Department: Business Information Systems

Policy No: BIS 22

22. New User Training
Policy: The purpose of this policy is to document the guidelines for training of new and current users on GE Centricity Business.

Procedure:
1) The Information Management Systems Department is responsible for processing access requests for the GECB practice management system.

2) Department supervisors submit requests for access/training to the GECB system in the Information Management Systems Portal.

3) Supervisors must specify what training is to be provided by selecting from the listed tasks:
   - Patient Inquiry
   - Add/Edit Registration
   - FSC Update
   - Scheduling of appointments
   - View patient appointments
   - Enter general comments
   - View provider schedules
   - Dictionary inquiry
   - Fee Schedule Inquiry
   - Print Face Sheet
   - Print appointment list
   - Demand labels
   - Demand charts
   - Master schedules and templates

4) Training is scheduled one week after the employee's start date to allow exposure to system and employee functions.
5) Training is conducted by a campus analyst in a group setting or occasionally on a one-on-one basis. The campus analyst demonstrates how each function requested on the security clearance form is performed.

6) When training is completed, employee signs a scheduling training acknowledgment form and/or a BAR training acknowledgment form. The campus analyst will then sign-in into GE CB with a generic password to allow the employee to create a new password.