



June 25, 2021

MEDITECH Expanse eLearning Frequently Asked Questions (FAQ)

How long will it take me to complete my eLearning?

All staff are required to complete the core eLearning modules. This is anticipated to take up to one hour. Additional modules, which are largely assigned to clinical staff and are based on role, are anticipated to take between four to six hours.

When does my eLearning need to be completed?

All employees are must complete eLearning prior to instructor-led training, if assigned. Employees who are not required to complete instructor-led training must complete their eLearning by August 18, 2021.

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 Desk during regular business hours or email training@care-4.ca during evenings and weekends.

Do I have to complete my eLearning in a particular sequence?

For bundled courses such as Laboratory Core Module and All Staff Core Modules, you must complete in sequential order to progress onto the next part.

Can I book a drop-down 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.

- o CGMH: care4training@cgmh.on.ca
- o GBGH: care4training@gbgh.on.ca
- o HHCC: care4training@headwatershealth.ca
- o 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, please take note of the section you were on. When you are ready to resume eLearning, use the navigation menu at the top right hand corner of the module to toggle to where you left off.

Is eLearning mandatory?

Yes, completion of eLearning is mandatory. It is critical that you are familiar and confident with the new system, MEDITECH Expanse, during GO LIVE so we can ensure a smooth transition for staff, providers and ultimately our patients.



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Failure to successfully complete the training may result in a learning plan and/or the inability to be scheduled for shifts after GO LIVE.

I took the test and failed, now what?

The tests provide an opportunity for you to check your understanding of course content. There is no limit on the number of attempts to pass a 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. We have been working with Surge to make improvements to the system. If you encounter a persistent issue, contact your local IT Service Desk or email training@care-4.ca. 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 took part in a comprehensive review to determine eLearning assignments. All staff have been assigned core modules. Additional modules, which are largely assigned to clinical staff, were based on role and job function.

How will I be compensated for eLearning?

Some staff may be scheduled to complete eLearning during their regular working hours. If you are scheduled to complete the eLearning at work, you will be paid as per your schedule.

If you are not scheduled to complete eLearning during working hours, you will need to complete eLearning at home or you can access designated eLearning drop-in spaces. Please note drop-in spaces are limited. You will be paid a quoted number of hours based on the anticipated time commitment for your assigned eLearning at your regular rate.

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. Staff are required to only complete their assigned training at their primary employer (majority of hours). Staff who work in different classifications or roles at different sites may be assigned learning from both employers.

If you complete the training at a partner site, you must share that information with your leader at your secondary site.