



June 25, 2021

MEDITECH Expanse eLearning Frequently Asked Questions (FAQ)

How long will it take me to complete my eLearning?

This portion of training is estimated to be approximately 4 to 6 hours of learning (depending on the modules assigned to you). eLearning will provide fundamental technical and functional skills to navigate the MEDITECH Expanse, specifically the functionality of Web Acute, Emergency Department, and Ambulatory care.

When does my eLearning need to be completed?

Your eLearning should be completed prior to instructor-led training which is taking place from July 5 to September 11, 2021. If you cannot complete your eLearning prior to instructor-led training, please make an attempt to get through as much material as possible and watch the videos incorporated in the modules. You can navigate to the videos through the menu located on the upper right hand corner of the module. You can revisit the eLearning materials after your instructor-led training and complete your assigned learning.

Can I use any web browser to launch Surge?

For optimal use, please launch Surge in Google Chrome or Edge. The system does not function as intended in Internet Explorer. For detailed instructions on how to access and navigate Surge, click [here](#).

I cannot log-in, who do I contact?

If you are experiencing difficulties logging into your Surge account, contact your local IT Service Help Desk during regular business hours or email training@care-4.ca on evenings and weekends.

Can I book a drop-in space on site to complete my eLearning?

Please connect with your site's training department to identify designated computers/ space to complete your eLearning modules while on site.

- CGMH: care4training@cgmh.on.ca
- GBGH: care4training@gbgh.on.ca
- HHCC: care4training@headwatershealth.ca
- RVH: care4training@rvh.on.ca

Please note drop-in spaces are limited and are booked on a first come, first served basis.

Do I have to complete my eLearning in one sitting?

No, you do not have to complete your eLearning assignments in one sitting. If you wish to close out of Surge, take note of where you are in the module and use the navigation menu to toggle back to that section.

Do I have to participate in eLearning?

All providers are expected to complete 100 percent of their assigned eLearning. It is critical that you are familiar and confident with the new system, MEDITECH Expanse, during GO LIVE so we can ensure a



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smooth transition for providers, staff and ultimately our patients. If a provider does not complete training, each site will deal with delinquencies on a case-by-case basis.

I took the test and failed, now what?

Tests are used as a means to check your understanding of the course material. There are no limits on how many times you can retake the test. See the [How-To Guide](#) for instructions on how to retake the test.

I need extra support understanding the course content, who do I contact?

If you are experiencing difficulties understanding the course content and wish for further assistance, please contact your site training department at:

- CGMH: care4training@cgmh.on.ca
- GBGH: care4training@gbgh.on.ca
- HHCC: care4training@headwatershealth.ca
- RVH: care4training@rvh.on.ca

The system is taking a while to load, why is this happening?

Unpredicted slowdowns can occur at times as Surge is a web-based application. If your issue persists, contact your local IT Service Desk for connectivity related issues. In the circumstance that the Surge system is down, you will receive a system outage email.

Who assigned my eLearning modules?

A wide variety of stakeholders across the four partner sites, including physician and clinical leadership, took part in a comprehensive review to determine eLearning assignments. Modules are assigned based on role and job function.

Will I receive credits for my eLearning?

We are happy to share that we have received certification from the College of Family Physicians of Canada for our CARE4 MEDITECH Expanse provider training with one credit allotted per hour of learning up to a total of 9.5 Mainpro+ credits.

We have also received accreditation from the Royal College of Physicians and Surgeons of Canada. CARE4 MEDITECH Expanse training is a self-approved group learning activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada. Physicians that belong to the Royal College of Physicians and Surgeons of Canada will be eligible to receive one credit per hour of eLearning and instructor-led training attended.

What if I work at more than one of the four partner sites implementing CARE4?

If you work at more than one CARE4 partner site (Collingwood General and Marine, Georgian Bay General Hospital, Headwaters Health Care Centre and Royal Victoria Regional Health Centre) in a similar role, you do not need to complete the same eLearning training at each site.

If I have received MEDITECH Expanse training from another site outside of the CARE4 project, do I still need to complete my eLearning?

Other hospitals may have Expanse configurations that are specific to their sites and differ from our partnership's configuration. Additionally, a large component of the project has included standardization of documentation, processes and order sets across our four hospitals. As such, all providers are strongly encouraged to complete their assigned learning. We understand that there might be special circumstances where your prior experience would apply and ask that you reach out to your Chief Medical Information Officer or Medical Affairs Team to discuss.