Jefferson Health, Information Services & Technology, Epic Training

Clinical Concierge - Medical Assistant
Classroom Orientation Schedule
November 2, 2026

Epic Training Coordinator Susan Pool
Information Services & Technology, Epic Training
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NOTE: DEPARTMENTS SCHEDULE ALL "AS ASSIGNED" CLINICAL DATES AND TIMES

Location Key: **Center for Healthcare Education:** 3900 Sierra Circle, Center Valley, PA 18034 | **VIRTUAL**: Virtual Training, invite sent to email

DATE	TIME	CONTENT	LOCATION *SUBJECT TO CHANGE
WEEK #1			
Monday 11/2/2026	As Assigned	**CONNECTIONS** *****For the Ambulatory Integrated Care Services Orientation class schedule please reach out to the following contacts:** **Deborah Elsheakh** Deborah.Elsheakh@jefferson.edu and **Alison Nadraws** Alison.Nadraws@jefferson.edu	As per directions sent by Human Resources
Tuesday 11/3/2026	As Assigned	As Assigned	As Assigned
Wednesday 11/4/2026	**0800-1200** As Assigned	**Epic: AMB Clinical Support 100 Training** As Assigned	**Center for Healthcare Education** *3900 Sierra Circle* *Center Valley, PA 18034* As Assigned
Thursday 11/5/2026	As Assigned	As Assigned	As Assigned
Friday 11/6/2026	**0800-1600**	**Epic: AMB Clinical Support 200 Training**	**Center for Healthcare Education** *3900 Sierra Circle* *Center Valley, PA 18034*

- If staff will be completing registration / attending Revenue Cycle Education (RCE), managers are required to register them as needed. RCE will provide an additional separate training schedule.

For Revenue Cycle Education
Click here for HB/PB Payor/Plan Insurance Training Agendas
Please re-check the RCE agendas the **day** before your scheduled training
Questions? Email orcall RCE at REVENUE_CYCLE_ED or 484-884-8795

WEEK #2			
Monday 11/9/2026	As Assigned	As Assigned	As Assigned
Tuesday 11/10/2026	As Assigned	As Assigned	As Assigned
Wednesday 11/11/2026	**0800-1200** As Assigned	**Epic: AMB Clinical Support OB Training** **(Only for those working in OB/GYN)** As Assigned	**Virtual** As Assigned
Thursday 11/12/2026	As Assigned	As Assigned	As Assigned
Friday 11/13/2026	As Assigned	As Assigned	As Assigned
Further Orientation Schedule – As Assigned			

CPR CERTIFICATION / CPR RE-CERTIFICATION

- BLS (CPR) course offerings can be found on the Jefferson Intranet. Search for **GEM-EMI.** Once selected, you will be taken to Clinical - Lehigh Valley Region - GEM-EMI (Life Support Education) - Lehigh Valley
- Newly hired colleagues and those with expired AHA BLS for Healthcare Providers Certification should attend an Orientation CPR class. Orientation CPR classes are offered at least once per month – the 4.5 hour orientation class includes teaching and testing on the same date.
- **Pre-registration for all CPR classes is required – no walk-ins will be accepted.**
- If you need any additional assistance, please call EMI 484-884-0280.