reporting.

Level 1 - Administration (One training credit)

This session will begin to cover the critical administrative functions of the Centricity product for the EMR module. We will cover, in depth, the functions that require the most frequent maintenance. Some examples include custom lists, views, form and text components, clinical documents and reports.

Level 2 - Administration (One training credit)

This class wraps up by finishing the administrative functions of Centricity's EMR. Items covered in this second session will include order setup, referrals, pharmacies and workflow evaluation.

Virtual OfficeWare Customer Learning Series Pricing

Pay per course with credits

Attend the courses you need with credits - buy more, save more. Credits expire after 1 year from purchase date.

	Credits Price
1 credit	\$745
2-4 credits (each)	\$545
5-9 credits (each)	\$345
10 or more credits (each)	\$195

- All sessions scheduled at VOW's Pittsburgh office
- 8 seats available per session
- Sessions scheduled 8am-5pm with a 1 hour break for lunch and two 15 minute breaks